

Internship Report

IT Department at AADC

Aysha Al Kaabi

ID: K-91260004



كلية الخوارزمي الدولية
AL KHAWARIZMI INTERNATIONAL COLLEGE

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Acknowledgement

I would like to thank my God because I completed my study and I arrived to this successful stage of my life by his grace.

Also, I would like to thank my family who supported me and encouraged me to complete my studies at KIC. Without their encouragement I won't complete my studies. Thank you my father and mother because you let me make a huge positive difference in my life.

Also, I would like to express my gratitude and appreciation to the management, teachers, and employees of KIC for their great offers with students to lead them to succeed in their study and life.

A special thanks to my teachers:

Dr. Ghassan Al Najjar

Dr. Samar

Dr. Santosh

Your Sincerely,

Aysha AlKaabi

Abstract

No one can deny the importance of internship for any student. The internship is the most important period in the student's life. I had the honor to take my internship in IT Department in Al Ain Distribution Company, which managed by Injazat Company.

My internship duration was nine weeks. During the nine weeks I do my training in five deferent sections:

- Help Desk Section
- Application Section
- Network Section
- Server Section
- Support Section

Taking the chance to be in touch with the real life of the work environment was a great deal for me. During my internship I applied what I studied in KIC practically. I learn more about IT Department and how this department manages a whole company.

More over, internship builds on my extensive range of IT skills. it improved my IT skills, also working with groups of employees helped me to know the best way of dealing with other. In addition, internship improves my self-independent skills, and helps me to know how I manage my time to finish all the tasks on the time.

This report presented brief information about AADC and Injazat companies. Also, I added an organization chart of IT Department. You will find in this report the entire task that I did during the nine weeks internship at the IT Department. I added evidence photos about the work that I did. Also, I listed down all the coursrs that I studied with brief information of each course.

Introduction

This report presented information about my internship in IT Deptment in Al Ain Distribution Company. The internship was within nine weeks. During the nine weeks I moved from a section to another.

The sections that I had my internship in are: Help Desk, Support, Server, Application, and Network.

In each section I learned something new, each day I was learning new things, you will find information about the work that I did during the internship. Also, I added different photos that I took in the work.

In addition, I dealt with different software and hardware requirements that I listed them in this report.

Moreover, I studied different courses at KIC that helped me more during the internship, so I listed them in this report with brief information about each course.

At the end of this report you will find a conclusion with recommendations for Injazat Company to help them improve their services.

Also, I attached appendix, which are the weekly reports that I was sending to my teacher.

Company Background

I had my training in Al Ain Distribution Company at IT Department, which is managed by Injazat Company. In this section of the report you will find brief information about Al Ain Distribution Company and Injazat Company.

About Al Ain Distribution Company

Al Ain Distribution Company (AADC) is an open business entity enlisted and consolidated in the Unified Middle Easterner Emirates under Law No 2 of 1998 on 1 January 1999 with Head Office at Al Ain. AADC is a completely claimed auxiliary of Abu Dhabi Water and Power with a completely paid capital of AED Billion 1,530,000,000.

AADC is the sole merchant and provider of water and power in the Eastern District of the Emirate of Abu Dhabi (Al Ain city and its encompassing country territories). This incorporates the proprietorship, operation and support of the water and power dissemination arrange resources, meter perusing, and administrations for the supply of water and power.

The quantity of AADC workers toward the end of 2012 was more than 1934 and the Organization gives administrations to a populace of the East District of Abu Dhabi (Al Ain Locale) drawing closer one half million individuals.

AADC has built up a reported Incorporated Administration Framework, which incorporates IMS Strategy Proclamation, IMS Targets, IMS Administration Manual, IMS Methods, Working Methodology, Handle Maps, Stream Graphs and IMS Records.



Al Ain Distribution Company



Al Ain Distribution Company Logo

About Injazat

Injazat Company was set up in 2009 as a national firm to serve the business group in the Emirate of Abu Dhabi.

Injazat gives an extensive variety of administrations pointed towards the business group including public, government, and private segments and for people to encourage their exchanges and supply esteem to their organizations, operations and every day assignments. Through late years of operations, Injazat has effectively demonstrated itself as a market pioneer in its part through giving inventive, proficient and top-notch administrations to its customers and clients. Injazat have turned into the decision since their working methodology is “your right hand in success”.

Injazat likewise endeavors to make long haul relations with all the nearby and global organizations in Abu Dhabi. Skill and high abilities are Injazat's principle pulls for achievement and future open doors.

Injazat Vision & Mission

To constantly be the choice for people and elements to develop and set up completely coordinated arrangements that advance and address the issues of clients and the business group.

To be the pioneer in giving administrations through the exhaustive comprehension of the business group's needs and serving them depending on their propelled administration and operation framework, consolidating their master group with cutting edge benefit innovation. Besides, Injazat depend on their capacity to ceaselessly manage the improvement of their assets for the ideal fulfillment of the group.



Injazat Company



Injazat Logo

IT Department Organization Chart



Main Objectives of Internship

- Applying practically what I learnt through the academic study at KIC on the work place.
- Internship provided me with confidence and it increased my practical skills.
- Internship taught me how to work in a real work environment and how to deal with confrontations, the challenges of the work environment.
- Practical training has increased my public relationships by dealing with different employees and supervisors.
- Internship will help me to find a job for my excellence during the internship period.

Training Requirements

Hardware:

- Mouse
- Keyboard
- Monitor
- CPU
- HDD
- Dell Printers
- Cisco Phones
- Fax
- Switch
- Hub
- Router
- Telephone cables
- Network cables
- Scanner
- Camera
- Memory (RAM)

Software:

- Call Manager
- Help Desk Application
- Wireless Controller
- IP phone setup
- Active Directory
- Outlook
- Access
- Ani-Vires

My Duties in Enjazat

Week 1

I started working in the past two days in the **Help Desk** .

My Duties was answering phone calls from different AADC employees reporting their IT's issues. I opened the **Help Desk System** (Figure 1), and I took their information: Name, ID. Phone extension, and issue (Figure 2).

Then, I converted the issue to the specialized section to solve their issue directly (Figure 3).

Also I checked windows update and anti-virus for the PCs in the training room.

On the other hand, I solved different issues by phone like: Outlook passwords issue, and web browsing issues.

The screenshot displays a web-based Help Desk System interface. At the top, there are tabs for 'To Do Queue', 'My To Do List', 'Interaction Queue', 'All Open Interactions', and 'New Interaction'. Below the tabs is a menu bar with options: 'Cancel', 'Save', 'Save & New', 'Save & Exit', 'Close Interaction', 'Apply Template', and 'Escalate'. The main form is titled 'Interaction' and is divided into several sections:

- Interaction ID:** 504545537
- Handle Time:** 00:02:39
- Category:** request
- Subcategory:** Hardware
- Area:** connect
- IMAC:** IMAC A
- No. of Users:** 1
- Affected Service:** ADWEA-Desktop: HW Services(AIAin)
- Affected CL:**
- Impact:** 4 - User
- Urgency:** 3 - Average
- Remotely Solved:** No
- Company:** ADWEA

The form also includes fields for 'Phase' (Logging), 'Status' (Open), and 'Approval Status'. The 'Contact' section contains fields for 'Service Recipient' (Muhammad Rajput@aadca.ee), 'Location' (MUHAMMAD RAJPUT@AADCA.EE), 'Notify By' (AADCA), and 'Telephone' (Telephone). The 'Description' field contains the text: 'request to connect pc with scanner'. The 'Solution' field contains the text: 'request to connect pc with scanner'. At the bottom, there are tabs for 'Workflow' and 'Attachments'.

Figure 1

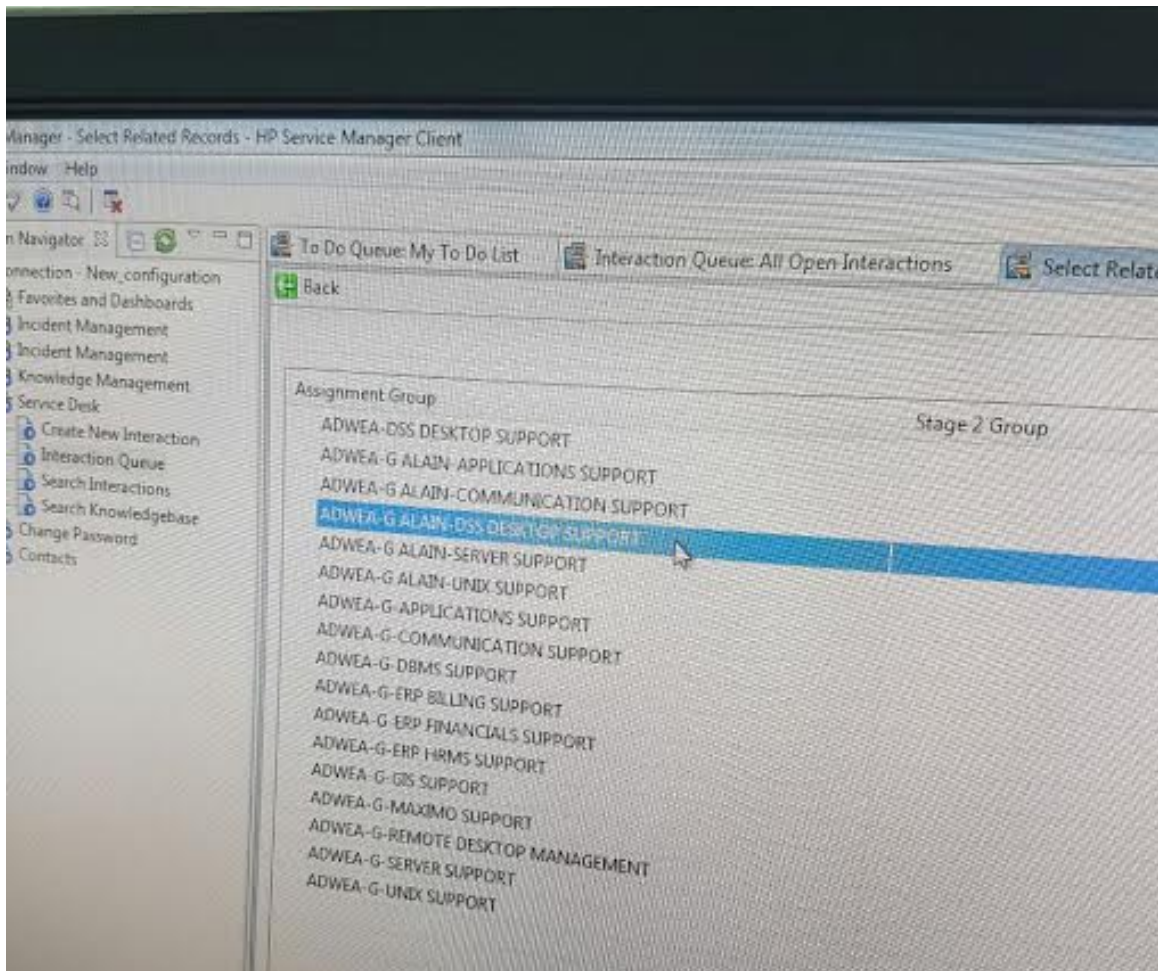


Figure 2

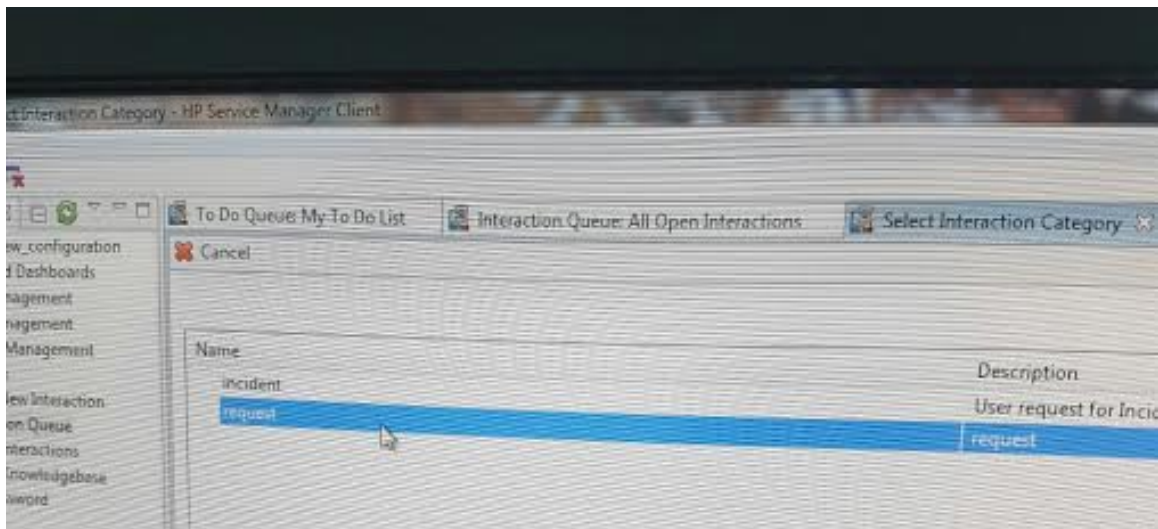


Figure 3

Week 2

I started working in Support Section. This section is responsible for maintain PCs different issues. Also, Support section is responsible for installing and configuring computer systems.

I was working on different laptops of the training room (Figure 4); I was updating them and transferring data from a laptop to another (Figure 5).

Also, I diagnosed hardware and software faults and solved technical and different applications problems.

- Steps of updating computer:

1. Open Control Panel.
2. Click on the System and Security.
3. You can check if there are any updates are available and click update to start.

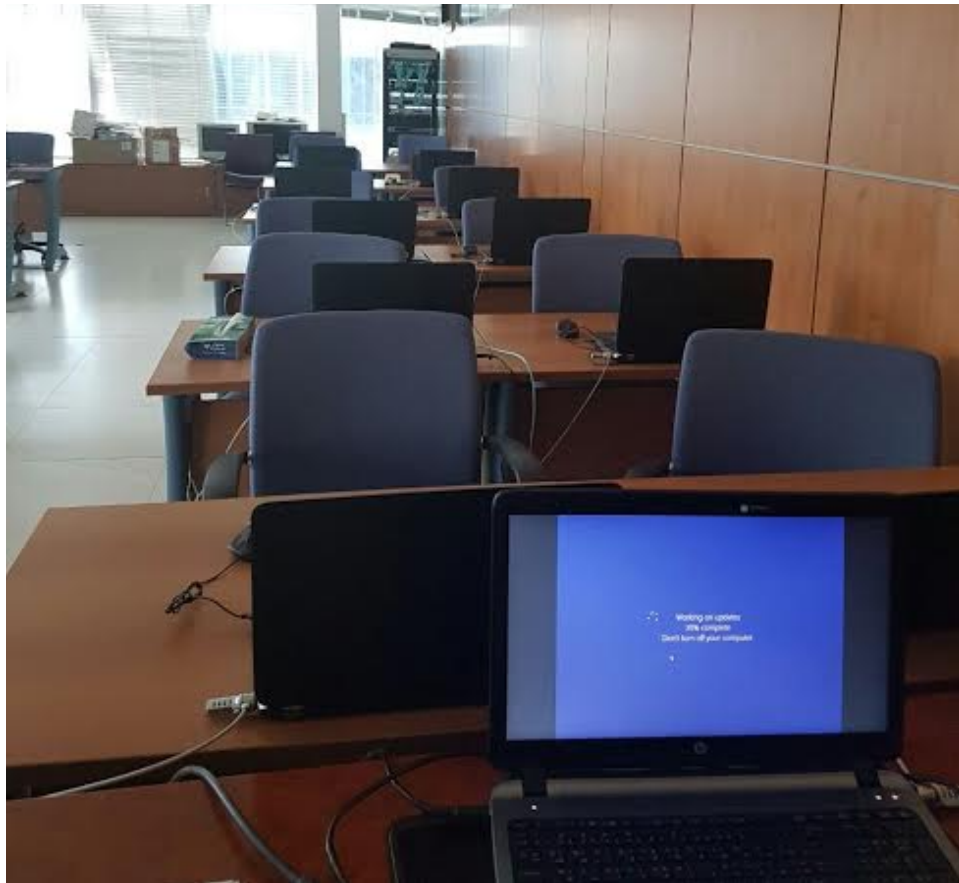


Figure 4

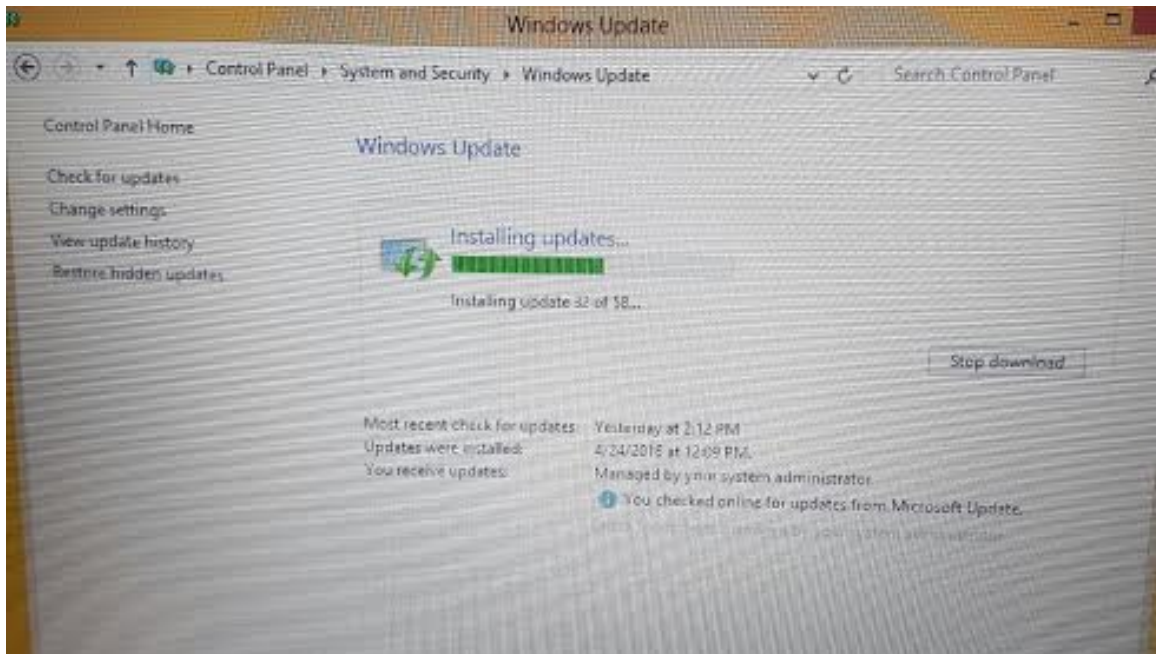


Figure 5

Week 3

During this week I continued my training in Support section. My responsibilities during this week were:

- We have assisted WPO (Work Place Operations) team in desktop PC
- Replacement project.
- Move data from old to new PC (Figure 6).
- Configure MS outlook (OST & PST Files).
- Connect local network printers.
- Map network devices.

Steps for connecting a local printer:

1. Open Control Panel.
2. Select Devices and Printers.
3. Click on add printer.
4. Click on Add a network printer.
5. Windows will scan and identify the printers.
6. Windows will connect to the printer and starting looking for driver.

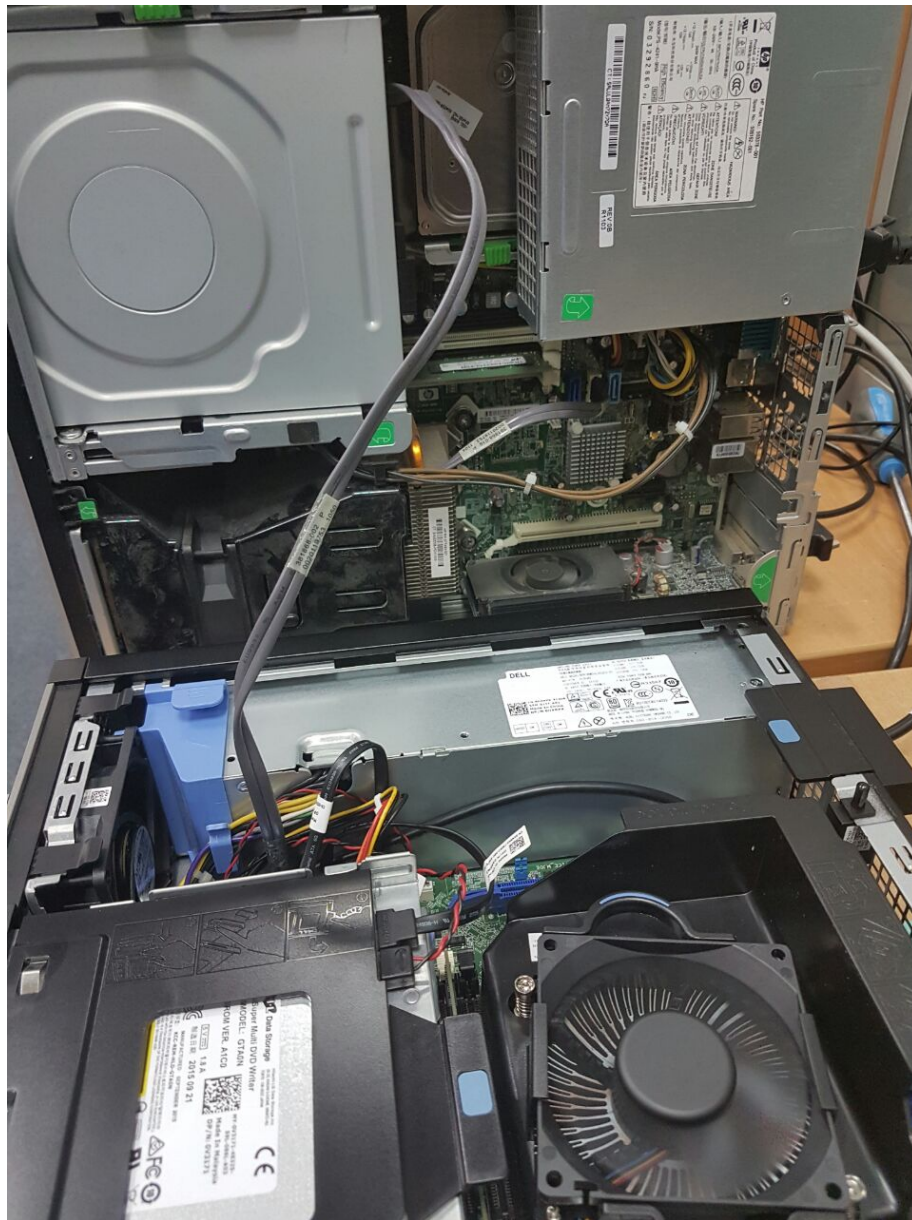


Figure 6

Week 4

I continued my training by working in Support section. This week I learnt how to format a PC and how to set up a new image for the PC, then I transferred data from old computer to the new computer. Also, I made a cable for the telephone of the office that I work at, and I connected it with the computer, it worked and now they can use the Internet easily. More over, I learnt how to use the Domain.

Steps for set up a telephone cable:

1. I cut the end of the eathernet cable (Figure 7).
2. I paired the similar colored wires.
3. I used scissors to cut the plastic around the wires.
4. Carefully, I pushed the wires into the connector (Figure 8).

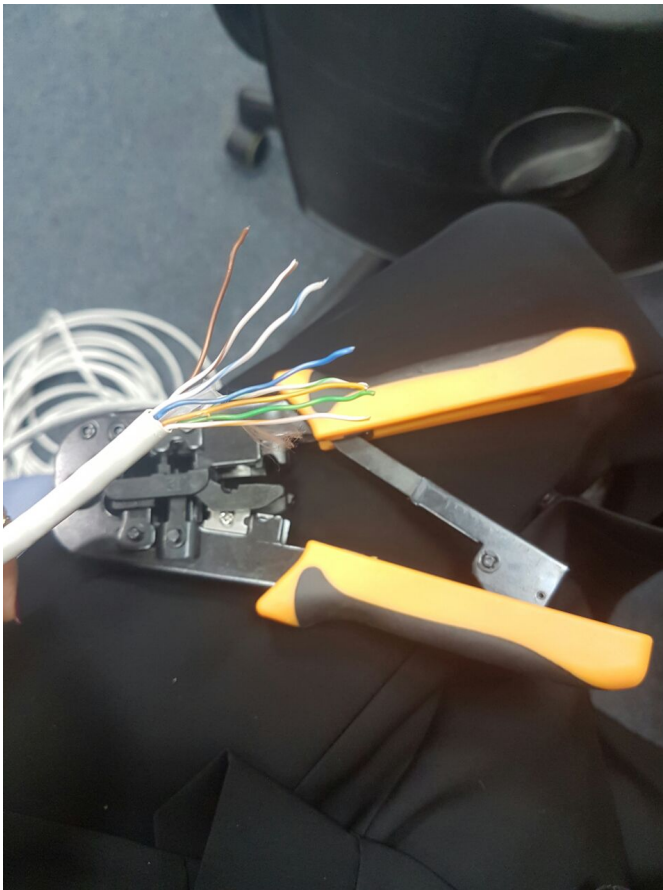


Figure 7

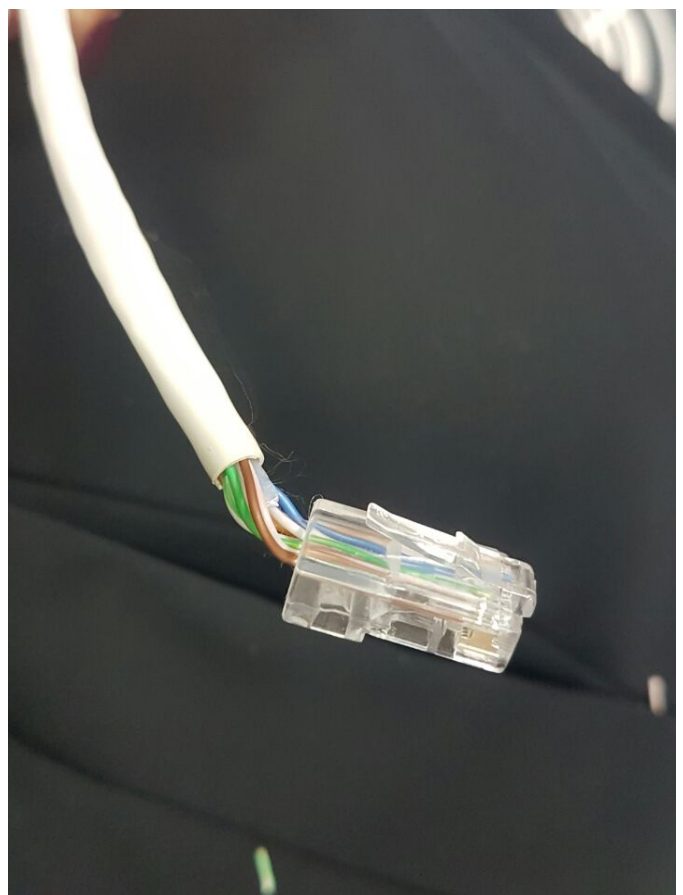


Figure 8

Week 5

During this week I continued my training at Support Section and I learnt how to do wipe for the computers. Also, I formatted the PCs individually without help from the technician. Plus, I installed the missing softwares into the PCs. And, I learnt how to use the instrument and tools for hardware and software.

Steps of wipe for computers:

1. Insert windows CD in the drive.
2. Switch on on the computer.
3. Wait for windows setup prgram to start the first step.
4. Complete the instructions that will guide to delete the partition.

Week 6

This was the last week in Support Section. During this week, I continued doing the same duties that support technical taught me. I installed printers for different users. Also, I fixed phone cables and I replaced the damage cables with new cables. The new thing that I learnt in week 6 was how to install new Operating System.

This is the steps for installing ne OS:

1. Inserts the CD in the PC.
2. Restart the PC.
3. Press F11 for booting from CD.
4. The Setup dialog box will appear.
5. Follow the steps.

On the other hand, I joined a workshop about the new equipment that comes to the section. They brought new routers, printers, copiers, telephone, and cables. They will start replacing the old non-working equipment with the new equipment by January 2016.

Week 7

I started working with Network Section. This section is in charge of the administration of system administrations and security, and enhances its execution. For example, oversee LAN administrations to be interface quick, oversee Switch administrations to be coordinated availability, oversee Remote Get to Administrations to have the capacity to big business access from anyplace, and oversee Server Stack Adjusting Administrations, where the offload server workload. Likewise in charge of giving the answers for security issues, similar to programmers, spyware, and infections.

The first day in this section was introducing us to the section and explaining the main responsibilities of the network section. Network section responsibilities are:

1. Set up a network.
2. Fix and troubleshoot networking problems
3. Expanding network and planning the design of the network.

In my first week in Network Section I learnt about data center (Figure 9), switches, routers, and links like " fiber link " (Figure 10).

Also, I learnt how to put a different IP for different PCs, so there will be no disconnecting in the network.

On the other hand, they made a workshop for us to teach us the deference between Public IP and Private IP.

Public IP address:

It is the address that allocated to a PC or any computing device like printers to allow a direct access to the Internet. The public IP address is unique, it can not be tow devices with the same IP address.

Private IP address:

It is a private IP address, which it is not connecting to the Internet. It is connecting different devices together. It is provided by any network devices like routers.

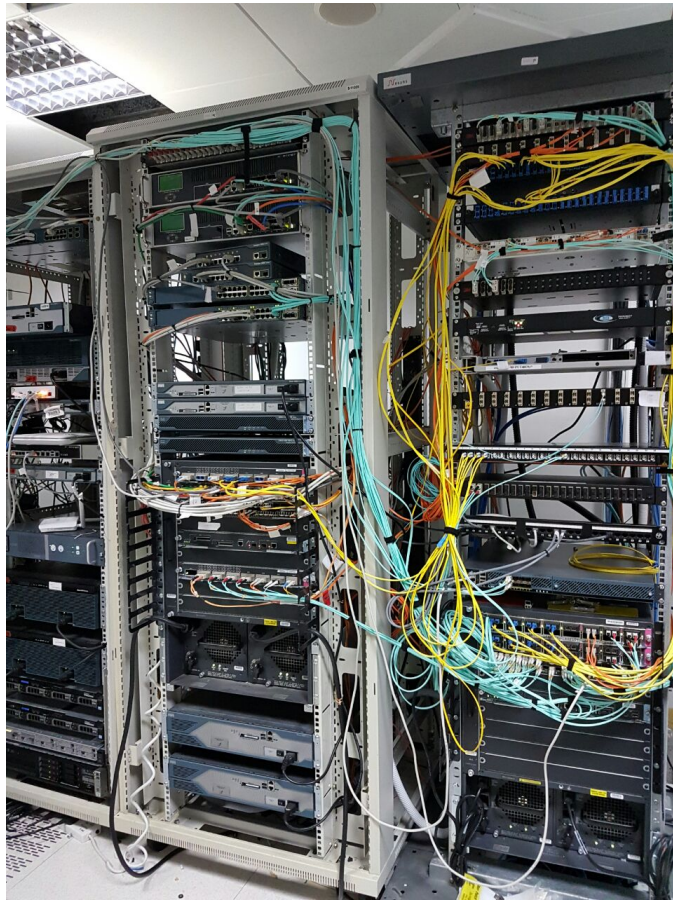


Figure 9

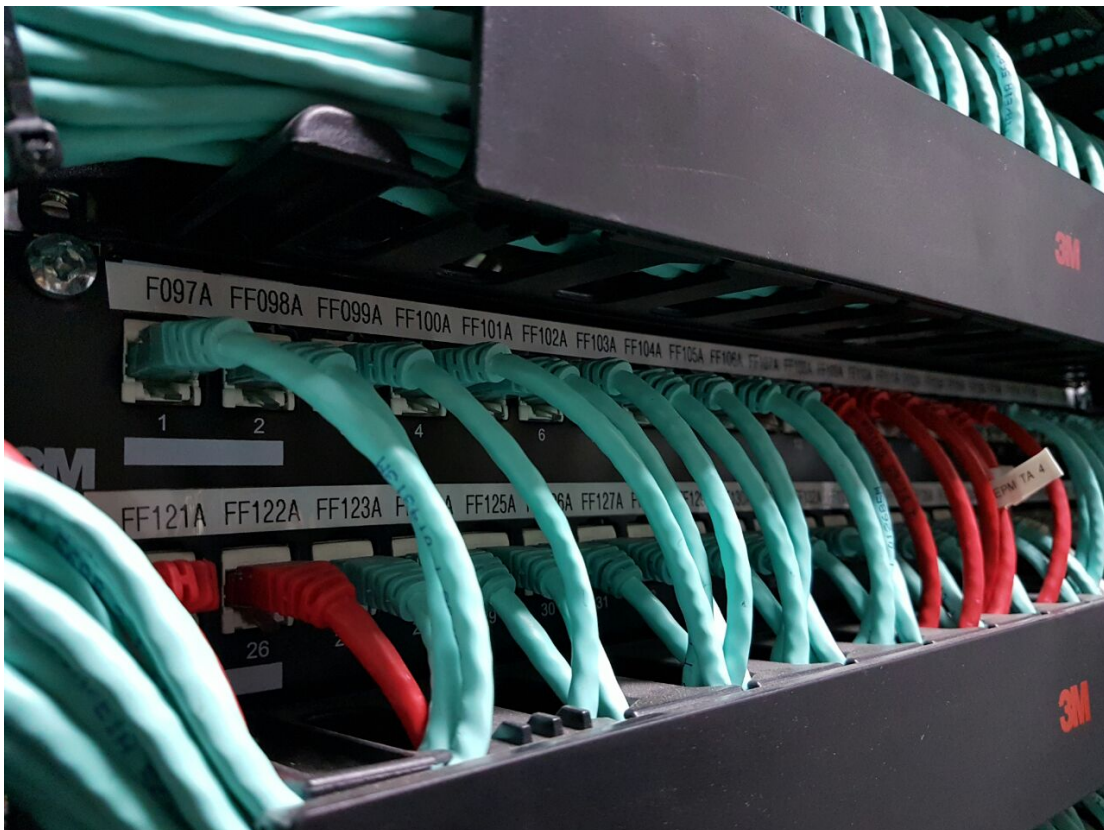
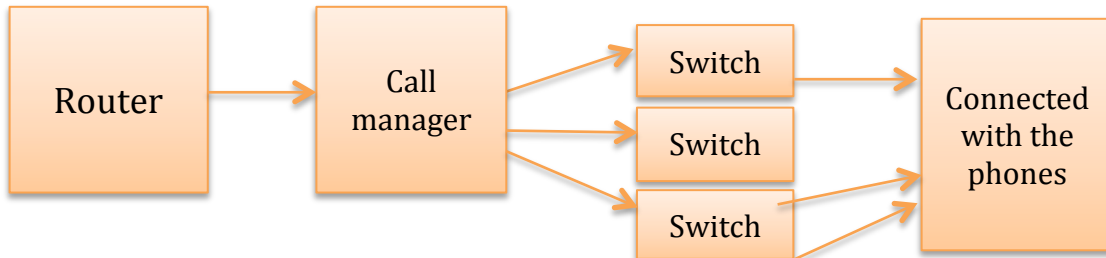


Figure 10

Week 8

I continued working in Network Section. I learnt about call manager which is connect the router to the switches which are connected to the phones.



The network technical explained for us the difference between: hub, bridge, and switch (Figure 11).

Hub:

A hub is a typical association point for devices in a network. IT is regularly used to interface fragments of a LAN. The hub contains different ports. At the point when a bundle touches base at one port, it is duplicated to alternate ports with the goal that all sections of the LAN can see all parcels.

Bridge:

It is a PC organizing gadget that makes a solitary total system from various correspondence systems or system sections. Bridging is unmistakable from steering, which permits various distinctive systems to impart freely while staying isolated.

Switch:

It is a PC organizing gadget that interfaces gadgets together on a PC arrange, by utilizing bundle changing to get, handle and forward information to the goal gadget.

Also, they made a workshop for us to teach us about proxy (Figure 12). The Proxy is a PC that goes about as a portal between a neighborhood organize (e.g., every one of the PCs at one organization or in one building) and a bigger scale system, for example, the Web. Intermediary servers give expanded execution and security.

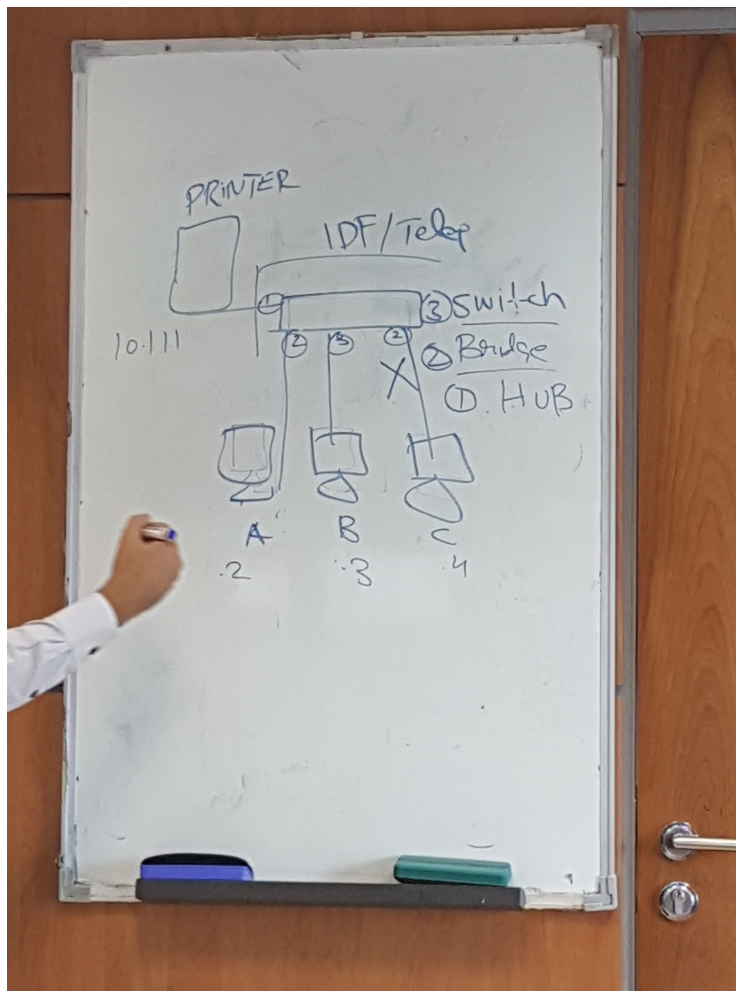


Figure 11

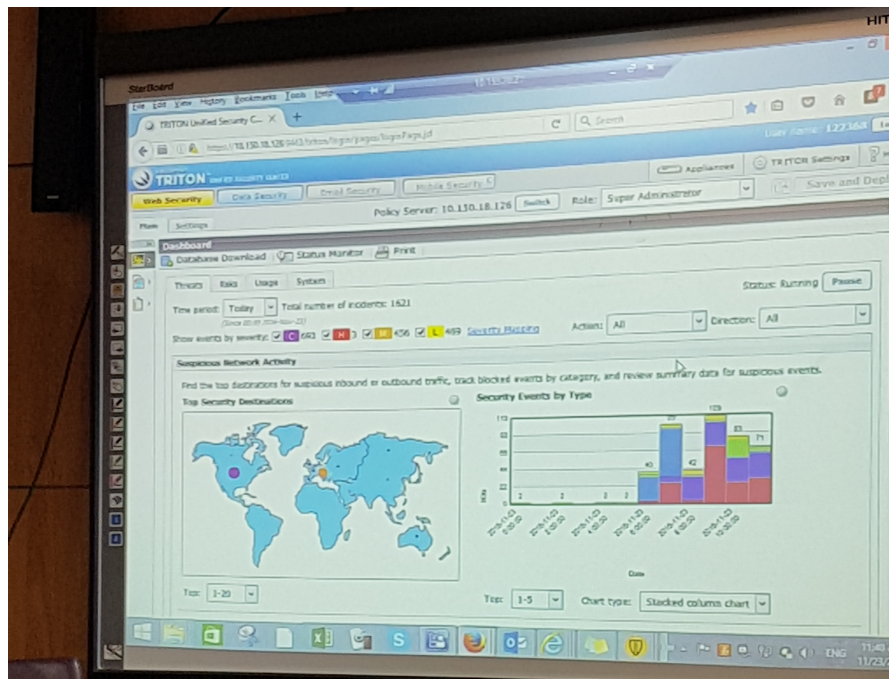


Figure 12

Week 9

During week 9 I worked 3 days in Network section, 1 day in server section, and 1 day in application section.

I learned more about server and what is a server. A server is a PC program that gives administrations to other PC programs (and their clients) in the same or different PCs. The PC that a server program keeps running in is likewise every now and again alluded to as a server. That machine might be a devoted server or utilized for different purposes too.

In the customer/server programming model, a server program anticipates and satisfies demands from customer programs, which might keep running in the same or different PCs. A given application in a PC may work as a customer with solicitations for administrations from different projects furthermore as a server of solicitations from different projects.

Servers are frequently sorted as far as their motivation. An Internet server, for instance, is a PC program that serves asked for HTML pages or documents. An Internet customer is the asking for program connected with the client. The Internet program in your PC is a customer that solicitations HTML documents from Web servers.

On the other hand, they used “Oracle Utilities Customer Care and Billing” (Figure 13 & 14) for billing payments. I faced an issue that the customer paid his bill but it not clear for the employee, we checked the system and we made reflect.



ORACLE

Oracle Utilities Customer Care and Billing

Please enter your User ID and Password to login.

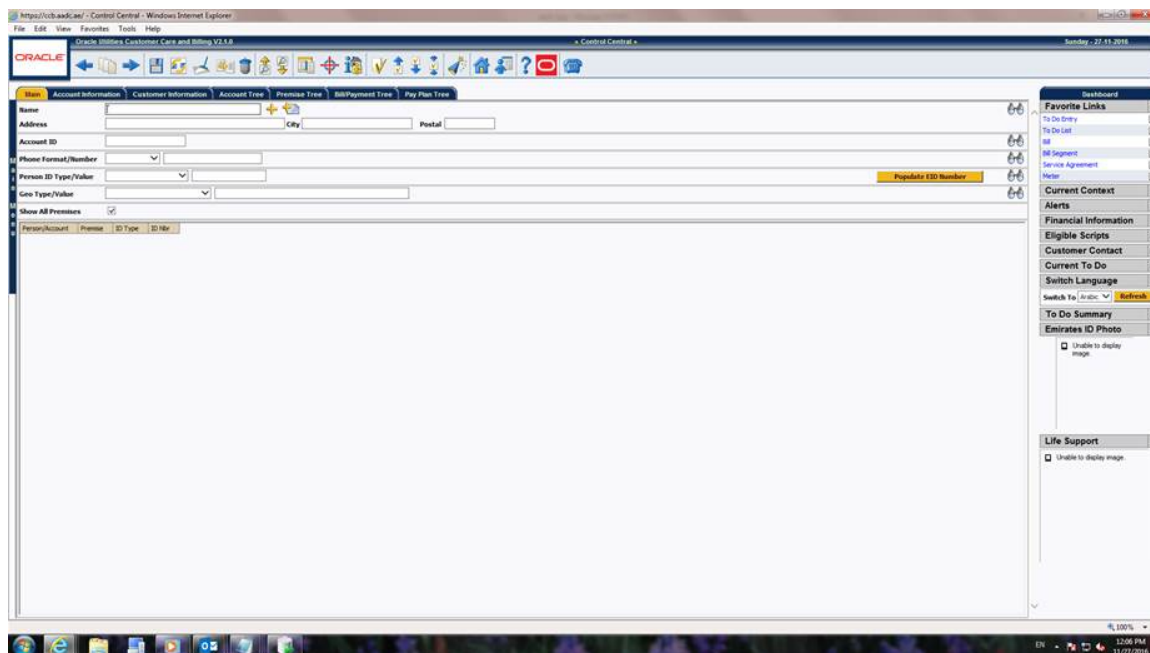
User ID

Password

Language: **English** | العربية

Oracle Utilities Customer Care and Billing V2.1.0
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Figure 13



https://cchbaad1caet/ - Control Central - Windows Internet Explorer

Oracle Utilities Customer Care and Billing V2.1.0

Control Central

Sunday, 27-11-2010

Home Account Information Customer Information Account Tree Premise Tree Bill Payment Tree Pay Plan Tree

Name City Postal

Address

Account ID

Phone Format/Number

Person ID Type/Value

Geo Type/Value

Show All Premises ☒

Person/Account Premise ID Type ID No.

Dashboard

Favorite Links

- To Do Today
- To Do List
- all
- All Segment
- Service Agreement
- Notes

Current Context

Alerts

Financial Information

Eligible Scripts

Customer Contact

Current To Do

Switch Language

Switch To:

To Do Summary

Estimates ID Photo

☐ Unable to display image

Life Support

☐ Unable to display image

Figure 14

Related Courses

1. INTRODUCTION TO COMPUTER SYSTEMS:

I learned in this course about the present day PC frameworks, it gave me a brief portrayal about PC equipment and programming and how it functions.

Likewise I have figured out how to do changing over numbers from decimal to parallel or octal to double and the other way around that helped me when I attempted to relegate the IPs for interfaces, which are in the system.

2. INTRODUCTION TO COMPUTER PROGRAMMING:

I learned in this course the basics of programming, and how to compose a program by utilizing calculation and C language, that helped me to enhance my explanatory abilities through the cases examined.

3. PC OPERATION AND APPLICATIONS:

I learned in this course how to utilize all applications programming proficiently, for example, Word, Excel, and Power point. That helped me to set up the report of internship, likewise different reports and presentation for this course and other courses.

4. ENGLISH I:

Through this course I improved my reading and writing skills. I learned more during the topics that we discussed in the class. This course helped me to communicate with non-Arabic people easily, and that also helped me to communicate with different employees at Injazat.

5. DATA COMMUNICATION AND COMPUTER NETWORKS:

I recognized the difference amongst LAN and WAN systems and what is the IP, what the qualities of advanced signs and the fundamental techniques for information transmission. likewise I recognized what the 7 layers of the OSI model are, that helped me in my internship to know which layers I have to outline

and actualize the system, and how the information bundles transmission over the system.

6. COMPUTER ARCHITECTURE:

In this course I learned the design of equipment and programming, and I comprehended what happening when I entering a few contributions to PC how is preparing it, and demonstrating the yields. Likewise figured out how to dismantling PCs, introducing and arranging the normal fringe gadgets. Each one of those things helped me in my internship when I organized a few PCs and set it up to staff employments.

7. DATABASE PROGRAMMING USING PL/SQL:

I learned in this course how to utilize for all intents and purposes of the ORACLE, I also recognized where utilized and what the advantages of it, which helped me in my temporary position when director requesting that I help the representative to overhaul staff data who is working at Injazat.

8. CRITICAL THINKING:

In this course I enhanced my skills in investigation and assessment of the contentions, which helped me to be all the more obviously in talk about and survey things, and that helped me in my internship and my life.

9. COMPUTER SECURITY:

During this course I learned about the fundamental ideas of computer security, and how to secure the computer and information from conceivable assaults that helped me in my internship to see how the workers at security office arranging and actualizing security plot for a computer framework including wired and remote systems.

10. SYSTEMS ANALYSIS AND DESIGN:

In this course I learned how to manage data, information processing and data system. It helped me to understand the requirement for information system of an organization.

11. BUSINESS COMMUNICATION:

In This course I figured out how to convey clear, brief, and persuading informing to propel thoughts, fabricate agreement, and resolve strife. By procuring this expert graduate declaration, you can hone your relational abilities, construct your certainty, and pick up leverage in the working environment.

12. NETWORK HARDWARE AND SOFTWARE CONFIGURATION:

I learned in this course the elements of network components and how to design and introduce it for wired and remote system, additionally I thought about the sorts of topologies that helped me in my internship to know the topologies that staff utilized as a part of every system.

13. NETWORK DESIGN:

I learned in this course the primary ideas of computer network and how it functions, what the components of computer network for example: routers, switches, and gateways that helped me when I did my internship in Injazat.

14. NETWORK ADMINISTRATION:

The most vital thing I have learned in this course is how I use Microsoft Virtual PC, and how to manage it. Additionally I realized what is the Active Directly and what the advantages of it.

Conclusion & Recommendation

In conclusion I might want to say that no one deny that internship is important for every student; since it extends understanding through coordination into the genuine workplace. Additionally it builds up the capacities and pick up involvement from others. So we ought to attempt to exploit this period as much as we can.

Students who involved in any internship should not be shy to ask and learn. They should involve in the discussions that related to their internship so they able to learn more and more.

I recommended to Injazat Company to hire more employees in the Help Desk section, this section is very busy, they receive too much calls from different employees. Some of the calls the can't answer because the technician is busy with other calls, so If they hire more technicians in this section they will be able to take as much as call as they can.

Also, I faced some issues with the bills, when a customer that he paid his bill but it not shown in the system. This is a big issue, the have to go back and check their system if it connected well with their application or different banks. Because some customer paid with the bank or phone application.

Overall, the internship was a great period that I gained the practical training that I was looking for. I advice each student to take their internship in a place that they can learn more from it.

References

- <http://www.aadc.ae/en/default.aspx>
- <https://www.injazat.com/Pages/Default.aspx>

Appendix