

## Sysdoc Internship: An EIT Final Project

### Josh Corich

EIT Hawke's Bay  
jcorich@sysdoc.co.nz

### Frina Albertyn

EIT Hawke's Bay  
falbertyn@eit.ac.nz

### Tania Davis

Sysdoc  
tdavis@sysdoc.co.nz

### Abstract

This poster describes an internship activity undertaken by a third year Bachelor of Computing Systems (BCS) student at the Eastern Institute of Technology (EIT) in Hawke's Bay as part of the capstone project. The internship was conducted at Sysdoc Group in Wellington and the poster describes the organisation, its structure and some of the tasks undertaken. The poster also explains the perceived value of the internship to both the company and the student.

### 1 Introduction

All third year BCS students at EIT must complete ITPJ7.290 Final Project, a 45 credit level 7 course that must be undertaken in the final semester of study. The final project provides an opportunity for students to showcase the skills that they have gained during their studies to industry. At EIT students participating in the final project can elect to undertake either a project for a business/organisation or they can participate in a supervised internship working for the IT department of business/organisation.

The internship described in the poster was at Sysdoc a Wellington based IT company that provides world-class services in Change Management, Training, Process Improvement and Documentation. The internship took place within the Sysdoc Solution Centre.

### 2 Sysdoc

Sysdoc group was established in 1986 in Wellington and currently has offices in Wellington, Auckland, Sydney, London and Los Angeles and has a global team of 200 consultants. Sysdoc provides the following services:

- Business process analysis and improvement
- Outline information design, development and management
- Documentation and training
- Business Analysis, systems analysis and systems training
- Intranet and Internet design and development

Sysdoc clients include Telecom, Vodaphone and Fonterra.

### 3 Internship Tasks

As an intern I worked alongside the Sysdoc Solution Centre IT manager working on day to day maintenance tasks as well as a number of implementation projects.

The maintenance tasks included:

- User Support – providing technical advice and assistance with hardware and software issues
- Exchange Management – managing an email and junk email filter for an Exchange server with 120 users
- Website Updates – updating content on the two external Sysdoc websites
- Internet Portal Updates – performing weekly updates to the Sysdoc intranet

The implementation projects included:

- Using IIS, ASP.Net, SQL Server, Flash, Web services and SSRS to develop a Discover Fonterra Development environment
- Creating a Blog service for Sysdoc
- Building a new Website for Sysdoc from a design specification
- Developing a new front end for the Sysdoc Demos application
- Building a Sysdoc Client History Database

In addition to the maintenance tasks and implementation projects I was asked to design a server environment for the organisation that provided maximum uptime and reliability.

### 4 Benefits

The internship has led to a full-time position in the company and provided the following benefits:

- Allowed me to experience real life IT technology and environments
- Allowed me to test the technical and communication skills learnt while studying
- The knowledge gained during my studies added to the knowledge base of the Sysdoc Solution Centre IT Team
- My presence helped spread the workload of the Sysdoc Solution Centre IT Team and helped reduce the backlog of jobs

### 5 Conclusions

The internship experience provided an ideal opportunity for me to experience life in the fast lane of IT business and it allowed Sysdoc to evaluate my skills as a potential employee. I would recommend the internship experience to any third year student.