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Introduction

The Young Graduate Trainee Program (YGTP) at Zemen Bank is a strategic initiative aimed at equipping fresh graduates with practical and professional experience in banking and information technology environments. The purpose of this program is to provide hands-on exposure and guided mentorship within real-world banking departments.During the week of April 28 to May 2, 2025, we had the opportunity to participate in a structured On-theJob Training (S-OJT) within the IT Support Department. The primary objective of this training was to develop a foundational understanding of the Bank’s IT Support oprations, explore the tools used in monitoring and safeguarding digital assets, and gain basic operational knowledge in observational learning and simulated challenges.

Training Details

* **Training Period: April 28 – May 2, 2025**
* **Department:** IT Support
* **Focus Areas:**
* SysAid functions and overview
* Ticket Lifecycle
* User Request/Incident Handling
* ATM overview
* Knowledge base and Documentation of Incidents

Training Activities

* Day 1- April 28, 2025: Orientation, tools and ticket lifecycle

We were introduced to **SysAid and it’s function,**

* Ticket overview and how it’s handled.
* Escalation and Routing – Escalation is when the department encounters a problem that’s beyond it’s capabilities, while Routing refers to sending requests and incidents out to the responsible parties or departments.
* RDP (Remote Desktop Protocol) is a proprietary Microsoft protocol that allows users to remotely connect to and control another computer over a network. It provides a graphical interface (GUI) for accessing a remote system as if you were sitting in front of it.
* SysAid’s additional utilities like Patch Management when systems are updated.
* Day 2 – April 29,2025: Incident Handling and Prioritization

We explored the **ticket classification, setting priority levels, ticket logging and user request handling system** of the bank, and learned about:

* Multiple status in SysAid tickets like:
  + New
  + Open
  + Closed
  + Pending (If we’re waiting for additional information to close the ticket)
  + Postponing (If it’s holiday or the weekends)
* **Priority** is set using **Urgency** and **Impact** inputs. The higher urgency and impact is the higher the Priority.
* Day 3 – April 30,2025: Troubleshooting (Hard Ware/Soft Ware/Operating System)

We saw some of the common troubleshooting techniques.

* Restarting is mostly the first step to troubleshoot
* **Vpro** – is a powerful tool that helps connect a device like ATM even if there is power outage or OS failure, we can still can connect to the device in kernel level.
* Zemen’s IT department does PM (preventive maintenance) once in a while as a preventive measure.
* HW troubleshooting steps:
* Identify the problem
* Check physical connection
* Run diagnoistic tests
* Update driver
* Replace faulty components
* Day 4 – May 1,2025: ATM, Network & Access support

We saw concepts about ATM operations, it’s overview, basic preventive checks, LAN/WIFI issue diagnosis, user access rights(creation/reset).

1. ATM Support & Troubleshooting

* ATM Hardware Components – Cash dispenser, card reader, PIN pad, and sensors.
* Common ATM Issues –
  + Cash jams or dispenser failures.
  + Card reader malfunctions (cleaning or recalibration needed).
  + Network connectivity problems (affecting transactions).
* Remote Diagnostics – Using Intel vPro for out-of-band management (even if OS crashes).
* Preventive Maintenance (PM) – Regular checks to avoid failures (e.g., cleaning, software updates).

2. Network Support

* Static vs. Dynamic Routing –
  + Static routing used for internal networks (fixed paths) used for ATMs.
* VLAN Configuration – Segmenting networks for security (e.g., separating ATM traffic from office LAN).
* Port-Channels – Combining multiple ports for redundancy and bandwidth.
* Access Control –
  + Cisco ISE (Identity Services Engine) for secure device authentication.
  + Access-Lists (ACLs) to restrict traffic (e.g., allowing only ATM monitoring systems).

### ****Day 5 – May 2,2025: Knowledge Base & Documentation****

We saw creating articles for future FAQs, update ticket status and notes, create a structured support report.

* Support and troubleshooting. Here’s what we covered:

1. **Knowledge Base (KB) Articles**

Purpose:

* Provide quick solutions to common IT issues (e.g., "How to reset a password").
* Reduce ticket resolution time by enabling self-service for users.
* Standardize troubleshooting steps for IT staff.
* Best Practices for Writing KB Articles:
* Clear & Concise – Step-by-step instructions with screenshots if needed.
* Categorization – Group by topic (e.g., "Network Issues," "Software Errors").

**2. Ticket Documentation & Status Updates**

Why It Matters:

* Ensures transparency for users and IT teams.
* Helps track recurring issues for root cause analysis.
* Create a dataset for future use.

Skills and Knowledge Acquired

Throughout the IT support training, We have gained both technical and procedural expertise essential for banking IT operations.

IT Service Management (ITSM) & Ticketing:

✔ SysAid Proficiency – Creating, categorizing, and resolving tickets efficiently.

✔ Ticket Lifecycle Management – Handling statuses (Like: New → Pending → Closed) and escalations.

✔ Priority Classification – Using urgency + impact to assign priority levels.

✔ Routing & Escalation – Redirecting tickets to appropriate teams (e.g., Network, Core Banking Department).

Remote Support & Troubleshooting:

✔ RDP (Remote Desktop Protocol) – Securely accessing Windows systems for remote support.

✔ Intel vPro – Troubleshooting ATMs at the hardware level (even during OS failure).

Challenges and Solutions

High Volume of Repetitive Tickets:

Example: Frequent password reset requests or "printer not working" issues.

Solution: Automate responses (e.g., self-service password reset portals).

Expand the Knowledge Base (KB) with step-by-step guides for common issues:

User Training – Conduct short workshops to reduce preventable tickets.

Feedback and Evaluation

Strengths of the Training Program

Structured Learning Path – Each day focused on a critical IT support area (like., Day 1: Ticketing, Day 4: ATM/Network).

Real-World Scenarios – We viewed bank IT environments and actual ticket workflows.

Expert Trainers – Instructors provided clear explanations and troubleshooting tips.

Conclusion

Overall, our experience in the IT support team was incredibly engaging and powerful. The training aligned well with the goals of the YGT program by providing us with both theoretical knowledge and hands-on understanding of enterprise IT operations.

Recommendations

Based on our experience, we propose the following improvements to the OJT program:

* Provide basic IT awareness training to all bank employees because as we gathered information, it turns out most of incidents can be handled by the uses if they are awared of basic IT services.
* Update Knowledge Base Regularly (Assign KB maintenance rotations to keep articles current)