



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

**INDUSTRIAL ATTACHMENT BRIEFS**

**Name of Student:** Njenga Mukura Kabiru  
**Registration No:** P15/35191/2013  
**Institution Attached:** Family Bank Ltd.  
**Period of Attachment:** March – May 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**

System Administration – Microsoft Exchange, SharePoint, Skype for Business and Active Directory to manage some of the work done by the system administrators.

Hardware Repair – Fixing desktop, laptop PCs and printers for employees.

IT Help Desk Support – Assisting employees in troubleshooting computer and Active Directory issues over the phone and mail.

Branch Setup – Assisting the department in installing new computers and network hardware in new branches.

**Lessons worth Sharing**

**Image** – It is of extreme importance to be a person of character, carrying out duties effectively and professionally. This includes being punctual, hardworking and showing good work ethics.

**Willingness to Learn** – A lot of people in the workplace have experience in various fields, and are a source of knowledge. Showing a willingness to learn helps one to integrate quickly into his/her role in the organization.

**Soft Skills** – Knowledge gained in studies is not enough in the field. One has to incorporate real world knowledge to move forward.

**Cooperation** – This is vital in the department, as it makes work easier for each individual while at the same time increasing the department's productivity.