



**UNIVERSITY OF NAIROBI**  
**COLLEGE OF BIOLOGICAL AND PHYSICAL SCIENCES**  
**SCHOOL OF COMPUTING AND INFORMATICS**

**INDUSTRIAL ATTACHMENT BRIEFS**

**Name of Student:** Anthony George Mendonca  
**Registration No:** P15/34465/2013  
**Institution Attached:** Dimension Data  
**Period of Attachment:** 9<sup>th</sup> Feb – 26<sup>th</sup> Feb 2016

**Objectives**

1. Exposure to industrial work environments
2. Active participation in creating practical solutions using knowledge learnt
3. Build professional networks with potential employers

**Activities Undertaken**

- Providing support on IT Systems and Equipment
- Software installation and updating
- Preventive Maintenance on PC's, Servers and Printers
- Troubleshooting and repair at component level technology of the following: VGA monitors, PC motherboards, Printer main boards

**Lessons worth Sharing**

Had I set out in the working world without this experience, I believe I would have gotten a very fast wakeup call, and the outcome probably would not have been good. The practicality of working is not something that can be taught from a textbook and not in a classroom environment. If not for the stated internship at Dimension Data, I would have probably not known a lot of simple things like the way people notice when you show up at work just a few minutes early or late. The bosses also do note if you are dressed in a manner that conveys a good impression of their company.

While carrying out customer support for Dimension Data clients I learnt that customer service is hard. You cannot please everyone. One just has to do their best and realize that at the end of the day, you are in a service-oriented industry where the customer is essentially the most important person.

I learnt to work well as a team and that without my counterparts assistance that the work required to be completed would not get done within the specified deadlines.