

## Train the trainer program 2015 – stay at Deggendorf University of Applied Sciences

from 9<sup>th</sup> November to 9<sup>th</sup> December (Wael Srarhe)

*First: I would like to thank you very much for giving me the chance to be a train the trainer participant; it was really a good experience (technical and cultural) for me.*

### A. Training courses and programs:

1. I trained to use VMware workstation 11 for managing the physical resources.(1 week)
2. Installing, securing and customizing Open Source Ticket Request System (otrs 5 on Debian 7 based).(1 week)
3. Installing, securing and testing open source chatting server (Jabber “XMPP” on Debian 7 based).(1 week)
4. Working with technical support team:
  - 4.1 Checking and supporting users using ticketing system.
  - 4.2 YUMI – multiboot USB creator for installing and deploying software.
  - 4.3 Using Team Viewer for checking PCs.
5. website maintenance team:
  - 5.1 Using Debian 7 as a website hosting
  - 5.2 Using Joomla for content management system.
6. Network team:
  - 6.1 Using Nagios as a an open-source computer-software application, monitors systems, networks and infrastructure.
  - 6.2

### B. Cultural experience:

It was very interesting for me dealing with people from different cultures (language, eating, thinking, dressing, ...) so, I coped with the new culture and I liked it.

I managed my time in an efficient way (I used every minute in Germany):

- Visited most popular places in **Deggendorf** (churches, Altrathaus, Donau River, Deggendorf Museum,.....)
- Visited **Munich** (BMW museum, down town, bought souvenirs).
- Visited **Nuremberg** (Christkindlmarkt, Down-town, bought souvenirs).
- Visited **Neuschwanstein Castle**.
- Visited **Prague** (Christkindlmarkt, old city, bought souvenirs).
- Visited **Vienna** (Christkindlmarkt, old city, bought souvenirs).

I had a good relationships with my colleges in Deggendorf Institute of Technology where:

- I gave them souvenirs from Jordan, and they gave me souvenirs from Bayern (Deggendorf)
- We went together for a short journey in Deggendorf Stadtplatz.
- We Played cards (Neinal: Bayerisch game).

Some Pics in Deggendorf Institute of Technology:

