



Daffodil
International
University

INTERNSHIP REPORT

An Academic Approach to Bridge the Gap Between
Theory and Practice

INTERNSHIP IN IT ANALYST
at
SHAHJALAL ISLAMIC BANK LTD.

SUPERVISED BY

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This internship report is being submitted to fulfill the requirements
for the Bachelor of Science degree in Software Engineering

Approval

APPROVAL

This intern titled on “**Cyber Security Internship**”, submitted by **Md. Shariar Sabber (ID: 192-35-455)** to the Department of Software Engineering, Daffodil International University has been accepted as satisfactory for the partial fulfillment of the requirements for the degree of Bachelor of Science in Software Engineering and approval as to its style and contents.

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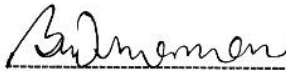
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Declaration

DECLARATION

I announce that I am rendering this study document under, Dr. Md. Fazla Elahe Assistant Professor & Associate Head, Department of Software Engineering, and Daffodil International University. I therefore, state that this work or any portion of it was not proposed here therefore for Bachelor's degree or any graduation.

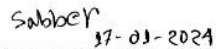
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Acknowledgement

First, I want to give the Almighty Allah my sincere gratitude and thanks for enabling us to successfully finish the final year internship with Allah's help.

The first thing I want to do is thank Dr. Md. Fazle Elahe Assistant Professor & Associate Head in the Department of Software Engineering at Daffodil International University in Dhaka, from the bottom of my heart for his unflinching advice. His inspiration, guidance, and direction have given this work a strong foundation throughout the internship and report-writing process. His contributions to the development of the concepts explored in this study have greatly aided in the completion of this work.

I would also like to extend my sincere thanks to Dr. Imran Mahmud, Associate Professor and Head of the Department of Software Engineering, for his unwavering support and encouragement throughout my journey.

I am grateful to all the esteemed faculty members in the Department of Software Engineering for their continuous support at every step of my academic career.

Special thanks go to my internship supervisor Md. Anamul Hoque Samrat, Executive Officer (Head of System Administrator team) Shahjalal Islamic Bank Ltd., for his unwavering support and valuable guidance during my internship.

Lastly, I would like to express my deepest gratitude to my parents, who have always been a tremendous source of inspiration and unwavering support. I owe my achievements today to their tireless dedication and hard work.

LETTER OF TRANSMITTAL

20th December 2023

To

Dr. Md. Fazle Elahe
Assistant Professor & Associate Head
Department of Software Engineering
Daffodil International University

Subject: Submission of the Internship Report.

Dear Sir,

With due respect, I am Shariar Sabber, ID: 192-35-455. I am so grateful and pleased to have this opportunity to submit my internship report on the experience gained during my internship at Shahjalal Islamic Bank ltd as an intern (IT Analyst).

Working in this bank was so amazing and a great learning period for me. I hope the knowledge that I gathered in my internship period will help me a lot in my future career. I am trying to prepare this report with all of my learnings and experiences.

I sincerely hope that you will give me the approval to submit my internship report and oblige thereby.

Sincerely Yours
Md Shariar Sabber
ID: 192-35-455
Department of Software Engineering
Daffodil International University

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Chapter 1
Journey and Learning
Achievement

1.1 Background

The primary goal of an internship is to gain practical experience and discover one's strengths. The area of specialization showcases our expertise and ability to effectively collaborate. It enriches our SWOT analysis with valuable skills. Each project we work on further develops our understanding of the vital role of teamwork, hands-on proficiency, networking, communication, and presentation abilities. Every aspect of our performance, including our communication through emails, is closely monitored and holds significant weight in our professional environment.

Therefore, I am able to leverage my knowledge and understanding of the industry to venture into various sectors. My internship at Shahjalal Islamic Bank Ltd. as an IT analyst, which serves as the focus of this piece, spanned the entirety of my internship experience.

1.2 Objective of the Internship:

The primary objective of my internship at Shahjalal Islamic Bank Ltd. was to bridge the gap between theory and practice by applying the principles and techniques of IT related thing in real-world scenarios. Through this internship, I aimed to:

1.2.1 Gain Practical Experience:

Through actively participating in live projects and engaging with experts in the industry, I actively pursued hands-on experience in a diverse range of IT tasks. These included implementing system updates, maintaining local computers within the system, tracking and reporting defects, and more.

1.2.2 Enhance Technical Skills:

I eagerly sought to enhance my technical abilities in the field of IT and industry-approved practices, recognizing their essential role in delivering top-notch software solutions.

1.2.3 Understand Industry Best Practices:

Through careful observation of the IT processes and practices implemented at this bank, my main goal was to obtain a thorough understanding of industry best practices, top-notch quality standards, and the difficulties that arise when striving for excellent software quality in an actual business context.

1.3 Motivation

It is critically important to acquire theoretical knowledge and apply it in the real world to advance our professional competence in the IT job market for an internship to gather practical experience in the field of IT. During my internship, I spent time enabling me with abilities and competence while adhering to all business rules. I decided to pursue an internship as my career choice for this reason. My internship forced me to confront the difficulties of the current job market.

1.4 Scope:

In this document, I went over our business, all of our services, our workplace environment, and culture, our corporate policies, how to conduct yourself while an internship at a business, and how our business develops software. The second section of the report discusses how I began my internship and the kinds of work I accomplished while I was there.

1.5 Summary of the Report:

This internship report provides a comprehensive overview of my experience and achievements during my internship at Shahjalal Islamic Bank Ltd. as an intern in IT Analyst. The report begins with an introduction, highlighting the purpose and objectives of the internship. It further delves into the background of the internship, shedding light on the organization and its use of a hybrid development methodology.

Motivation for undertaking the internship is discussed, emphasizing the desire to gain practical experience and enhance theoretical knowledge in the field of IT analyst. The scope of the study is defined, outlining the specific areas and projects covered during the internship period.

Throughout the report, various aspects of the internship experience are explored, including the acquired knowledge, consequences to the organization, implications to the university's internship program, effects on personal and professional skills, dependability, initiative, quality of work, relationship with others, and maturity and poise. These topics provide valuable insights into the growth and development achieved during the internship.

Chapter 2
Organization Overview:
Shahjalal Islamic Bank

2.1 Organization Profile:

Shahjalal Islamic Bank PLC commenced its commercial operation by the principle of Islamic Shariah on the 10th of May 2001 under the Bank Companies Act, 1991. During these years SJIBL has diversified its service coverage by opening new branches at different strategically important locations across the country offering various service products both investment & deposit.

Islamic Banking, in essence, is not only an INTEREST-FREE banking business, it carries deal- wise business products thereby generating real income and boosting the GDP of the economy. The Board of Directors enjoys high credentials in the business arena of the country, The Management Team is strong and supportive equipped with excellent professional knowledge under the leadership of a veteran Banker Mr. Muhammed Shahidul Islam.

2.1.1 Vision and Mission

Most admirable brand of shariah banking & investment in Bangladesh ensuring sustainable value for all our stakeholders embodied with human development based on morality and ethics.

- Uncompromised quality service and customer care.
- Setting high standards of integrity.
- Inclusive and innovative banking.
- Sustainable value for all stakeholders.
- Continuous development of professionals and system up gradation to face the

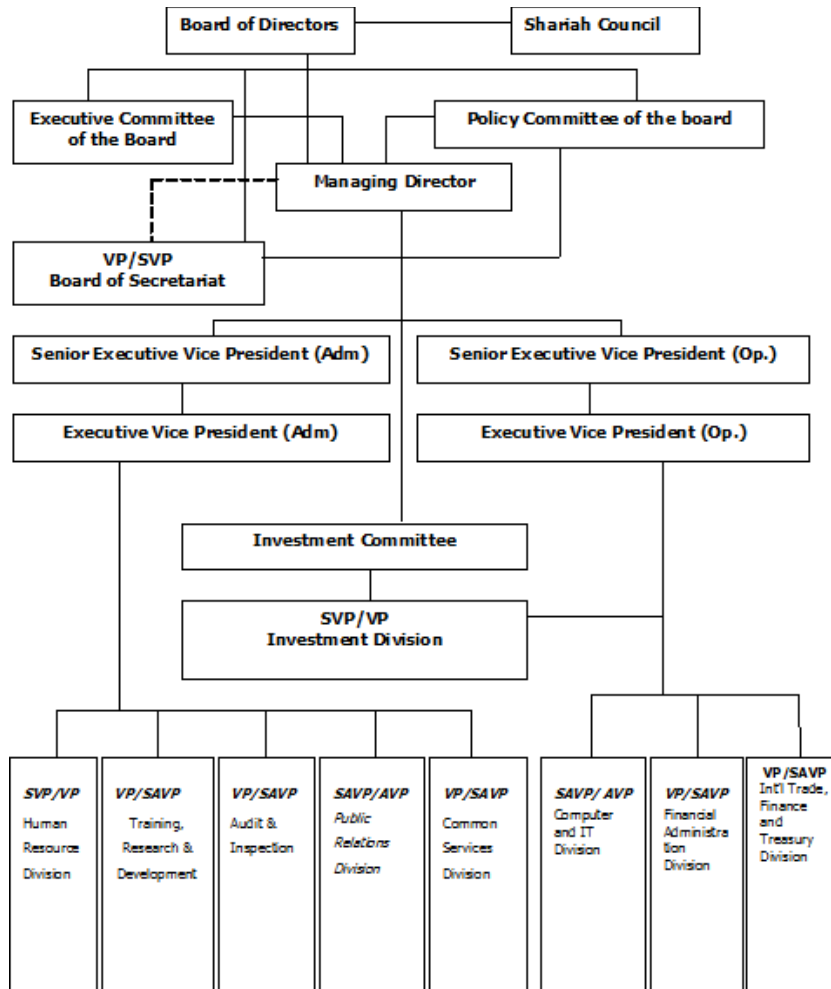
challenges and drive for excellence.

- System Automation and digitization adopting the state-of art technology with full proof security to ensure fast and accurate customer service.
- Human Resources Development based on morality and ethics.

2.2 Location: (Shahjalal Islamic Bank Ltd)

Corporate Head Office Shahjalal Islamic Bank Tower Plot-4, Block-CWN© Gulshan Avenue, Dhaka-1212 Bangladesh. SIBL has so far provided advanced banking services to its customers through 132 branches, sub-branches, priority banking units, offshore banking units, a remarkable number of ATM booths, and agent banking outlets in remote areas of the country. I done my internship in the head office Gulshan avenue Dhaka-1212 Bangladesh.

2.3 Organizational Breakdown Structure (OBS)



2.1 Figure: Organizational Breakdown Structure (OBS) of Shahjalal Islamic Bank Ltd.

2.4 Notable Clients

- Summit Group
- The Daily Star
- Aarong
- Transcom Group
- Akij Group

Chapter 3

Activity

3.1 Activities:

At Shahjalal Islamic bank, our Interns are not just considered integral components of our team, but also valued as full-fledged employees within our firm. Our Interns are given the unique opportunity to immerse themselves in the dynamic world of our business and gain invaluable professional experience. With Infolink, Interns thrive in a learning-friendly environment, absorbing knowledge and insights through our rich culture. I had the privilege of interning with the IT department's system administration team.

3.2 Workload:

As an intern at this bank, the workload was dynamic and multifaceted. I was exposed to various tasks and responsibilities that allowed me to gain hands-on experience in the field. My workload primarily involved:

- **Updating and Checking:**

I actively participated in the updating and security checking, which included check all the software are updated and all have license, there is no 3rd party software in branches pc.

- **Reporting:**

I was responsible for identifying and documenting for checking our banking system maintained. This involved using our bank own software to take access easily without any permission on branches pc so that I can check is there any 3rd party apps the user is using.

- **Collaboration and Communication:**

I actively collaborated with development teams, including developers, project managers, and other stakeholders, to ensure effective communication and alignment of testing system with project goals. This involved participating in meetings, providing status updates, and addressing any concerns or questions related to the testing process.

- **Learning and Professional Development:**

Throughout my internship, I had the opportunity to engage in continuous learning and professional development. This involved staying updated with industry best practices, attending training sessions, and exploring new testing methodologies and tools to enhance my skills and knowledge in IT.

3.3 Other Relevant Activities:

In addition to the core responsibilities as an intern in a bank, I had the opportunity to engage in various other relevant activities that enriched my internship experience.

These activities included:

3.3.1 Training and Workshops:

In this bank prioritizes employee development and regularly conducts training sessions and workshops. As an intern, I had the opportunity to participate in these sessions, which covered topics such as software testing methodologies, industry trends, and emerging technologies. These training opportunities helped broaden my knowledge and enhance my skills in IT.

3.3.2 Cross-Functional Collaboration:

Shahjalal Islamic bank fosters a collaborative work culture, and as an intern, I had the chance to work closely with professionals from different departments. This collaboration provided valuable insights into other aspects of the software development life cycle, such as requirements gathering, design, and project management. It helped me understand the interdependencies between different teams and appreciate the holistic nature of software development.

3.3.3 Team Building Activities:

Shahjalal Islamic bank Technologies recognizes the importance of team bonding and organizes team-building activities. These activities created a positive and engaging work environment, allowing interns and employees to interact, build relationships, and enhance

teamwork skills. It provided an opportunity to connect with colleagues outside of project work and fostered a sense of camaraderie.

Chapter 4
Company working
Culture

In this chapter, we will understand the work of department in the IT Division.

- **Developing team**

The developing team develop all the system that are related to bank. Like our webpage, apps. There are 5 people with a head of developing team.

- **Testing Team**

The testing team is for testing the apps and the webpage.

- **System Administration Team**

This team work in security thing in IT. Like firewall, updating, security checking, Kaspersky checking, software license checking. I complete my intern in this department.

- **Hardware Team**

This team fixed all the issue in pc and other hardware thing.

- **Call center**

This team give advice or take the problem.

4.1 My Daily Work

SN	IP	Branch	Firefox Old	Firefox New Update	Office	Kaspersky Licence	Kaspersky Agent 3.9	Windows Active	Windows Version
1	10.101.42.25	Ashkona	52.0.0	86.0	Already in 2016 Version	Yes(183 day left) Last Updated 21 hour ago	Yes(12.0.0.7734)	No	1809
2	10.101.64.15	IL Barfa	40.0.3	86.0	2016	Yes(299 day left) Last Update 22 hour ago	Yes(12.0.0.7734)	No	1809
3	10.101.53.13	Ban/Lura	40.0.3	86.0	2016	Yes(182 day left) Last Updated 21 hour ago	Yes(12.0.0.7734)	Yes	1703
4	10.101.39.26	Collegagate	38.0	86.0	Already in 2016 Version	Yes(189 day left) Last Updated 21 hour ago	Yes(11.0.0.1131)	Yes	1709
5	10.101.39.27	Collegagate	40.0.3	86.0	2016	Yes(293 day left) Last Updated 21 hour ago	Yes(12.0.0.7734)	Yes	1809
6	10.101.39.17	Collegagate	40.0.3	86.0	2016	Yes(299 day left) Last Updated 21 hour ago	Yes(12.0.0.7734)	Yes	1809
7	10.101.16.33	EPZ Balpai	40.0.3	86.0	2016	No License/Activation (No Active)	No License/Activation (No Active)	Yes	1809
8	10.101.66.202	Fairdipur	62.0	86.0	2016	No License/Activation (No Active)	No License/Activation (No Active)	Yes	1809
9	10.101.52.35	GSA	38.0	86.0	Already in 2016 Version	Yes(152 day left) Last Update 2 hour ago	Yes(11.0.0.1131)	Yes	1709
10	10.102.50.56	Investment Division	40.0.3	86.0	Already in 2016 Version	Yes(385 days left) Last Updated 48 Min Ago	Yes(12.0.0.7734)	Yes	1809
11	10.101.91.15	Jamalpur	40.0.3	86.0	2016	Yes(183 day left) Last Updated 21 hour ago	Yes(12.0.0.7734)	Yes	1809
12	10.101.61.24	Mawa	52.0.0	86.0	Already in 2016 Version	Yes(183 day left) Last update 22 hour ago	Yes(11.0.0.1131)	Yes	1709
13	10.101.26.21	Mirpur	40.0.3	86.0	2016	Yes(365 day left) Last update 22 hour ago	Yes(12.0.0.7734)	No	1809
14	10.101.26.36	Mirpur	52.0	86.0	2016	Yes(183 day left) Last update 22 hour ago	Yes(12.0.0.7734)	Yes	1703
15	10.101.26.37	Mirpur	52.0	86.0	Already in 2016 Version	Yes(183 day left) Last update 22 hour ago	Yes(12.0.0.7734)	Yes	1709
16	10.101.26.39	Mirpur	52.0	86.0	2016	Yes(183 day left) Last update 22 hour ago	Yes(12.0.0.7734)	Yes	1709
17	10.101.25.47	Mot/jhi	66.0	86.0	2016	Yes(152 day left) Last update failed	Yes(11.0.0.1131)	Yes	1809
18	10.101.17.43	Narayanganj	52.0	86.0	Already in 2016 Version	No License/Activation (No Active)	Yes(11.0.0.1131)	Yes	1709
19	10.101.17.25	Narayanganj	40.0.3	86.0	2016	Yes(189 day left) Last Updated 21 hour ago	Yes(12.0.0.7734)	Yes	1809
20	10.101.17.43	Narayanganj	40.0.3	86.0	Already in 2016 Version	Yes(298 day left) Last Update 2 hour ago	Yes(12.0.0.7734)	Yes	1809
21	10.101.17.18	Narayanganj	40.0.3	86.0	Already in 2016 Version	Yes(298 day left) Last Update 2 hour ago	Yes(12.0.0.7734)	No	1809
22	10.101.99.15	Pahartoli	69.0.0	86.0	Already in 2016 Version	Yes(183 day left) Last update 21 hour ago	Yes(11.0.0.1131)	No	1809
23	10.101.32.24	Progoti Sarani	40.0.3	86.0	2016	Yes(183 day left) Last update 2 hour ago	Yes(12.0.0.7734)	No	1809
24	10.101.35.29	Rajshahi	40.0.3	86.0	Already in 2016 Version	Yes(183 day left) Last update 22 hour ago	Yes(12.0.0.7734)	Yes	1809
25	10.101.53.20	Rangonj	52.0.0	86.0	Already in 2016 Version	Yes(183 day left) Last update 21 hour ago	Yes(11.0.0.1131)	Yes	1709
26	10.102.40.160	Retail	52.0	86.0	2016	Yes(19 days left) Last Update 39 Min ago	Yes(13.2.0.1511)	Yes	1709
27	10.102.40.161	Retail	52.0	86.0	Already in 2016 Version	Yes(380 days left) Last Updated 41 Min ago	Yes(13.2.0.1511)	Yes	1709
28	10.101.28.202	Saver	62.0.0	86.0	2016	Yes(183 day left) Last Updated 21 hour ago	Yes(12.0.0.7734)	Yes	1709
29	10.102.50.178	Shariah Division	52.0	86.0	Already in 2016 Version	Yes(380 days left) Last Updated 21 hour ago	Yes(14.0.0.10902)	Yes	1709
30	10.102.50.172	Shariah Division	52.0	86.0	Already in 2016 Version	Yes(380 days left) Last Updated 21 hour ago	Yes(14.0.0.10902)	Yes	1809
31	10.101.18.13	Shatmasjid	40.0.3	86.0	2016	Yes(298 day left) Last Updated failed	Yes(12.0.0.7734)	Yes	1809
32	10.101.14.29	Uttora	40.0.3	Already in 86.0	2016	Yes(298 day left) Last Update Failed	Yes(12.0.0.7734)	Yes	1809

In the first month of my intern, they give me a list of security checking for several branches pc. So, I just use the IP of the pc and access the pc by using our software and update all the system and check the security tools are update or not.

4.1.1 Reporting

In this project I check all the Branches pc if try to use any unauthorized tools to make the bank transfer wrong way. Specially I check the cash counter pc and monitor their work. My intern supervisor trained me first how to check out all this thing. After this project I assign with the tester team to test our newly launch apps for Shariah banking.

4.1.2 Data Entry of PC

In this project my intern supervisor instructs me to take the data of backdated pc in specific category. Like which pc needs upgrade or which need to change fully. Which pc has Ip issue with the network. Which pc did not respond in the updating time or didn't take auto update work.

Chapter 5
Challenges and A
Journey of Growth

5.1 Challenges That I Faced as an Intern:

During my time as an intern in the IT department at Shahjalal Islamic Bank, I had the incredible opportunity to put my knowledge in software engineering into action. This hands-on experience allowed me to further develop my skills and gain practical expertise in the field of IT, which was invaluable as a student. In this report, I will discuss the challenges I encountered as an intern in an organization and share my overall experience during the internship:

5.1.1 Limited Practical Experience:

During my time as an intern, I encountered a significant obstacle: my lack of practical experience in the realm of IT. Though I had acquired a solid theoretical foundation through my studies, utilizing that knowledge in real-world situations proved to be a daunting task. I had to master the art of adjusting and converting my theoretical expertise into practical remedies.

5.1.2 Time Management:

During my internship, effective time management posed a major obstacle. Juggling various duties, adhering to strict deadlines, and carefully prioritizing my workload all required meticulous planning and organization. The fast-paced atmosphere of the organization also called for quick adaptability and a mastery of time management to complete assigned projects promptly. A little bit of difficulty I face about lunchtime. When it starts and how much time I have for lunch break.

5.1.3 Communication and Collaboration:

Communication and collaboration were vital elements of my internship. At first, I encountered difficulties in effectively conveying my thoughts, inquiries, and issues to my coworkers and higher-ups. Furthermore, coordinating with cross-functional teams and harmonizing our actions necessitated precise and smooth communication. However, I honed my communication skills and mastered the art of effective collaboration with my team over time.

5.1.4 Adapting to Corporate Culture:

Navigating through the intricacies of the organizational culture and dynamics proved to be yet another hurdle I had to overcome. As with any organization, there were distinct values, procedures, and customs to familiarize myself with. Patience and diligence were necessary as I strived to immerse myself in the bank's unique culture. Thankfully, with the help and support of my colleagues, I was able to find my comfort zone and full into the corporate office.

5.1.5 Learning New Technologies and Tools:

The world of IT is in a constant state of evolution, with fresh technologies and tools being introduced at a rapid pace. Within the constraints of my internship, staying on top of these changes was difficult. Nevertheless, I approached the challenge with fervor and turned to experienced industry experts for guidance, determined to improve my understanding and mastery.

5.2 My Experience:

Overall, my experience during the internship in bank was highly rewarding. Despite the challenges I encountered, I am grateful for the valuable lessons and growth opportunities I gained. The internship allowed me to bridge the gap between theory and practice. Through hands-on experiences, I trained thorough understanding of the software updating, windowssecurity, server security, firewall and PC data entry.

Interacting with seasoned professionals within the organization was incredibly valuable and enriching to my learning. Their guidance and mentorship granted me valuable insights into industry best practices, problem-solving tactics, and effective communication methods.

Alongside this, I was able to network and establish connections with individuals in the software industry, which will undoubtedly prove advantageous in my future career growth.

Chapter 6

Impact of Internship

6.1 Acquired Knowledge:

During my internship at Shahjalal Islamic Bank Ltd. as an IT intern, I underwent a significant transformation in terms of knowledge and practical experience. As a fresher with limited understanding of IT work, I entered the internship with only theoretical knowledge. However, through hands-on experience and guidance from the experienced professionals work from this bank also I lead a corporate life. I gained a deep understanding of the principles and practices of IT related work. This internship not only strengthened my theoretical knowledge but also provided me with practical insights into the challenges and complexities of ensuring high-quality software. I am immensely grateful for the opportunity to learn and grow during my time at Shahjalal Islamic Bank Ltd.

6.2 Consequences to organization:

Throughout my internship, I played a pivotal role in driving the organization's processes and initiatives forward. Drawing on my acquired theoretical knowledge, I proactively engaged in test planning and documentation, conducted diverse testing methods, liaised with cross-functional teams, and diligently monitored and reported defects. My dedicated efforts and meticulous focus undoubtedly benefitted the organization, resulting in elevated software quality and heightened customer satisfaction.

6.3 Implications to university's internship program:

My internship experience at Shahjalal bank has significant implications for the university's internship program. By exposing me to real-world scenarios and challenges, the internship provided a bridge between theoretical learning and practical application. It showcased the importance of industry exposure in developing well-rounded professionals. I believe that incorporating similar internships into the university's program will help students to enhance their employability upon graduation.

Chapter 7

Concluding Statements

7.1 Summary:

At Shahjalal Islamic Bank, our forte lies in delivering cutting-edge software and system integration solutions. With our thorough grasp of our client's requirements and our rapid and effective responses, we stay ahead of the game in the digital communication realm. During my internship, I had the privilege of collaborating with the System Administration team, which greatly enhanced my understanding of IT work procedures and emphasized the significance of working in the company. I am grateful for the opportunity to be immersed in this bank remarkable corporate atmosphere, where high standards and excellence thrive.

7.2 University:

At the university, students are immersed in a dynamic learning environment, dedicated to fostering knowledge and expertise. Of all the necessary components for completing our degrees, the internship program holds exceptional importance. I extend my sincere appreciation to the Faculty of Science and Technology for incorporating this valuable experience into our graduation requirements. This course has presented us with an invaluable chance to fully maximize our undergraduate years.

7.3 Organization:

It's hard to put into words just how much my office has impacted me. I feel incredibly lucky to have been able to work in such a remarkable corporate environment, marking a major milestone in my career. My time at my office not only provided me with valuable work experience, but also allowed me to interact with clients, build strong relationships

with my colleagues, and work as a team through difficult situations. We shared countless enjoyable moments, creating an unbreakable bond among us. As I look back on this incredible journey, it's clear that this experience has elevated my ordinary life into something truly extraordinary.

7.4 Conclusion

To sum it up, my time at Shahjalal Islamic Bank as an intern was truly life-changing. I had the chance to put my academic knowledge into practice, and despite the hurdles I faced, I was able to overcome them and come out of the experience with advanced skills, a stronger grasp of IT techniques, and a newfound sense of self-assurance. I am indebted to this bank for giving me such a valuable opportunity, and I am grateful to my university for their unwavering support throughout my internship journey. I am confident that the lessons and insights gained from this internship will greatly benefit my future pursuits in the field of software engineering.

References

<https://siibld.com/>

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<https://siibld.com/about.php>