Internship Report on
Innovation Information System Limited

By
Md. Rafikul Islam
(151-35-1016)

An Internship submitted in partial fulfillment of the requirement for the degree of Bachelor of Science in Software Engineering

Department of Software Engineering
DAFFODIL INTERNATIONAL UNIVERSITY

Fall-2018

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APPROVAL

This "**Internship Program**", submitted by Md. Rafikul Islam, **151-35-1016** to the Department of Software Engineering, Daffodil International University has been accepted as satisfactory for the partial fulfillment of the requirements for the degree of B.Sc in Software Engineering and approved as to its style and contents.

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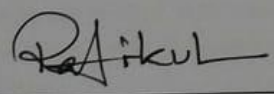
DECLARATION

I hereby declare that I have taken this internship under the supervision of **Mr. Md. Fahad Bin Zamal, Senior Lecturer, Department of Software Engineering, Daffodil International University**. I also declare that neither this internship report nor any part of this has been submitted elsewhere for award of any degree.



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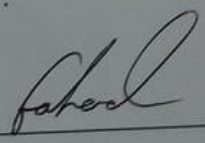

Md Fahad Bin Zamal
Senior Lecturer
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ACKNOWLEDGEMENT

At First, I wish to express my gratitude to the almighty ALLAH for giving me the strength to perform my responsibilities as an intern and complete the report within the stipulated time.

I am deeply indebted to my Supervisor Mr. Fahad Bin Zamal, Senior Lecturer, **Daffodil International University** for his whole-hearted supervision during my organizational attachment period. I am also grateful to Ms. Tabassum Rezwoana Houqe, as my organizational supervisor. It would have been very difficult to prepare this report up to this mark without their guidance.

My gratitude goes to entire the Software Department of **Daffodil International University** for arranging Internship Program that facilitates integration of practical knowledge with real life situation.

Last but not the least, I would like to convey my gratitude to Mr. Mohammad Sanowarul Islam, CEO of **Innovation Information System Limited**, for helping me in furnishing the report. Moreover, I would also like to express my gratitude to my **Innovation Information System Limited** fellows, seniors and colleagues who gave me good advice, suggestions, inspiration and support. I must mention the wonderful working environment and group commitment of this Company that has enabled me to deal with a lot of things.

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EXECUTIVE SUMMERY

This report is prepared on the basis of my six-month practical experience at Innovation Information System Limited. Internship program helped me to learn about the practical working experience in a company. This report has been presented based on my observation and experience gathered from the company. The company has many departments like development department, technical support department, marketing department and managing department. The company work on product and service base work. They take clients project and complete these project in time and after completion they also support their client about their completed work. The result of the internship is described in details in this report in the later chapters.

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Table of Contents

Approval ii

Declaration iii

Acknowledgement iv

Executive Summery v

1. INTRODUCTION 1
   1.1 Background 1
   1.2 Motivation 1
   1.3 Objectives 2
   1.4 Scope 2
2 Company Overview 3
   2.1 About Company 3
      2.1.1 Mission & Vision 4
      2.1.2 History 4
      2.1.3 Location 4
   2.2 Group office & other Concern 5
   2.3 Products 5
   2.4 Clients 9
3 COMPANY CULTURE AND CARRYING OUT 10
   3.1 Department/Section Overview 10
   3.2 Working Team (Name of my working department) 10
   3.3 Working Environment & Protocol 11
      3.3.1 Rules & Regulation 11
      3.3.2 Handling Clients 11
      3.3.3 Facilities 11
   3.4 Comparative Analysis of Office Culture 12
      3.4.1 Entertainments & Refreshments 12
   3.5 Internee Life Cycle 12
      3.5.1 Getting Start 12
      3.5.2 Recruiting Policies 12
      3.5.3 Professional Environment 12
      3.5.4 First Day at Office 12
4 TECHNOLOGY EMPLOYING 13

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4.1 Fundamental Technologies 13
4.2 Supportive Technologies 15
4.3 Technology in use 15
5 PROJECT EXERTION 16
5.1 Training Knowledge Sharing 16
5.2 Project 1: Sudoksho 16
https://sudoksho.com 16
5.2.1 Project Requirements 17
5.2.2 Solution Providing 18
5.2.3 Challenges 18
5.2.4 Technical Findings 18
5.2.5 Completion & Delivery 18
5.2.6 My Contribution 19
5.3 Project 2: East West HR 24
5.3.1 Project Requirements (Aviation Module) 24
5.3.2 Solution Providing 24
5.3.3 Challenges 24
5.3.4 Technical Findings 25
5.3.5 Completion & Delivery 25
5.3.6 Project Contribution 2: 25
6 EXPERIENCE AND ACHIEVEMENTS 28
6.1 Technological Enhancement 28
6.2 Non-Technological Enhancement (Soft skill) 28
6.3 Achievements 28
7 CONCLUSIONS 29
References 30

List of Figures

Figure 1: Products 5
Figure 2: Product 6
Figure 3: Product 7
Figure 4: Product 8

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Figure 5: Clients....9
Figure 6: Agile Development Life Cycle....14
Figure 7: Profile....19
Figure 8: Profile....19
Figure 9: Profile Picture....20
Figure 10: Gallery....20
Figure 11: Classroom....21
Figure 12: Dashboard....21
Figure 13: Materials....22
Figure 14: Assignments....22
Figure 15: Assignment....23
Figure 16: Notifications....23
Figure 17: EWRP....25
Figure 18: Dashboard....26
Figure 19: Aviation List....26
Figure 20: Bill List....27
Figure 21: Bill Payment....27

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CHAPTER 1

1. INTRODUCTION

1.1 Background

Now-a-days world is becoming digital day by day. This digitalization is mainly based on some major things like as IT. All things are grow up based on online website like as online training, online marketing, online market. For this, website development is now become a great career. That's why I am in web development background now.

My working language:

Web Design

- HTML5 & CSS3
- Bootstrap 4
- JQuery
- JavaScript 5

Web Development

- PHP
- Framework- Laravel 5.6

Database

- MySQL

1.2 Motivation

When I am learning web design, I have too much interest about how I can store data through my website, how can I login and registration through my created website template. From this curiosity I determine that I have to become a web developer. Then I went to my varsity course teacher and learn the development language which was raw PHP. After learning raw PHP language. I want to know the framework of PHP called laravel. For those purpose I concern to a training center and continue my learning to fulfill my aim through an amazing training instructor. After completing my learning my training teacher suggest me to take an internship for grow up an industrial knowledge and working experience. I hope to get a good job for anyone have some industrial experience from that I was motivated to internship.

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1.3 Objectives

When I was admitted in department of software engineering in that moment I want to become a good software developer and get a good job in a reputed software farm. But when I knew that for getting a good job anyone must have to 2 or 3 years of experiences that's why I take my industrial attachment to a reputed software company.

1.4 Scope

In any large companies, an intern's work can easily disappear in the background of large system frameworks. On the other hand, when an interning is startup, I can always expect that your performance is visible and all my efforts is becoming valuable. On the other hand, it is also very easy to see when and where I have failed. This ensures that I am conscious and aware of my task when I am failed, and I can understand what is my faults.

An internship adds a great value to my resume and it shows my willingness to learn and work in a professional environment. The scopes of an internship are to work in various projects which are assign by my company instructor. I get an opportunity to work with various live project off my company, these are sudoksho.com, ewrp.delbd.com. All these experiences are help me to getting a good job.

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Chapter 2

2 Company Overview

2.1 About Company

Innovation Information System Limited is one of the leading IT Company in the IT industry.

They work on:

Customize Software Development**:** They develop software from the origin according to the requirements of the clients**.** They don't work on third-party solution**.** They render ERP solution for the integration of complete software**.** They also developed web based software which is used globally**.**

Web Development**:** They provide IT related solution**.** They also develop dynamic web application software too**.** Their expert developer support with highly protected security of any solution**.**

E-Commerce Solution**:** They also develop e-commerce solution**.** They developed many e-commerce websites too**.**

Network Solution**:** They service server related problem**.** They have expert network support team**.**

MIS Consultancy**:** When they need help changing their current information system, they turn to the management information systems analysts**.**

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2.1.1 Mission & Vision

Mission: Since its inception of Innovation Information System, they have been working along with their technologically equipped manpower. For their outstanding product and services, they have earned appreciation from their respected client. they are doing their best to retain their performance and client's satisfaction by providing best level of services.

Vision: In this era of globalization, their business vision is more transparent and easier to understand in all respect. Simply, they expect that function of a business operation require an integrated software system, their focus lies there. It needless to mention that for running the business and expedite its smooth operation needs relevant soft-ware, a proper networking framework. The vision they cherish in their business ethics, it can legally help in shaping up an organization and will enable them in achieving desired goal.

2.1.2 History

Innovation Information System is a one of the leading IT Company in the IT industry. They have been working in this Hi-Tech digital area since 2000. Now they are driving with 375 happy clients and 55 highly experienced professionals.

They are a comprehensive software development company such as basic Website Design to complete e-commerce solution including custom-made software and so on. They have designed and launched hundreds of successful websites and software for many different types of businesses on micro and macro level a local & globally. The company is being conducted with qualified designers and developers having creative talent to cater to your sense of style and functionality, and the ability to turn client ideas into reality in global standard.

2.1.3 Location

House no: House#10(level 5),

Road: Main Road Mohammadia Housing Ltd.

Thana: Mohammadpur,

Dhaka-1207, Bangladesh

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2.2 Group office & other Concern

Malaysia Office

16, Beringin Apartment, Jalan Gp-1,

Taman Gombak Permai, Pinggiran Batucave

68100, Batucave, Kuala Lumpur, Malaysia.

Phone: +6014-631—82-75

Mail: info@iisbd.com

2.3 Products

They have many successful products of them. Some of these are given below:

Figure 1: Products

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Figure 2: Product

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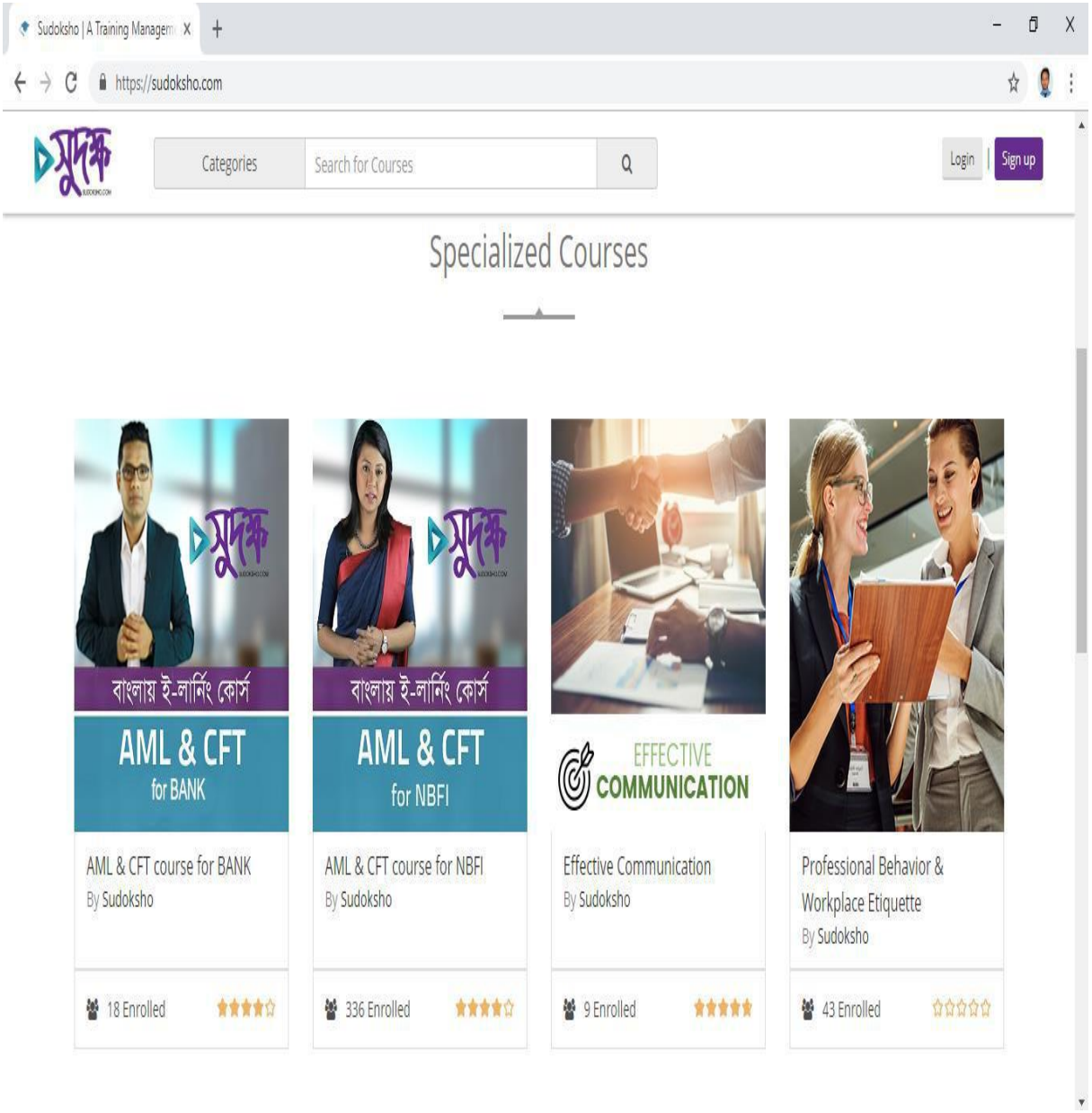

Figure 3: Product

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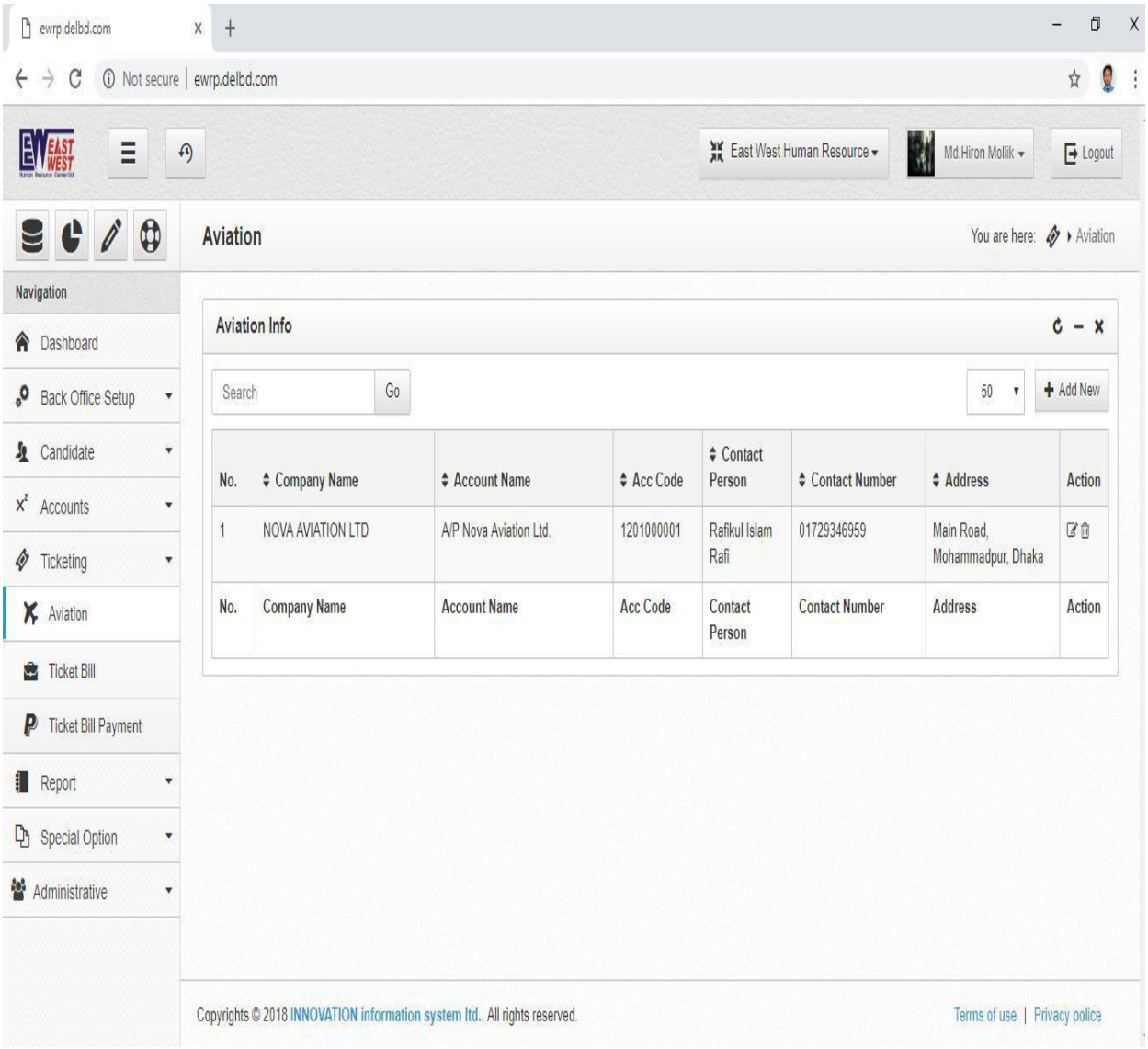

Figure 4: Product

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2.4 Clients

There are many happy clients of them. Some of these are given below:

Figure 5: Clients

2.5. Summery

After all, they develop software from the origin according to the requirements of the clients. They do not rely on third-party or external solution. Apart from these, they also render ERP solution for the integration of complete software. They also developed web based software which is being used globally.

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CHAPTER 3

3 COMPANY CULTURE AND CARRYING OUT

3.1 Department/Section Overview

Development Section: There are seven team member in our development team. Our madam Ms. Tabassum Rezwoana is a project coordinator, and three senior programmers and two junior programmers of this development team.

Support Section: There are three employees in our support team. They maintain all hardware and network or server related issue. They also support our clients too about their network or server related problem.

Management Section: Three people are in our management section, person one is in HR panel, and person two is in MD position and person three is in CEO position of this company.

Marketing Section: In any software company, product and clients are both in online marketplace. If anyone is not doing any marketing about his/her company products this product can't a better ranking on online. So, for ranking your products to your clients you should make search engine optimization. That's why, any software company needs digital marketing person. In this software company they have two employees are in our marketing section.

3.2 Working Team (Name of my working department)

Development Team: I have been worked in their development team as a Junior Programmer. I have been appointed as an employee of this company as a junior Programmer of development team after three months of my internship.

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3.3 Working Environment & Protocol

3.3.1 Rules & Regulation

It is a medium-sized IT company and having a flat management structure. That's why, most discussions are performed through face-to-face meetings. CEO/MD are more friendly to us. For any query to we can ask very fast without having to go through lengthy formalities. Although formal email communication is also used in this company. Company's office time start at 10:00 am – 6:00 pm. Friday is weekly holyday in this company.

3.3.2 Handling Clients

Project deal: For create a project deal, have to maintain some major things which are discus bellow, have to discuss about start date and end date of project, have to discuss about project goal, objectives etc. Fix the project budget with their clients is the more important above these.

Providing server & network support: When the project is completed, then they provider a hosting server for host this project local server to live server. If client want another server our company buy this expected server which is demand by client and then upload the project on the online server, they also configure the mail server for mailing. They have to support database server too.

Providing project documentation: After server upload, they create an online user manual documentation for client. In which, all the process of approach writes down in this project user manual documentation.

Project support in real time: When the project in live and all the implementation is done, they support the client when they face any problem to use this running software or web application. Sometimes some new module has to change for any new purpose. They also provide this change to the clients.

3.3.3 Facilities

- Unlimited tea and coffee
- Snacks
- Project completion bonus
- Yearly 20% salary increment
- Performance bonus

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3.4 Comparative Analysis of Office Culture

3.4.1 Entertainments & Refreshments

- Internal Programming contest
- Yearly industry tour

3.5 Internee Life Cycle

3.5.1 Getting Start

I have been done a web development course in an IT training center. The training center's Chairmen was referred me to Innovation Information System Limited for gathering professional experience and join here as a junior software engineer.

3.5.2 Recruiting Policies

- By highly reference
- By BD jobs platform
- And their internal media

3.5.3 Professional Environment

Though they are very friendly but the office environment is very much professional. For brings innovation to everything they do is collaboration. Passionate professional working is just awesomeness and creativity.

3.5.4 First Day at Office

I have been started my internship at 6th may, 2018. Company's CEO addressing me to all employee's as a new comer. Then my project coordinator took me to their development team as a Junior programmer. I was pleased that day to all of them. They were very friendly.

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CHAPTER 4

4 TECHNOLOGY EMPLOYING

4.1 Fundamental Technologies

Agile Development: This model is a combination of iterative and incremental process models with focus on process adaptability and customer satisfaction. In this model methods the product breaks down into small incremental builds. These breaking parts are called iterations. In every iteration typically lasts from about one to three weeks.

Planning: The project planning process is the main tool which is used to ensure that the tasks are completed in timely. After taking a project from any client, at first we discuss about this project and make plan for this project with whole team members.

Requirements Analysis: After make a plan about taken project we are analysis about each module of this taken project and gather or collect sufficient requirements for individual module.

Design: After collecting all module's requirements we make a sketch design for each module of this project and then we design a template for this by using html and css.

Coding: Coding is main thing for completing a project. After Design module completed then we start coding by using programming language. And we take too much time in coding.

Unit Testing: Unit testing is called small part of testing. For releasing any software or project a developer must have to do unit testing in every small unit of this completed project. After a successful testing a software come to the point for release. That's why we also do unit testing after completion of coding part and after the successful testing we come to release the project or iteration or module.

Acceptance Testing: Acceptance testing is another term. Acceptance testing is a functional testing part which is also done by software developer team. After this testing the software module is ready for live.

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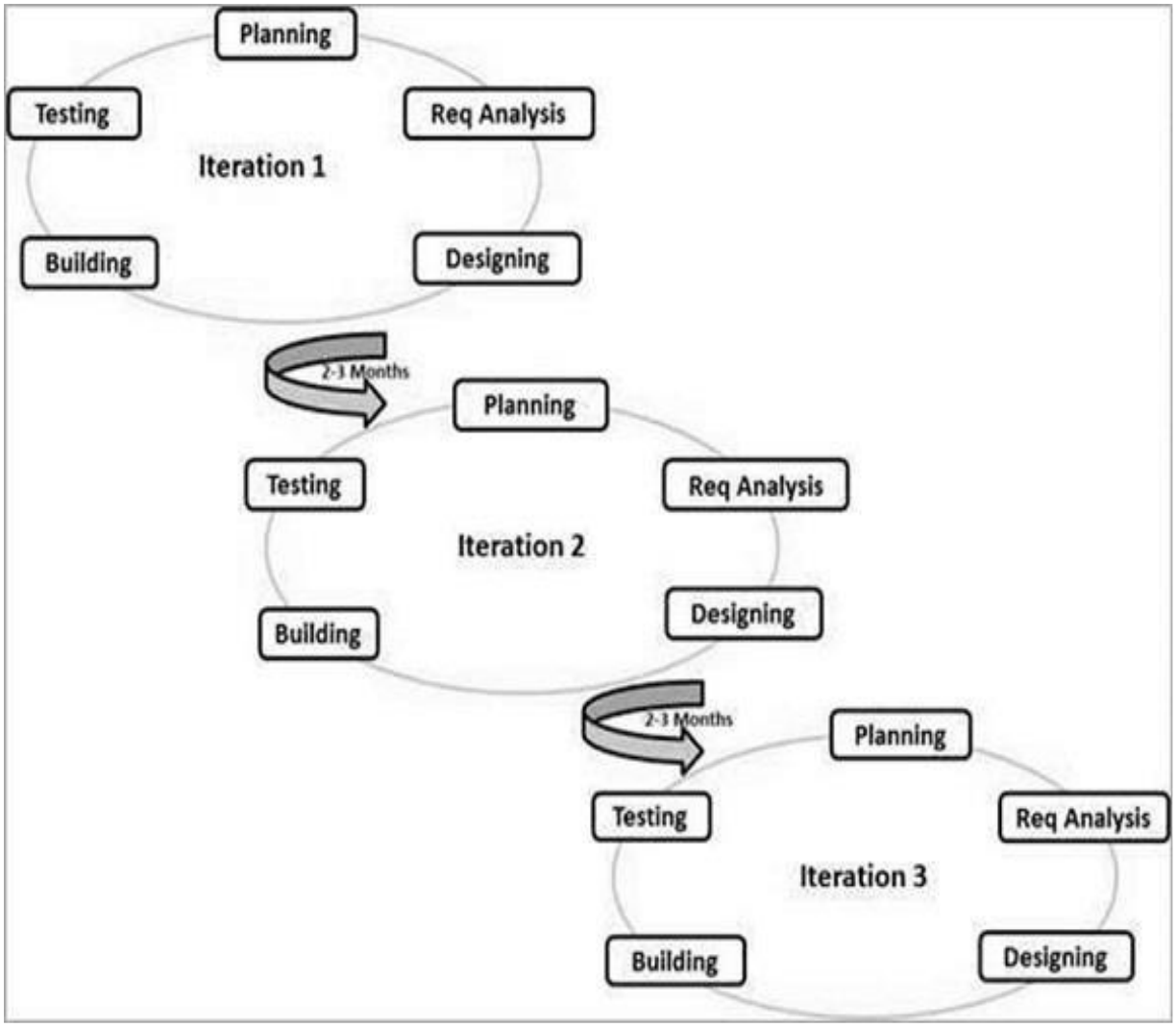

Figure 6: Agile Development Life Cycle

Big Data Analysis: Big data means the large volume of data or big data. This big data is collect from various source like as digital images, videos, social networks, sales and transaction record. It helps us to evaluate large volumes of transaction data and data sources.

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4.2 Supportive Technologies

- ✓ Java
- ✓ Node Js
- ✓ Angular Js
- ✓ Cloud Computing
- ✓ Data Security

4.3 Technology in use

Web Design Technologies:

- ✓ HTML 5
- ✓ CSS 3
- ✓ Bootstrap 3 & 4

Data Technologies:

- ✓ My-SQL 4.74
- ✓ MS-SQL
- ✓ Postgre-SQL

Web Development Technologies:

- ✓ PHP 7.1.10
- ✓ Laravel 5.4, 5.5, 5.6
- ✓ Code Ignitor 3
- ✓ JavaScript ES5
- ✓ AJAX, JSON
- ✓ ASP Core 2.1 & 2.2
- ✓ .NET Core 2.1 and 2.2
- ✓ VB 10.0

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CHAPTER 5

5 PROJECT EXERTION

5.1 Training Knowledge Sharing

Firstly, when I start my internship and join the development team of this company, my supervisor gave me a project/work to make a simple portfolio website of me with back-end. When I completed this work, she said me to work in their CRM panel for getting expertise. In this ways, after 1 month I was ready to work with their team. Then she assigned me to a team senior team member to assist him in their running project. After some days, I started my work in ewrp.delbd.com which is their existing accounting software for their clients. After completing this project, they helped me to upload this work in live server. Then I started a new project name sudoksho.com which is live now. I worked various module/portion in this project these are Classroom portion, Profile portion etc.

5.2 Project 1: Sudoksho

https**:**//sudoksho**.**com

Project Overview: It is an online learning system. There are many types of course are in this website. Anyone learn these course by completing course payment. After completion his/her course a certificate will have been given by this site. This system can use any institute for their training purpose to their students.

Another module of this web application software is classroom. In this module, a provider or a training institute create a classroom and assign to or more teachers. They also invite their students against this class. This module is like as google classroom. Then a teacher insert into the classroom by log in and upload his/her class materials, upload a question for discussion, give an assignment, also can see the class time schedule.

On the other hand, a student can visit his/her classroom by log in. Student can view his/her class materials which his teacher upload for them. They also can download these file too. They can see the class schedule and can participate to question and answer discussion with his teacher or his classmates. They can see the notification which is his teacher provide to them. A student can view his/her classmates list too.

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5.2.1 Project Requirements

For a General/learner User:

- ✓ Can view all special course of this website
- ✓ Can see course module's details
- ✓ Can create an account as a student/learner
- ✓ Can make his/her profile
- ✓ Can enroll any course by completing course payment
- ✓ Can learn/complete the course which he/she will has been enrolled
- ✓ Can give course exam
- ✓ Get a completion certificate
- ✓ Can visit classroom module
- ✓ If he/she has any class offer, can visit this offered class
- ✓ Can see class materials which is uploaded by his/her course teacher.
- ✓ Can see class schedule
- ✓ Can submit his/her assignments
- ✓ Can ask any question with discussion board
- ✓ Can see his/her classmates and teachers
- ✓ Can see notification

For Teacher User:

- ✓ Can make a registration as a teacher who will offered by corporate/institute
- ✓ Can make his/her profile
- ✓ Can visit classroom module
- ✓ Can enter his/her class which is offered by his/her institute/corporate
- ✓ Can give an assignment to his/her students
- ✓ Can upload class materials
- ✓ Can reply student's questions
- ✓ Can view submitted assignments
- ✓ Can view all students whose are in this class

Corporate User:

- ✓ Can make a registration, if the provider gives access him/her then the account will be active
- ✓ Can make his/her profile
- ✓ Can create a class and publish this class
- ✓ Can assign teacher
- ✓ Can sent a request to students

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5.2.2 Solution Providing

They were provided this project solution by maintaining some steps. These are given below:

- ✓ Project Requirements Analysis with development team
- ✓ Project Planning
- ✓ Project Design
- ✓ Development
- ✓ Testing
- ✓ launch

5.2.3 Challenges

- ✓ YouTube video streaming plugin installation
- ✓ Pdf viewer plugin installation
- ✓ Payment process
- ✓ Mailing

5.2.4 Technical Findings

Finding 1: Face a problem to provide course enrollment for a student
Finding 2: Provide Course rating module for student
Finding 3: Sending mail request to any student, teacher, corporate
Finding 4: YouTube video streaming in any course with video quiz

5.2.5 Completion & Delivery

After eight months, team working we completed this project though it was live with some module, then continuously new module has been released after completion. Finally, we released the full and final version in November, 2018.

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5.2.6 My Contribution

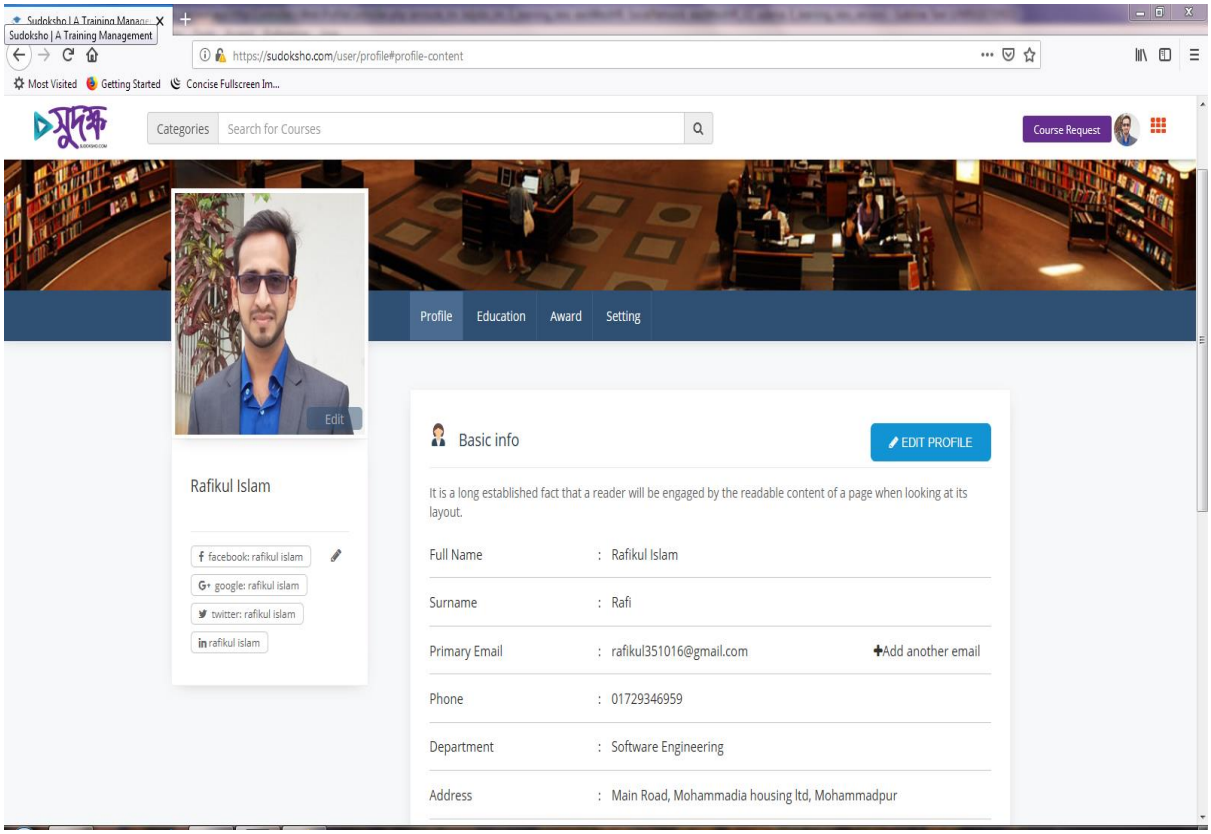

Figure 7: Profile

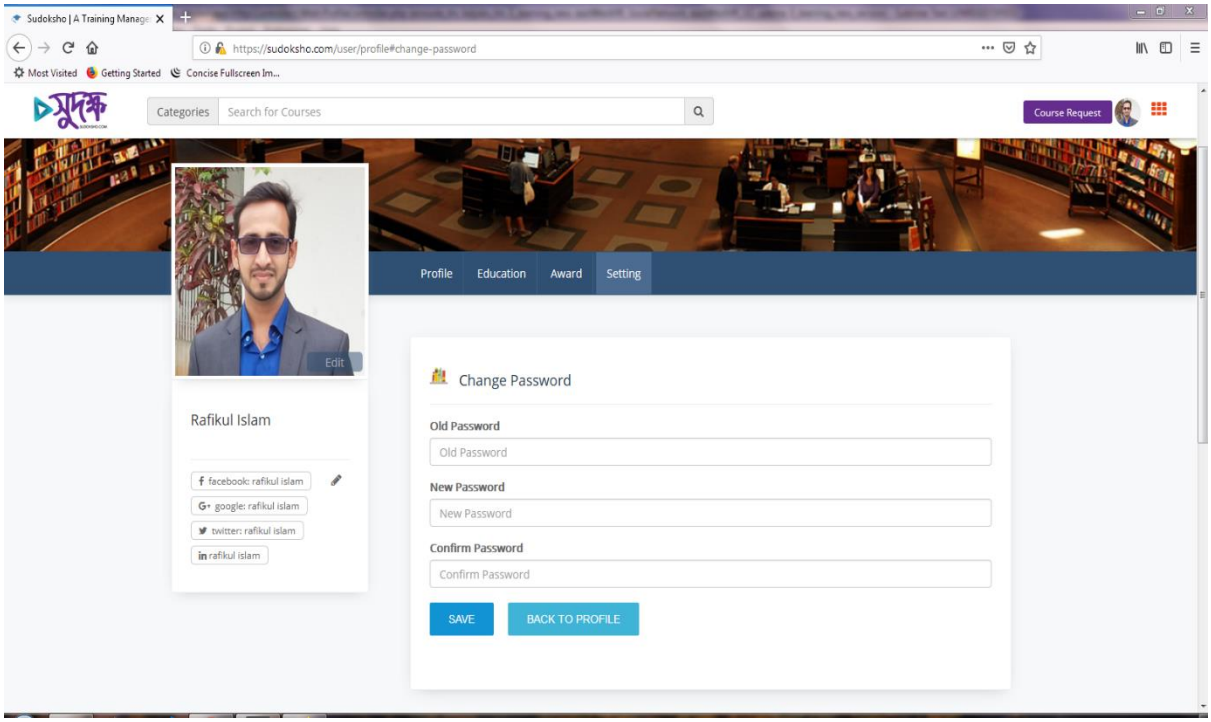

Figure 8: Profile

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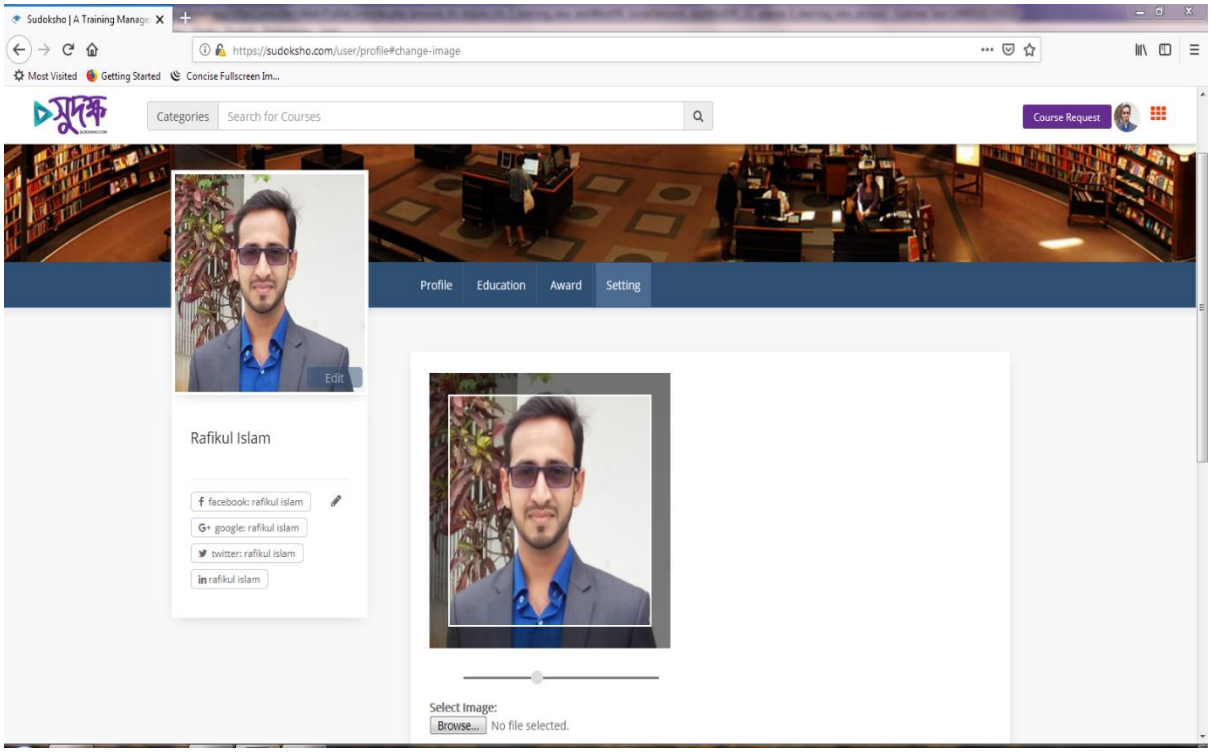

Figure 9: Profile Picture

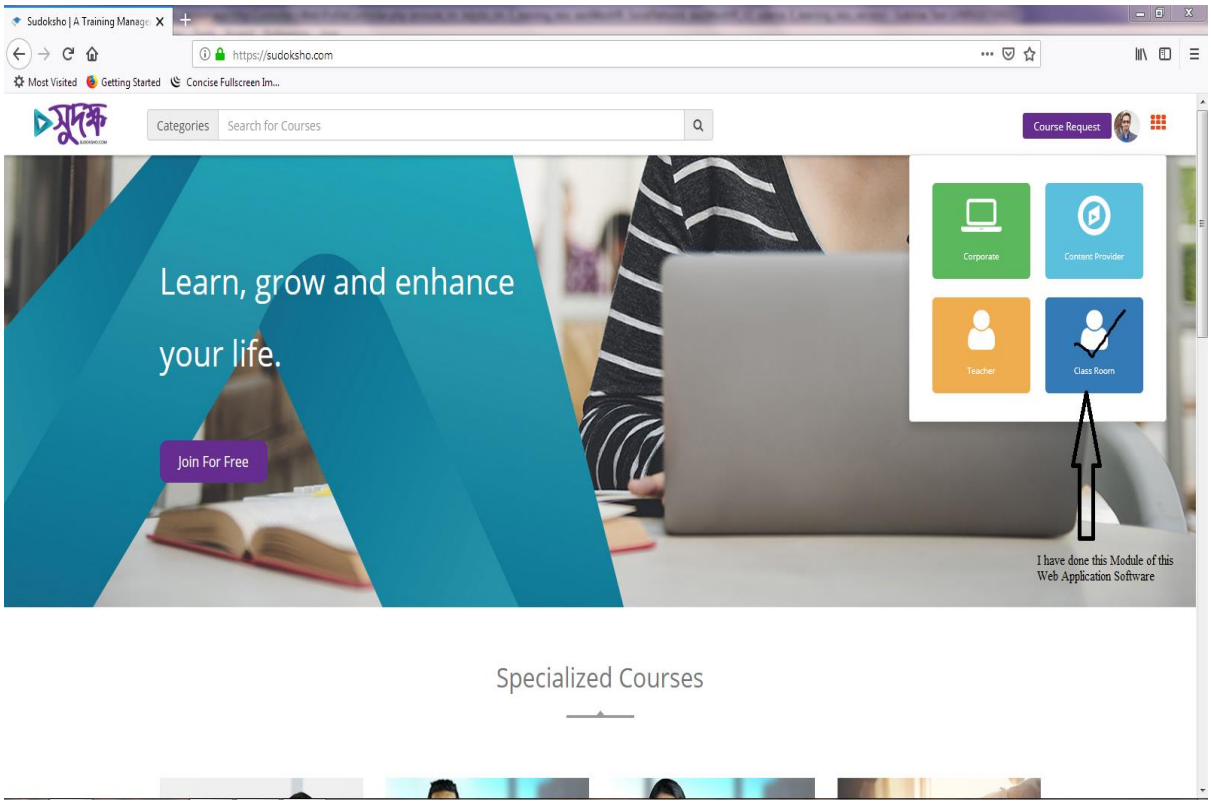

Figure 10: Gallery

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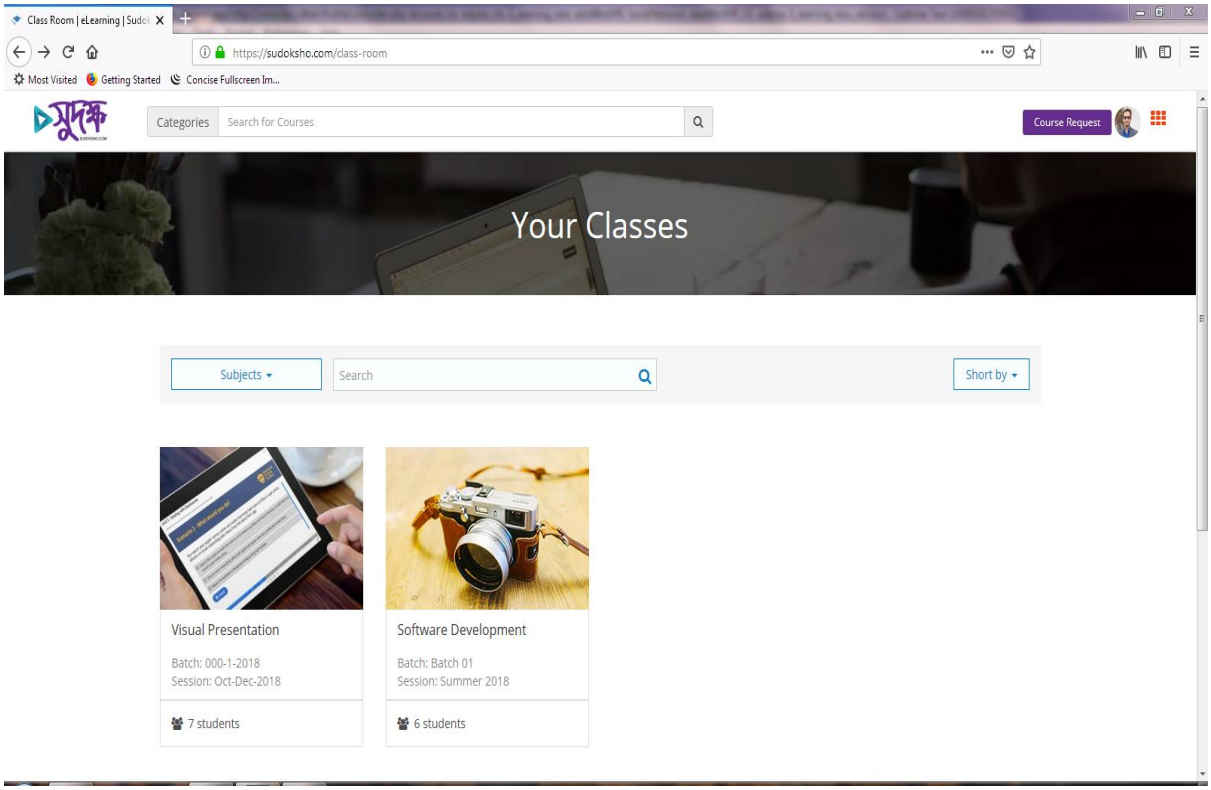

Figure 11: Classroom

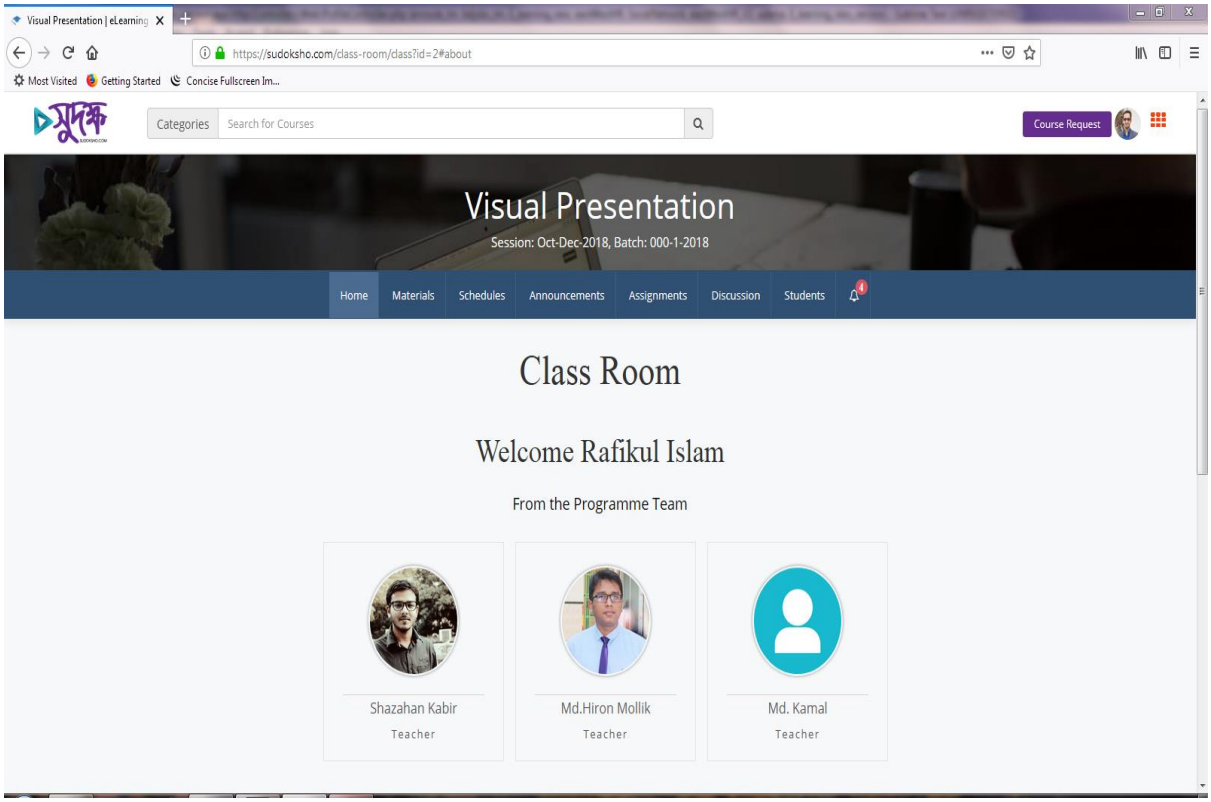

Figure 12: Dashboard

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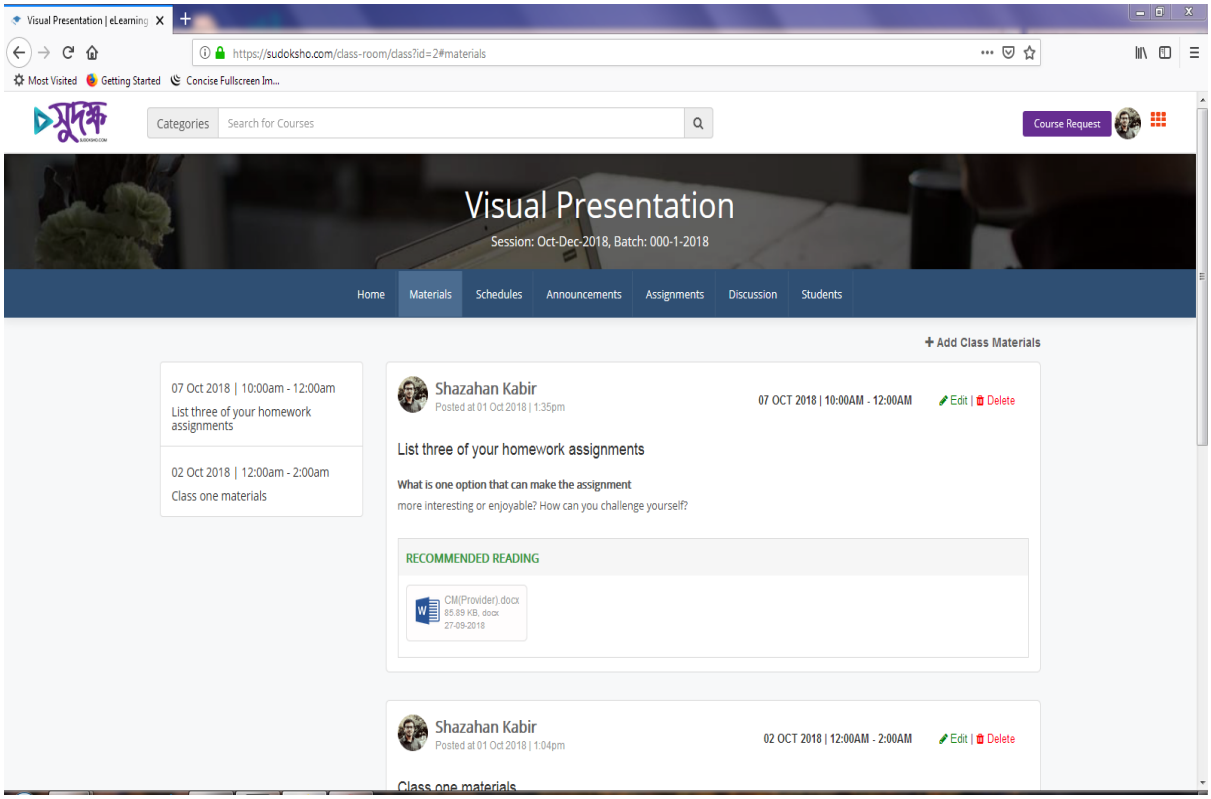

Figure 13: Materials

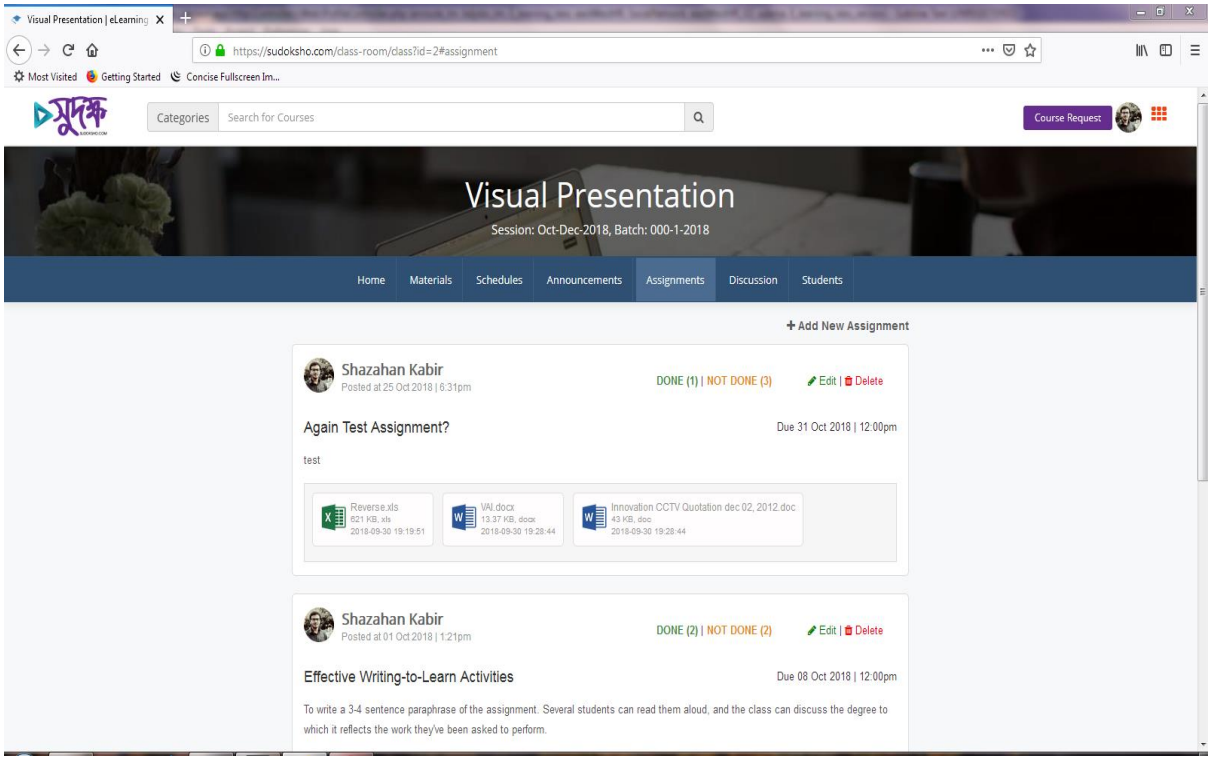

Figure 14: Assignments

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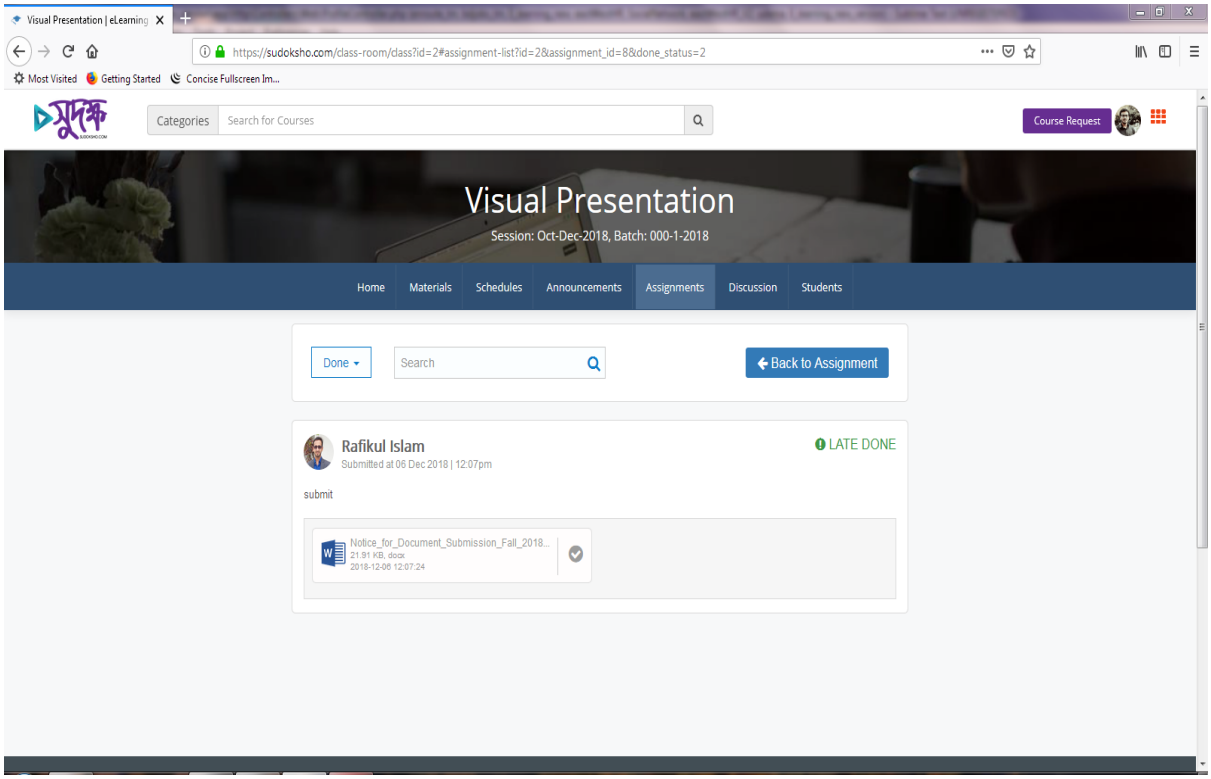

Figure 15: Assignment

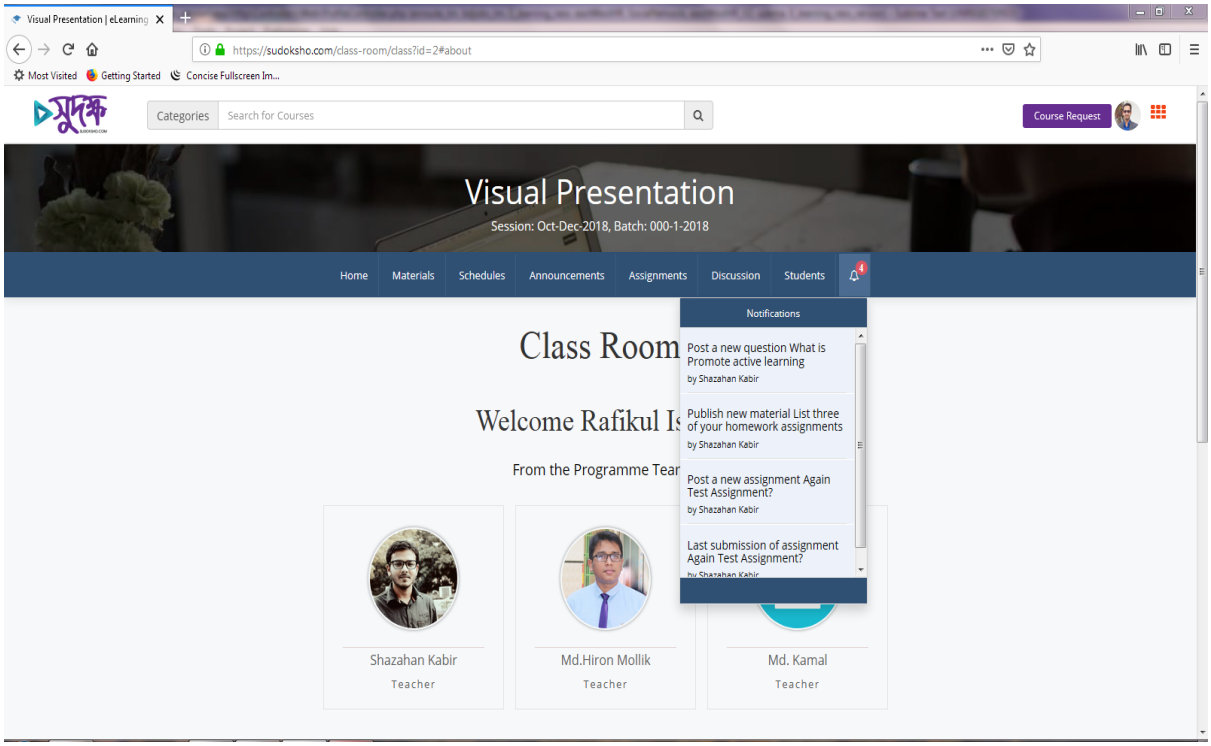

Figure 16: Notifications

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5.3 Project 2: East West HR

https://ewrp.delbd.com

Project View: This project name is East West Human Resource Management software. This software is a fully accounting software. It is a single user HR panel. This was their existing project of INNOVATION Information System Ltd. I was complete a single module of this existing software. It is a worker provider company whose are provide worker to foreign country. They save the all worker's payment history by this HR panel. I completed the ticketing module of this software. Firstly, when a flight ready for go they give the payment to the aviation company, they create an aviation bill for payment. Then they create a partial bill payment against the aviation company. When the total bill is completed then the aviation bill payment will be closed.

5.3.1 Project Requirements (Aviation Module)

- ✓ Company can create a new aviation
- ✓ Company can create a new bill for the created aviation
- ✓ Can give partial payment to the aviation
- ✓ When an aviation's bill is total paid then they can't do anything against the bill

5.3.2 Solution Providing

They were provided this project solution by maintaining some steps. These are given below:

- ✓ Project Requirements Analysis with development team
- ✓ Project Planning
- ✓ Project Design
- ✓ Development
- ✓ Testing
- ✓ launch

5.3.3 Challenges

- ✓ Though it is an accounting software so I faced many problems.
- ✓ Database design was a big challenge for me.

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5.3.4 Technical Findings

- ✓ Findings 1: The billing report have to generated as a pdf file
- ✓ Findings 2: Download the pdf file from the server
- ✓ Findings 3: Have to maintain three or four transaction hit in database at a time

5.3.5 Completion & Delivery

I was started this module at June, 2018. After 1 month hard working I was completed this module, and a prototype was shown by me to my project manager. Then he found out a little problem of database. Then he told me to modify the database and complete the process again. Then I thought about the database design and then I found the solution of this database issue. After finding this database problem, I modified the existing database and then completed the module again. Finally, project manager reviewed this module, then he told me to upload this module in their online server. This was my first day of server upload. Finally, I took help from my colic and succeed to upload the module to online server. And the product was delivered.

5.3.6 Project Contribution 2:

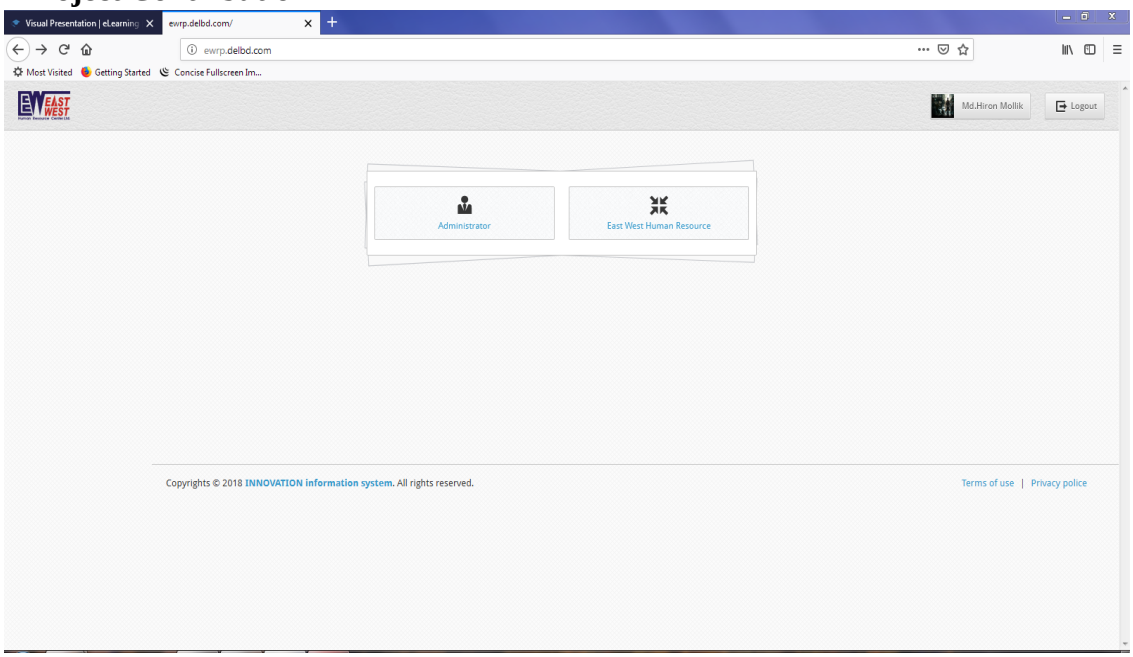

Figure 17: EWRP

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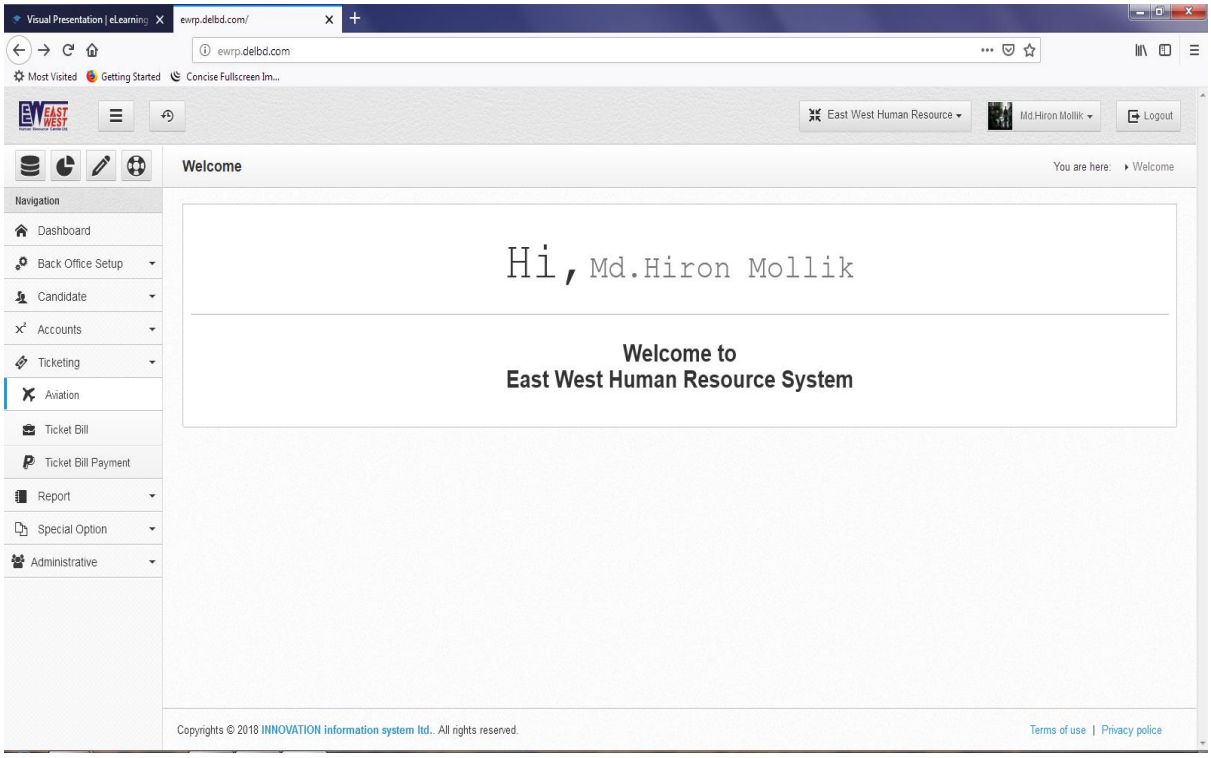

Figure 18: Dashboard

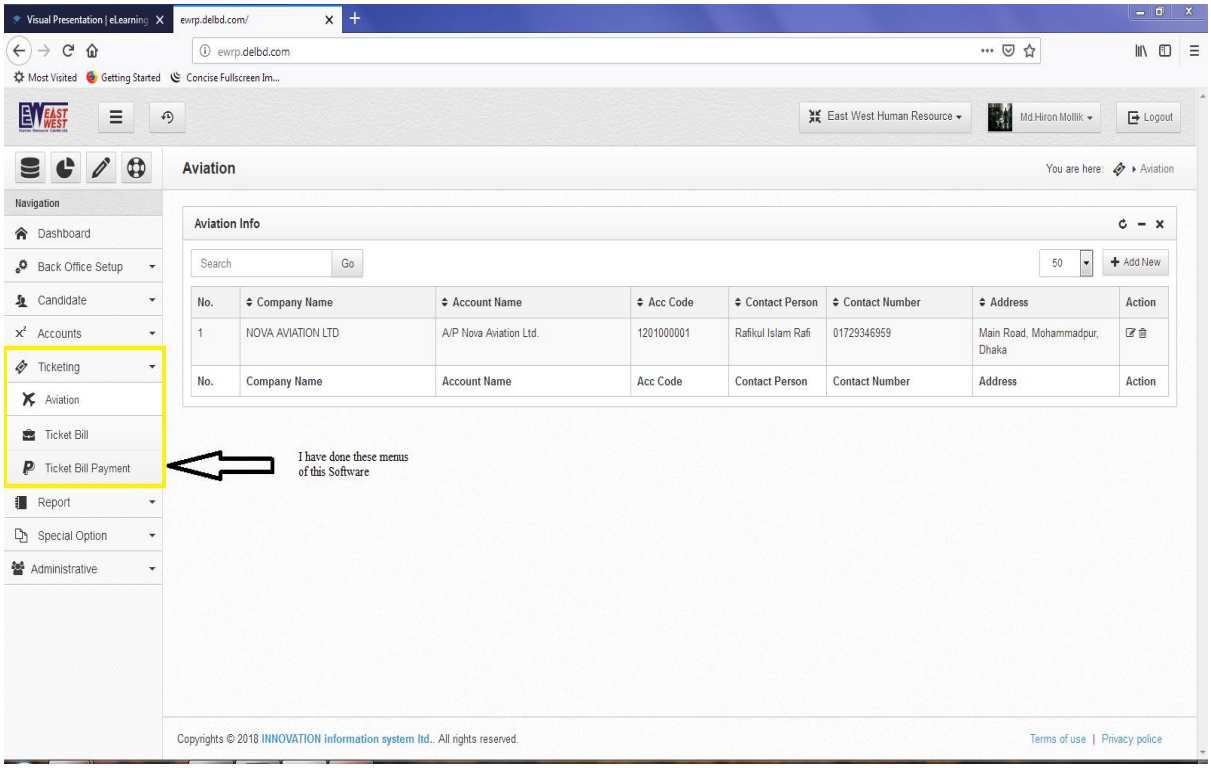

Figure 19: Aviation List

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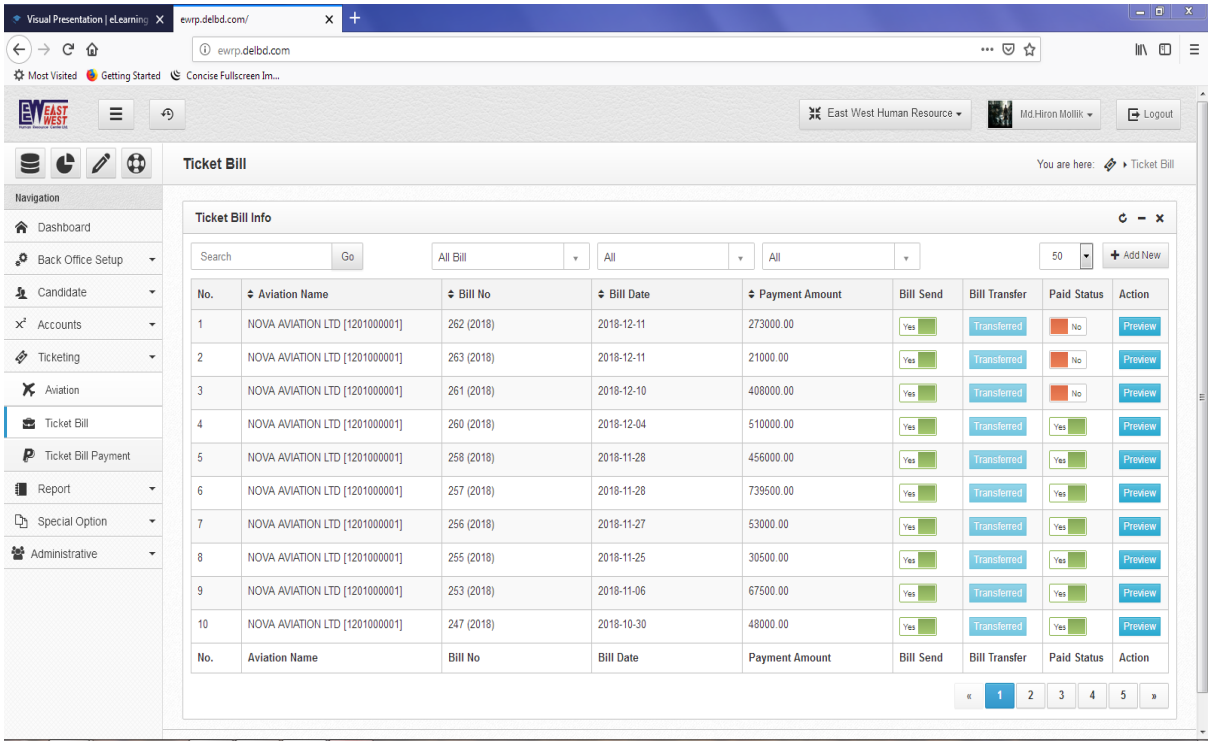

Figure 20: Bill List

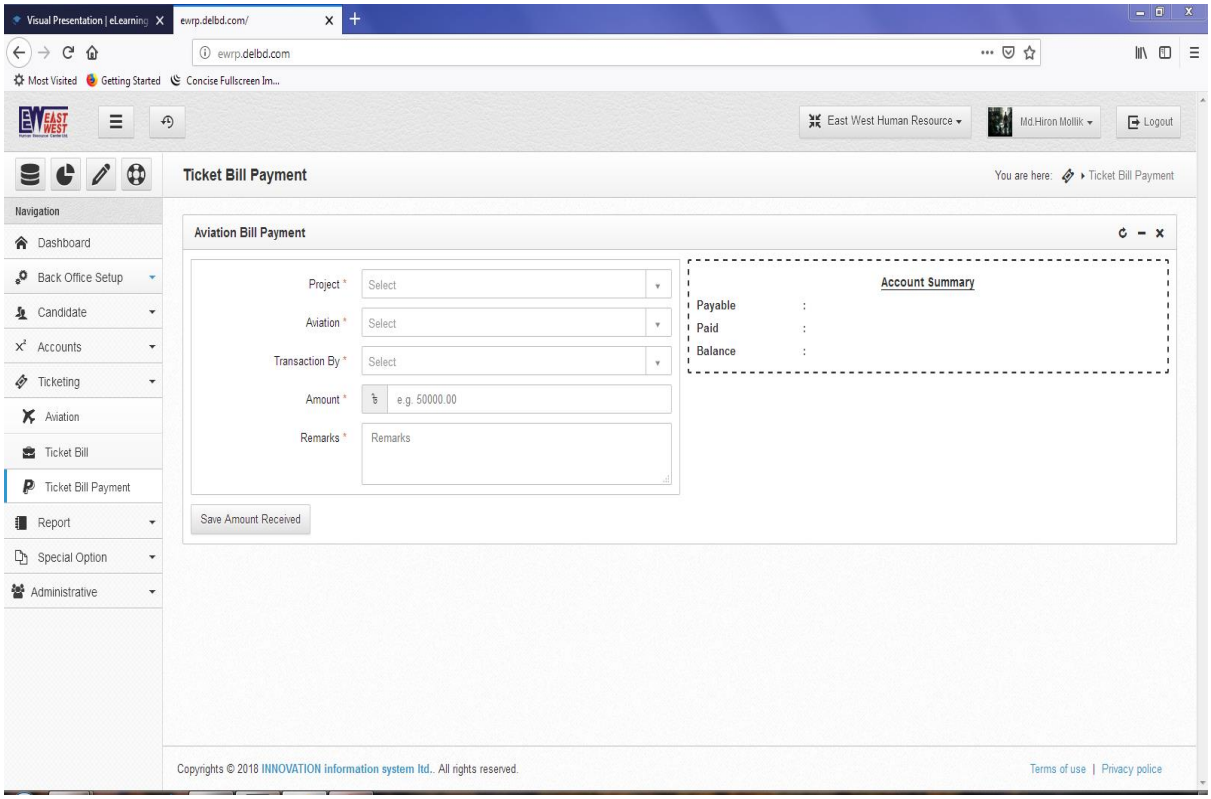

Figure 21: Bill Payment

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CHAPTER 6

6 EXPERIENCE AND ACHIEVEMENTS

6.1 Technological Enhancement

- ✓ Laravel Framework 5.6
- ✓ JavaScript 5
- ✓ AJAX & JSON
- ✓ Database 4.7.4
- ✓ Live Server

6.2 Non-Technological Enhancement (Soft skill)

Communication: Communication skill is an important aspect of leadership. I enrich my communication skill from my colleagues, I learned how to explain complex issues to colleagues and clients alike.

Responsibility: Self-awareness is a highly valued soft skill. Self-awareness or self-responsibility is the main thing to progress anyone's organization life. I also aware about this skill.

Team Work: Like leadership, good teamwork involves a combination of other soft skills. Working in a team with a common goal is the key to success which is understand when I worked in our team.

Problem Solving: Problem solving is a very important skill in programming life, when I worked in this company I faced too much problem in the time of programming. Though they were help me to approach but I could also understand that how they solve my problem and by seeing that procedure I also learned and captured this skill too.

6.3 Achievements

From Innovation Information System Limited, I achieved lots of knowledge and lot of working experience which I can't explain at a time. My best achievement from this company to get an appointment letter to join this company as a Junior programmer. I really pleased to this company.

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CHAPTER 7

7 CONCLUSIONS

A company is a lots of hardship. A company has aspirations, struggles, and its fair share of ups and downs. In past 18 years, it has done a number of high-profile projects to establish itself as a successful company. Its human resources, great products, high work ethics, management structure, and technological prowess has made this possible. Its successful business activities have made it profitable. Other companies could certainly learn from Innovation Information System Limited's experience.

Innovation Information System Limited is working all the time to satisfy its customers. According to my own experience the working environment of this organization is very inspiring. However, the organization needs to work a lot to satisfy their customers and employees. The company is always keep to implement new rules and actions for improvement.

According to the result of my practical observation the employees of this company's is quite satisfied in the company. The company is all the time moving towards making the working environment for their employees. Hopefully the standards and effects of employee satisfaction will be even better in the near future.

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