

Attachment: overview



KENYA METHODIST UNIVERSITY DEPARTMENT OF COMPUTING AND
INFORMATICS BBIT INTERNSHIP REPORT TITLE: REPORT ON ATTACHMENT AT
ACHIEVERS COLLEGE OF PROFESSIONAL EMBU PRESENTED BY: HILDA
WAWIRA KIVUTI REG NO: BIT-1-0328-1/2011 SUPERVISOR: TIMOTHY ALNODO
Submitted in partial fulfillment of the requirements for the degree in
business information technology Submission Date: CHAPTER 1 1. 0

INTRODUCTION

I was attached at Achiever College of Professional in the department of information technology from 4 February 2013 to 29 March 2013. The IT fraternity is a small group which comprises of six staffs: four in EMBU college, two in Kerugoya college, and two interns both in EMBU college who solve problems and offer solutions to computer users at the institution, whereby they would conduct a step-by-step approach to form of questions that would assist the ICT officers through logical processes of diagnosis and troubleshooting.

If any problem occurs or suspected with the computer systems be it hardware, software and network, this was reported to ICT department, by phone or directly to the ICT staff. For the problems that cannot be solved through telecommunication, the ICT officers would visit the user at his or her office to solve the problems while there, for further diagnosis or troubleshooting, the ICT officers had to fill a form that contained specifications of the hardware component.

1. ORGANIZATION BACKGROUND.

Achievers College is a renowned institute in production of journalism & media studies. It is registered with the Minister of Education (Keg No MOHES/P; C/1702/012). Achievers College has been accredited by Association of Buss

Execution (ABE). Institute of commercial management-(ICM) Association of Business management Administration (ABMA) to offer all courses in the college.

1. 2 ORGANISATION CONTACT AND PHYSICAL LOCATION Achievers College. P. o. box 1532-60000 EMBU Kenya CELL PHONE 0721606888/0773515224. WEBSITE: EMAIL: achiever[(#)]om

LOCATION. The college is located at subira house-Behind EMCO house ?

1. 3 MISSION, VISION AND CORE VALUES OF THE ORGANIZATION MISSION Raising men to their respective destinies through professional moral & spiritual training. VISION To become a preferred institution of higher learning in Africa & the entire world. CARE VALUE. Professionalism integrity creating & innovation teamwork unity of purpose respecting the customer effectiveness & efficiency

1. 4 ORGANISATION STRUCTURE Board of goveners Board of goveners