



**An Analysis  
on  
Management Information System  
of  
Infinity Technology International  
Limited**



**Daffodil**  
*International*  
**University**

An Analysis  
on  
Management Information System  
of  
Infinity Technology International Limited

**Submitted to**  
**Mr. Mahbub Parvez**  
Associate Professor  
Faculty of Business & Entrepreneurship  
Daffodil International University

**Submitted By**  
**Md Ashikur Rahman**  
0242310004083013  
MBA in MIS  
Department of Business Administration  
Faculty of Business & Entrepreneurship  
Daffodil International University

March 02, 2025

To,  
Mr. Mahbub Parvez  
Associate Professor  
Faculty of Business & Entrepreneurship  
Daffodil International University

**Subject: Submission of Internship Report on " Management Information System of Infinity Technology International Limited"**

Dear Sir,

I am pleased to submit my internship report titled "**An Analysis on Management Information System of Infinity Technology International Limited,**" a part of the requirements for the successful completion of my internship program at your esteemed organization.

The internship provided me with a valuable opportunity to gain hands-on experience and insights into the application and functionality of the Management Information System (MIS) at Infinity Technology International Limited. This report is an attempt to summarize the knowledge I gained during my internship period, along with the findings from my analysis of the MIS. The report outlines how MIS supports the company's operations, decision-making processes, and overall business strategies.

I am grateful for the support and guidance provided by you and the entire team at Infinity Technology International Limited. I hope that my report meets your expectations, and I would be happy to discuss any questions or provide further clarification regarding the content if needed.

Thank you for providing me with the opportunity to learn and contribute to your organization.

Yours sincerely,



---

Md Ashikur Rahman  
0242310004083013  
MBA in MIS  
Department of Business Administration  
Faculty of Business & Entrepreneurship  
Daffodil International University

# Certificate of Approval

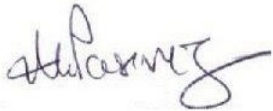
This is to certify that the internship report titled "**An Analysis on Management Information System of Infinity Technology International Limited**" submitted by **Md Ashikur Rahman**, a student of Department of Business Administration, Faculty of Business & Entrepreneurship, bearing student ID **0242310004083013**, has been approved to fulfill requirements for the completion of the internship program.

This report has been examined and is found to be satisfactory in terms of content, quality, and presentation. The analysis and findings presented in the report are based on **Md Ashikur Rahman's** internship experience at **Infinity Technology International Limited**, where he gained valuable insights into the Management Information System (MIS) of the organization.

I wish his all success.

**Certified by:**

---



**Mahbub Parvez**  
Associate Professor  
Faculty of Business & Entrepreneurship  
Daffodil International University

## Executive Summary

Infinity Technology International Ltd. (ITIL), established on November 23, 1993, is a leading IT/ITES company based in Bangladesh. Founded by a visionary group of graduates from the USA, Australia, and Bangladesh, along with the families of prominent freedom fighters, ITIL has developed into a trailblazer in the technology sector, known for its commitment to innovation and excellence.

The company offers a wide range of products and services, including Remit Infinity (remittance software), Infinity 365 (core banking software), Micro Finance Management Systems, ERP Solutions, and various educational management systems. ITIL has established strategic partnerships with globally recognized organizations such as Oracle, Kaspersky, and KEPKO KDN, which enhance its capability to provide cutting-edge solutions across multiple sectors, including banking, education, defense, and finance.

ITIL excels in providing advanced technological solutions, specializing in areas such as Software Defined Networking (SDN), Internet of Things (IoT), Big Data Analytics, and cybersecurity. Its comprehensive suite of IT-enabled services addresses the evolving demands of modern enterprises and includes HR management systems, loan monitoring systems, and training management systems.

With a commitment to quality, Infinity Technology International Ltd. has achieved several prestigious certifications, including ISO 9001:2015 and CMMI Level 3. As a member of key industry associations like BASIS, BCS, and BACCO, the company prioritizes continuous improvement and innovation, ensuring it remains at the forefront of the IT sector both locally and internationally.

ITIL's impressive portfolio features notable clients, including Bangladesh Bank and various state-owned and private banks, demonstrating its credibility and expertise in delivering high-quality solutions. Through its strategic partnerships and dedication to service excellence, Infinity Technology International Ltd. continues to drive digital transformation and contribute to economic growth in Bangladesh and beyond.

This internship report presents a detailed analysis of the Management Information Systems (MIS) of Infinity Technology International Ltd., highlighting its operational efficiency, client engagement strategies, and technological innovations that reinforce its position as a leader in the IT sector. The insights gained will provide a comprehensive understanding of how ITIL leverages its MIS to enhance service delivery and achieve organizational goals.

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# Chapter 01

## Introduction

The role of technology is comparable to what an artery does in the human body functioning and driving essential functions that allow businesses to thrive. Today technology sector is rapidly evolving, expanding its reach across numerous industries, and continuously advancing in efficiency, ease of use, and global accessibility. In this competitive landscape, companies strive to offer innovative solutions and services that provide a competitive edge, making it essential for individuals to have a foundational understanding of technology processes and their application in real-world settings.

An internship, often called a work attachment program, is crucial for completing an MBA program, as it provides students with practical experience and exposure to real-life scenarios. As technology is a central element in shaping business and financial services, I have chosen to work with Infinity Technology International Limited, located on the seventh Floor, Samsuuddin Mansion, Road No. 52, Gulshan North Circle, Dhaka- 1212, Bangladesh forward looking technology company that is pioneering solutions within Bangladesh's technology sector. This experience promises to be valuable, offering me hands-on learning and insight into one of the most dynamic and rapidly growing sectors.

### 1.1 Origin of the study

The technology sector is integral to Bangladesh's economic landscape. Infinity Technology International Ltd., a leading IT company, has significantly contributed to the country's digital advancement since its establishment in Dhaka on November 23, 1993. Infinity Technology International operates as an influential corporation, providing technology-driven solutions across sectors through consultancy, software development, and intelligent digital systems. The company's services encompass a range of offerings, including ERP solutions, HR-payroll systems, and core banking solutions, supporting businesses and financial institutions alike in optimizing their operations and enhancing their digital capabilities.

As Bangladesh's central regulatory body for the financial and economic sector, Bangladesh Bank oversees key financial and technology initiatives, ensuring stability and facilitating growth.

Infinity Technology International Ltd. operates under this broader economic framework, contributing to Bangladesh's technology infrastructure and aligning its efforts with national economic goals.

Infinity Technology International Ltd. remains a significant force in the country's technology sector, consistently fostering innovation and enhancing Bangladesh's technological capabilities. The company's contributions play a vital role in strengthening the IT landscape, with an emphasis on digital transformation, economic development, and sustainable growth.

## **1.2 Background of the study:**

Completing all the required courses of the MBA program at Daffodil International University, gaining practical experience in a professional environment is a mandatory component. To fulfill this requirement, I joined Infinity Technology International Ltd., a leading IT company in Bangladesh, as a business development officer for a three-month internship.

In this role, I had the opportunity to engage with various departments, including Consultancy, Software Development, and Client Relations, which allowed me to develop a deep understanding of both foundational and advanced IT solutions such as ERP systems, core banking solutions, and learning management systems. This experience provided a comprehensive view of the company's operations, enabling me to observe and contribute to both client acquisition and strategic project planning.

As a result, I selected Infinity Technology International Ltd. as the focus area for my internship report, which reflects the practical knowledge and skills I acquired during my time there. This report is an outcome of the real-world experience I gained in business development and technology solutions, offering insights into the dynamic role of the IT sector in Bangladesh's economic landscape.

### 1.3 Objectives of the Study:

The main objective of the report is to analyze the management information system of Infinity Technology International Limited to evaluate their performance.

This internship has some specific objectives that should be fulfilled during the internship period. The specific objectives of the study are:

1. To identify MIS tools used by Infinity Technology International Limited
2. To evaluate the effectiveness based on MIS functionalities.
3. To analyze the impact of data-driven decision-making process.

### 1.4 Methodology

**1.4.1 Report Types:** This report focuses on the analysis and evaluation of Management Information Systems (MIS) utilized by Infinity Technology International Limited (ITIL). MIS reports are essential for assessing the performance and effectiveness of ITIL's diverse range of services and products, including ERP solutions, HR-Payroll systems, and other advanced intelligent solutions. From that point of view, the report is descriptive in nature.

**1.4.2 Method of Data Collection:** The following methods were utilized to collect relevant data for this study:

**Questionnaires:** Structured questionnaires were distributed to employees across various departments to gather quantitative data on the use and effectiveness of MIS within the organization.

**Survey:** Surveys were conducted to gather insights on employee satisfaction and the perceived value of MIS in their daily operations.

**Observation:** Direct observation of the operational processes was conducted to understand how MIS integrates into workflows and impacts overall efficiency.

**Documents and Records:** A review of existing documentation, including internal reports and procedural manuals, was conducted to gain insight into the established practices at ITIL.

**Annual Reports:** An Analysis of the annual reports provided additional insights into the company's performance metrics and strategic objectives related to MIS implementation.

**1.4.3 Total Population Size:** The total population size for this study consists of all employees at ITIL, which includes over 20 personnel from four departments. 5 personnel from each department.

**1.4.4 Sampling Data Collection Method:** The sampling method involved purposively selecting employees from various departments within ITIL, including consultancy, software development, and support services, to gather a comprehensive perspective on the effectiveness of the MIS and identify areas for improvement

## **1.5 Limitations:**

This study of the Management Information System (MIS) at Infinity Technology International Limited has certain limits:

1. Some information or data was unavailable or censored due to company policies and regulations, which may have omitted important details.
2. The report focused solely on how the MIS works now, not its history or progression plans.
3. The worked on some departments, so missed some other portions of the company.

Even with these limits, the report still gives helpful insights and ideas based on what I saw and learned during the internship.

# Chapter 02

## Organizational Profile

### 2.1 History:

Infinity Technology International Ltd is a leading IT/ITES Company in Bangladesh and abroad. On November 23rd, 1993, Infinity was founded by a group of graduates from the U.S.A., Australia, and Bangladesh and family members of renowned “Freedom fighters”. INFINITY is thriving in Research, System & Solution Design, Development, Cyber Security Esurance, Training, etc. Its major shareholders are from prominent business groups like S. Alam Group. In addition, other shareholders are very familiar with this business domain. The organization has many alliances/partnerships with foreign renowned organizations like Winitech Co., S.T. Logic, KEPCO KDN, Trinion Inc., Oracle, Quality GmbH, Eagle Ridge, Ducsan, Kaspersky, etc. As a fast-moving dynamic company, Infinity’s business focus is in the Government Sector: Education, Defense, I.C.T., Financial, Infrastructure, and Training are foremost but not limited. Subsequently, the organization has achieved numerous appreciations, certifications, and cheers from other clients and stakeholders. Infinity aims not only to meet the business requirements of clients but also to deliver beyond expectations as we can invent and improvise to provide better solutions. We are always ready to craft new strategies to reach appropriate solutions to our clients’ pain points. Along the way, we integrate global best practices with unconventional ways of doing things to reach our goals. Our possible strategies allowed the client to assign weightage according to its needs and decide on a way forward to meet their business requirements and growth. During its development path, it has also earned substantial quality certifications from the world-renowned Credential Assessment Authority. Attainment of ISO 9001:2015 and CMMI Level 3 certifications are prime of them.

## **2.2 Vision:**

"To be a global leader in innovative technology solutions that empower businesses to thrive in a digital-first world, delivering seamless, secure, and intelligent products that transform industries and elevate human potential. We envision a future where our commitment to excellence, sustainability, and inclusive growth enables us to inspire and connect people everywhere through cutting-edge IT solutions."

This vision emphasizes Infinity Technology International Limited's focus on leadership in the tech industry, commitment to innovative and sustainable solutions, and impact on businesses and society.

## **2.3 Mission:**

"Our mission is to provide world-class technology solutions that drive digital transformation and enhance operational efficiency for our clients. Through innovation, expertise, and a commitment to quality, we empower businesses to overcome challenges, unlock new opportunities, and succeed in an ever-evolving digital landscape. We are dedicated to fostering a culture of continuous improvement, customer-centricity, and social responsibility, ensuring our solutions make a positive impact on both our clients and the global community."

This mission reflects Infinity Technology International Limited's dedication to delivering impactful technology solutions, fostering customer success, and promoting growth and responsibility within the digital realm.

## **2.4 Goal:**

"To become the preferred technology partner for businesses worldwide by consistently delivering innovative, secure, and scalable IT solutions that enhance productivity, accelerate growth, and drive sustainable success. Our goal is to lead in customer satisfaction, operational excellence, and technological advancement, fostering long-term partnerships and expanding our impact across global markets." This goal aligns with the mission **Infinity Technology International Limited's** by emphasizing on customer satisfaction, operational excellence, and a global reach as it's core aspirations.

## 2.5 Philosophy:

"At **Infinity Technology International Limited**, we believe in the transformative power of innovation to enhance lives and improve organizational operations. Our philosophy is rooted in delivering technology solutions that not only meet but also exceed client expectations through a combination of cutting-edge expertise and adaptability. We are dedicated to fostering a culture of collaboration, continuous learning, and integrity, ensuring that our services promote sustainable growth and create positive, lasting impacts for both our clients and communities we serve."

This philosophy aligns with Infinity Technology's commitment to innovation, client satisfaction, and social responsibility.

## 2.6 Organogram:

Here is an example of an **Organogram** for Infinity Technology International Limited, based on typical IT companies structures and the details provided:

1. **Board of Directors**
  - Responsible for overseeing the company's vision, mission, and long-term strategies.
2. **Managing Director (MD)**
  - Overall company management and decision-making.
  - Reports to the Board of Directors.
3. **Executive Director (ED)**
  - Heads the technical and development teams.
  - Oversees software development, research, and IT infrastructure.
4. **Chief Financial Officer (CFO)**
  - Manages financial planning, budgeting, and accounting.
  - Oversees financial analysis and ensures compliance.
5. **Chief Operating Officer (COO)**
  - Manages daily operations, HR, and administrative functions.
  - Ensures alignment of operations with strategic goals.
6. **Business Development Team (BDT)**

- Responsible for project planning, execution, and client coordination.
- Reports to the COO and liaises with the Development and Support teams.
- 7. Software Development Team**
  - Includes software engineers, system analysts, and quality assurance.
  - Reports to the CTO and works on product development and customization.
- 8. Cybersecurity & IT Support Team**
  - Focuses on cybersecurity, system maintenance, and support services.
  - Works with the CTO and handles IT services and cybersecurity solutions.
- 9. Human Resources (HR) & Training**
  - Oversees employee recruitment, training, and performance management.
  - Ensures alignment with corporate culture and growth.
- 10. Admin & Operations Team**
  - Manages office administration, logistics, and procurement.
  - Reports to the COO and supports other departments in daily functions.

This structure covers the main divisions and allows each team to report to the relevant executive, ensuring efficient decision-making and alignment with company goals.

## **2.7 Department:**

Infinity Technology International Limited has several departments focused on various services and sectors:

1. **Consultancy** –providing consulting services in IT and other areas.
2. **Advanced Intelligent Solutions** – Developing advanced tech solutions.
3. **Research & Development** – Researching to support innovation.
4. **Networking** – Providing security assurance services.
5. **System & Solution Design** – Designing custom systems and solutions.
6. **Software Development** – Developing software products and solutions.
7. **Skill Development & Training** – Offering training programs and skill development initiatives.

8. **Business Development** – Providing solutions in business Systems and development initiatives.
9. **Support & Maintenance** – Offering ongoing support for implemented solutions.
10. **Finance & Administration** - Handles financial management, HR, and administrative functions.

## **2.8 Products & Services:**

### **Products List:**

1. Remittance Software (Remit Infinity)
2. Infinity 365 (CBS Software)
3. Micro Finance Management System
4. Infinity ERP Solutions
5. Infinity HR Management Solution
6. Digital Learning Management System
7. Operational Training Management System
8. Library Management System
9. Infinity Officers Information Solution
10. Loan Monitoring System
11. Infinity Equipment Database Management
12. Infinity Pay Pension & Account Management Software
13. Infinity Shipbuilding Monitoring Information & Programming Solution
14. Infinity Spares & Management Solutions
15. Employee Daily Monitoring System
16. Digital Municipality Service System – DMSS

### **Service List:**

1. Banking Solutions
2. Customized Solutions
3. Software Development
4. Educational Solutions

5. Training & Skill Development
6. ICT & Consultancy Solutions
7. Content Development
8. Freelancing & Outsourcing
9. Maintenance & Support Services
10. Call Center Services
11. Land Recording Solutions
12. GIS Consultancy
13. Construction Solutions
14. Power Solutions
15. Network & Server Configuration
16. Big Data Analytics
17. Data Entry

## 2.9 Financial Performance:



এম এম রহমান এন্ড কোং  
M M Rahman & Co.  
Chartered Accountants



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Infinity Technology International Ltd.  
Shamsuddin Mansion, 41, Gulshan North  
Road 53, 7th Floor, Gulshan 2  
Dhaka 1212, Bangladesh

Statement of financial position  
As at June 30, 2023

	Notes	Amount in BDT	
		June 30, 2023	June 30, 2022
<b>ASSETS</b>			
Property, plant and equipment	13.00	47,542,155	48,685,787
Intangible assets	14.00	336,851,896	316,521,847
Capital work in progress	15.00	64,234,601	46,702,634
Right of use assets	16.00	9,615,884	11,713,895
Long-term investments	17.00	2,250,000	8,471,149
<b>Non-current assets</b>		<b>461,194,536</b>	<b>432,095,312</b>
Trade and other receivables	18.00	185,320,297	154,938,848
Advances, deposits and prepayments	19.00	7,393,456	7,728,333
Short-term investments	20.00	3,392,667	5,194,541
Accrued interest income	21.00	18,878	71,928
Cash and cash equivalents	22.00	234,309	1,136,533
<b>Current assets</b>		<b>196,359,607</b>	<b>169,070,183</b>
<b>Total assets</b>		<b>657,554,143</b>	<b>601,165,495</b>
<b>EQUITY AND LIABILITIES</b>			
Share capital	23.00	390,000,000	390,000,000
Retained earnings	24.00	123,243,009	142,011,494
<b>Equity</b>		<b>513,243,009</b>	<b>532,011,494</b>
Lease liabilities	25.00	8,155,166	8,785,103
<b>Non-current liabilities</b>		<b>8,155,166</b>	<b>8,785,103</b>
Lease liabilities	25.00	1,473,231	2,190,178
Trade and other payables	26.00	34,246,742	34,476,521
Provision for expenses	27.00	100,394	34,767
Provision for WPPWF	28.00	29,066,017	23,608,001
Provision for income tax	29.00	569,584	59,430
<b>Current liabilities</b>		<b>65,455,368</b>	<b>60,368,897</b>
<b>Total liabilities</b>		<b>73,611,134</b>	<b>69,154,000</b>
<b>Total equity and liabilities</b>		<b>657,554,143</b>	<b>601,165,495</b>
Net Asset Value (NAV) per share	38.00	14.97	13.64

The accounting policies and explanatory notes form an integral part of these financial statements.

Managing Director

Director

Chief Financial Officer

Name of Firm: M M Rahman & Co.  
Chartered Accountants

Signature of the Auditor:

Name of the Auditor: Syed Mahmud Ahmad FCA  
Senior Partner

Enrolment No. 586

Firm's FRC Enlistment No: CAF-001-144

DVC: 2404300586AS831308  
Dhaka, Date: 30/04/2024

4

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Chattogram Office: Aziz Chamber, 2<sup>nd</sup> Floor, 6 Jubilee Road, Chattogram-4000, Tel: +88 031 613331  
E-mail: info@mmrahman.org, Web: www.mmrahman.org



এম এম রহমান এন্ড কোং  
**M M Rahman & Co.**  
Chartered Accountants

**Infinity Technology International Ltd.**

Shamsuddin Mansion, 41, Gulshan North

Road 53, 7th Floor, Gulshan 2

Dhaka 1212, Bangladesh



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**Statement of profit or loss and other comprehensive income**

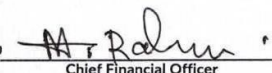
For the year ended June 30, 2023

Particulars	Notes	Amount in BDT	
		June 30, 2023	June 30, 2022
Revenue	30.00	74,936,901	71,991,256
Cost of sales	31.00	(9,063,693)	(36,565,879)
<b>Gross profit</b>		<b>65,873,208</b>	<b>35,425,377</b>
Office and administrative expenses	32.00	(8,758,160)	(9,175,861)
<b>Operating profit</b>		<b>57,115,048</b>	<b>26,249,516</b>
Other income	33.00	844,066	216,109
Finance costs	34.00	(2,832,960)	(2,745,623)
<b>Profit before contribution to WPPWF</b>		<b>55,126,154</b>	<b>23,720,001</b>
Contribution to WPPWF	35.00	(2,625,055)	(1,129,524)
<b>Profit before income tax</b>		<b>52,501,099</b>	<b>22,590,477</b>
Income tax expenses	36.00	(569,584)	(59,430)
<b>Profit for the year</b>		<b>51,931,515</b>	<b>22,531,047</b>
Other comprehensive income		-	-
<b>Total comprehensive income for the year</b>		<b>51,931,515</b>	<b>22,531,047</b>
Basic earnings per share	37.00	<b>1.33</b>	<b>0.58</b>


The accounting policies and explanatory notes form an integral part of these financial statements.

  
Managing Director

  
Director

  
Chief Financial Officer

Name of Firm: M M Rahman & Co.  
Chartered Accountants

Signature of the Auditor 

Name of the Auditor: Syed Mahmud Ahmad FCA DVC : 2404300586AS831308  
Senior Partner Dhaka, Date : 30/04/2024

Enrolment No. 586

Firm's FRC Enlistment No: CAF-001-144



Amounts in BDT	
June 30, 2023	June 30, 2022

**30.00 Revenue**

Gross revenue		78,662,179	75,590,819
Less: VAT on revenue		3,725,278	3,599,563
Net revenue	30.01	<u>74,936,901</u>	<u>71,991,256</u>

**30.01 Details of revenue:**

	Gross Revenue	Less: VAT	Net Revenue	Net Revenue	Net Revenue
Infinity 365 (CBS - Core Banking Solutions)				2,256,048	8,037,476
Infinity 365 maintenance	2,368,850	112,802	2,256,048		
Infinity Banking Solution (IBS) with Module				-	-
Remit Infinity				3,290,727	21,232,064
Remit Infinity (Agrani Bank)	875,808	41,705	834,103		
Remit Infinity (EXIM Bank)	200,000	9,524	190,476		
Remit Infinity (FSIBL)	250,000	11,905	238,095		
Remit Infinity Maintenance (FSIBL)	177,000	8,429	168,571		
Remit Infinity Maintenance (Mercantile Bank)	460,000	21,905	438,095		
Remit Infinity Maintenance (Modhumoti Bank)	84,000	4,000	80,000		
Remit Infinity (Padma Bank)	100,000	4,762	95,238		
Remit Infinity (Premier Bank)	100,000	4,762	95,238		
Remit Infinity (Standard Bank)	188,460	8,974	179,486		
Remit Infinity (SSL Security)	189,996	9,047	180,949		
Remit Infinity with Database Hosting Service	430,000	20,476	409,524		
API Integration of Remit Infinity (Mercantile Bank)	400,000	19,048	380,952		
Infinity ERP Solution	-	-	-	-	25,523,810
SME Maintenance	-	-	-	-	1,090,286
Revenue from other IT-enabled services				69,390,126	16,107,620
Archiving software maintenance	60,000	2,857	57,143		
BPKTCRS software maintenance	180,000	8,571	171,429		
CIB software maintenance	445,200	21,200	424,000		
Call Center Services	431,337	-	431,337		
IT Support Service	3,883,756	184,941	3,698,815		
UITRCE	3,726,000	177,429	3,548,571		
2.5% Incentive Bonus	433,440	20,640	412,800		
Complaint Management System	13,670,000	650,952	13,019,048		
ILMSD SME Maintenance	1,144,800	54,514	1,090,286		
Maintenance of Common API (FSIBL)	456,000	21,714	434,286		
Microcredit System	38,068,000	1,812,762	36,255,238		
Training Management Solution	8,925,000	425,000	8,500,000		
VPN Routers (KOICA)	1,414,532	67,359	1,347,173		
<b>Total</b>	<b>78,662,179</b>	<b>3,725,278</b>	<b>74,936,901</b>	<b>74,936,901</b>	<b>71,991,256</b>

**31.00 Cost of sales**

Direct costs		31.01	8,301,993	36,565,879
Cost of materials consumed			761,700	-
Cost of sales			<u>9,063,693</u>	<u>36,565,879</u>

## 2.10 SWOT Analysis:

### SWOT Analysis for Infinity Technology International Limited:

#### Strengths:

1. **Diverse Expertise:** Expertise in IT/ITES, including consultancy, system design, software development, cybersecurity, training, and research.
2. **Established Reputation:** Founded in 1993 with substantial certifications like ISO 9001:2015 and CMMI Level 3, showcasing a commitment to quality.
3. **Strategic Alliances:** Strong partnerships with global organizations like Oracle, Kaspersky, and KEPCO KDN, enhancing capabilities and credibility.
4. **Government and Defense Projects:** Proven track record in delivering projects like EMIS for education, toll systems for major infrastructure, and solutions for the Bangladesh Navy.
5. **Innovative Products:** Development of proprietary solutions like Infinity365 (Core Banking Solution) and Remit Infinity (Remittance Software), tailored to market needs.

#### Weaknesses:

1. **Limited Workforce:** With only 56+ employees, scaling large projects might be a challenge compared to larger competitors.
2. **Geographic Dependence:** Despite international collaborations, operations are heavily centered in Bangladesh, limiting global market penetration.
3. **Resource Constraints:** Potential limitations in resources for large-scale international ventures or R&D expansions.

#### Opportunities:

1. **Digital Transformation Demand:** Increasing global demand for IT solutions in education, banking, and public infrastructure creates growth opportunities.
2. **Emerging Markets:** Opportunity to expand services and products to underdeveloped IT sectors in Asia and Africa.

3. **Focus on 4IR and SDGs:** Projects like IoT-based smart aquaculture align with the global shift toward Industry 4.0 and sustainable development goals.
4. **Skill Development Programs:** Continued success in skill development initiatives, such as ICT training for educators, can enhance brand visibility and social impact.

### **Threats:**

1. **Intense Competition:** Competing with larger global and regional IT firms offering similar solutions.
2. **Economic Instability:** Economic fluctuations in Bangladesh and reliance on government contracts may impact revenue stability.
3. **Cybersecurity Risks:** Growing cybersecurity threats can impact service delivery and reputation.
4. **Compliance Challenges:** Adapting to changing international and local regulatory requirements may strain resources.

# Chapter 03

## Learning Part of Management Information System

### 3.1 Management Information Systems:

A management information system is a system that collects a company's data and use it to make more nimble, informed and impactful business decisions. There are several MIS tools use in 'Infinity technology international Limited'.

The MIS Tools Employed by Infinity Technology International Limited

1. **Enterprise Resource Planning (ERP) System Tool:** SAP Business One Use: Enterprise Resource Planning (ERP) systems aim to digitally unify disparate aspects of complex operations. By connecting previously isolated functions such as finance, human resources, supply chain operations, manufacturing supervision, and customer relationship administration, ERP platforms facilitate a comprehensive and integrated perspective on all corporate activities. This high-level overview provides leadership teams with real-time intelligence required for optimal strategic decision making.

Managers utilizing ERP systems benefit from streamlined processes and centralized data sources, enabling more efficient utilization of resources enterprise-wide. Manual inefficiencies and communication gaps between departments are sharply reduced through automated interoperability at the touch of a digital button. Silos dissolve as collaborators anywhere in the organization instantly access consistent views of performance metrics, orders, inventory levels and more.

Perhaps most valuable over the long term is an ERP system's flexibility to mold to the evolving contours of a business as it grows. Configurable to larger or smaller scales of operation, additional branched sites, product diversification, tailored reporting needs and other changes, ERP software retains relevance through transformations. It offers return on investment for organizations of any size across industries by facilitating strategic nimbleness through changes while maintaining

dependable back-end functionality. Mainly this tool used in Integrates core business processes including finance, HR, manufacturing, supply chain, services, procurement, and others.

**2. Customer Relationship Management (CRM) Tool:** Salesforce Use: Customer Relationship Management systems aim to enhance customer interactions and build stronger bonds. This technology-driven approach collects and analyzes customer data from various touchpoints to provide personalized communication and targeted campaigns. By centralizing information from sales, marketing, support, and social media, businesses gain a 360-degree view of clients, allowing more efficient processes and identification of opportunities.

CRM systems also automate routine tasks to improve operational efficiency while providing insights through sales forecasting and report generation. As expectations evolve, the comprehensive tools have become essential for all companies to remain competitive by fostering loyalty and driving sustainable growth in today's customer-focused commercial environment. While enhancing satisfaction, the strategic systems are designed to manage and improve engagements with existing and potential customers through comprehensive features that help sales growth. It also helps track customer interactions, manage leads, and identify sales opportunities, significantly improving decision making. Mainly this tool used in Manages customer interactions, sales processes, and marketing campaigns.

**3. Project Management Tool:** Jira Use: Project management platforms are software applications conceptualized to help project administrators and teams in scheduling, organizing, executing, and tracking initiatives successfully. These all-encompassing systems offer a centralized hub for all project-related activities, allowing seamless collaboration, asset allocation, and undertaking tracking. They normally propose aspects like Gantt charts for visualizing project timelines, responsibility distribution and reliance handling, time documentation, budget observation, and real-time coverage abilities. Project management platforms advance lucid communication between team members, often including aspects like data sharing, discussion boards, and instant messaging. They assist in pinpointing possible bottlenecks, managing dangers, and making sure initiatives stay on timetable and within budget. Many cutting-edge project management platforms also integrate with other commercial applications, such as CRM systems or accounting software, to furnish a more comprehensive view of project impacts on the organization. By streamlining

workflows, improving transparency, and offering data-driven understandings, these tools empower teams to heighten productivity, improve decision making, and ultimately deliver successful project outcomes in today's fast-paced business environment. Mainly these tool used for Tracks software development projects, bug tracking, and agile project management.

**4. Human Resource Information System (HRIS) Tool: Workday Use:** An HRIS platform serves to streamline numerous employee-centric processes within a company. This comprehensive digital tool functions as a centralized hub for staff information and oversees a diverse range of HR activities including recruitment, onboarding, performance reviews, payroll handling, benefit administration, and workforce evaluation. HRIS solutions generally offer features such as self-service employee portals, attendance tracking, leave management, and training and development modules. By consolidating HR statistics and procedures, HRIS tools empower HR professionals to craft data-driven conclusions, advance functional effectiveness, and guarantee adherence to labor regulations. These systems frequently furnish robust reporting and business intelligence allowing businesses to gain helpful insights regarding staffing trends, employee output, and overall HR impact. Furthermore, many cutting-edge HRIS tools integrate artificial intelligence and machine learning technologies to enhance predictive data examination and automate routine jobs. As organizations keep prioritizing worker experience and strategic HR leadership, HRIS tools have become indispensable for companies of any measurements, assisting to reform HR from generally a supervisory part to a strategic partner in achieving organizational goals. Manages employee data, payroll, time tracking, and talent management.

**5. Analytics and Business Intelligence Tool: Tableau Use:** An HRIS platform provides a means to streamline numerous employee-centric processes within an organization. This all-encompassing digital tool functions as a centralized hub housing staff information and oversees a wide range of HR activities such as recruiting, onboarding, conducting performance reviews, handling payroll, managing benefits, and evaluating the workforce. HRIS solutions generally offer features including self-service employee portals, attendance tracking, managing leave, and training and professional development modules. By consolidating HR statistics and procedures, HRIS tools empower HR professionals to derive data-driven conclusions, advance functional efficacy, and ensure adherence to labor regulations. These systems frequently furnish robust reporting and business intelligence permitting businesses to gain useful insights regarding staffing trends,

employee output, and overall HR impact. Furthermore, many cutting-edge HRIS tools integrate artificial intelligence and machine learning technologies to enhance predictive data examination and automate routine jobs, shortening some tasks while lengthening comprehension. As organizations keep prioritizing worker experience and strategic HR leadership, HRIS tools have become indispensable for companies of any size, assisting to transform HR from generally a supervisory role to a strategic partner in achieving organizational goals. Generates interactive data visualizations and business intelligence dashboards.

**6. Collaboration and Communication Tool:** Microsoft Teams Use: Collaboration and Communication Tools are software platforms that help people in organizations of all sizes collaborate, share information, and work together--no matter what the weather or time zone. These comprehensive solutions integrate functions from various software systems: instant messaging, videoconferencing or screen sharing and file transmission within a platform; virtual communities to manage teamwork tasks and projects. It is equipment that enables two or more people to speak with each other in "real time", so quick thinking decisions often result from it. Obvious functions of these kinds of tools include document co-editing, task assignment and progress tracking. In this way, staff members can work more effectively and productivity is enhanced. A good many modern Collaboration and Communication Tools integrate with other business applications, forming coherent digital ecosystems. These tools break down the traditional barriers to communicate. They enable organization members to talk to one another directly and honestly. As a result of opening the channels for conversation, they really help build better group relationships--thus improving innovation by allowing ideas that everyone shares to enter in and finally all-round organizational efficiency. Now that remote and hybrid work patterns have become much more common, Collaboration and Communication Tools have become essential for keeping teams together, guaranteeing continuous business operations, driving new educational concepts in the modern age of work as well as providing top-flight multimedia presentations on innovation. They are not only a company's daily run business tool: they play a crucial role in creating corporate atmosphere and promoting traditional values among employees at all levels in the digital era. Enables internal communication of files, virtual meetings.

**7. Document Management Tool:** SharePoint Use: A Document Management Tool (DMT) is sophisticated software that automates the production, storage, organization and retrieval of business documents in digital format. Such integrated document management systems incorporate source creation, formatting, caching and delivery features. Document Management Tools are unified platforms able to handle a wide variety of files whether in text (Word, Excel), picture (GIF, JPEG) or sound (waveform) format. Functions of Document Management Tools normally involve version control allowing tracking of changes and reversion to earlier versions if required; and strong search capabilities which enable rapid and efficient document retrieval. In addition, they often integrate advanced safety features including access controls and encryption to prevent the leakage of private information or violation data protection laws. Furthermore, they are capable of supporting collaboration among many users, with features such as leaving comments and tracking revisions. They also support business applications, e.g. e-mail clients or project management software, to extend their practical use. The tools statistically cut down on paper usage, make for a huge reduction in storage costs and also improve operational efficiency. And as more and more digital information is stored, organizations find themselves turning to Document Management Tools. Today, it has become an absolute must for organizing large quantities of documents; while also making them more visible, easy to find and use. Organizes and exchanges documents within an organization.

**8. IT Service Management Tool:** ServiceNow Use: ITSM service management is intended not only to help organizations deliver more efficient and stable IT services, it is also the tool which integrates and facilitates of cheating profitability. The life cycle of IT services takes in a wide variety of different activities--from helping end-users resolve incidents to managing changes; from generating service catalogs and ensuring administrative approval for either problem solutions or requests related to the NOC (Network Operations Centre). ITSM tools may include capabilities such as a central service desk, automatic routing of tickets, management of a knowledge base, and self-service portals for end-users. They also often integrate with IT asset management functions: allowing an organization to track hardware and software assets regardless of their age. Advanced ITSM tools offer features such as SLA (service level agreement) monitoring, IT process automation, and the ability to measure performance levels and diagnose problems at any time. They help organizations improve their operational efficiency and service quality, while increasing

user satisfaction through aligning IT services with their business needs. Many of today's ITSM platforms are built on ITIL (Information Technology Infrastructure Library) principles, which promotes the best practices in IT service delivery. As companies increasingly rely on technology to support their everyday operations, ITSM tools have become an essential instrument not only for maintaining a robust, resilient and cost-effective IT infrastructure. They not only manage day-to-day IT operations but also provide valuable guidelines to aid in strategic IT planning and decision making. Thence they are contributing factors in overall business success. IT service management, incidents and request for change.

**9. Supply Chain Management Tool:** Oracle SCM Cloud Use: Supply Chain Management (SCM) Tools are sophisticated software solutions designed to optimize and streamline the entire supply chain process, from procurement of raw materials to the delivery of finished products to end consumers. All-in-one platforms comprising various functions, such as demand forecasting, inventory management, warehouse management, transport logistics, supplier relationship management and more integrate the entire supply chain process for a corporation under a single, unified framework. SCM tools will typically feature functions like real-time tracking of goods, automatic order processing, and advanced analytics for demand planning and inventory management. Many of them also employ artificial intelligence, machine learning technology to discern marketplace trends, predict potential disruptions to supply chains as well as give proactive advice. Modern SCM tools also offer visibility right across the network of supply lines, which enables better collaboration with suppliers, distributors, agents and other partners. By centralizing data and processes at a single point our feet, these tools also help organizations to cut operating costs, raise inventory accuracy, improve both customer service quality and the supply chain's overall flexibility. As global markets grow ever more intricate and competitive, SCM tools have become an essential part of any enterprise seeking a competitive edge. Not only do they help to hold down everyday operations smoothly and efficiently but they also provide valuable guidelines for strategic decision making, that is to say helping organizations build much more robust, cost-effective supply chains which eliminates risk from market fluctuations those structures can not foresee. Optimizes procurement operations, from product development to manufacturing and logistics management.

**10. Financial Management and Accounting Tool:** QuickBooks Enterprise Use: Financial operations and accounting programs are thorough computerized alternatives intended to streamline and mechanized numerous fiscal methods within an business. These complicated platforms combine a lot of monetary features, like normal ledger management, payables and receivables, budgeting, monetary reporting, and taxation compliance, into a single, unified system. They usually provide functions such as real-time economic records tracking, computerized journal entries, financial institution reconciliation, and customizable monetary dashboards. State-of-the-art fiscal management tools frequently include predictive analytics and projection abilities, permitting corporations to make knowledge-pushed monetary choices and strategically devise for the destiny. Many of those tools also offer strong reporting functions, enabling the generation of traditional monetary statements in addition to customized reviews to meet precise commercial enterprise wishes. With the rising emphasis on regulatory compliance, those tools frequently encompass built-in controls and audit paths to ensure adherence to accounting requirements and fiscal rules. Cloud-based totally monetary management answers have obtained reputation, providing scalability, far off get admission to, and seamless integration with different commercial enterprise structures. As groups strive for better monetary transparency and effectiveness, those tools have become essential for agencies of all sizes, helping to enhance accuracy, lessen manual mistakes, enhance financial visibility, and in the end pressure better commercial enterprise overall performance through informed fiscal management. Accounting, invoicing, financial reporting

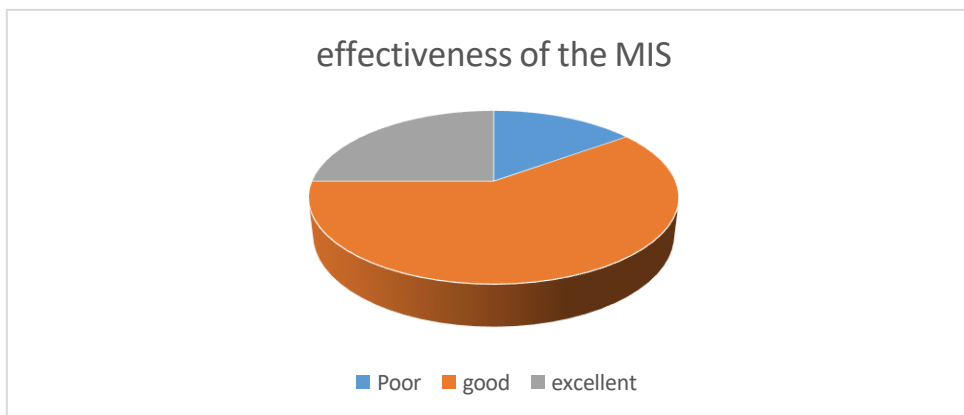
These tools are used in enhance performance in various sectors of the company. With the introduction of Management Information System (MIS) tools, Infinity Technology International Limited has been able to significantly improve performance across many departments. Areas where there have been marked improvements include research and development, which has seen simplification of collaboration and innovation tracking; product development, which benefits a better life cycle manage and improved product quality control; sales and marketing, with better customer-related management capabilities and the ability to analyze results from different marketing campaigns; customer support, where time needed for solving issues satisfies has decreased. The Human Resources Office has introduced adjustments in the following areas: provision of recruitment opportunities, appraisal methodology and training processes. In addition, Finance and Accounting departments now benefit from much more accurate reporting as well as

forecasts. There have been changes to the Supply Chain Management that have greatly increased efficiency in inventory control and supplier relationship management, while Operations Management now enjoys better resource allocation and project status tracking. The IT department has enhanced its asset-management and cybersecurity efforts and Executive Management now has real-time constitution of business information for strategic decision-making. The process of Quality Control has been refined, and Business Development strategies have been enhanced by better market analysis and opportunity management. All these improvements across departments have collectively resulted in increased efficiency, data-based decision-making, and a stronger competitive position for Infinity Technology International Limited in the technology industry.

### 3.2 Effectiveness measurement of the employees.

#### 1. Overall effectiveness of the MIS in supporting departments operation.

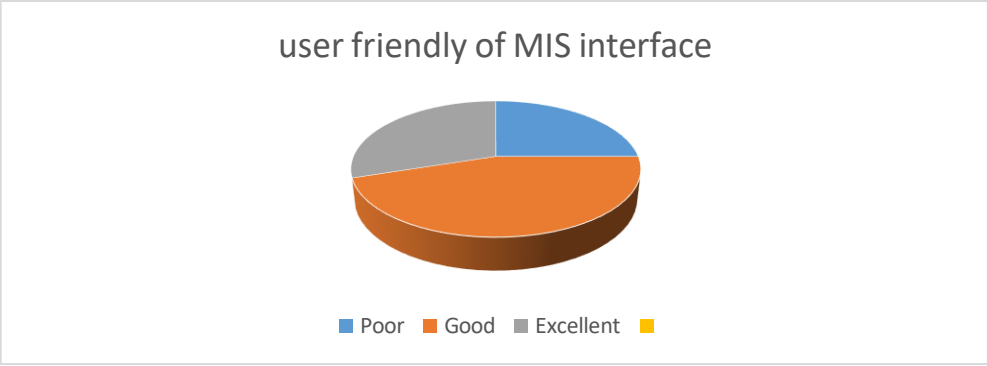
Content	Participants	percentage
Poor	03	15
Good	12	60
Excellent	05	25



This pie shows that most of the employees agrees that MIS in effective in their department's operations. But 15% employees find that is poor in supporting their departments operations.

#### 2. Degree of User friendly of MIS interface.

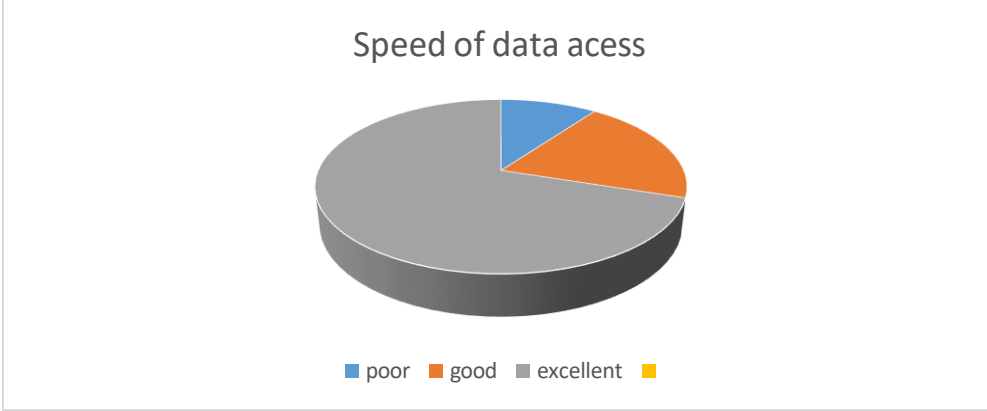
Content	Participants	percentage
Poor	05	25
Good	09	45
Excellent	06	30



The majority of people think that MIS helps has a user friendly interface, as seen in the pie chart, which shows that most people believe that MIS is useful. On the other hand, 25% of users may feel that MIS doesn't offer enough assistance.

**3.Speed of data access through the MIS.**

Content	Participants	percentage
Poor	02	10
Good	04	20
Excellent	14	70

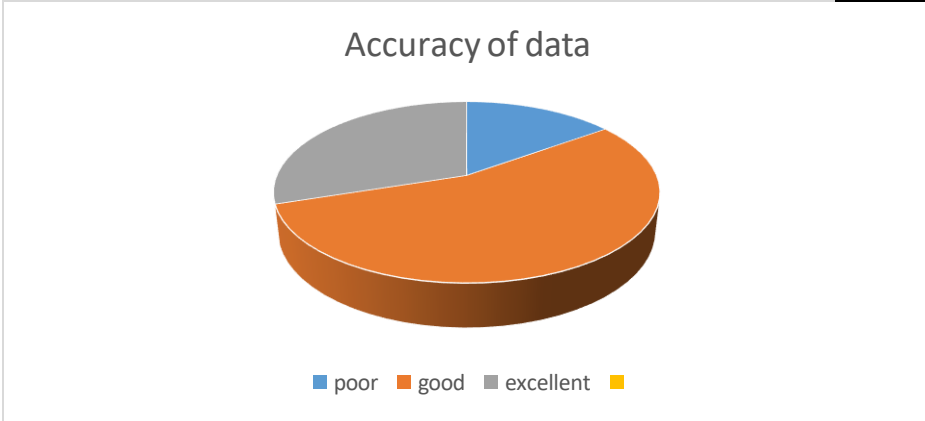


Almost 90% employees think speed of data access through MIS is too good and it make their daily tasks to easy. On the other hand 10% employees think the speed of data access is not so good.

**4.Accuracy of data provided by the MIS.**

Content	Participants	percentage
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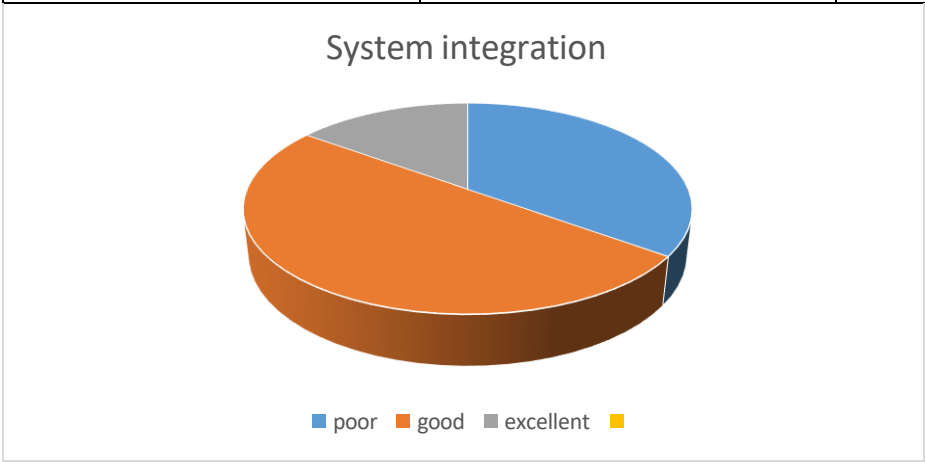
Poor	03	15
Good	11	55
Excellent	06	30



85% employees gave their opinion about that they got accurate data provided by the MIS. Other employees find inaccuracy in data provided by the MIS.

**5. How well MIS integrate with other systems used in department.**

Content	Participants	percentage
Poor	07	35
Good	10	50
Excellent	03	15



This pie chart shows that 35% employees said that MIS doesn't integrate with other systems in their department. Rest of are thinks positive about the integration between MIS and other systems used in their respective departments.

**6. Effectiveness of MIS support decision making processes.**

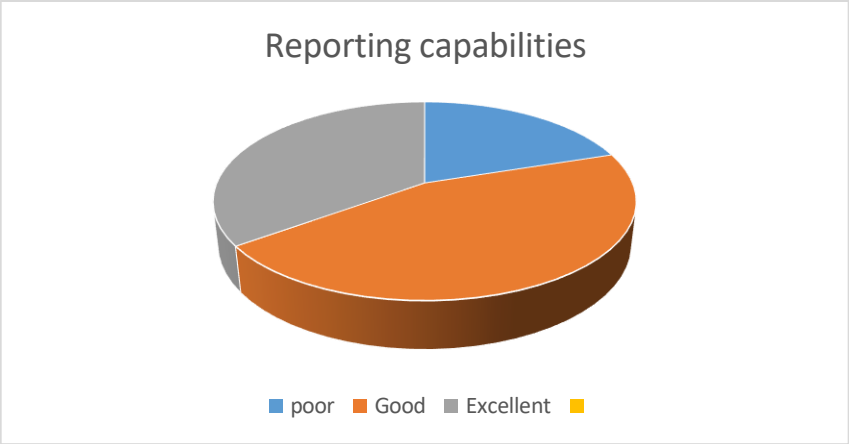
Content	Participants	percentage
Poor	02	10
Good	12	60
Excellent	06	30



Almost 90% employees agree with that MIS provide support in decision making processes in their respective department. Rest of the employees find it poor in decision making processes through MIS.

**7. Reporting capabilities of the MIS.**

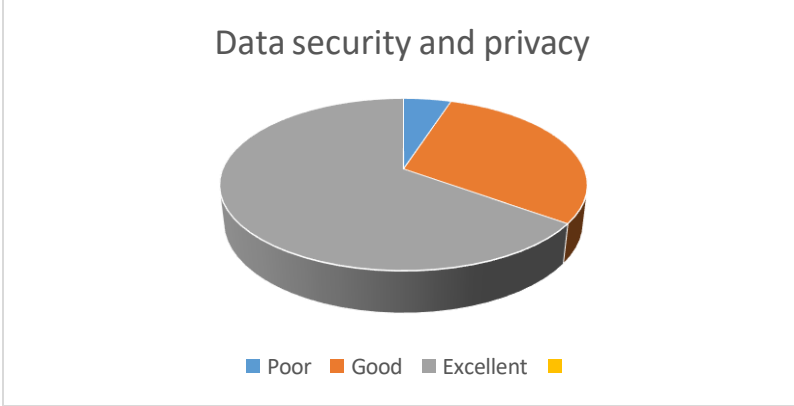
Content	Participants	percentage
Poor	04	20
Good	09	45
Excellent	07	35



This pie chart shows that 20% employees think that reporting capabilities of the MIS is poor. Other are find reporting capabilities of THE mis is good and excellent.

**8. Data security and privacy.**

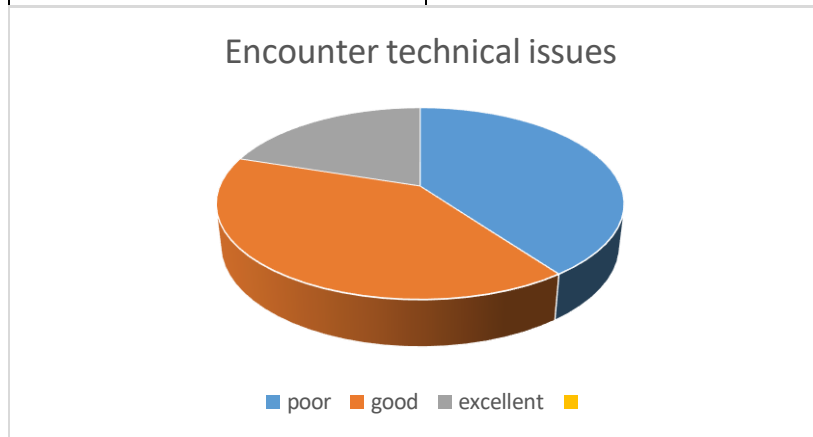
Content	Participants	percentage
Poor	01	05
Good	06	30
Excellent	13	65



This pie chart shows that almost 95% employees gave their opinions positive about data security and privacy provided by the MIS.

### 9. Encounter technical issues with the MIS.

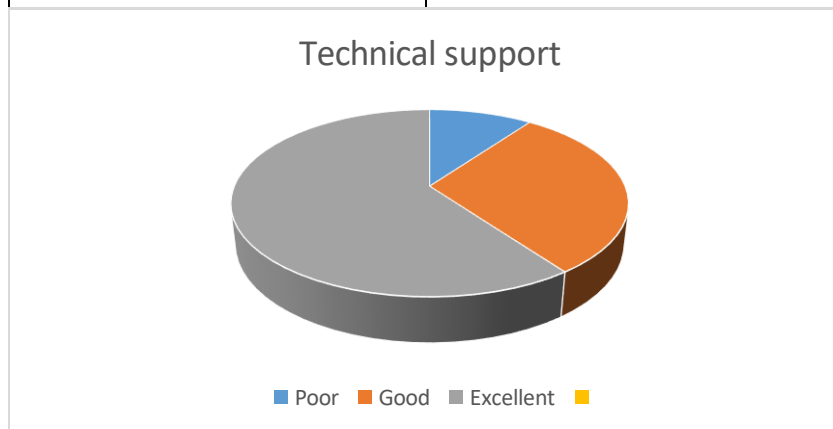
Content	Participants	percentage
Poor	08	40
Good	08	40
Excellent	04	20



This pie chart shows that almost near of half employees face some technical issues during using the MIS. On the other hand 60% employee find no technical issue in the MIS.

### 10. Quality of technical support for the MIS.

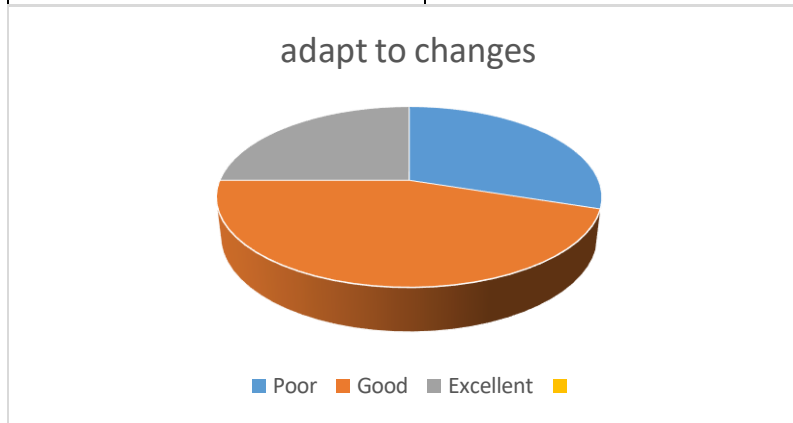
Content	Participants	percentage
Poor	02	10
Good	06	30
Excellent	12	60



This pie chart shows that only 10% employees said that they didn't find proper technical support from the MIS. But other 90% employees are gave their opinion about technical support of the MIS is good and excellent.

**11. MIS adapt to changes in departmental processes.**

Content	Participants	percentage
Poor	06	30
Good	09	45
Excellent	05	25



This pie chart shows that almost 30% employees find lacking of adaptation of the MIS and their departmental operations. Others are claimed there are no adaption issue between the MIS and their company.

**12. Effectiveness of MIS support collaboration within department.**

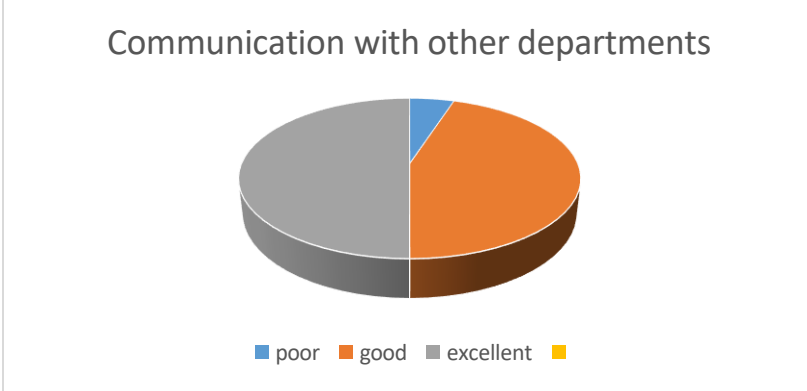
Content	Participants	percentage
Poor	05	25
Good	12	60
Excellent	03	15



This pie chart shows that almost 75% employees in this company find good and excellent effectiveness in the MIS support collaboration within department. Others are find some lackings In this function.

**13. How well the MIS support communication with other departments.**

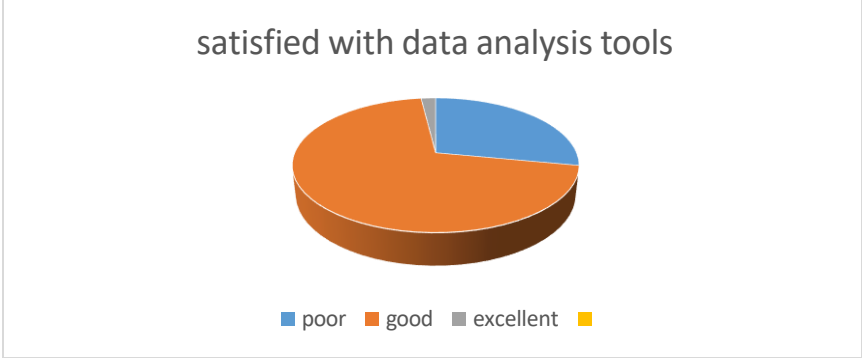
Content	Participants	percentage
Poor	01	05
Good	09	45
Excellent	10	50



This pie chart shows that 95% employees gave positive opinions about the communication capabilities of the MIS with other departments.

**14. How satisfied with the data analysis tools provided by the MIS.**

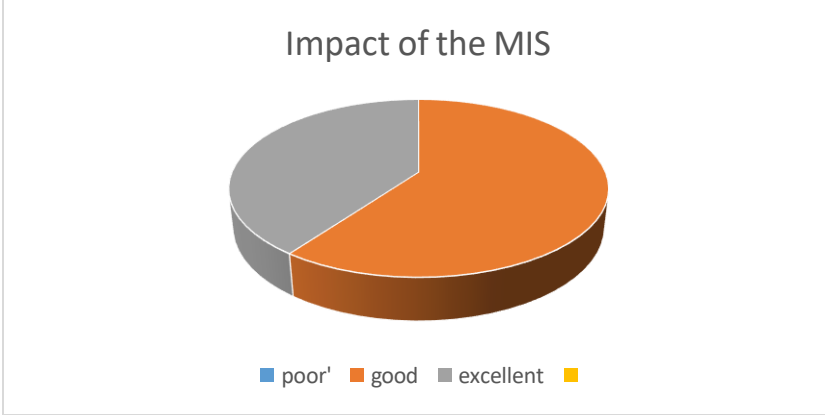
Content	Participants	percentage
Poor	04	20
Good	10	50
Excellent	06	30



This pie chart shows that 20% employees are unsatisfied with data analysis tools of the MIS. But other employees are satisfied with the data analysis tools for their daily task.

**15. Impact of the MIS in Departments productivity.**

Content	Participants	percentage
Poor	00	00
Good	12	60
Excellent	08	40

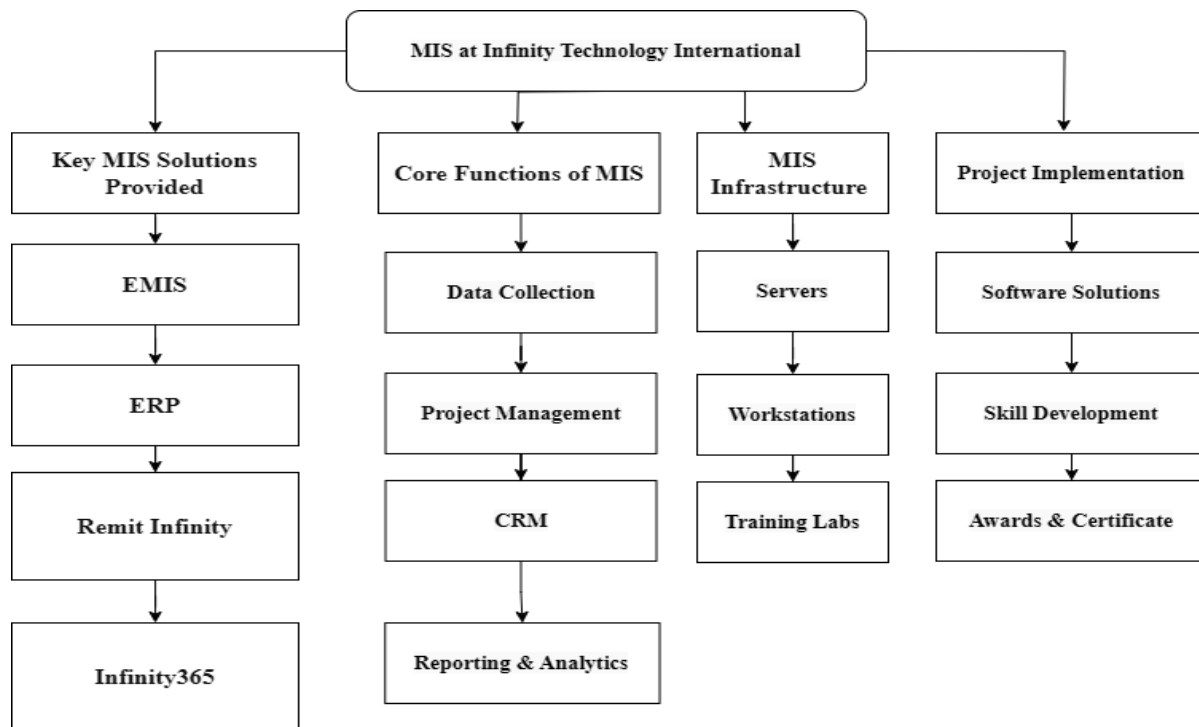


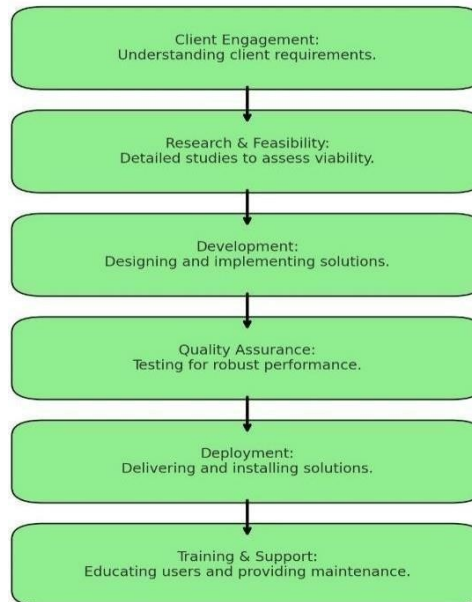
This pie chart shows that 100% employees are believe that the MIS system improve their productivity as well as departments and company’s productivity.

### 3.3 Impact of data driven decision making process.

The Management Information System at Infinity Technology International has proven mostly effective in aiding departments, according to an internal survey. A full 85% of employees rated the MIS as supportive of operations, with rapid data access receiving 90% approval and high accuracy and robust decision assistance each endorsed by 85% of respondents. The system particularly shines in maintaining security and privacy, gaining a 95% satisfactory rating, and enabling cross-departmental communication, also at 95% positive. Nevertheless, opportunities for refinement were uncovered. A quarter of users flagged issues with the interface's integration with other tools, and 35% reported problems with system integration. Technical troubles affected 40% of employees, though technical support garnered high regard. Adaptability to departmental shifts and the analytic tools available were additionally pinpointed as domains for potential enhancement. Despite these complaints, the MIS received unanimous praise for its contributions to productivity among divisions, underlining its importance to the organization's work and strategic planning processes.

### 3.4 Flowchart





This flow charts shows the overall working structure and systemic process flow of the MIS at Infinity Technology International Limited, from data or information collection through to its impact on organizational or departmental performance and the feedback loop for continuous improvement. This flow charts can easily summarize the whole process in a short time, which is beneficial for understanding the systemic flow easily.

### **3.5 Performance**

The introduction of MIS tools to implement data-based decision-making has affected every aspect of Infinity Technology International Limited's operations and strategies. Company-wide use and real-time processing of advanced analytic sistes mean that the overall decision-making capacity is greatly improved. With the aid of this analytic system, than ever before managers can quickly identify and deal with bottlenecks in production or any other process. DDD's data-driven approach has brought product development at the company into line with what the market actually needs and wants. The result is more successful product launches and higher customer satisfaction ratings. With the advent of more accurate financial forecasting and risk management, we can allocate resources better and plan strategically at all levels of the company. In marketing and sales,

campaigns and customer experiences have been oriented by customer data - leading to revenue growth. In addition, the human resources department has gained new insight into employee performance and engagement. As a result, strategic talent management strategies are more effective. The entire Infinity Technology International Limited has acquired a capacity for constant improvement as people switch from a traditional mindset to one based in data-driven decision-making. A more agile company now reacts effectively to market changes, staying ahead of competitors in this fast-track sector where everything changes so quickly. It on Data-driven insight extracted from this has enabled the company to better align product development with the needs of the market; more successful product launches and higher customer satisfaction ratings are thus obtained. This gives rise to more accurate financial forecasting and risk management providing the company with a sounder basis upon which to improve its strategies and resource allocation at all levels. In marketing and sales, customer data has led to more targeted campaigns and personalized customer experiences, thus fueling revenue growth. And what's more, in human resources the department had data that contributed to insight into employee performance and engagement. A result has been more effective talent management strategies. By going to the way of data driven decision-making, Infinity Technology International Limited has interested a whole new mindset that emphasizes continuous improvement. The more flexible organization now reacts quicker and more effectively to market changes, maintaining an edge over its competitors in this fast-changing field.

### **3.6 User engagement and adoption.**

MIS tools can help Infinity Technology International Limited greatly increase user engagement and adoption of their services or products. Tools like that provide valuable information on user behavior, preferences and engagement with the company's offerings. By analyzing the data collected through MIS, the company can tailor its strategies to meet user needs and expectations more effectively. For instance, they might use customer relationship management (CRM) systems to track user interactions, identify patterns and personalize communications. Additionally, data visualization tools abet in making complex information more digestible for both employees and customers. With the help of user-friendly interfaces and targeted training, Infinity Technology will encourage a wide range of staff to adopt these MIS tools. In this way, efficiency in operating decisions will improve throughout the organization. As a result of using MIS tools effectively,

customer satisfaction levels rise; they show greater loyalty too. And that naturally makes for a better position in the marketplace.

## Chapter 04

### Findings, Recommendations, and Conclusion

#### 4.1 Findings:

Major findings are:

1. Overall Effectiveness: The vast majority of employees surveyed found the MIS to generally meet the needs of most users across different departments, effectively supporting operations in their respective work areas. However, a small yet significant minority reported issues.

2. User Interface: While three quarters of employees deemed the interface user-friendly, praising its design and usability, one quarter had usability complaints, indicating opportunities for refinement.

3. Data Access Speed: An overwhelming 90% of respondents lauded the speed of data retrieval and presentation, underscoring the system's efficiency in providing timely information.

4. Data Accuracy: A strong 85% of users reported satisfaction with the reliability and precision of information maintained and displayed by the system, crucial components for informed decision-making.

5. System Integration: Two thirds hailed the integration of the MIS with other departmental systems, though over one third cited issues, spotlighting a need for improved interconnectivity.

6. Decision Support: An astounding 90% believed the MIS aptly bolstered processes requiring evaluation and choice through relevant data-driven insights.

7. Reporting Capabilities: Four fifths commended the effectiveness of reports generated, but concessions remained for enhanced functionality.

8. Data Security and Privacy: An excellent 95% expressed confidence in protections for sensitive information, assuaging concerns over unauthorized access or disclosure.

#### 9. Technical Glitches:

Nearly half of all staff reported facing technical difficulties with the management information system on a regular basis. This substantial percentage indicates recurring technical problems require addressing.

#### 10. Support Satisfaction:

The vast majority of employees praised the quality of technical assistance provided when troubles arose. This high level of satisfaction suggests issues are usually resolved swiftly and competently.

#### 11. Adaptability Assessment:

While most employees rated the system's flexibility to change with departmental modifications as good or excellent, nearly a third saw it as inflexible, implying modifications could enhance accommodation of shifting operational processes.

#### 12. Interdepartmental Exchange:

An overwhelming proportion of staff found the system expedited communication between divisions, demonstrating its effectiveness for facilitating cross-unit information sharing.

#### 13. Collaborative Aids:

Three-quarters of employees believed the management information system facilitated teamwork within their department adequately. Nonetheless, there is scope to boost collaborative features given not all viewed capabilities as sufficient.

#### 14. Analytical Instruments:

Four-fifths of staff expressed contentment with the data examination tools offered. This indicates the system provides useful analytical potential, yet further refinements may benefit the remaining dissatisfied minority.

#### 14. Productive Impacts:

Every employee indicated the management information system positively impacted their division's productivity, underscoring its pivotal role in heightening operational efficiency organization-wide.

These comprehensive findings grant insight into both accomplishments and opportunities for progress regarding the management information system's performance at Infinity Technology International Limited.

## **4.2 Recommendations**

Based on the findings section, here are some recommendations:

1. Enhance the intuitive interface design through diligent user experience research to recognize usability challenges and streamline workflows. Customize the interface according to user roles while future-proofing it with emerging design trends.
2. Improve seamless integration between departmental systems through a centralized data architecture and API infrastructure ensuring consistent data exchanges. Consolidate information from diverse sources into a data warehouse regularly audited for discrepancies.
3. Evaluate technical routines through a comprehensive audit pinpointing recurrent issues. Devise proactive maintenance protocols and scalable infrastructure accommodating burgeoning demands. Implement redundancy and automatic failovers guaranteeing continuous system availability.
4. Develop a flexible yet modular architecture adjusting to mutable processes. Configure customizable workflows and reports empowering managers without IT dependency. Safeguard smooth transitions during system refinements through a change management protocol.
5. Upgrade analytical functions integrating predictive modeling, machine learning algorithms and sophisticated visualization. Furnish customizable performance indicator dashboards. Empower employees leveraging these tools through tailored training programs.
6. Implement Continuous Improvement Processes:

Gathering feedback and suggestions from users will allow continuous refinement of the system. Conducting regular performance reviews will help ensure the management information system (MIS) aligns with changing needs. Developing a roadmap with strategic goals in mind provides direction for future enhancements. Cross-departmental collaboration is key to overseeing improvements that benefit diverse users.

#### 7. Enhance Training and Support:

Comprehensive, role-tailored training programs will equip new and existing users. An accessible knowledge base with manuals, FAQs, and troubleshooting guides offers self-service support options. A multitiered support structure can efficiently handle the full range of user issues. Regular refresher courses keep the workforce adept in new features and best practices.

#### 8. Strengthen Data Security and Privacy Measures:

Conducting audits and tests will uncover vulnerabilities for remediation. Deploying advanced encryption safeguards data at rest and in transit. Strict access management based on roles and responsibilities upholds compliance. Continual education cultivates a culture cognizant of security responsibilities.

#### 9. Enhance Real-time Reporting Capabilities:

Enabling real-time data processing provides continually updated insights. Customizable alerts signal changes in critical metrics. Mobile-friendly interfaces grant on-the-go visibility. Predictive analytics imbue real-time reports with foresight.

#### 10. Foster a Data-Driven Culture:

Championing data-driven leadership across the organization transforms decision making. Recognizing exemplars incentivizes data utilization. Regularly disseminating success stories and

discoveries engages stakeholders. Incorporating data-driven traits in reviews strengthens organizational alignment.

Implementing these recommendations can considerably boost Infinity Technology International Limited's management information systems' effectiveness, yielding amplified operational efficiency, more informed decisions, and ultimately, a more robust competitive standing in the marketplace. A streamlined MIS will supply executives with readily accessible data analytics enabling quicker identification of patterns and trends, quicker solutions to emerging issues, and more customized approaches tailored for unique customer requirements, giving the organization an upper hand against rivals. Likewise, optimized processes and automated workflows will save valuable time and resources presently spent on redundant and manual tasks, freeing up personnel for high-level strategic planning. With a dynamic and user-friendly MIS, the corporation can consistently track KPIs, spot underperforming areas requiring adjustment, and monitor progress towards ambitious goals.

#### **4.3 Conclusion.**

My experience as an intern at Infinity Technology International Limited provided a deep insight into the company's Management Information System and the impact it had company-wide. With careful analysis and observation, several key findings were obtained:

1. The current MIS has made significant advances--in data management and decision-making processes within the organization.
2. That said, there is still much to learn in areas such as system integration, the user interface and real-time reporting capacity.
3. The company's commitment to constantly improving its MIS is evident from future plans for upgrading and expansion.
4. Employee training and adaptation to new MIS features are very important for the full use of the system.
5. MIS has proven to be a critical factor in Infinity Technology's market competitiveness.

This internship has not only deepened my understanding of the use of MIS in a real life business situation, but also allowed me to take back some thoughtful suggestions for improving it. The experience further confirmed that efficient management of information is at this stage of updated machinery a top priority in industry.

As Infinity Technology International Limited continues to grow and change, its MIS will increasingly support not only operational but strategic decisions. The company 's outward-looking approach to MIS development places it in good stead for future challenges and opportunities as the dynamic industry of high technology rolls on.

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## Appendices

**For the employees of different departments of ITIL .**

Please provide the following information.

Name:

Name of the Department:

Age:

Sex:

Put a tick mark in the appropriate box to indicate whether you agree, disagree or like to remain neutral with the following statements.

**1. Overall effectiveness of the MIS in supporting departments operation.**

- Poor
- Good
- Excellent

**2. Degree of User friendly of MIS interface.**

- Poor
- Good
- Excellent

**3. Speed of data access through the MIS.**

- Poor
- Good
- Excellent

**4. Accuracy of data provided by the MIS.**

- Poor
- Good
- Excellent

**5. How well MIS integrate with other systems used in department.**

- Poor
- Good
- Excellent

**6. Effectiveness of MIS support decision making processes.**

- Poor
- Good
- Excellent

**7. Reporting capabilities of the MIS.**

- Poor
- Good
- Excellent

**8. Data security and privacy.**

- Poor
- good
- Excellent

**9. Encounter technical issues with the MIS.**

- Poor
- Good
- Excellent

**10. Quality of technical support for the MIS.**

- Poor
- Good
- Excellent

**11. MIS adapt to changes in departmental processes.**

- Poor
- Good
- Excellent

**12. Effectiveness of MIS support collaboration within department.**

- Poor
- Good
- Excellent

**13. How well the MIS support communication with other departments.**

- Poor
- Good
- Excellent

**14. How satisfied with the data analysis tools provided by the MIS.**

- Poor
- Good
- Excellent

**15. Impact of the MIS in Departments productivity.**

- Poor
- Good
- Excellent

## An Analysis on Management Information System of Infinity Technology International Limited

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