



**TECHNICAL REPORT  
ON**

**STUDENT INDUSTRIAL WORK EXPERIENCE SCHEME {SIWES}**

**HELD AT  
ISOLO LOCAL GOVERNMENT  
(ISOLO WAY, ASWANI LAGOS STATE)**

***BY:***

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**DEDICATION**

It is dedicated to Almighty Allah, the giver and taker of wisdom, knowledge and understanding.  
And also to my reputable parents, MR AND MRS. ANIKOH who happens to be the instrumental of my education.

We pray you all live long to reap the fruit of your labour Insha'Allah (amin)...

**ACKNOWLEDGEMENT**

All thanks to Almighty Allah for making this SIWES a successful one.  
My profound gratitude goes to my amiable parents **MR AND MRS ANIKOH** for their support spiritually, physically and financially that was given to me during the course of my SIWES programme.

I appreciate the effort of the pioneering Head of Department of Office Technology Management Kwara State Polytechnic, Ilorin, and also appreciate all the lecturers of the Department of Office Technology Management Kwara State Polytechnic, Ilorin, and all other lecturers of the Department of Office Technology Management, Kwara State Polytechnic, Ilorin, for their encouragement, support and opportunity given to us to be able to stand fit among other colleagues. Lastly, my appreciation won't be completed if I fail to appreciate my SIWES coordinator and other staff at Isolo local Government, Lagos State.

## CHAPTER ONE

### INTRODUCTION

Students Industrial Work Experience Scheme (SIWES) is a very big aid and a stepping stone to life after school. It is an opportunity given to students to put into practice most of the things that were taught as theory by lecturers in the Institution.

**ISOLO LOCAL GOVERNMENT** has been a great aid to this programme because it gives more enlightenment on what Hardware and software support by Troubleshooting and resolving issues with computers, printers, and other office equipment, As a result of his. SIWES gives students more orientation and exposure to students in their course of training.

### MEANING OF SIWES

Students Industrial Work Experience Scheme (SIWES) is the accepted skills training programme, which forms part of the approved minimum academic standards in the various degree programmes for all the Nigerian Universities. It is provided to bridge the gap that exists between the theory and practical.

It is aimed that exposing students to machines and equipment, professional work methods and way of safeguarding the work areas and workers in industries and other organizations.

### OBJECTIVE OF SIWES

- To prepare students for the work situations they are likely to meet after graduation
  - To provide an avenue for students in the Nigerian Institution to acquire industrial skills and experience in their course of study
  - To strengthen employer's involvement in the entire educational process of preparing institution graduates for employment in industry
  - To provide students with an opportunity to apply their theoretical knowledge in real work situation, thereby bringing the gap between institution work and actual practice. To expose students to work methods and techniques in handling equipments and machinery that they may not available in universities.

### HISTORY OF SIWES IN NIGERIA

In the earlier stage of science and technology education in Nigeria. students were graduating from their respective institution without any technical knowledge or working Experience. It was in this view that students undergoing science and technology related bourses were mandated for students in different institution in the view of widening their horizons so as to enable them have technical knowledge or working experience before graduating from their various institutions. The Students Industrial Training Funds (TF)

1973 to enable students of tertiary institutions have basic knowledge of industrial works base on their course of study before the completion of their program in their respective Institutions. The scheme was designed to expose the students to industrial environment ind enable them develop occupational competencies so that they can readily contribute heir quota to National economic and technological development after graduation.

The major background behind the embankment of students in SIWES was to

expose them into industrial environment and enable them develop occupational competencies so that they can readily contribute their quota to national economical and echnological development after graduation. The major benefit acquiring to students who participate consistently in SIWES are skills and competencies they acquired.

The relevant production skill remain the part of the recipients of industrial raining as long as assets which cannot be taken away from them. This is because the (nowledge and skills acquired through training are internalized and become relevant when required to perform jobs or functions.

## CHAPTER TWO

### OVERVIEW OF THE ORGANIZATION

The Isolo Local Government in Lagos State was established on October 1, 1976, as part of the creation of new local governments in Lagos State.

### DESCRIPTION OF WORK DONE

During my SIWES Program in Isolo local government, Lagos state I learn to manage and maintain the technology infrastructure of the office. Which includes:

- \* Document management: Helping to organize, store, and retrieve documents efficiently.
- \* Hardware and software support: Troubleshooting and resolving issues with computers, printers, and other office equipment.
- \* Network administration: Understanding and maintaining the local area network (LAN) and its connectivity.
- \* Cybersecurity: Learning about cybersecurity best practices and implementing security measures to protect sensitive data.
- \* Data analysis: Using spreadsheets and databases to analyze local government data and generate reports.
- \* Project management: Assisting with organizing and executing small projects related to office technology.

They also gain experience in:

- \* Communication: Interacting with colleagues and staff to address technology-related issues.
- \* Problem-solving: Identifying and resolving technical problems in a timely and efficient manner.
- \* Teamwork: Collaborating with other staff to ensure smooth operation of office technology.
- \* Software training: Assisting in training staff on new software programs or updates.
- \* Telecommunications management: Understanding and managing phone systems, video conferencing, and other communication tools.
- \* Inventory control: Maintaining an inventory of office equipment and supplies, and ordering new items as needed.
- \* Budgeting and procurement: Assisting with budgeting for technology purchases and procurement processes.
- \* Compliance: Ensuring that office technology systems meet legal and regulatory requirements.
- \* Research and development: Staying up-to-date on the latest technology trends and exploring new technologies that could benefit the local government.

I also Assist with document management like learning how to organize, store and retrieve documents using various software and systems.

Assisting with document management helps to organize, store, and retrieve documents efficiently. Which involves:

- \* Organization: Creating and maintaining a system for organizing documents, such as using folders, file names, and tags to categorize them.

- \* **Storage:** Choosing and managing the storage methods for documents, including physical filing cabinets, digital folders, and cloud-based storage services.

- \* **Retrieval:** Ensuring that documents can be easily found when needed, using search functions, indexing systems, or document management software.

In a local government setting, this could involve:

- \* **Maintaining a central repository for official documents:** This could be a physical filing system or a digital document management system.

- \* **Archiving documents according to legal requirements:** Ensuring that important documents are stored securely and for the appropriate duration.

- \* **Processing incoming and outgoing documents:** Handling the flow of documents, including scanning, indexing, and distributing them to the relevant parties.

- \* **Assisting with the creation and management of electronic forms:** Helping to develop and implement digital forms for collecting information and streamlining processes.

- \* **Training staff on document management procedures:** Ensuring that everyone in the office understands how to use the document management system effectively.

In addition to the tasks I previously mentioned, assisting with document management in a local government setting also involve:

- \* **Developing and implementing document retention policies:** This ensures that documents are kept for the appropriate length of time, meeting legal and regulatory requirements.

- \* **Managing document security:** This includes implementing access controls to prevent unauthorized access to sensitive information and ensuring that documents are backed up regularly to prevent data loss.

- \* **Assisting with the digitization of paper documents:** This can help to improve efficiency and reduce storage costs.

- \* **Creating and maintaining document templates:** This can help to ensure consistency in document formatting and content.

- \* **Developing and implementing document workflow processes:** This helps to streamline the flow of documents within the organization.

These tasks require a good understanding of document management principles, technology, and legal requirements.

## SCANNING AND DIGITIZING DOCUMENTS

"Scanning and digitizing documents" means converting physical paper documents into digital files. This involves using a scanner to create an electronic image of the document, which is then saved as a digital file.

Scanning and digitizing management refers to the process of converting physical documents into digital format. It involves using a scanner to capture images of paper documents, then converting these images into electronic files. This process plays a crucial role in modern document management systems, offering numerous benefits.

Here's a detailed breakdown:

### 1. Scanning:

- \* **Purpose:** The initial step involves using a scanner to create digital images of physical documents.

- \* **Types of Scanners:** There are various types of scanners, including flatbed scanners, sheet-fed scanners, and high-speed scanners. The choice depends on the volume and type of documents being scanned.

- \* **Scanning Resolution:** The resolution of the scan determines the quality of the digital image. Higher resolution scans produce larger files but offer greater detail.

- \* **Scanning Format:** Common scanning formats include JPEG, TIFF, and PDF. Each format has its advantages and disadvantages, depending on the intended use of the scanned document.

## 2. Digitizing:

- \* **Image Processing:** After scanning, the images are processed to enhance their quality, remove imperfections, and optimize them for storage and retrieval. This might involve adjusting brightness, contrast, and color balance.

- \* **Optical Character Recognition (OCR):** OCR technology converts scanned images of text into editable text files. This allows for searching and editing the document's content.

- \* **File Conversion:** The processed images are then converted into digital files, often in PDF format, for easy storage, sharing, and retrieval.

## 3. Management:

- \* **Storage:** Digitized documents are stored in a secure and organized manner, typically using a document management system. This system provides features for indexing, searching, and retrieving documents.

- \* **Security:** Implementing robust security measures is crucial to protect sensitive information. This includes access controls, encryption, and backups.

- \* **Retrieval:** Digitized documents can be easily retrieved using keywords or other search criteria. This eliminates the need for manual searching through physical files.

### Benefits of Scanning and Digitizing Management:

- \* **Improved Efficiency:** Eliminates the need for physical storage, reduces retrieval time, and streamlines workflows.

- \* **Enhanced Security:** Protects sensitive information from unauthorized access, damage, or loss.

- \* **Cost Savings:** Reduces storage costs, minimizes paper consumption, and simplifies document distribution.

- \* **Increased Accessibility:** Allows for remote access to documents, improving collaboration and communication.

- \* **Improved Collaboration:** With documents readily accessible in a digital format, teams can collaborate more effectively, sharing and editing documents simultaneously.

- \* **Better Version Control:** Digital documents allow for tracking changes and maintaining different versions of a document, ensuring everyone is working with the latest version.

- \* **Increased Productivity:** By eliminating the need for manual searching and filing, employees can focus on more productive tasks.

- \* **Enhanced Compliance:** Digitizing documents can make it easier to comply with regulations and legal requirements, as documents are easily accessible and searchable.

- \* **Reduced Risk of Data Loss:** Regular backups of digital documents minimize the risk of losing valuable information due to accidents, disasters, or human error.

Overall, scanning and digitizing management is a valuable investment for organizations looking to streamline their document management processes, improve efficiency, and enhance security.

## CHAPTER THREE

### VARIOUS DEPARTMENTS AT ISOLO LOCAL GOVERNMENT

The specific departments within a local government can vary depending on the size and needs of the community. However, common departments found in most local governments include:

- \* **Administration:** Oversees the day-to-day operations of the government, including budgeting, human resources, and public records.

- \* **Planning and Zoning:** Develops and implements plans for the physical development of the community, including land use regulations and zoning ordinances.

- \* Public Works: Maintains and improves public infrastructure, such as roads, bridges, water systems, and sewer systems.
- \* Parks and Recreation: Provides recreational opportunities and manages public parks, playgrounds, and community centers.
- \* Police and Fire: Enforces laws, provides emergency services, and protects the safety of the community.
- \* Finance: Manages the local government's finances, including budgeting, accounting, and tax collection.
- \* Public Health: Promotes and protects the health of the community through programs and services.
- \* Social Services: Provides assistance to individuals and families in need, including housing, food, and healthcare.
- \* Education: Oversees the local public school system, including curriculum development, teacher training, and school board management.
- \* Community Development: Works to improve the quality of life in the community through programs and initiatives.

#### THE FUNCTIONS OF EACH DEPARTMENT MENTIONED ABOVE.

Here are the main functions of the common departments found in local governments:

- \* Administration: Handles the administrative tasks that keep the government running smoothly. This includes budgeting, managing staff, maintaining records, and handling legal matters.
- \* Planning and Zoning: Focuses on shaping the community's physical development. They create and enforce zoning regulations, develop land use plans, and review development proposals to ensure they align with the community's vision.
- \* Public Works: Maintains and improves the infrastructure that supports the community. This includes roads, bridges, water systems, sewer systems, and other public facilities. They also handle things like snow removal and street cleaning.
- \* Parks and Recreation: Provides opportunities for recreation and leisure for residents. They manage parks, playgrounds, community centers, and recreational programs.
- \* Police and Fire: Ensures public safety. The police department enforces laws, investigates crimes, and responds to emergencies. The fire department responds to fires, rescues people from dangerous situations, and provides fire safety education.
- \* Finance: Manages the local government's finances. This includes budgeting, collecting taxes, paying bills, and investing funds.
- \* Public Health: Promotes and protects the health of the community. This includes providing immunizations, inspecting restaurants, and educating the public about health issues.
- \* Social Services: Provides assistance to individuals and families in need. This may include programs for housing, food, healthcare, and job training.
- \* Education: Oversees the local public school system. This includes setting curriculum standards, hiring teachers, and managing school budgets.
- \* Community Development: Works to improve the quality of life in the community. This might involve projects like revitalizing neighborhoods, attracting new businesses, or promoting tourism.

#### PROBLEMS/CHALLENGES FACED DURING SIWES

I had the most problem searching for a place of attachment for my industrial training because most of the organization rejects my request due to one reason or the other. I encountered the listed below problems during my SIWES program:

- Inadequate funds/financial difficulties



- Inadequate facilities, there is no accommodation facility for the SIWES students which makes the program a little bit difficult for me.
- Inaccessible machines. Most of the SIWES students are banned from some equipments, thus; given less opportunity to operate while they ask us to learn from them while operating it.

## CHAPTER FOUR

### SUMMARY OF THE WORKDONE

As an Office Technology Management student, i will like to find a lot of relevance in the work done by the Administration department of a local government. Here's why:

\* Technology Management: Local governments rely heavily on technology for their operations. The Administration department manages the IT infrastructure, including computers, networks, software, and communication systems. This is where your skills in managing and maintaining technology would be valuable.

\* Document Management: Administration departments handle a massive amount of documents, from budgets and legal records to public information requests. You'll learn about document management systems, efficient filing methods, and electronic document storage, all crucial for keeping government operations organized.

\* Communication: Administration departments are responsible for communicating with the public, other government agencies, and internal staff. You'll learn about communication protocols, effective messaging, and how to utilize technology for efficient communication.

\* Data Analysis: Local governments collect and analyze data to make informed decisions about budget allocation, service delivery, and community needs. I also gain skills in data analysis and reporting, which can be applied to help the Administration department understand trends and make better decisions.

Remember, local governments are increasingly relying on technology to improve efficiency and service delivery. As an Office Technology Management student, you'll be well-equipped to contribute to these efforts.

### RECOMMENDATIONS

Based on my interest in Office Technology Management, I recommend exploring internships or volunteer opportunities within the Administration department of a local government. This will give you firsthand experience with the technologies and processes used, and you'll gain valuable insights into how your skills can be applied in a real-world setting.

### CONCLUSION

The SIWES program undergone at **ISOLO LOCAL GOVERNMENT** afforded me an indepth exposure to some of the practical aspect of Office Technology Management.

The work done in local government offers many opportunities for Office Technology Management students to apply their skills. By understanding the role of the Administration department, you can see how your training can contribute to efficient and effective government operations. Consider seeking out opportunities to gain experience in this field, whether through internships, volunteer work, or even shadowing a local government employee.

The programme has been highly enlightening, interesting, beneficial and successful.

Without this training, the Ordinary National Diploma program (OND) would have been incomplete because it is a program that has really helps students to appreciate all the theoretical aspects of the work given at the institution. The aspiration of which the scheme was undergone was highly achieved.

