



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

INDUSTRIAL ATTACHMENT BRIEFS

Name of Student: Patience Cheptoo
Registration No: P15/52312/2012
Institution Attached: Kenya Meteorological Department
Period of Attachment: Feb – Mar 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

- installing and configuring computer hardware operating systems and applications;
- monitoring and maintaining computer systems and networks;
- troubleshooting system and network problems and diagnosing and solving hardware or software faults;
- providing support, including procedural documentation and relevant reports;
- supporting the roll-out of new applications;
- setting up new users' accounts and profiles and dealing with password issues;
- responding within agreed time limits to call-outs;
- testing and evaluating new technology;
- conducting electrical safety checks on computer equipment.

Lessons Learnt

1. ICT support in an organization.
2. Practical application of weather analysis.
3. Installing and configuring UPSs and their maintenance.
4. Configuring software services and machines
5. Customer support in the organization.

Challenges

- During trouble shooting computers (user support), we lacked some of the essential drivers and software since some were not available at the ICT office.
- At the national communication centre it is not easy to master the station code of originality of the data since the codes are not provided during data verification and monitoring.
- When one is deployed at switching centre there is no much of activities done or new experiences.

Overall Experience

The attachment was an excellent opportunity to gain some hands on experience in the ICT field. It provided an opportunity to work as an ICT support and a public relation officer. I acquired many new skills and developed many already existing skills including innovativeness and creativity in solving problems, working in a team based environment, dealing with management and customers, and presentation and communication skills. I have found that my ability to absorb and learn material has drastically improved, as well as my time management ability. The experience at KMD has been invaluable and I learned a great deal about all the government services. Work experience after school significantly increases the chances of employment after graduation.