



**Justa Kinya Muriuki (P15/2313/20110)**

**Place of Attachment:** PricewaterhouseCoopers (PwC) – Data Centre

**Core Business:** PwC is a multinational professional services network that offers Tax, Assurance and Advisory services to its clients

**Dates:** 5 May 2014 to 29 August 2014

**Functions Performed**

1. Help desk monitoring
2. User support to users from 11 countries
3. Resource management using the Windows Active Directory and XenCenter
4. Monitoring the Native and Citrix (hosted) Applications; troubleshooting the applications and sorting out problematic issues
5. Monitoring the Server Disk usage, to ensure enough space for efficiency of services
6. Monitoring scheduled jobs SQL jobs using SQL management studio
7. Monitoring server room environment
8. Network administration - Monitoring country connectivity, keeping logs of maximum round-trip times and packet loss
9. User acceptance testing for new applications and for applications being upgraded
10. Developing scripts to automate tasks

## **Lessons Learnt**

1. Role of IT in giving organizations a competitive edge
2. Deployment of applications including testing, training and user involvement
3. Importance of regular backup of data and disaster recovery
4. Employee performance, rewards and promotions with individuals always aiming at achieving maximum performance
5. Successful career development
6. Running a successful business with budgets, targets , performance monitoring, goals and taking corrective measures
7. Communication and teamwork are vital for coordination of individual efforts towards the achievement of business objectives

## **Benefits of the Attachment**

1. The attachment was a great eye-opener on to what the industrial work environment requires, and enforced professionalism and social skills
2. Emphasis of application of learned knowledge in creating working solutions for real problems
3. Professional networking with potential employers
4. Discovery of career interest in the systems auditing