كلية الخوارزمي الدولية
KHAWARIZMI INTERNATIONAL COLLEGE

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Internship Report

Submitted by:

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Place of Internship	Diyafah International School
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Acknowledgement

I would like to express my appreciation extremely and respect for the following for their help and support, without them this training could not have been completed.

To my Academic Supervisor Dr. Muneer Navid who was a great help for me, by giving me instructions and guidance to make this training possible.

To my family and friends for supporting and encouraging me, also a great thanks for Mr. Kunal David the Senior IT Administrator in Al-Diyafah International School who has trained me and helped me in my internship for two months in the school.

Abstract

This internship report describes the activities that were performed by me at "Al Diyafah International School". These activities involve system analysis and design, troubleshooting, installation of new application at teachers' laptops, creating new active directory users, creating the school's magazine etc. These tasks are directly or indirectly associated with the course of BIT. Moreover, the report covers all the technical and non-technical skills that were obtained. It also covers all the experience that I passed through during my internship period such as the important events that took place, and how I interacted based on my academic knowledge and field experience. The report gives a general overview of the linkage between the academic and the technical skills through the interaction and the high performance activities.

Introduction to Al Diyafah International School

"Al Diyafah International School" is a limited liability company (**LLC**). It was founded 34 years ago, in September 1982. By Late Mrs.Winnie D'Cunha. It started as a Nursery with only 2 children in a small villa located on Al Diyafah Street, in Dubai. That's how it got its name. By years the nursery started to expand until it becomes a school as we know it.

The school moved to a new campus in2001, to accommodate the growing numbers of students. Then Al Diyafah International School opened its new campus in Abu Dhabi in 2012 as a branch for the main school where I had me Internship.

The School as branch consist of seven teams which are:

- o SLT (Leadership Team)
- o EYFS (The Early Years Foundation Stage) Team
- o Ks1(Primary Team)
- o Ks3(Key Stage 3 Team)
- o Arabic Team
- o SEN (Special Education Needs)

In addition to these teams the school has an administration and it is containing the IT department, the finance department, Human Resources department and other small teams and departments.

School's Mission

The company's mission is stated at the school's official website as follows: "We are committed to a holistic based education in a caring and enlightened environment. We aim to foster creative thinking, courage of convictions and a positive attitude to draw out the highest potential in every student's mind, spirit and body".

School's Operations

The school functions in a professional manner that represents the intention of the core development. That can be clearly noticed by the daily basis operations that take place among the school. Operations like teaching operations, management operations and service operations. All the kinds of operations are functioning in a cooperative technique.

School's Core Values and Objectives

The school listed their values at the official website as follows:

"We value every child as a contributor and nurture each to 'Let Their Light Shine' and be a beacon to others in an ever-changing, complex society.

Our core values enshrine:

- Critical and Creative thinking…….. To create successful, lifelong learners.

- Courage's Conviction……… To create confident, caring individuals.

- Ethical Leadership……… To create effective, constructive contributors.

- Calm Understanding……. To create responsible, compassionate citizens who value peace in a multicultural, challenging world".

At Diyafah International School LLC objectives is to motivate the students, encouraging them to let their light shine. In spite of the fact that they are very important, it is believed that school life ought to be more than just our students' scholastic advance and results. It is concentrate on building up the entire child, uncovering talents, skills and abilities that set them up to succeed in the classroom and beyond.

The school is proud because students who left the school developed a love of learning together with strong social skills and the ability to capacity to take full preferred standpoint of the open doors and opportunities that come their way, whether that is in higher education or in their future careers.

Encouraging the students to take full preferred standpoint of the extensive variety of activities which are available to them inside the school. As well as supporting them to try new exercises and find new abilities in their personalities, discover new talents and additionally expanding and improving their skills.

School's Vision

At Diyafah International School **LLC,** the main vision is to have all the students inspired in a way that makes them successful in their learning, confident in attitude, responsible citizens in a global society and effective leaders of tomorrow. We aim to 'Let Their Light Shine'.

School's HSE Performance

The health and wellbeing of every child in the school is of paramount importance. It is believed that the healthy school environment support better learning and better academic performance. The school has a clinic which is located in the Primary block next to the playground and managed by a full-time qualified nurse who works actively with teachers to understand any medical needs of the children or to deal with playground bumps and scratches.

The school nurse also plays an active role in the promotion of a healthy school environment, working closely with the teachers to ensure that the students understand the benefits of healthy eating and regular exercise.

High health standards are followed in the school:

- Al Diyafah International School is a free nuts zone, it is not allowed to bring or exchange any kind of food that may consist of nuts.
- It is not allowed for the students to bring any kinds of candies (chocolates or gummies)
- The schools' canteen sells a healthy food and fruits only, following to Abu Dhabi health authority and Abu Dhabi Educational Council rules.

IT department in Al Diyafah International School

Being a branch for Al-Diyafah High School in Dubai, the IT department consists of two sections only: (check Figure 1)

A. **IT Administration**

   They are handling almost all the IT issues in the school and cooperating with the IT department in the main office (Dubai Branch).

   Their responsibilities are networking, applications, websites, backup and technical supporting.

B. **Academic IT**

   The IT teachers, they are responsible about the academic side and teaching the students.

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                              The School Principal
                                 Lawrence Fray

                                              Vice Principal
                                              Wendy Simpson


        Head of IT department                        Head of Teaching
                                                      and Learning

Other departments and teams                  Head Of Early Years

        IT Administrator        IT teacher
        Kunal David                          Head Of Primary

        IT Administrator Assistant   IT teacher
                                             Key Stage 3 Coordinato

                                             Head of Arabic Team

                                             Head of SEN
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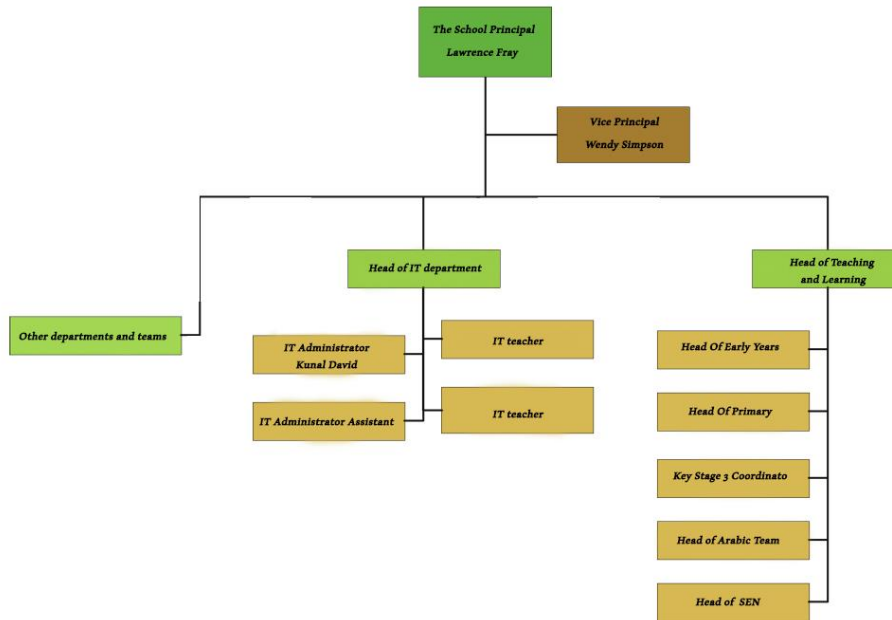*Figure 1: School Chart / IT department*

My Job Description in the school (Al Diyafah International School)

IT Administrator Assistant:

- Manage the daily desktop routines (install and uninstall software, help the teachers with technical issues).
- Maintains IT equipment, software licenses.
- File structure and integrity (shifting from LAN to WAN).
- Assist in cabling and configuration of LAN's, projectors' and white boards' calibration at classes where required.
- Update the school website and social media platforms including Instagram and Facebook.
- Assist conference call and meeting creation and preparing the meeting room.
- Create the school's baseline for students' marks.
- Working on the Active Directory.
- Update school's data (students' data).
- Preparing the school magazine using MS Publisher, check Figure 2.

Figure 2: Beacon Magazine

IT Administrator Assistant

I started my internship in Al Diyafah International School on 17th. October. 2016 on Monday. The vice principle welcomed me and took me for a tour around the school, then she introduced me to Miss. Akela the head of IT department in the school and to Mr. Kunal the IT administrator the one who will be my supervisor during my internship.

First he explained to me how he receives the issues by email for official recording, and how sometimes he accepts the urgent issues or problems on phone calls.

After solving the technical issue that he received he replies to the email and CC the principle that the problem is solved.

IT administrator:

The IT administrator was responsible about all the IT issues that could occur in the school like solving computer problems and troubleshooting. As well as his own responsibilities like:

- Manage active directory and control network authorizations.
- Internet services and network support

- Installation and configuration of the computer systems.
- Installation for any software that needed for teaching purpose like (write, read and listen) for all teachers' laptops. Also installation for the needed programs after formatting or windows new installation such as (Interactive White Board, MS Office, Adobe Reader, Flash Player, Google Chrome and Ccleaner).
- Asset tracking and insuring that all the needed equipments and teaching tools are existing in the classrooms and ready to use when required.
- Printers and photocopiers issues and limits authorizations.
- Sending SMS messages to absent students' parents every day before 9 am following to Abu Dhabi Education Council – ADEC requirements.
- Manage cabling and configuration of LAN's, projectors' and white boards' calibration at classes where required.
- Assist conference call and meeting creation and preparing the meeting room.
- Create the school's baseline for students' marks and create the exam's schedules.
- Backup data regularly.

Baseline Data:

One of the main duties that were assigned to me as an IT administrator assistant is to work with the baseline data, I created the exams' data for all the students in the school including the marks and number of students that took each mark in each class, this was created on excel sheet.

I have also updated the school's staff information and duties on the excel sheets and school's system as well as updating the students' data such as adding new students records, deleting the leavers from the system and from **educationcity.com** website (Figure 3), deleting leavers records and licenses from **portal.office.com** website (Figure 4) and working on students transportation excel sheets.
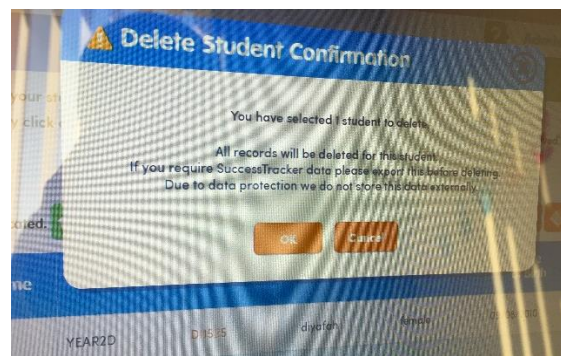

Figure 3: educationcity.com

Figure 4: portal.office.com

Active Directory:

I have worked on Active Directory users and computers, to add the students IDs, names and classes and give them the authentication to access the school's **Students Network** which has specific authorizations.

First, I created a new organizational unit for each class in the school, then I added a new (user)s for each unit depending on the number of the students in each class. Shown in Figure 5:
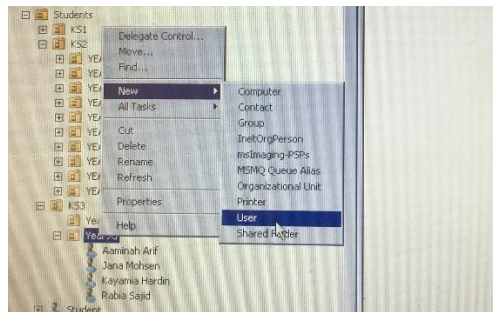

Figure 5: adding new user

For each user I write his/her first name, last name, ID and password, also I choose **password never expires** then **finish**. Check Figures 6, 7 and 8.
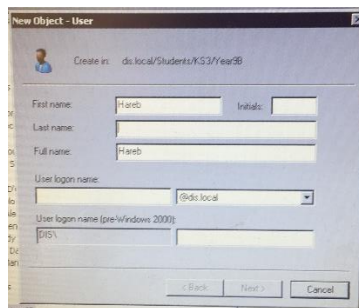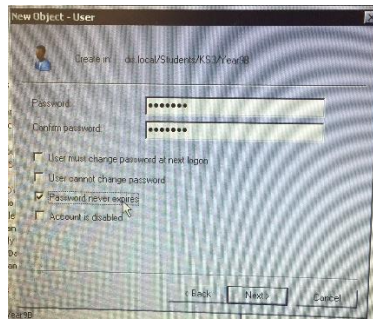

Figure 6: insert user's details
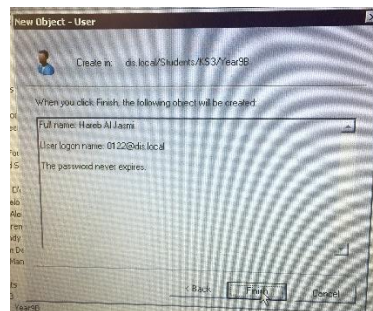
Figure 7: insert password

Figure 8: finish

Installation of new Operating System

Sometimes, teachers' laptops need formatting for the operating system due to a software issues like giving a blue screen, not being able to startup the windows or sometimes the computer is running slow.

Formatting or installing a new operating system helps in fixing the software problems because it is like completely wiping the windows and cleaning all the operating system and then reinstalling a new one.

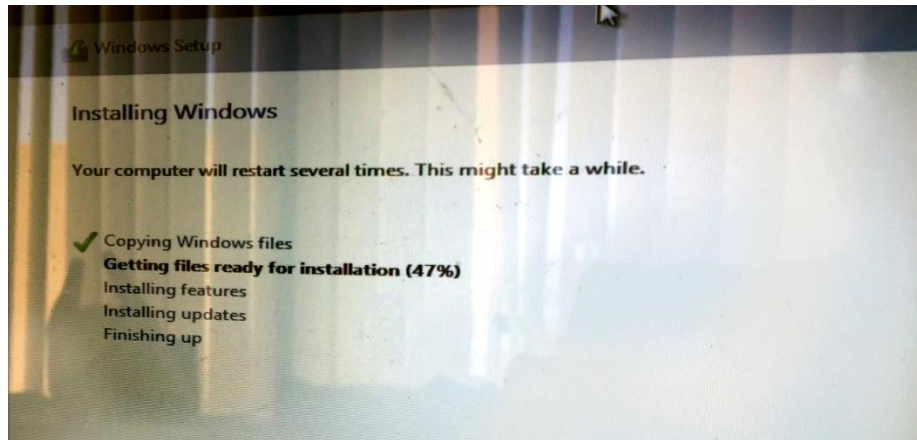First of all you need to back up your important data using an external hard drive.

There are two ways of formatting a windows, you can go from windows **Settings**, **Update and recovery**, **Remove everything and reinstall windows**. Or you can do it with the old way which is the manually way.

First, enter the DVD and restart the computer, before windows loading press f2 or f8 (it is different depending on the computer brand).

When you are in the BIOS use the arrow keys to navigate. Choose to boot from CD/DVD from the boot menu.

Format the drivers C:\ and D:\ and click Install Windows, wait for the windows to load the files after that restart the computer and start doing the configurations.

Chose the language, setup your wireless connection if possible, setup the time and date..etc.

Figure 9: Installing Windows

Installing drivers and updating windows after formatting the PC:

After formatting a PC or laptop, it needs to install some drivers (the important ones) like mouse touch pad, USB card, and wireless and LAN card. These drivers enables the PC to allow the operating system to communicate properly with its various components.

After installing each drive, the computer will ask for restarting the windows, you can restart once you install all the drivers but it is better to restart one by one to make sure that every drive is installed correctly.
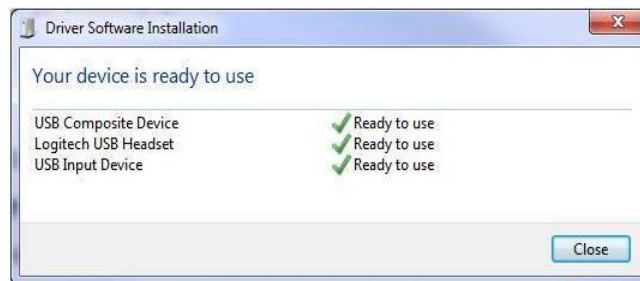
Finally, after installing all the drivers needed, check for windows update and set the Automatic update for the windows which is also the advice of Microsoft.

This will keep the windows and the drivers updated as well.

Figure 10: Wireless LAN card installation

Figure 11: USB card installation

Common hardware issues and steps of troubleshooting

Smart board problems:

Being an IT administrator in a school, you will face a common issue in teachers' classes in their smart boards.

Some of these problems are that the teacher is not able to write on the board, smart tools are not working, or there is no sync between the board and the laptop because of many reasons like bringing a new laptop or personal laptop, damaged cables and connection issues.

How we solve this kind of problems?

The first thing to do is to restart the projector and the computer and put a finger on the board for a while to check if the arrow head is in line with your finger. If it was not, you can tell that the board is not calibrated and the pen will not write and go smooth also the smart tools on side will not be ready.

Come down to the corner of the board and click on the little blue icon to view the toolbar, then choose control panel , a control panel window will open, choose smart hardware settings from the left menu, then from the drop down list click on the second option which is orientation alignment settings, as shown in Figure 12.
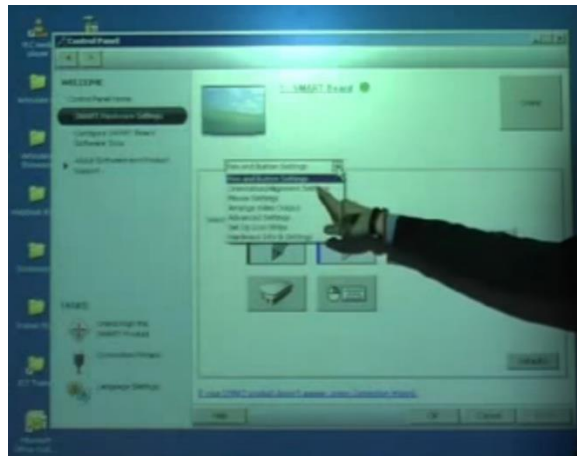

Figure 12: Smart board calibration process

A several options will be displayed to choose one from them (quick, standard, wide and fine) we will choose the fine option because it is more like the hand writing. To choose fine just click on the radio button and then click on orient. It will ask you are you sure and you will click yes.

Now a white screen will be shown on the board with a red cross in the corner, click on the middle of the red cross and then another one will appears. You will repeat this step 20 times on the board. Check Figure 13

Figure 13: Smart Board Calibration

The smart board will be working now perfectly. The last step is to click apply and then ok.

Changing Laptop's Hard Disk:

A teacher came with a noisy sound in her laptop and a blue screen was appearing with a mass damage error.

How we solve this problem:

The sound was from the hard drive side, and we decided to replace the hard drive with a new one.

First unscrew the screws from the bottom of the laptop, when the cover is off you will find the hard drive. There will be another screws attached with the hard drive, unscrew them and the hard drive will be ready to pull and replace with the new one.

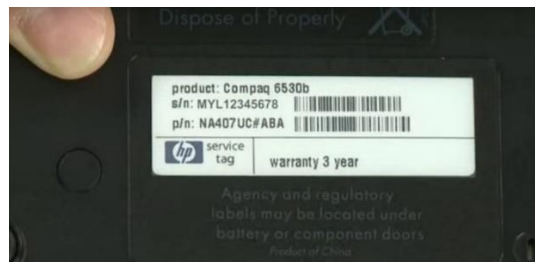After that you have to install the windows to the laptop.

Asset Tracking:

We used excel sheets to save the laptops' Models, Products and Serial numbers. We used the barcode scanner or manually entered the numbers.

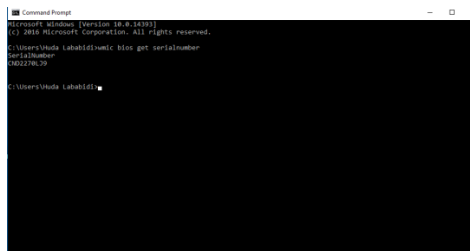What do model, product and serial numbers mean?

The model number represents the components and features that define your product, it is not a unique number, and there could be 10000 or more products with the same model number. The product number identifies the product within a series, 1000 products could share the same product number. However, the serial numbers are unique to an individual product.

You can find these information on the product's label. See in Figure 14

Figure 14: Laptop's Label

The other way to find the serial number and model number of your computer within windows is by using command prompt. First of all open the command prompt by typing cmd in search windows, the command prompt of windows will open, then just type **wmic bios get serialnumber** and then the **Enter** key as shown in Figure 15:

Figure 15: getting serial number

Now to get the model number type **wmic csproduct get name** and then the **Enter** key as shown in Figure 16:

Figure 16: getting model number

Creating signature using Photoshop:

Once my supervisor know that I have the designing skills and I know how to use the Photoshop he asked me to create a new email signature for the high school team (Al-Diyafah High School in Dubai).

They were using a very old and not clear signature, check Figure 17:

Figure 17: the old signature

I worked on this task and design a new signature for them in more professional appearance (Figure 18).

Figure 18: the new signature

Academic IT (IT Teachers):

As I mentioned before, in the school there are two IT departments. The Admin IT and the Academic IT.

For my internship, I choose to work with the administrator but also I went to the academic sides and attend some classes with the IT teachers. That gave me a new experience in IT.

One of the classes that I attend was about inserting picture in **MS Word** for a year 4 students, they were very excited about inserting their favorite animal's picture and their country flag picture. Although this topic seemed very easy, they faced a lot of problems while inserting the pictures, some pictures were very big in size and they needed a help to resize them, other pictures came in the text place and text shifted to other place.

Another class that I would like to mention here was to a year 9 students, HTML coding, they were creating an HTML websites and the class was about changing the background colors and alignment the text and the pictures.
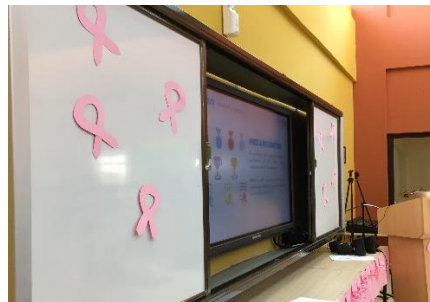
Participating in events:

Pink Day (Breast Cancer):

On October 27th 2016, Al Diyafah International School had an open day for the **Breast Cancer Awareness**, the Pink Day.

I was responsible about a charity work for a year 4 students. They were serving a small pink snacks and selling stationary and other things. Figure 19

Figure 19: charity work

I have also work with my supervisor to arrange the meeting room for an awareness lecture about the breast cancer. We prepare the laptop, the microphone and the PPT for the lecturer and we were there during the lecture for any technical support. See Figure 20 and 21:

Figure 20: Meeting room preperations

Figure 21: awareness lecture

UAE Flag Day:

The UAE Flag day was on the 4th of November 2016, I was responsible about photography role.

I have shoot many photographs, editing them on Photoshop and then uploading them to the schools' website and Facebook. Check Figure 22, 23 and 24:

Figure 22: Kids gathering for celebration

Figure 23: celebrating teacher

Figure 24: celebration stuff

UAE National Day:

In this big event, the national day of the UAE, my role was preparing the invitation card for the parents as well as uploading the photos on the schools' website and Facebook on the next day.

Yasalam Event:

What is Yasalam?

It means "WOW" and it is the largest city-wide free entertainment festival in Abu Dhabi blending motorsport with a multitude of music, art and community events.

Al Diyafah International school was participating in Yasalam festival by decorate a float in a Chinese theme to support the Chinese team.

For me I helped in preparing the card that will be sent to the parents.

Skills I learned through my internship

Adaptability

I learned in this valuable experience how to adapt to the different employees and students with me at the school. I also adapted to manage my time so I committed to the working hours, working with both IT administration and IT academic.

Analytical

During my internship experience I was responsible of many technical tasks. Therefore, I was required to analyze my job and organize my tasks. I was required in most of the times to use analytical skills like sorting the data in excel sheets or analyzing the data using different softwares.

Communication

One of my most enhanced skills was the communication skills. My work environment necessitated communication skills such as verbal communication with the co-workers, supervisor and the managers. Moreover, non-verbal communication skills such as emails and submitting reports to both my university and to my mentor at the work place.

Ethical

In some cases the ethical skills are required, because many times being so official can result some collusions in the workplace. For example, I used to help my co-workers when they needed help. Moreover, I observed from the educational environment at the school that the ethics are mandatory in a daily basis level.

I learned that I must do my job perfectly independent of being monitored or not. I also learned to submit my reports professionally to my instructor.

Moreover, with dealing with technologies I learned how to work with keeping consideration of the confidentiality of data and keeping authorizations.

Teamwork

I learned that teamwork can multiply the outcome with less effort and with more divided job on qualification basis. I obtained many teamwork skills like listening skills, speaking skills and communication skills.

IT

The internship was the best chance for me to improve my IT skills and to use what I have learned in my computer studies.

I have used the barcode scanner for asset tracking for my first time, as well as dealing with smart boards and projectors.

I have faced a lot of teachers' problems and try to solve these problems, troubleshooting, formatting, wireless connections and many other.

I have learned how to be an IT Administrator Assistant and what kind of responsibilities I will have, like how to manage an organization's network and how to troubleshooting IT problems.

I have also improved my designing skills using Photoshop for editing photos and creating an email signature for al Diyafah High School's team, and by using MS publisher for creating the school's magazine.

International issues

Being a member of the school during two months I have participated in many international events like Yasalam, UAE International Day and Pink day which I helped in this day doing a charity work. This participation developed my international issues skills.

Summary of the Internship:

My learning experience began in involving in the workplace as a first main factor. All the communication skills were obtained by the interaction with the people at the work place. Moreover, the IT department at the school as employees and teammates, everybody was helpful and positively interactive. Additionally, all the tasks that I encountered during my internship assessed in enhancing my experience in my field of study.

Conclusion

The work was performed by looking at the different aspects and essential skills that might be required from any professional IT employee. The aiding tools were used effectively to smooth the progress of any required task. In conclusion, I can express my satisfaction and development, and this valuable experience would last as long as I proceed in my career of working at the IT field.

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