

**Working as a Support Engineer in 3s Technologies Ltd.**

**BY**

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This Report Presented in Partial Fulfillment of the Requirements for the  
Degree of Bachelor of Science in Computer Science and Engineering

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**DAFFODIL INTERNATIONAL UNIVERSITY**

**DHAKA, BANGLADES**

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## **APPROVAL**

This internship titled “**Working as a Support Engineer in 3s Technologies Limited**”, submitted by Anika Tasnim Urmi, ID No: 142-15-4109 to the Department of Computer Science and Engineering, Daffodil International University has been accepted as satisfactory for the partial fulfillment of the requirements for the degree of B.Sc. in Computer Science and Engineering and approved as to its style and contents. The presentation has been held on December 2018.

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## DECLARATION

I hereby declare that, this internee has been done by us under the supervision of **Ahmed Al Marouf, Lecturer, Department of CSE** Daffodil International University. I also declare that neither this internee nor any part of this project has been submitted elsewhere for award of any degree or diploma.

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## **ACKNOWLEDGEMENT**

At the beginning I want to give my special thanks to my creator Almighty Allah. His Blessing helped me to complete this final year internee on time successfully. I want to give thanks to my heartiest Supervisor Ahmed Al Marouf Lecturer Department of CSE Daffodil International University. I'm really very grateful to well-known Supervisor for great assistance, suggestion, direction and inspiration during internee time. This final year internee might never have been completed without the practical knowledge of Networking, assistance of many well-known website like stack overflow and many other websites. I would like to give thanks to my class friends who helped me to collect the information and gave me inspiration to complete my internee successfully. And finally I want to give the heartiest thanks to my respected parents for their inspiration and full time support.

## **ABSTRACT**

This internship is based on the 3s Technologies systems development. And this report is the result of my hard working to improvement of the company systems. Generally the 3s Technologies company provides the service of CCTV surveillance. CCTV Camera Security Systems are quickly becoming an important aspect in Human Life. Time attendance. Time Attendance Management System is used by companies of all sizes to Maintain Staff Working Records. Video Conference, Access Control, Vehicle Tracking, Automation Systems, IP Phone System, Android Video Phone and other services. To Develop the systems and providing the best services to the people and building the best reputation to the people I will propose the best theoretical framework in this report that can help the 3s Technologies company or any company to draw inspirations from the notion of 'organizational motivation' for Inter-Organizational System (IOS) adoption context.

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# CHAPTER 1

## INTRODUCTION

### 1.1 Introduction

The internship job offers pragmatic work understanding and a prologue to supporting PC Install, refresh, keep up and give client support to equipment, programming applications, some system issue. This entry level position will include testing openings, genuine specialized framework bolster ventures, and association with staff. This is an awesome chance to pick up hands-on involvement in the PC IT field. This entry level position furnishes a chance to pick up involvement with the framework support of 3s Technologies Ltd.

### 1.2 Motivation

I working entry level position program build up my great vocation of the framework bolster. They can all the more likely help the worker in adapting new procedures and thoughts for the development of the any organization. Speak to the application programming of advancements to help an association's obtaining exercises. Looking for a testing and remunerating post in a dynamic organization where I can utilize my solid specialized information and abilities. Numerous online business masters advocate that associations can hope to encounter different kinds of advantages when these frameworks are precisely executed.

### 1.3 Internship Objective

Comprehended the significance of the framework bolster as a medium of correspondence. Comprehended the standards of making a framework bolster, data engineering. To fabricate the quality, cooperation speed and self-assurance. Entry level position will expand my sense and obligation and great work propensities. I can use my specialized and administration aptitudes for accomplishing the objective and building up the best execution. I might want to actualize my imaginative thoughts; abilities and inventiveness for achieving the temporary job for build up my vocation in IT part.

### 1.4 Introduction to the Company

**3s Technologies Ltd:** 3S Technologies (Solution and Service with Speed), is working keenly closer to the challenge as a one point solution provider in Bangladesh. 3S Technologies has begun updating its current labor with universally perceived accreditation's in each part of its task and in some uncommon cases, obtained more experienced and expert individuals in view of phenomenal client benefit bolster

**Commitment to Quality:** While holding focused rates 3s Technologies never trade off the nature of our administrations. A devoted quality affirmation division screens venture exercises at all advancement stages and ensures deformity anticipation, venture chance moderation and amazing outcomes.

**Customer-Focused Approach:** 3S is a customer driven association. They make it their business to comprehend and assist their customers with achieving their business objectives.

The primary establishments of our procedure are:

1. Knowing the Client Needs
2. Suggesting Quality Products
3. Prompt Work Execution
4. Convenient Service

**Capabilities:** The Company convey innovation arrangements that assistance customers to expand the adequacy of the Security and computerization related activities. The company

have increased strong involvement in different innovations that empowers us to offer numerous alternatives for client and help select the correct one.

**Vision:** To achieve the most elevated amount of ICT segment and contribute in the miniaturized scale and large scale economy of the nation and guarantee authentic training to the country. Accomplishing the objective of the administrations and extreme is to grow from national closeness and to approach in the worldwide market. Advancing the human asset and changing over to fit for aggressiveness in the universal market.

**Mission:** Our main goal is to convey ICT benefits and accomplish authority in ICT showcases through the steady interest, in relationship with our customers and accomplices, of unrivaled levels of administration, effectiveness and quality. The quest for our main goal will thusly lead us towards our vision of being the most astounding quality and most beneficial proprietor and administrator of the world's best ICT organizations, in view of vital concentration in five key regions

## **1.5 Report Layout**

Here I will discuss about the report layout. That means, what I discussed in this interneer report layout? In the report I discussed about challenges, scope of the problem related works and many more topics. I discussed about the requirement specification like requirement analysis, collection of software, system analysis and other things. I discussed about how to improve the total system of the company.

## **CHAPTER 2**

### **ORGANIZATION**

#### **2.1 Introduction**

3S Technologies (Solution and Service with Speed), is working acutely nearer to the test as a one point arrangement supplier in Bangladesh. 3S Technologies has started refreshing its present work with all around saw accreditation's in each piece of its undertaking and in some extraordinary cases, got more experienced and master people in perspective of wonderful customer advantage support.

#### **2.2 List of Product's**

- CCTV Surveillance
- Time Attendance
- Video Conference
- Access Control
- Vehicle Tracking
- Automation Systems
- Android Video Phone
- ENBioAccess-T9

#### **2.3 Related Product I Work on**

Product Name: AUTOMATION SYSTEMS

Description: The technique of making an apparatus, a process, or a system operates automatically. Using Single Control Panel you can control Audio, Video, Home Theatre, lighting, Heating, cooling, surveillance camera, Video Door Phones, Intruder Alarm.

Product Name: ACCESS CONTROL

Description: Any system or method which automatically controls the passage of people and vehicles into or out of an area or structure

Product Name: CCTV SURVEILLANCE

Description: CCTV Camera Security Systems are quickly becoming an important aspect in Human Life.

Product Name: TIME ATTENDANCE

Description: Time Attendance Management System is used by companies of all sizes to Maintain Staff Working Records.

## **2.4 Market Situations**

3S Technologies core business is IT bolster administration and items. IT Support it implies a wide range of abilities and teaches in the generation and upkeep of various Company. The diverse territories of incorporate Software; Hardware; Networking, including institutionalized Customer can do it. They are numerous others item in the commercial center from our organization on the grounds that our item hitter then others organization item. 3s technologies is the principal Bangladeshi organization who acquire the customer satisfaction easily. As of late this organization pursued market circumstance and bring new brand video door phone, vehicle tracking and this item notoriety is high in the commercial center. Each client like our item in other organization frames the commercial center. In any event I need to state our organization advertise circumstance is growing up to other organization. So our organization keeps up all circumstance in the commercial center.

## **2.5 Target Group**

- Target is the fundamental reality in any organization. Genuineness is the best thing for organization so you need to give best administrations in any customers and any organization
- We can do target top off help and oversee worker adequately to accomplish economical outcomes in our organization
- There are numerous business focuses on our organization streams this territory. Healing facility, Center, Demonstrative Center, Specialist, Pharmaceutical Organization, Concrete Industry, Calfskin Industry and Articles of clothing Industry, Land Organization

## 2.6 SWOT Analysis



Figure: 2.1 SWOT Analysis

### Strengths:

- Our Association additionally gives us a feeling of control and takes into consideration expanded efficiency. It is Bangladeshi brand Organization and based upon a decent notoriety for administration and item
- We can give better business benefit for other organization deliberately
- Our Association has solid good qualities and good statement of purpose

### Weaknesses:

- We have a little staff, with a shallow aptitudes base in a few regions of our organization
- Something which implies that these shortcomings may prompt significant issues in the organization's vital arranging and may even prompt more terrible circumstances

### Opportunities:

- Our adversary might be ease back to take up new innovations
- At some point numerous organizations need to take assistance from our organization
- Our organization make new innovation item and now and again offer great job open doors for master engineers

### Threats:

- Now and then an organization arranges an item from our organization and we build up this item, some reason this organization deny our item this is additionally dangers for our organization

## 2.7 Organization Structure

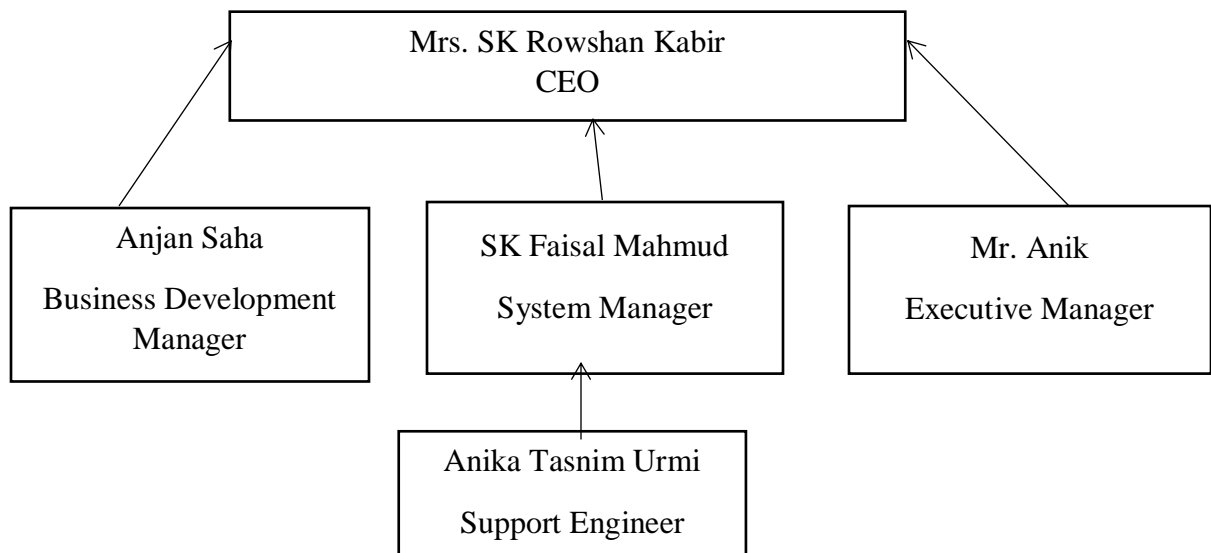


Figure: 2.2 Organization Structure

## CHAPTER 3

### Tasks, Projects and Activities

#### 3.1 Daily Work and Duties

My office begins at 10.00 am and close at 5.00 pm. In this time I do numerous others work every day proportionally.

- I check a day ago works and on the off chance that I do any mix-up here endeavors to illuminate with senior engineer
- I work on the IP Configuration, Cable connecting, CCTV Surveillance, Attendance Management and Video Doorbell and discussed everyday assistant system support engineer in our company
- I want to try gives various IT support in many company
- Create and Maintain some IT System Support Documentation
- When I fall any issue I don't be cloudiness and as quickly as time permits collaborate senior engineer with me

#### 3.2 Events and Activities

Internship program furnishes understudies with ensured entry level position situation with a chief occasion arranging temporary positions. The whole situation process, as work with a Temporary position Organizer as they help with reexamining resume, before booking interviews with our substantial system of occasion arranging organizations. Before I start the position procedure, I should initially apply and be acknowledged to a program and city to start. Occasion Arranging Entry level positions offer an ordeal which involves an assortment of obligations. These duties incorporate supporting all aspects of arranging occasions, for example, parties, services, rivalries, or traditions for customers of all shapes and sizes. The experience that I'll pick up from an Occasion Arranging Temporary position can be as shifted as the occasions themselves.



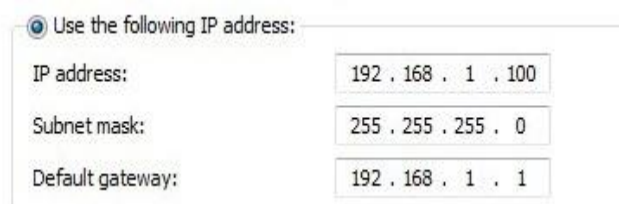
### 3.3 Project Task and Activities

The principally point of this temporary job is to Display that with better highlights in Framework support could move forward.

#### Working Profile: IP Configuration on System

##### Requirement:

- Static IP version 4



The screenshot shows a Windows network configuration dialog box with the following fields:

<input checked="" type="radio"/> Use the following IP address:	
IP address:	192 . 168 . 1 . 100
Subnet mask:	255 . 255 . 255 . 0
Default gateway:	192 . 168 . 1 . 1

Figure: 3.1 IP Address for Configuration

- Hardware PC, Software Windows 7

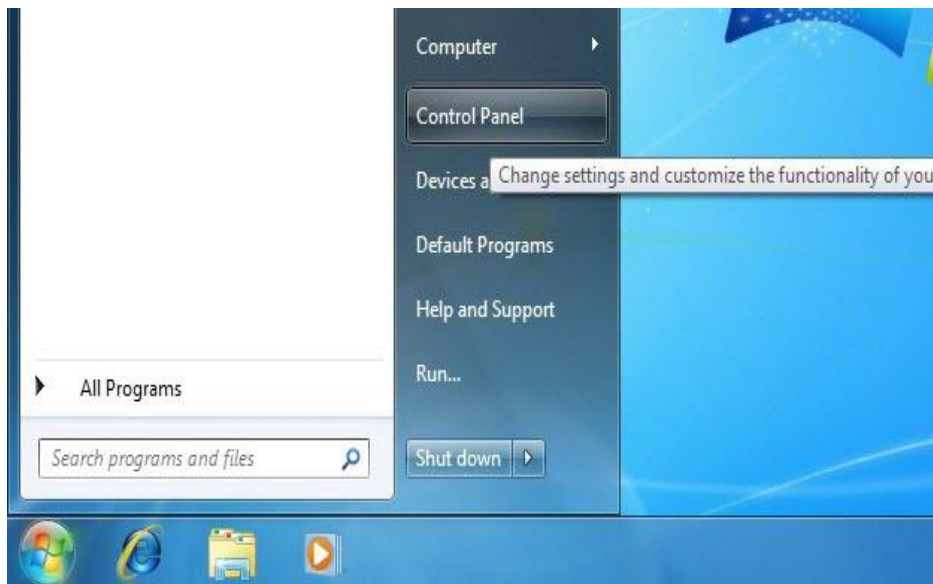


Figure: 3.2 Searching Control Panel

## Configure IP:

- Go to the search option of the windows
- Find the control panel

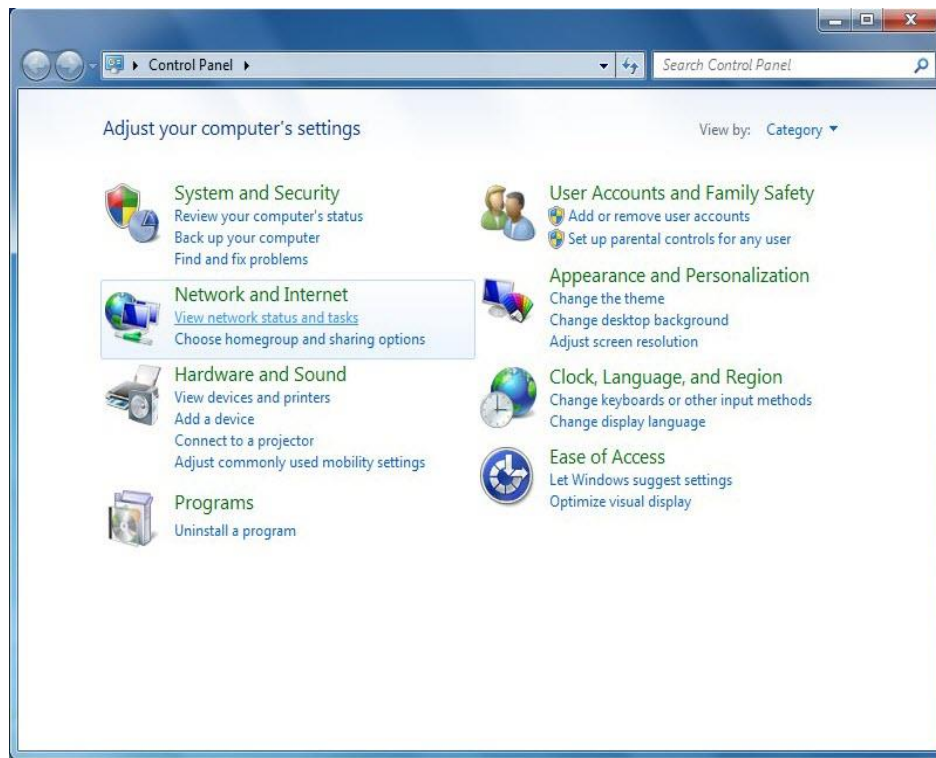


Figure: 3.3 Network and Internet

- Click on the Network and Internet option
- Go to the option of change adapter settings

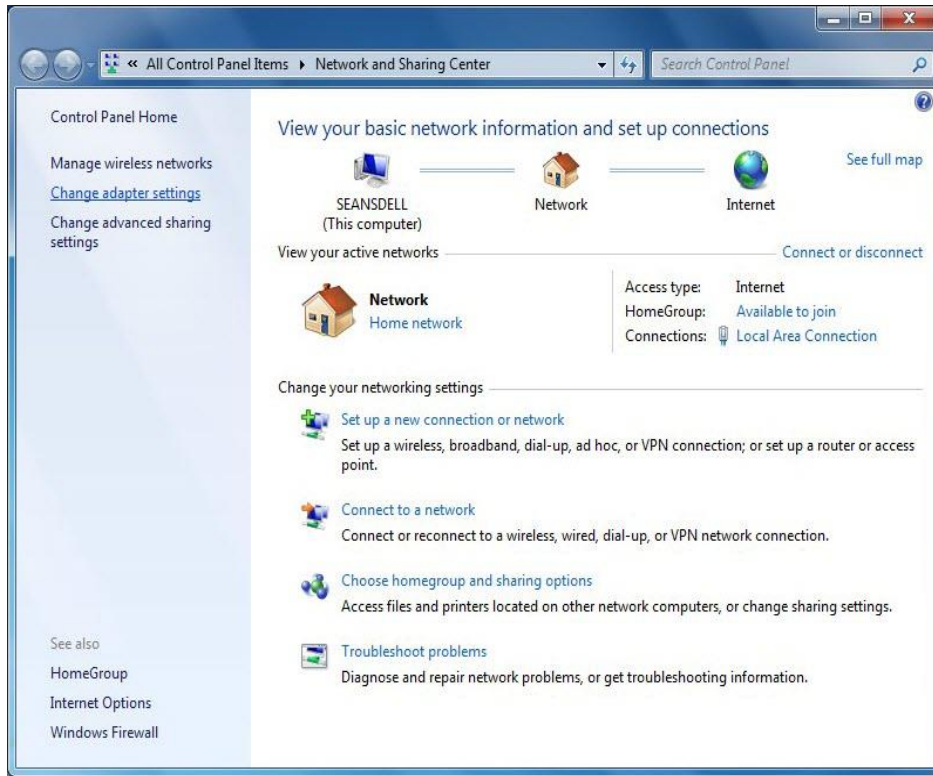


Figure: 3.4 Adapter Settings

➤ Now you will see an interface like the figure 3.5



Figure: 3.5 Network Connections

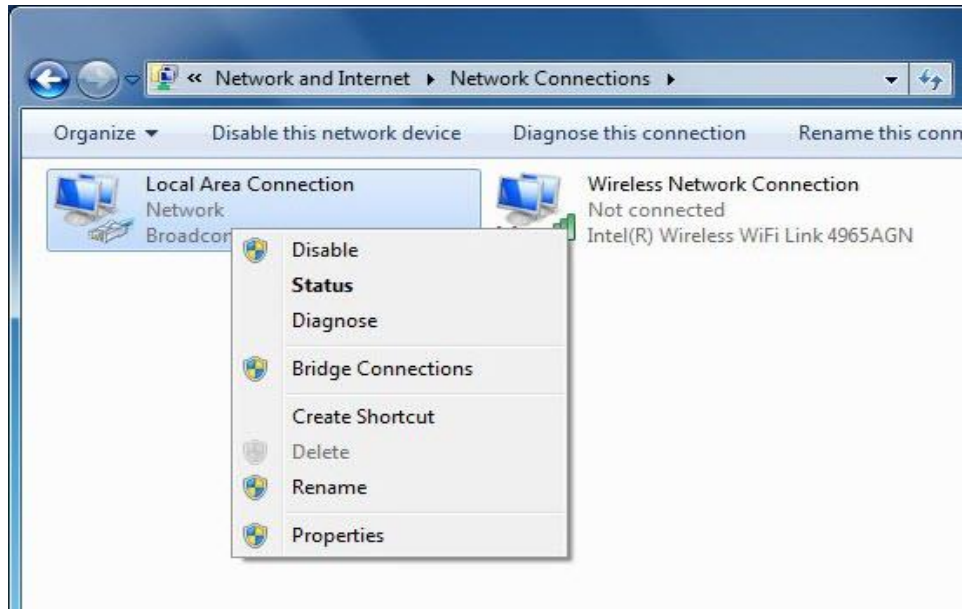


Figure: 3.6 Connection options

- Right click on the correct interface and select properties option

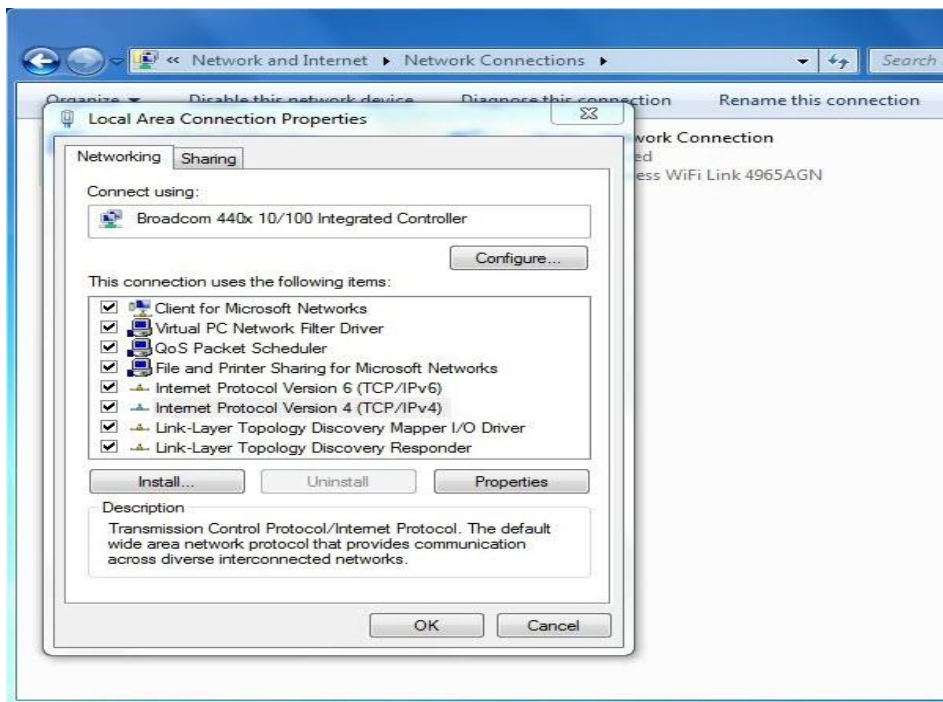


Figure: 3.7 Connection Properties

- IP address and its DNS server information automatically shows

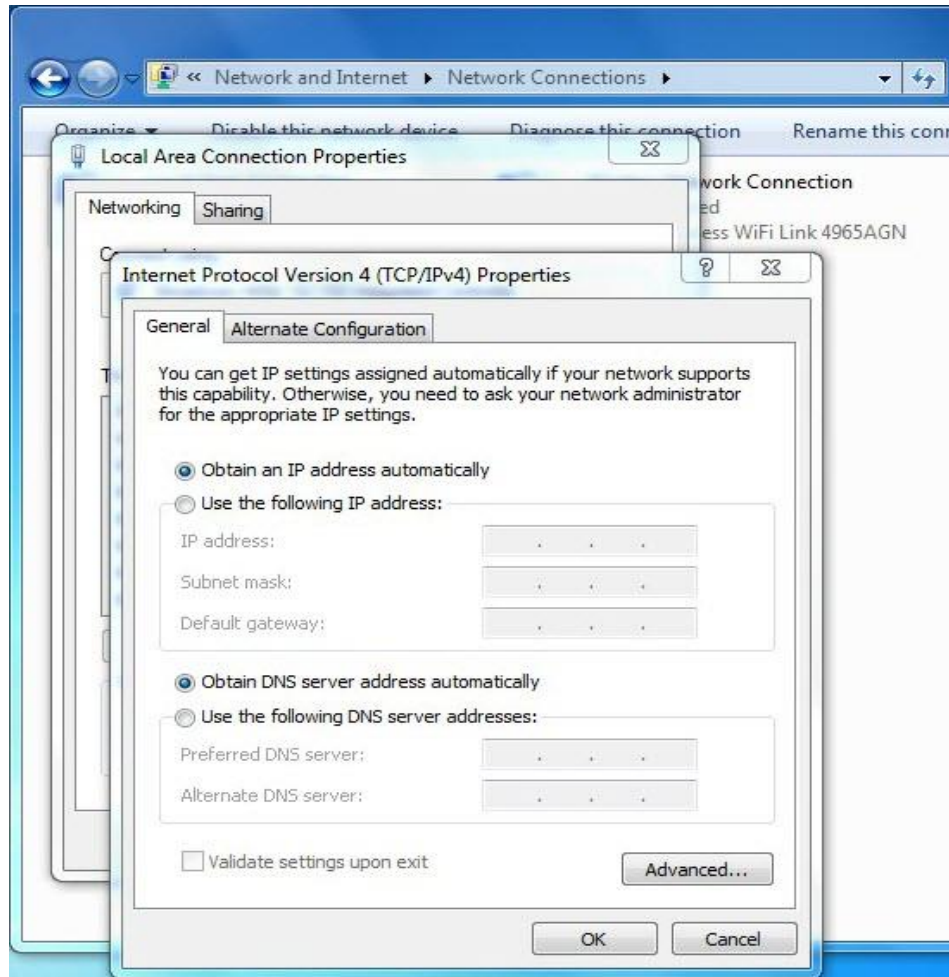


Figure: 3.8 Internet Protocol Version

- Use the following IP address must be selected
- Use the following DNS server addresses option is selected
- Here IP address 192.168.1.100 is used
- with a subnet mask of 255.255.255.0
- default gateway of 192.168.1.1
- DNS server which will be configured is 4.2.2.2

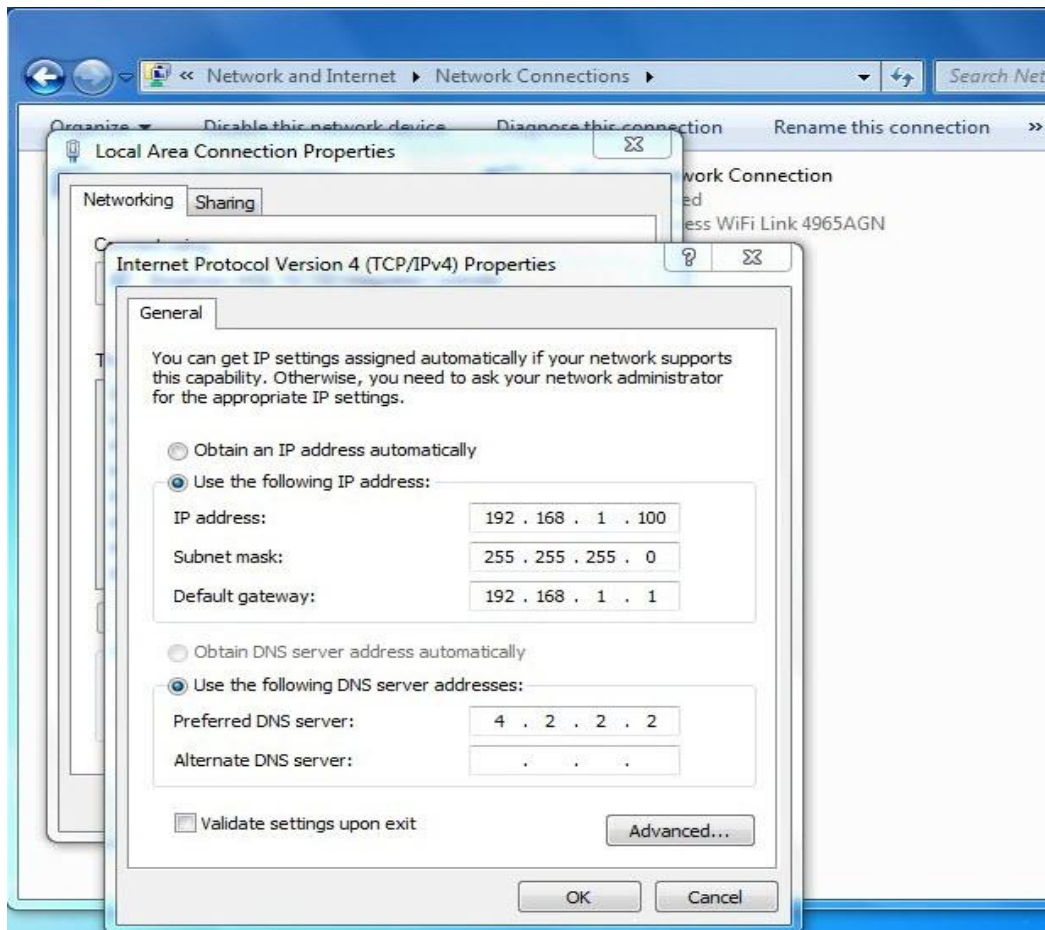


Figure: 3.9 Configured IP in System

- Now just simply press ok
- The configuration is complete

### **Working Profile: connect a signal cable to a computer**

- The arrangement at the back of the screen may differ from item to item
- POWER port
- Connect the power cord for your monitor to the POWER port on the back of the monitor.





Figure: 3.10 Power Port

- DVI IN port
- Connect the DVI cable to the DVI IN port on the back of your monitor



Figure: 3.11 DVI

- RGB IN port
- Connect the D-sub cable to the 15-pin, RGB IN port on the back of your monitor

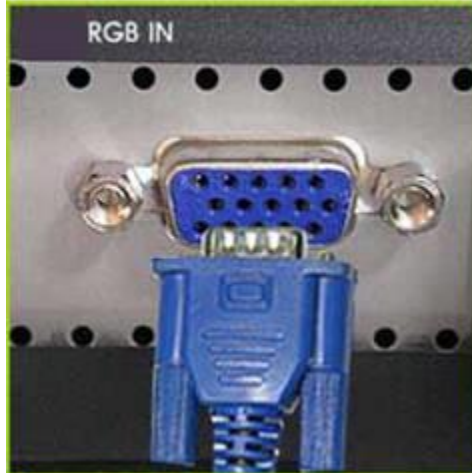


Figure: 3.12 RGB Port

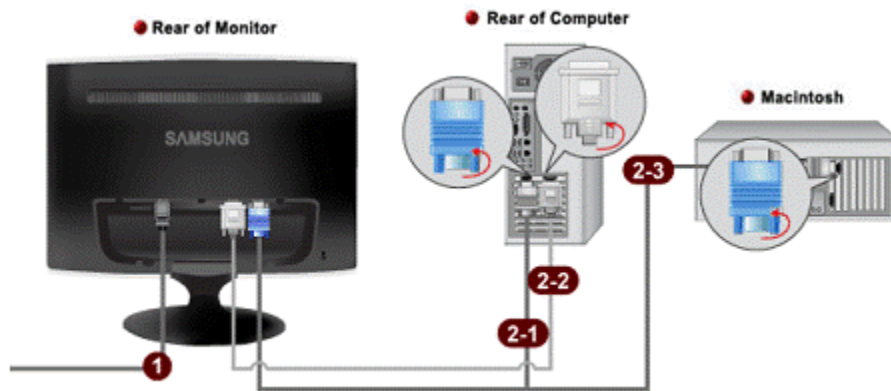


Figure: 3.13 Full process of connecting signal cable



## CHAPTER 4

### COMPETENCIES AND SMART PLAN

#### 4.1 Competencies Earned

To help internship in the improvement of fitness in a scope of exercises in the training IT framework bolster with the end goal to be skillful passage level experts at the finish of entry level position. This structure standard recognizes approaches to enhance the individual capabilities that help your prosperity as a temporary job director paying little respect to the sort, size or unpredictability of framework you chip away at. Increment your ability for self-improvement with direction for refining three key regions of entry level position administration capability: Technical information and aptitudes, execution, and individual conduct and mentalities. The temporary position Manager Competency Development likewise incorporates data for making an organization competency improvement process that businesses can use for the nonstop assessment and advancement of organization experts.

#### 4.2 Smart Plan

Brilliant alludes to standard for defining objectives and destinations, to be specific that these 5 normal for objectives are: Specific, Measurable, Attainable, Relevant, and Time-bound. The thought is that each temporary job objective must stick to the SMART standard to be successful. In this manner, when arranging an entry level position's destinations

- Specific: The objective has an objective in particular region build up the framework or answer a particular need.
- Measurable: The objective must be countable or possibly take into account quantifiable advancement the framework.
- Attainable: The objective must be practical and must be achievable asset in the framework.

- Relevant: The objective must line up with different business targets to be viewed as pertinent.
- Time-bound: The objective nearly has end due date, characterized time-bound the framework.

### **4.3 Reflections**

Be basic in spite of the fact that the substance of an intelligent portfolio will be more customized than different assignments, you should utilize indistinguishable level of basic investigation from you improve the situation any article or exam. Ensure that you expound on every one of the phases of your errands, from the arranging stages through to culmination. You likewise need to incorporate an extensive learning specialized issue examination. Investigation results and recommend future upgrades. To procure the most noteworthy conceivable imprints your Reflective Report ought to incorporate a natty gritty evaluate of the entry level position's results. Some portion of this ought to incorporate a couple of well-thoroughly considered proposals for enhancing comparable assignments later on.

## **CHAPTER 5**

### **CONCLUSION AND FUTURE CAREER**

#### **5.1 Conclusion**

My internship program was going on about 4 month. I work ceaseless in the proposed framework the objective was to make to such an internship by which the System Support Engineer can be computerized and extremely errand of the settlement data comes less demanding to the various types of customers and clients. Framework Support Engineer for entire Bangladesh is a vast of the IT division. It requires loads of chance, if the tweaked programming can be executed appropriately and totally, it has a splendid future in Bangladesh in not so distant future.

#### **5.2 Further Career**

All however the internship was finished to the first prerequisites, there are a couple of highlights that we could include or enhance, if time permitted. IT Support framework usage ought to be overhauled. We could take a gander at other Attendance Management Systems programming to improve thought on the most proficient method to execute a more effective and space monitoring framework. There are a couple of chances sit tight for me and help us to enhance my profession. The commercial center is useful for participation administration framework in IT area. So I need to assemble my vocation of this framework in IT segment and known new framework to enhance my profession.

## APPENDICES

### Appendix A: Internship Reflection

I'm anything but difficult to describe an internship as a learning knowledge or the inverse, yet it takes somewhat more work to make sense of what were the positive and negative components of the experience. Ensure I write to require about all the phase in my report. By understanding our working environment inclinations, it ready to clear up what I need a greater amount of and what I need to maintain a strategic distance from next time around, and I increment my odds essentially of finding what my after. One approach to assess an internship is first to separate it into its key segments. Next, consider the incentive to me negative and positive of every part.

### Appendix B: Company Details



It is my company logo. My internship company name is “3S Technologies Ltd”. The company CEO is Mrs. SK Rowshan Kabir. 3S Technologies (Solution and Service with Speed), is working keenly closer to the challenge as a one point solution provider in Bangladesh.

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**Reference:**

[1] 3S Technologies website at << <https://www.3stechbd.com/> >>, last accessed on 27-10-2018 at 12.20am.

[2] 3S Technologies Product Details at << <https://www.3stechbd.com/#products> >>, last accessed on 26-10-2018 at 10.50 pm.

[3] SWOT Image at << <https://bit.ly/2St06Rd> >>, last accessed on 20-10-2017 at 09.15 pm.

[4] Stack Overflow at << <https://www.stackoverflow.com/> >>, last accessed on 18-10-2018 at 11.45 am.