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Internship Finale Report

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Contents

Acknowledgment	3
Introduction of the TRA:	4
Task 1:.....	7
Task 2:.....	8
Backup:	9
Operation system loading:	9
Storage Selection and Boot menu:	9
Installing of the window:	10
Custom choice:	10
Hard disk partitions:	10
Security setting:	11
Drivers setting:	11
Task 3:.....	11
Hardware setting:	11
Task 4:	14
Task 5:.....	15
Task 6:	15
Conclusion:	16
References	16
Figure 1: installing printer driver	13
Figure 2: Print screen	14

Acknowledgment

There were lot of issues regarding my internship but with the help of friends, family, workers, teachers and college colleagues I completed my research project. Obviously there is a strong support behind every successful person. The basic goal was to complete the degree requirements and get an industry exposure. There are many people whom I would like to thanks at a very first place but obviously, a person who deserves more than my thanks was my internship supervisor Dr. Omar Khalil who helped me almost in every situation, without getting any hesitation and without any barrier of time and place. His presence was obviously backbone of my internship. He guided from writing to compiling of my research report, almost at every step. There is a long list of people who helped me at every step. Obviously the Vice Chancellor who gave me the platform of working and polishing myself also deserves my deep thanks. The problem that I faced was the collection of information, but it was resolved by the help of my friends, siblings and team workers.

Introduction of the TRA:

TRA is telecommunication regulatory authority which is the federal telecommunication agency located in United Arab Emirates.

Information Technology Department

Technical Support Section

The Technical Support section consists of the following three branches: customer service, maintenance, and technical support branch. The IT department boost the efficiency of the company, synergize the elements present in the backbone and it also increases the operational efficiency.

Used Software in the TRA

Different software used in the company for different purposes.

Help Desk Services

It provides the information about the company to the customers ad end users. This also helps out the customers with the products and services provided by the company.

Technical Support Branch

This branch coordinates the technical and training activities. This branch manages the system demonstration, registration process and conducts briefing about the sudden incidents.

Maintenance Branch

Maintenance branch of the IT department is responsible for the maintenance of the company operations by helping and sorting out the sudden problems faced by the company.

Work procedure and planning

I started to work by proper planning and following the proper steps. The proper planning was based on addressing the problems and focusing and sorting out the maintenance request from all It department. I worked in technical support department and marked the entire schedule. I outlined my internship schedule by watching the past mistakes and problems faced by the employees. This was only possible all because of careful checking of the past records. The agenda or report I prepared is listed in the following table 1.

Table 1: shows the 6 weeks schedule of the internship

Table 1: internship schedule

Week 1	<p>What is software system</p> <p>Watching and studying the incidental reports.</p> <p>How we solve the emergency problems.</p> <p>How to assign duties to the experienced person</p>
Week 2	<p>Computer setting</p> <p>Other devices setting like printers</p>
Week 3	<p>Toner setting</p> <p>Toner supply and receiving method</p>
Week 4	<p>Installing the operating systems, applications</p> <p>Installment of the driver</p>
Week 5	<p>Work with maintenance branch</p>
Week 6	<p>Agreements and policies</p>
Weeks 7 & 8	<p>General Learning and practices</p>

Task 1:

In the week, I decided to work with the introduction of the some basic departmental procedures. I visited different departments of the company for the observation as well as to find out the importance of team work and how different groups work together. What are the major tasks for which team work is required? I also learned the software which are currently present in the company or with which the company is currently working. Software system of the company is also very important, so I decided to study the software system first because it is very necessary, as it is the major technical support system of the company. I studied about the use of software system, its major functions in the company, its basic structure and how to use it for sending and receiving the messages.

All this was done with the help of previous records and incidents reports. The employees or people worked in the department gave me the files of previous work, issues that the support system faced in the past and how to eradicate or remove these by learning and studying the incident reports was quite easy for me.

I also applied my previous academic experience and made connection with the person who wrote the incident report and asked him about the complete information of the report and reason of the problem and severity of the problem than I forwarded the report to the authority to gave them the sign of the problem so that the authority could take action and remove problem from the system.

The thing that I learned by working in the technical department is an employee can only work with a single incident report at a time, and a person is not allowed to work with more than one incidental report at one time.

Task 2:

I received an incident report about the connection of network and the computer. I went with my intern team at the spot and observed the problem. I used the fiber optic cable for making the connection of the system to the computer. For getting the complete control on the computer, I used the administrator account. The policy of computer to the network connection is presence of the company domain which is necessary for connecting the computer to the company's network. There is information security department which also gives the permission to the employees. Like some employees cannot open the hard disk folder of the computer and some employees cannot click right on their desktop. There is a specific IP address which is given by every specific departments to its system. After solving the specific problem in a very experienced way, we went to out department, and I filled the incident report as it is the requirement with some important questions. When I was working with the incident report system and its major factors, I received another incident report which was specifically assigned to me because I was not a concerned person there. The problem was about the connection of the computer to the Wi-Fi. I went to the concerned laptop. After clicking right on the Wi-Fi bar, I opened the network and sharing center and click the option of adding the Wi-Fi devices. The problem was resolved within just fraction of minutes. After resolving and sorting out the problem I filled another incident report which was carrying the information about the type and severity of the incident.

The third incident report that I received was about the blue errors on the computer which is usually resolved by formatting of the computer. There is usually time required for this type of formatting so I asked the user to bring the laptop on my branch. There are usually two ways of

formatting the computer one is by flash memory and other one is by CD. Another thing which we discuss with the user during the formatting of the computer is the security of the data. Formatting usually erase all data except the data present in the hard disk. Do I asked the user to save or transfer major and necessary information which could be erased during formatting. I decided to work with the flash memory method and I also decided to save all information present in the computer. The steps which I followed during the formatting of the computer by using the flash memory method are given below:

Backup:

This step is very important as it allows saving the user file. So I did backup and restored the files in the external hard disk, in order to save the important data which could be deleted.

Operation system loading:

The second step is loading of the operating system which I usually the window. This step required restarting of the computer and inserting the flash derive in the computer. A boost system will appear on the screen and obviously it will lead to the loading of the operating system.

Storage Selection and Boot menu:

There is usually an option present in the corner which is marked with press F9 for the boot menu. In the boot menu I selected the folder in which the operating system or window is located. I selected HP storage media and made selection in the time and language etc.

Installing of the window:

There are two option which is showed one is repairing the existing window and second is installing the new one. The good option is repairing the existing window, but obviously the current problem can happen again so I decided to go for the installment of the new window, it is hectic for the user but will be safer in the future. When I clicked on installment of the new window there is a window appeared which contains the agreement of usually privacy policy. I clicked on the “I agree” box and the installment of the new window started.

Custom choice:

There are usually two choices one is the upgrading of the new version but it is based on the presence of the operating system in the computer, and the other is complete installment of the window with new operating system. I selected the second one which is usually called the custom choice.

Hard disk partitions:

For the creation of the new partition for the storage of operating system, it was necessary to delete the previous partitions of the hard disk. So I deleted the previous partitions and made the new one.

I kept C derive only for window and D and E for the other programs and files.

Security setting:

Next step was setting of the security by giving the name to the computer, by assigning the password to the computer. The last option was time zone setting which I carried out by setting my own country standard time.

Drivers setting:

Next step was the installment of the deriver which I carried out by connecting the computer to the network. At this step the client connection to the domain is necessary so made this at a very first place.

After installing the derivers, I opened the incident report and filled the report. In this report I gave the idea about what is the incident report and what I did to solve the problem.

Task 3:

Hardware setting:

Telecommunication regulatory authority often uses printer for different services so I saw one incident report about the printer. There are four problems that usually faced during the normal use of computer according to my knowledge. These problems are low quality paper, jamming of the paper, error message which requires a technical staff and sometimes laptop does not detect the printer.

Toner Setting and its supply and receiving method:

I received an incident report about the toner of the printer. The incident contained brief introduction of the problem so I prepared myself by watching the report and went to the department. I checked out the defected printer. The toner was disturbed and it was seen by printed copy which was fade and unclear. So I just fixed the toner by pulling it out, fixing its small bands and then by forcing it back to its positions. The issue taken my time but I fixed it on its place.

For the sake of satisfaction, I printed four to five pages randomly to check out the issues is resolved or not. Then I filled the incident report with the nature of the problem.

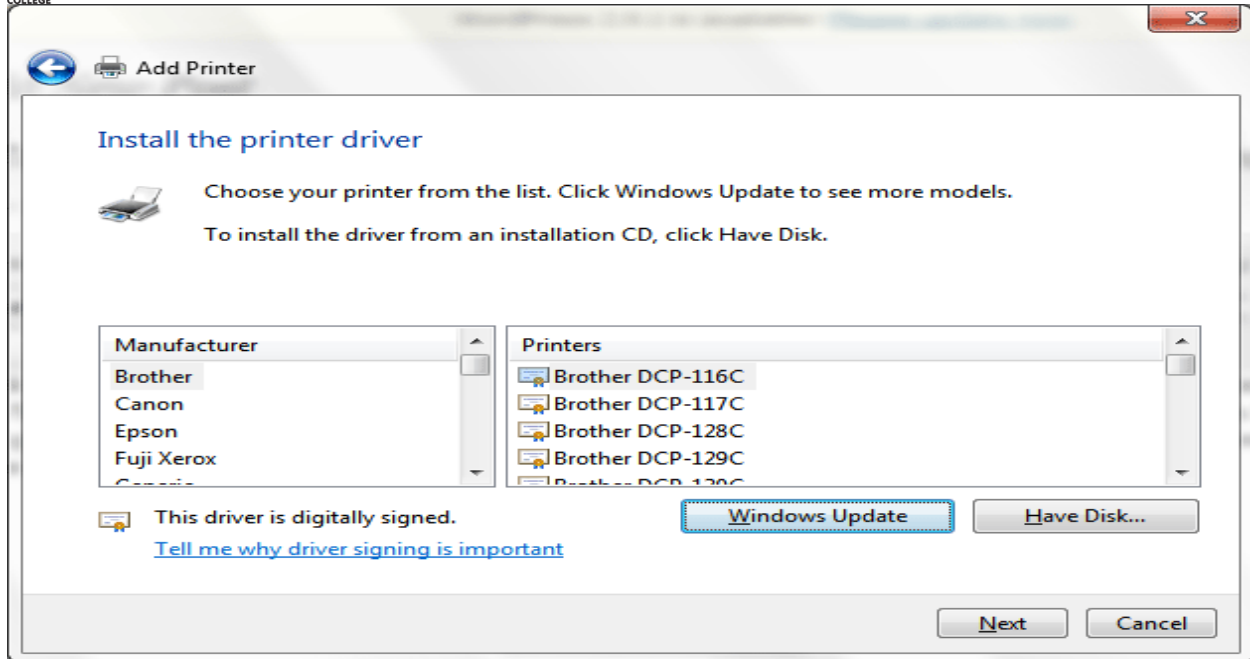


Figure 1: installing printer driver

Second incident report was about the printer setting. Once the user clicked on the print bar, it shows that you have to save the file. And this issue was shown again and again. I checked out the computer, actually there was a change in setting, so I changed the setting and clicked and selected the printer name.

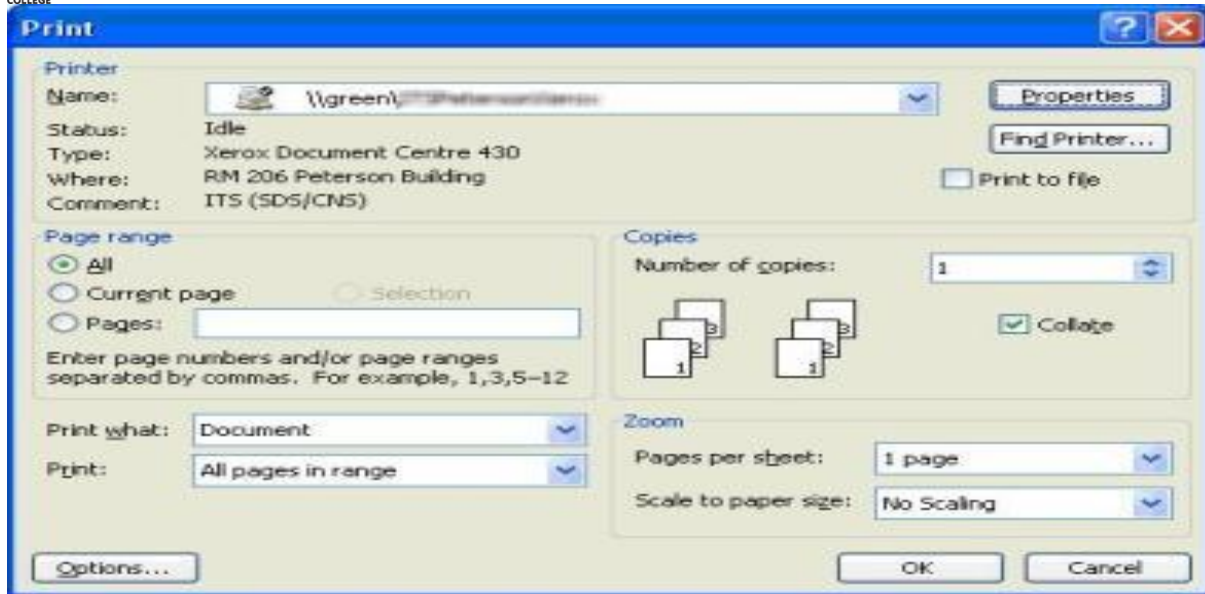


Figure 2: Print screen

Task 4:

Installing the operating systems, applications:

Driver is tool that connects the two devices the computer and the printer of scanner or other driver. Driver helps the two devices to communicate with each other and operate according to the requirement. I received an incident report of fixing new printer in the main office of the company. I went there and find out the network point and checked if the printer is connected to the network or not. I connected the printer to the network by cable. The driver was present in the

server, I installed the driver and changed the setting of add printer with the name and ID. I added the printer to the computer by IP address by checking the IP address of the printer. After turning it on and connecting the printer. The printer was configured and started working. I came back and filled out the incident report about the type of the issue and how it resolved.

Task 5:

Work with maintenance branch:

I started working with maintenance branch. The maintenance branch received an incident report about the cleaning of the devices. I worked for almost 1 week and during working I received an incident report about the cleaning of a photocopy machine because there was lot of friction in the machine. I went there with little lubricating material. I cleaned out the machine with cotton and lubricated its parts. The machine was cleaned out and started working. I filled the incident report with the nature of the issue and other important details.

Task 6:

Agreements and policies with other companies:

Security Policy:

Security policy of the company deals with the safe email sending, company data protection and the basic purpose of the security policy is the safe browsing and data protection. Security policies differ form company to company. Security policy has basic aim to provide the company the data

with confidentiality, integrity and availability. Confidentiality means data that is used in the company should be in secure hands and should be used within complete privacy. Integrity and availability aspects of the security policy also deal with a secure availability of data with complete integrity.

There are different software which company uses for maintaining its security policy. Security policy of the IT Company deals with the removal of unnecessary information as well as allows the access to the user according to their requirement.

Conclusion:

Information technology considered utmost important for the success of the company. In my internship work, I dealt with information technology issues of the telecommunication regulatory authority of UAE. I moved to the information technology department of the company and understood and finished several tasks. By joining different serving faculties I came to know about the maintenance, use and policies of the company. I also performed several tasks, and filled the details in the incident report. I learned different hardware and software problems and also discovered the issues or preventing these problems. After working as an internee in the company, I came to know that there are different problems that company is facing now a days related to the information technology. The internship was overall fruitful and it gave me knowledge, information and exposure to the practical life.

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