

MADHAV INSTITUTE OF TECHNOLOGY & SCIENCE, GWALIOR

(A Govt. Aided UGC Autonomous & NAAC Accredited Institute Affiliated to RGPV, Bhopal)



2021- 2022

Internship Report on

Technical Support Engineer

A internship report submitted in partial fulfilment of the requirement for the degree
of

BACHELOR OF TECHNOLOGY

in

INFORMATION TECHNOLOGY

Submitted by:

Ravi Pal (0901IT193D03)

Faculty Mentor:

Prof. Abhishek Dixit (MITS Gwalior)

Industry Mentor:

Mr. Vinay Gubbi Nagaraj (HP INC Bangalore)

**DEPARTMENT OF INFORMATION TECHNOLOGY
MADHAV INSTITUTE OF TECHNOLOGY & SCIENCE
GWALIOR**

MAY-JUNE 2022

MADHAV INSTITUTE OF TECHNOLOGY & SCIENCE, GWALIOR

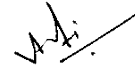
(A Govt. Aided UGC Autonomous & NAAC Accredited Institute Affiliated to RGPV, Bhopal)

CERTIFICATE

This is certified that Ravi Pal (0901IT193D03) has submitted the internship report titled Tech support engineer under the mentorship of Prof. Abhishek Dixit, in partial fulfilment of the requirement for the award of degree of Bachelor of Technology in Information Technology from Madhav Institute of Technology and Science, Gwalior



Prof. Abhishek Dixit
Assistant Professor
Department of IT



Dr. Akhilesh Tiwari
Professor & Head
Department of IT

MADHAV INSTITUTE OF TECHNOLOGY & SCIENCE, GWALIOR

(A Govt. Aided UGC Autonomous & NAAC Accredited Institute Affiliated to RGPV, Bhopal)

Acknowledgment

I express our sincere gratitude and earnest indebtedness to **Madhav Institute of Technology and Science, Gwalior (M.P.)** for providing us the golden opportunity to enhance industry skill through internship.

I acknowledge with great pleasure and grateful indebtedness towards our internship mentor **Vinay Gubbi Nagaraj**, collage mentor **Prof. Abhishek Dixit** for providing us with very useful and beneficial guidance throughout the semester.

I also express our heartfelt gratitude to **Dr. Akhilesh Tiwari** (Professor & Head, Department of Information Technology) for him profound guidance throughout the Internship. I would also I acknowledges our director **Dr. R. K. Pandit** for helping us with resources to accomplish this task. The environment at MITS has been a valuable experience to me. With many difficulties this Internship has blessed us with great knowledge in our field of interest. We thank all those who help us in every path in completion of this Internship and made this Internship a success



Ravi Pal
0901IT193D03

DECLARATION

I hereby declare that the work being demonstrated in the internship report, for the partial fulfilment of requirement for award of the degree of Bachelor of Technology in Information Technology at Madhav Institute of Technology & Science, Gwalior is an authentic and original record to my work under the mentorship of **Mr. Abhishek Dixit, Assistant Professor, Information Technology.**

I declare that I have not used the data or matter in this report for the award of any degree/ diploma anywhere else.



Ravi Pal
0901IT193D03

TABLE OF CONTENTS

| TITLE | PAGE NO. |
|---------------------------------------|-------------|
| Certificate | II |
| Acknowledgement | III |
| Declaration | IV |
| Abstract | VIII |
| List of figures | VI |
| Offer letter | VII |
| | |
| Chapter 1: Introduction | 9 |
| 1.1 Company Overview | 9 |
| 1.2 Work culture | 10 |
| 1.2.1 Work culture Image | 10 |
| | |
| Chapter 2: My responsibilities | 10 |
| 2.1 Introduction to issue | 10 |
| | |
| Chapter 3: Training | 11 |
| 3.1 Introduction of training modules | 11 |
| 3.2 Training Tools | 12 |
| 3.2.1 Training Tools Image | 12 |
| | |
| Chapter 4: Problem statement | 13 |
| 4.1 Problem Statement | 13 |
| 4.2 Expected outcomes | 13 |
| | |
| Chapter 5: Conclusion | 14 |
| 5.1 Conclusion | 14 |
| | |
| Appendix | |
| Role of faculty member | 15 |
| Fortnightly report | 16 |
| | |
| Plagiarism Report | 19 |

LIST OF FIGURES USED

| Figure Number | Figure caption | Page No. |
|----------------------|-------------------------|-----------------|
| 1.2.1 | Work Culture The Hp Way | 9 |
| 3.2.1 | Training Tools | 11 |

OFFER LETTER



HP PPS Services India Private Limited
2nd Floor, 24 Salapurja Arena, Hosur Main Road, Bangalore 560030, India, Tel. +91 80 61354320

Ravi Pal
Ward no 29 Rajholi bhind Ward no 29 Rajholi bhind

Dear Ravi,

We are pleased to inform you that you have been selected for training with (HP PPS Services India Private Limited ("HP" or the "Company") from **10/03/2022** to **29/07/2022** for a period of 5 Months under the guidance and supervision of **Vinay Gubbi Nagaraj**. Your location would be **BGC01 - Bangalore, IN-Salarpuria GR Tech Park (BGC01)**.

During the tenure of the project, you will be paid a stipend of Rs 20,000 per month. The payment of stipend shall depend on your unconditional presence at any location that may be stipulated here in above.

Regards

Vinay Gubbi Nagaraj
n.vinay@hp.com

ABSTRACT

Nowadays all industries, which is an information technology, or any other company needs a separate department for technical support engineer. and tech support engineer is need of growing companies to all over world with best real time technology that helps engineer to grow with productivity and provide support to their users. They deal with the problem that is hard to solve particular by user where we used all the technology to resolve the problem.

Chapter 1

INTRODUCTION

1.1 Company overview –

ABOUT THE COMPANY



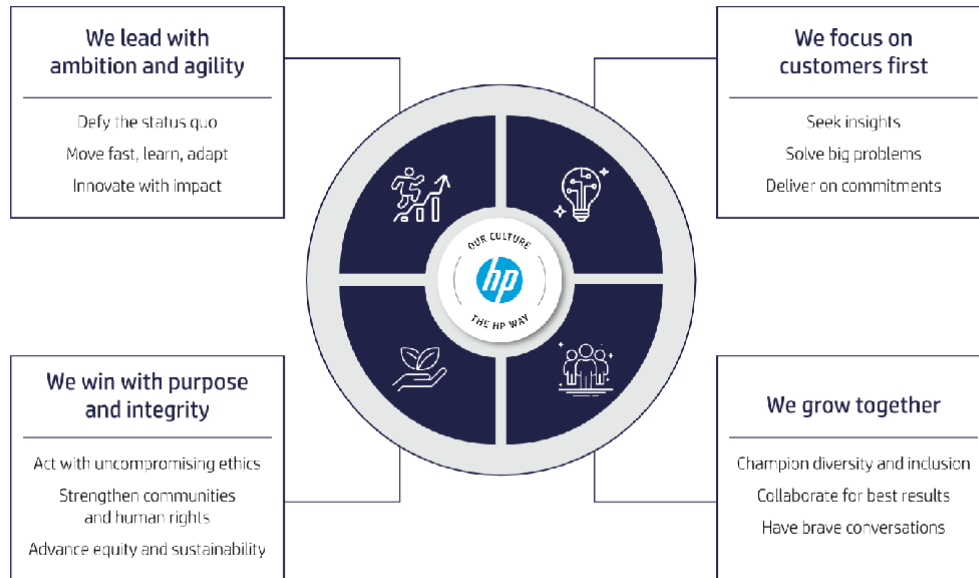
HP INC BANGALORE

The Hewlett-Packard Company, commonly shortened to Hewlett-Packard or HP, is an American multinational information technology company headquartered in Palo Alto, California.

HP WORKING DOMAIN

HP (Hewlett-Packard) is a multinational information technology (IT) company that sells hardware, software, and related business services.

1.2 Work culture –



1.2.1 Work Culture The Hp Way

Chapter 2 MY RESPONSIBILITIES

2.1 Introduction to Issues –

RESPONSIBILITIES

1. Identify hardware and software problems.
2. Troubleshoot technical issues.
3. Diagnose and repair faults.
4. Resolve network issues.
5. Configure software

Chapter 3 TRAINING

3.1 Introduction to training modules –

TRAINING MODULES

- **OPERATING SYSTEM**

The important issues related to OS - performance issue, security issue, software crash.

- **NETWORKING**

The important issues related to Networking - internet issue, LAN issue,

Wlan issue, Cmd issue.

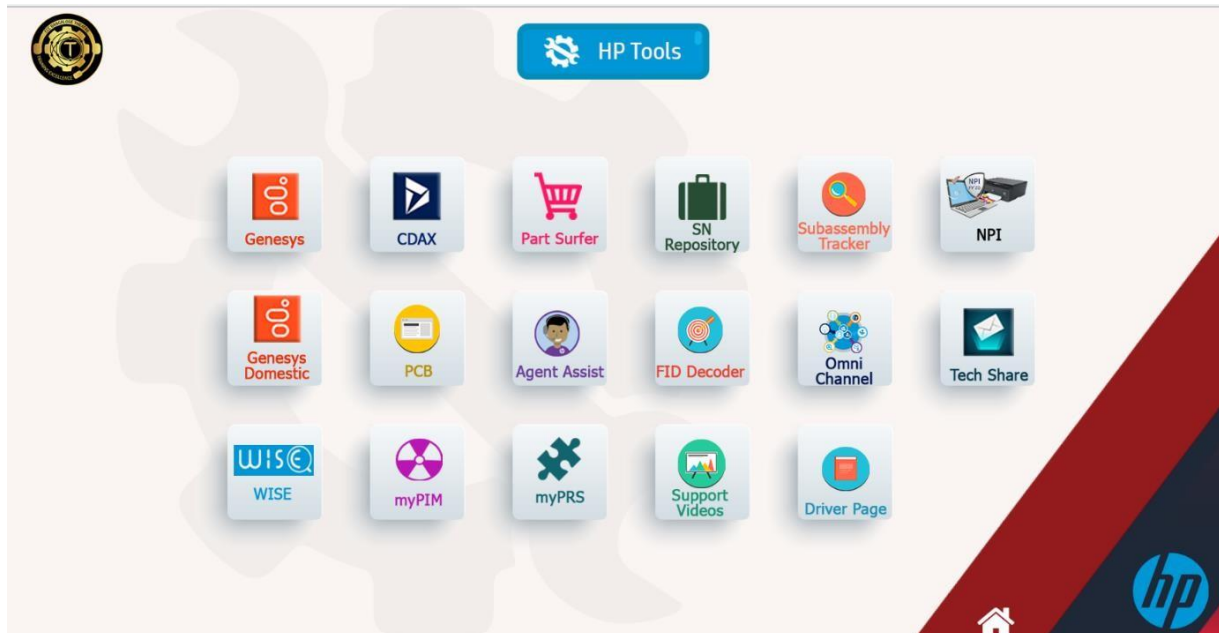
- **HARDWARE**

The important issues to Hardware - Hardware Malfunction.

- **CMD**

The important issues to Hardware – Command fail syntax check, the CLI display error

3.2 Training Tools –



3.2.1 Training Tools Image

Tools –

- I. Genesys
- II. Cdax
- III. Partsurfer
- IV. SN Repository
- V. PCB
- VI. WISE
- VII. FID Decoder
- VIII. And More...

Chapter 4

PROBLEM STATEMENT

4.1 Problem Statement –

PROBLEM STATEMENT

- ✓ skill to troubleshoot and fix Hardware, Networking, OS related queries.
- ✓ skill to provide solutions to customers.
- ✓ skill to Setting up and syncing PCs, other devices, and device accessories.
- ✓ skill to fix program crashes, improving device speeds, and removing viruses, pop-ups and more.
- ✓ various hardware driver issue support.

4.2 Expected outcomes –

EXPECTED OUTCOMES

- ✓ skill to troubleshoot and fix Hardware, Networking, OS related queries.
- ✓ skill to provide solutions to customers.
- ✓ skill to Setting up and syncing PCs, other devices, and device accessories.

Chapter 5

CONCLUSION

5.1 Conclusion

As a Technical Supporter/Engineer we learnt so many things and all the business-related process that this job role has like troubleshoot all the personal computer related issue and resolve on time and satisfy all way to user and doing well in any condition because customer is main entity for the HP or any hardware/software producing company

About the experience of this role is learning all the way to giving the decision to customers on the go and proceed with the minimum hardware need from the customer.

ROLE OF FACULTY MENTOR

Prof. Abhishek Dixit, I am grateful for the mentoring you have given me. Thanks for your wisdom, inspiration, adviser, and real time guidance. Mentoring has made such big difference and for listening, believing in me, and helping me grow.

Working with you gives me fulfillment, which I never knew was possible, as student I appreciate your time effort and support.



Ravi Pal
(0901IT193D03)
Department of IT



Prof. Abhishek Dixit
Assistant Professor
Department of IT

FORTNIGHTLY REPORT

1- Month Report (1)



MADHAV INSTITUTE OF TECHNOLOGY & SCIENCE, GWALIOR

(A Govt. Aided UGC Autonomous & NAAC Accredited Institute Affiliated to RGPV, Bhopal)

INTERNSHIP FORMAT

FORTNIGHTLY PROGRESS REPORT-1 (FPR) FROM INDUSTRY MENTOR

| | | | | | |
|--|--|----------------|-------------------------------|------------------|------------------|
| Name of Student | Ravi Pal | Department | Information Technology | | |
| Industry/Organization | HP INC. | Date/Duration | 5 March - 4 April | | |
| Criterion | Poor | Average | Good | Very Good | Excellent |
| Punctuality/Timely completion of assigned work | | | | ● | |
| Learning capacity/Knowledge up gradation | | | | ● | |
| Performance/Quality of work | | | | ● | |
| Behavior/Discipline/Team work | | | | ● | |
| Sincerity/Hard work | | | ● | | |
| Comment on nature of work done/Area/Topic | Good in training and doing good in workplace good listener, Active in different activities | | | | |
| OVERALL GRADE (Any one) | 83% | | | | |
| Name of Industry Mentor | Komal Kumari | | | | |
| Signature of Industry Mentor | Komal Kumari | | | | |

(Only for Department Faculty Mentor)

| | | | | | |
|----------------|--|------------------------|----------------------|------|--|
| Receiving Date | | Name of Faculty Mentor | Prof. Abhishek Dixit | Sign | |
|----------------|--|------------------------|----------------------|------|--|

1- Month Report (2)



MADHAV INSTITUTE OF TECHNOLOGY & SCIENCE, GWALIOR

(A Govt. Aided UGC Autonomous & NAAC Accredited Institute Affiliated to RGPV, Bhopal)

INTERNSHIP FORMAT

FORTNIGHTLY PROGRESS REPORT-I (FPR) FROM INDUSTRY MENTOR

| | | | | | |
|--|--|----------------|--|------------------|------------------|
| Name of Student | Ravi Pal | Department | Information Technology | | |
| Industry/Organization | HP INC. | Date/Duration | 5th April 2022 -5thMay 2022 | | |
| Criterion | Poor | Average | Good | Very Good | Excellent |
| Punctuality/Timely completion of assigned work | | | | ● | |
| Learning capacity/Knowledge up gradation | | | | ● | |
| Performance/Quality of work | | | ● | | |
| Behavior/Discipline/Team work | | | | ● | |
| Sincerity/Hard work | | | | ● | |
| Comment on nature of work done/Area/Topic | Has performed as per the requirement in Module Evaluations, need to work on English Communication. | | | | |
| <u>OVERALL GRADE (Anyone)</u> | 76% | | | | |
| <u>Name of Industry Mentor</u> | Komal Kumari | | | | |
| <u>Signature of Industry Mentor</u> | Komal Kumari | | | | |

(Only for Department Faculty Mentor)

| | | | | | |
|----------------|--|------------------------|----------------------|------|--|
| Receiving Date | | Name of Faculty Mentor | Prof. Abhishek Dixit | Sign | |
|----------------|--|------------------------|----------------------|------|--|

1- Month Report (3)



MADHAV INSTITUTE OF TECHNOLOGY & SCIENCE, GWALIOR

(A Govt. Aided UGC Autonomous & NAAC Accredited Institute Affiliated to RGPV, Bhopal)

INTERNSHIP FORMAT

FORTNIGHTLY PROGRESS REPORT-1 (FPR) FROM INDUSTRY MENTOR

| | | | | | |
|--|--|----------------|-------------------------------|------------------|------------------|
| Name of Student | Ravi Pal | Department | Information Technology | | |
| Industry/Organization | HP INC. | Date/Duration | 5 May – 5 June | | |
| Criterion | Poor | Average | Good | Very Good | Excellent |
| Punctuality/Timely completion of assigned work | | | | ● | |
| Learning capacity/Knowledge up gradation | | | | ● | |
| Performance/Quality of work | | | | ● | |
| Behavior/Discipline/Teamwork | | | | ● | |
| Sincerity/Hard work | | | ● | | |
| Comment on nature of work done/Area/Topic | Good in training and doing good in workplace good listener, Active in different activities | | | | |
| OVERALL GRADE (Anvone) | 83% | | | | |
| Name of Industry Mentor | Komal Kumari | | | | |
| Signature of Industry Mentor | Komal Kumari | | | | |

(Only for Department Faculty Mentor)

| | | | | | |
|----------------|--|------------------------|----------------------|------|--|
| Receiving Date | | Name of Faculty Mentor | Prof. Abhishek Dixit | Sign | |
|----------------|--|------------------------|----------------------|------|--|

PAPER NAME

ravi.pdf

WORD COUNT

559 Words

CHARACTER COUNT

3026 Characters

PAGE COUNT

11 Pages

FILE SIZE

719.2 KB

SUBMISSION DATE

Jun 16, 2022 11:02 AM GMT+5:30

REPORT DATE

Jun 16, 2022 11:03 AM GMT+5:30

¥ 9% Overall Similarity

The combined total of all matches, including overlapping sources, for each database.

- 9% Internet database
- 3% Publications database
- Crossref database
- Crossref Posted Content database
- 7% Submitted Works database