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| **LONDON METROPOLITAN UNIVERSITY**    **School of Computing**    **Work Related Learning**    **LEARNING LOG**    **Student name: Manohar Dharel**    **Student ID: 14047086**    **Module Code: FC6W51**    **Academic Tutor: Ravi Chandra Gurung**    **WRL activity: Hardware Maintenance and telecommunication Troubleshooting/Communication and Network troubleshooting/Group working/Time Management and real time pressure handling**    **DATES OF ENTRIES IN LEARNING LOG**  **14/11/2016\_\_\_\_\_\_\_**  **24/11/2016\_\_\_\_\_\_\_**  **02/12/2016\_\_\_\_\_\_\_**  **11/11/2016\_\_\_\_\_\_\_**  **13/11/2016\_\_\_\_\_\_\_** |

**LEARNING LOG 1**

**For the period 7th Nov to 14th Nov**

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| **What have I done? (relate tasks to Learning Outcomes LO1, LO2, LO3, LO4, LO5 in your WRL form)**  Our main focus this week was to maintain the computer and troubleshoot the problem occurred during the maintenance. The main task that was performed was checking for hardware and software issue. Software issue was solved moment after it was found and hardware issue was solved in maintenance room. Similarly, computer assembly and disassembly was also performed. Computers were assembled and taken to the lab. (LO3)  Similarly, Network trouble shooting was also another part of the work. To find the problem, first of all switch and ports on switch were checked. Those cables which had problem with RJ-45 was crimped. Some of the damaged LAN cable was also replaced. (LO5)  Likewise, telecommunication troubleshooting was also done at early days of week. First of all, PABX and then after cable was checked for any problem. The cable was crimped for successful troubleshooting of the telephone.(LO4) |
| **What I did well (refer to skills used)**  I was good at troubleshooting the telephone lines. To do it, I gathered as much information as possible from the officials. We had great communication with each other. I also worked fine under tight timeline and pressure. |
| **What I could improve on (i.e. skills I want to improve)**    Sometimes, I was doing things without understanding the problem. Lack of information about the problem caused me lots of trouble to solve the problem within in a specified time. I think I should improve my understanding and discuss about the problem with the officials and gather more information on problem. |
| **Action I can take to improve my skills and learning (make these “SMART”).**  GOAL – Develop Communication Skills  ACTION- Be more social and communicate with supervisor, students coming with problem and other interns.  TIMING – 17th Nov 2016 |

**LEARNING LOG 2**

**For the period 15th Nov to 24th Nov**

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| **What have I done? (relate tasks to Learning Outcomes LO1, LO2, LO3, LO4, LO5 in your WRL form)**  As last week, the lab maintenance was a part of our work. However, some new tasks were also done during this week. We have been designing the lab structure for proper lab maintenance. As I know Visio better than another there, I also gave other interns some tips on how to use a Visio. Similarly, I also came to know about how to use photoshop to edit photo. Likewise, I also got chance to present in front of students on topic “how to use google classroom” and also prepared power point slide. All these things help me improve my presentation and communication skills. (LO2 and LO1)  After having conversation with supervisor and understanding the network structure, we worked to establish a new network line from the server room to the respected lab for internet service. Likewise, we also have done the basic router configuration on different labs. (LO5) |
| **What I did well (refer to skills used)**  In my view, I had improved my communication skills. I also managed to finish the work on time. Likewise, I was somehow good in preparing lab images in Visio. So, I taught other intern members on how to use Visio. I also gained knowledge about using photoshop and developed my knowledge on photoshop which was a result of developing communication skills. |
| **What I could improve on (i.e. skills I want to improve)**    Still, there are some parts I need to work on. I could improve my knowledge on hardware trouble shooting. likewise, there is still a lack of confidence in me. |
| **Action I can take to improve my skills and learning (make these “SMART”).**  GOAL – Build server rack  ACTION- Research about server rack and explore about process involved in building server rack  TIMING – 27th Nov 2016 |

**LEARNING LOG 3**

**For the period 25th Nov to 2nd Dec**

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| **What have I done? (relate tasks to Learning Outcomes LO1, LO2, LO3, LO4, LO5 in your WRL form)**  From the beginning of our internship, lab maintenance was the thing that we mainly focused and this week also we maintained some of them. Computers along with Projector were checked and network maintenance was done. Likewise, reflecting back to previous week, this week some difficult hardware failure of the computer was maintained researching about it. Similarly, further extension of the network which was left uncompleted last week was done this week too. These things also boosted my confidence level. (LO3)  The main thing that we have done this week was building server rack. Dismantled part of server rack was assembled to form a server rack. The physical structure of server rack was analysed. And then, switched were assembled in server rack later this week. Similarly, research on different kind of cisco switches and router were done. (LO5) |
| **What I did well (refer to skills used)**  In my view, I had improved a lot more this week. What I did well was I researched a lot while solving different kind of hardware problem of computers. Similarly, I also physically analysed the structure of the server rack. This week I was much confident about doing any kind of work. |
| **What I could improve on (i.e. skills I want to improve)**  This week I faced a problem while assembling server rack which was due to improper time management. So, next week, I will focus to manage time and work on routine prepared for proper time management. |
| **Action I can take to improve my skills and learning (make these “SMART”).**  GOAL – Develop time management and real time pressure handling skills.  ACTION- work load prioritizing by analysing the importance of task.  TIMING – 5th Dec 2016 |

**LEARNING LOG 4**

**For the period 4th Dec to 11th Dec**

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| **What have I done? (relate tasks to Learning Outcomes LO1, LO2, LO3, LO4, LO5 in your WRL form)**  This week also lab maintenance was the part of our work. However, this week was a busy week for all of us intern as we also had to setup lecture room for lecturers from University. Similarly, good communication and interaction was done with them. For this workload prioritization was done and some unexpected problem was solved at the moment which developed my real-time pressure handling quality. (LO2)  And also, Hardware trouble shooting was done for the pc with hardware problem like replacing Hard disk, changing RAM and so on. Similarly, this week interaction with students coming to solve their problem was done a bit more. Likewise, this week we coordinated with supervisor to solve the problem in telephone which enhanced my communication skills. (LO1)  As sound lab was being built, the setup necessary for it was also done. Apart from this, printer in printing was having problem connecting to network and remotely print which was also solved using skills learned during the work. (LO3) |
| **What I did well (refer to skills used)**  In my view, I had improved my time management skills and interacted more with other people this week. I was good performing hardware troubleshooting as I had researched and gained knowledge about difficult hardware trouble shooting |
| **What I could improve on (i.e. skills I want to improve)**  I have developed my researching habit and upgraded my confidence level. However, I could still work on these factors for better result. I could also improve my logical thinking to solve the different kinds of minor and major problems. Similarly, I could work more on solving different kind of problem during hardware troubleshooting. |
| **Action I can take to improve my skills and learning (make these “SMART”).**  GOAL – Improve logical thinking and working skills along with network troubleshooting.  ACTION- Understand the actual flow of problem  TIMING – 5th Dec 2016 |

**LEARNING LOG 5**

**For the period 12th Dec to 13th Dec**

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| **What have I done? (relate tasks to Learning Outcomes LO1, LO2, LO3, LO4, LO5 in your WRL form)**  As usual, the computers in the lab were maintained which was the work of every week. Similarly, the different thing I did on the following week was maintaining the CCTV and extend CCTV network. Likewise, I also helped student dual boot their PC using my logical thinking and helped me increase my creativity.(LO3) |
| **What I did well (refer to skills used)**  I think, I was good troubleshooting hardware problem. I also effectively performed lab maintenance.as mentioned earlier, I need to develop my logical thinking capacity, so during this week I reflected back and worked on how to develop my logical and working skills. Moreover, I worked to learn the actual flow of the problem to solve the problem in right time. |
| **What I could improve on (i.e. skills I want to improve)**  I got a month of handful experience with other interns and got a chance to work with very experienced teachers from IT department. I had developed most of my skills during following months. I will develop good planning and organocation skills. Similarly, I will also try to keep verbal and written communication clear, concise and confident. Similarly, to be incredible in fast paced industry, I will enjoy taking new challenges, pushing boundaries and looking toward future. Also, I will develop logical and analytical approach to problem solving and develop my team working skills. |
| **Action I can take to improve my skills and learning (make these “SMART”).**  GOAL – Take new challenges, develop logical and analytical approach  ACTION- Work for real client, take part in different seminars.  Timing- Next Job. |