



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

**REPORT ON INTERNSHIP PROGRAM AT  
DRIK ICT LTD.**

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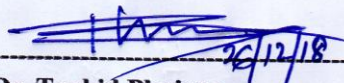
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Degree of

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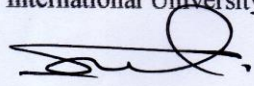
## APPROVAL

This **Internship** submitted by **Susmit Karmaker, ID: 151-35-851** 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.

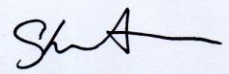
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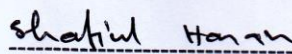
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### **DECLARATION**

I hereby declare that, this internship has been done by me under the supervision of Md Fahad Bin Zamal, Senior Lecturer, Department of Software Engineering, Daffodil International University.

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## **ACKNOWLEDGEMENT**

I serve myself as an internship holder in Drik ICT Ltd from July 20th. This internship program won't be possible without getting help from few people.

First I desire to express my deepest sense of gratitude of almighty God.

With profound regard I gratefully acknowledge my respected teacher Md. Fahad Bin Zamal, Senior Lecturer at Dept. of Software Engineering in DIU for his generous help and day to day suggestion in the process of my internship report.

Next I would like to show my gratitude towards Md. Oli Bepari, Assistant Manager, along with my onsite supervisor, Md. Minhaz Hossain, Senior Engineer(Network Infrastructure),Drik ICT Ltd. Specially I want to thank Mr. Rakib for explained everything I asked for in details. Generally they had treated me to understand office work through the easiest way. I am really obliged to all for their supportive and friendly behavior.

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## LIST OF ABBREVIATIONS

ICT	Information and Communication Technology
BTRC	Bangladesh Telecommunication Regulatory Commission
BCS	Bangladesh Computer Samity
DCCI	Dhaka Chamber of Commerce & Industry
APNIC	Asia-Pacific Network Information Centre
ISPAB	Internet Service Providers Association Bangladesh
ISTQB	International Software Testing Qualifications Board
CEO	Chief Executive Officer
MD	Managing Director
SA	System Analyst
HR	Human Resource
CRM	Customer Relationship Management
SNMP	Simple Network Management Protocol
PHP	Hypertext Preprocessor
HTML	Hyper Text Markup Language
CSS	Cascading Style Sheet
MVC	Model View Controller
DIU	Daffodil International University
HTTP	Hypertext Transfer Protocol

## **EXECUTIVE SUMMERY**

From 1993, Drik ICT started its journey. And BTRC enabled it to provide data communication services nationwide in 2011. It offers all kinds of commercial/corporate web based service including software solutions. In this report I attempted to uplift the general conditions of providing services as IT company proposed and delivered to the customer. There are more branches available to get their services in Dhaka like as Gulshan, Banani, Motijheel, Uttara, Moghbazar. And the data center situated in Dhanmondi. Their goal is to reach all eight division in our country. It has one data center, one disaster recovery, fifteen core pop and eighty distribution pop.

# INTRODUCTION

## 1.1 Background

I was lucky to get the opportunity to complete an internship program at Drik ICT Ltd. I consider myself timely to get chance to take a deep look to their development methods, working models, deals and industrial behavior. I meant to look into the software company and how it looks like, rules, responsibility and environment. Obviously they slave with nearly all platform and technologies. I worked with the part of Network monitoring and Development. While developing their CRM system I tried to follow the coding conventions and user satisfaction criteria to maintain the quality of the software. Software quality assurance is one of the main evocation of the industry.

## 1.2 Motivation

The best experience originates from temporary positions since you get the chance to complete a touch of everything! You get the chance to see and experience the distinctive jobs that individuals play in specific organizations and see working life from alternate points of view. This is great to take into the working scene with you in light of the fact that now and again, you will be requested to do different undertakings including distinctive components of the organization. Along these lines, you would have just had a go at things and saw how to perform various tasks. A temporary position enables you to set aside opportunity to comprehend your job, undertakings and the business. Entry level positions need you to leave knowing more than you accompanied, and this is probably the result. Accept this open door to see each errand you are given and each new apparatus you utilize. Temporary positions are an opportunity to examination, and individuals who enlist you for that entry level position realize that.

They anticipate that you will gain from your oversights and utilize this as inspiration to show signs of improvement at the things you were not very good at previously! Take these new thoughts and aptitudes to your next activity and figure out how to join them into any errands you are given. Regardless of whether it be open talking, giving introductions or just proposing new thoughts, temporary jobs will construct your certainty which enables you to develop as both a laborer and a man. Temporary positions expect you to both work separately and inside a group. You figure out how to impart in better approaches to construct proficient working associations with individuals all things considered. This is extraordinary on the grounds that it enables you to be available to different people groups thoughts and to get imaginative in a group so as to assemble better thoughts and at last, to fabricate a superior organization. Only theoretical

knowledge can never accomplish the knowing of developing software. The industry has to hold down more things to reach software to root level users. These assignments and the thoughts can only be acquired by working with them. And I wanted to know about the whole environment where a software can get developed. I'm curious about to know how it starts from the first step 'requirement analysis'.

### 1.3 Objectives

- ✚ To know the procedure of software development
- ✚ To know about the problem faced in the software company
- ✚ To know the maintaining style of a network infrastructure
- ✚ To know the possible solution against problems faced in network phase
- ✚ Understanding software and network maintenance

### 1.4 Scope

In any case, we have to quit taking a gander at these contrarily and consider all that we can pick up from temporary positions and work situations. They are regularly the best alternative for you since you need to figure out work without being tossed into the profound end straight away and this gives you the chance to learn and develop. Entry level position encounter assumes a fundamental job for each understudy to actualize their hypothetical information and get a down to earth learning from any association. An understudy can actualize this entry level position involvement in his future work zone. Drik ICT Ltd gives me open door for social affair down to earth understanding and planning of the report. I arranged this report under the supervision of Md Fahad Bin Zamal, Senior Lecturer, Department of Software Engineering, Daffodil International University(DIU). This report is prepared only for academic goal and to occupy the requirement for industrial attachment. This report has covered the direct and indirect perspective of software industry and their demands. This report offers an insight of the experience that I attained from my workplace. A brief description of Drik ICT Ltd. is comprised so that other students can obtain to recognize about the company and may decide whether it is competent for them or not. If I choose internship program, the experience will help me to maintain responsibilities in my future carrier. I can be familiar to the internal environment in any software related organization. It is usually more informative which is helpful for my corporate life.

## CHAPTER 2: COMPANY OVERVIEW

### 2.1 About

This organization has faith in customer requests. It generally attempt to give the most suitable answers for customers, through consultative appraisal of their needs, requests and limit. It fits in with each substantial standard inside the setting of a task at the most extreme dimension; contract ascension conditions, nation's legitimate courses of action/laws, other mandatory guidelines and to every moral principle. Through making changeless relations with subcontractors, providers and task accomplices dependent on well meaning plans and trust, and in like manner to contribute likewise to their advancement inside the area. This current organization's representatives as its most profitable resource and add to their specialized and self advancement through a nonstop learning condition: the arrangement of government managed savings; keeping up a workplace where cooperation, aggregate initiative, inventiveness, development, trustworthiness, individual uprightness will be a culture (Ltd, Drik ICT;, 2010).

#### 2.1.1 Mission & Vision

To build up a proficient ICT foundation that gives open access to International and National system for a mistake free and hearty answer for customer fulfillment. To sustain the eminent software solution provider ensuring stead of customers, sharer and employees. Developing, proclaim and parasitic the tremendous experience, expertise and knowledge of all of our people. Thriving a distinguishable competence in process development (Ltd, Drik ICT;, 2010).

Easy, simple and efficient solution to enhance ICT enabled services to each corner of the country. Customer satisfaction is fixed to business attainment they grapple to overcome customer expectancy. They are instituted to innovation because innovations can transfigure the way of our customers do business. It yearns to command by setting the standards that others imitate. They are straightforward and reasonable in their dealings with client, accomplices, investors and one another (Ltd, Drik ICT;, 2010).

#### 2.1.2 History



Figure 2.1: Organization logo

It is an ICT solution company in Bangladesh that has been providing high-value added technology solutions to enterprise of all sizes. Extend its service in ICT, software & web, consulting & training area to meet the demand of its client base. Drik ICT service offerings vary with a combination of domain knowledge, technological competence, and proven implementation process. It strongly believe in working as an extended client organization. Customers enhancement grow up their business value by leveraging its solutions and services. It is a company schematic to assemble the necessity of today's fast growing business firms that crave veteran IT consultancy support. It aims to provide companies with veteran and tendentious IT consultants. They also provide clench to the small to medium businesses that currently do not have support agreements. Tighten by a dynamic team of adept professionals it has a unique accession toward incessant training and development of human resources to accommodate to the market demands for the national and international stage. It is incorporating modern technology to further extend client base and continue to distribute clients with a little more than ultimate gratification. In this document, I have observed concerning the company, its products and services, office environment and culture and its policies. This report covers how did I start my internship and type of work performed in my internship epoch (Ltd, Drik ICT;, 2010).

### **2.1.3 Location**

It's situated at Dhanmondi-27 in Dhaka.

Block D, House 2/8, Lalmatia(behind meenabazar).

### **2.1.4 Management**

There are same protocols to controlling each individual office. All technical complexity face off the Network team. If the network team is unable to fix those problem remotely, the fiber team will go and try to fix problem physically. It has to ready monthly report on their investments growth also the company has to make quarterly report. Given the standard format on the monthly report and quarterly report and also they yield the accurate conduct to the CEO how prepare the monthly and quarterly report and their submitting method. I have advised well by my senior engineer at their office. The monthly report must be presented in every 10th of months for the previous month usury advancement. Which report normally comprised the personnel value for the month such as contract labor or staff's wages, existing staff's salary, new staff's salary, any enthusiasm payment to the staffs during the month. The report also ancillary the laborer's or staff's gender, ethnic and age. Next one the report is conducive any training to the staff within the tide and finally the report equivalent any investment activity by the company

in the month especially any gathering machinery for the company. The quarterly report associated the previous three month's monthly report.

### 2.1.5 Partner

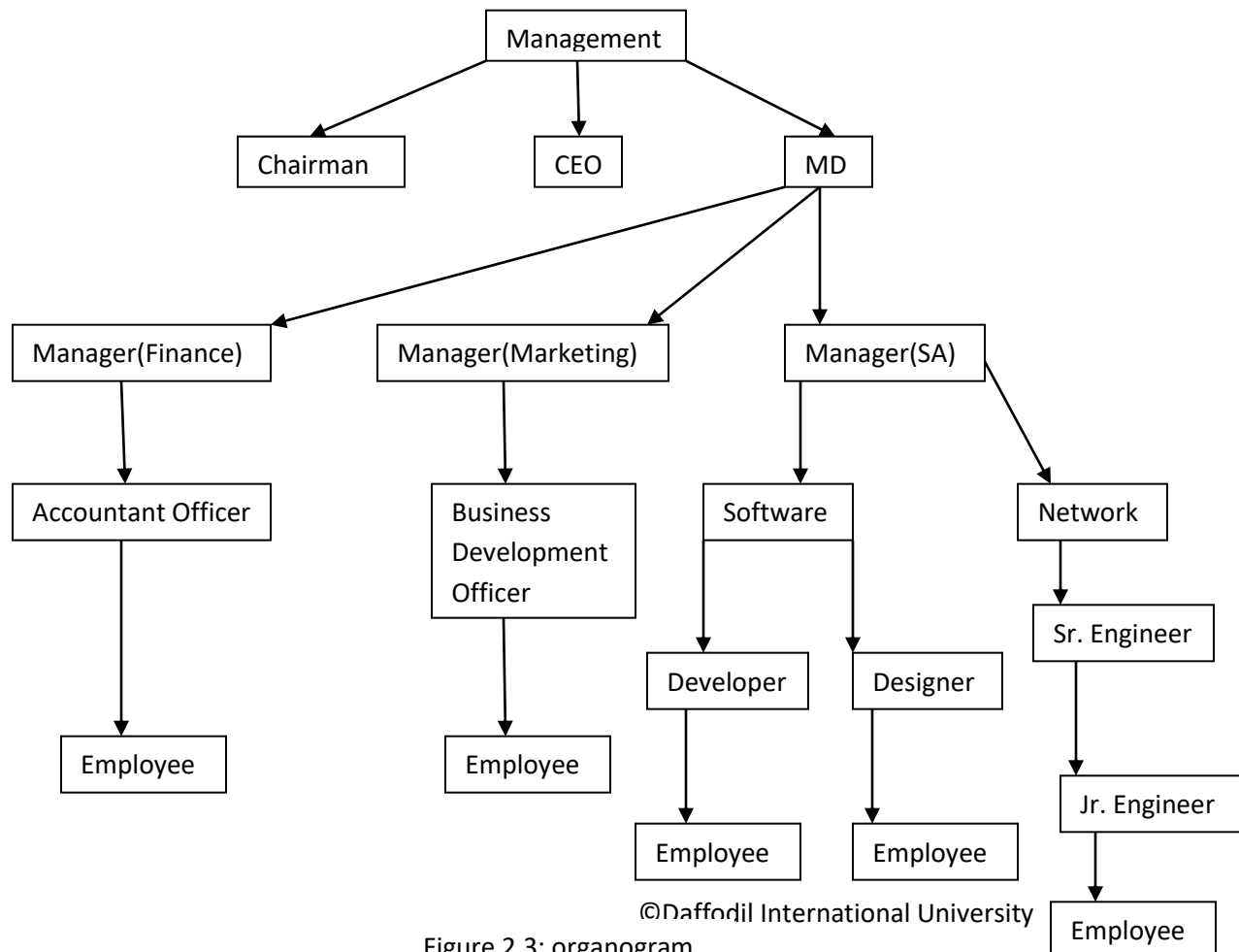
Some major associates are given below

- i. BCS      ii. DCCI      iii. APNIC      iv. ISPAB      v. ISTQB
- vi. Internet Society



Figure 2.2: partner

### 2.2 Organogram



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Figure 2.3: organogram

## 2.3 Group Office

As a holder of huge clients base, their group offices are situated in almost all division of Bangladesh. Such as - Dhaka, Chittagong, Sylhet, Barisal. In Dhaka city, they have many branches like as - Gulshan, Banani, Motijheel, Uttara, Moghbazar and so on. Like that every division has many branches for their clients satisfaction.

## 2.4 Products

They have decided to extend their item through the present client base. Basically they provide

- Data Connectivity
- Inter-Connectivity
- Security Consultancy
- Video Streaming To The Global Viewers
- Internet
- IT Training
- Point To Point Advanced Enterprise Level Networking
- Vehicle Tracking System
- Managed Service & Cloud Computing

## 2.5 Clients

Generally they serve their services only to the corporate/private areas. Day by day the client field is increased. Nowadays the approximate clients are 750<sup>+</sup>. Some of those are

- I. Turkish Airlines Bangladesh
- II. Microsoft Bangladesh
- III. Special Branch Of Bangladesh Police
- IV. Hallmark Securities Ltd
- V. Amin Mohammad Group
- VI. Radio Foorti



## **CHAPTER 3: COMPANY CULTURE AND CARRYING OUT**

### **3.1 Department Overview**

To sustain its various operations, there are four individual department. Accounting, controlling, auditing are including in Finance departments. It focus on planning and organizing the company's finance & producing financial statements. Each of the department is related to the every official tasks such as from recruitment to pay salary. There are Finance, Marketing, SM, HR.

### **3.2 Working Team**

Working among a team accommodate for the workload to be partook equally among members and distributed accordant to each member's skills and strengths. With more hands on desk, tasks are accomplished faster and more efficiently, basically rising productivity. A strong team environment is necessary for the prosperity of any business, especially during stubborn and vindicate times when team members will help and worship on each other for endorse and conduct. This sanction them to remain focused on the objective and they can stark projects more efficiently. Recently I added in a team whose works for the organization CRM system. And my teammates are Rakib, Zabin, Shahid. Also we are there for the network maintenance.

### **3.3 Working Environments & Protocols**

To take advantage of your representatives, you need to make a positive workplace for the whole group. At the point when individuals feel supported, acknowledged and cheerful, they turn out to be more inspired and perform better. Natural issues are gigantically effected on the official movement. Designers regularly work in sufficiently bright workplaces in agreeable environment or in PC labs. Most work something like 40 hours per week, however because of the undertaking focused nature of the work, they may likewise need to work nighttimes and ends of the week to meet due dates or tackle unforeseen specialized issues. Like different laborers who invest a lot of energy before a work station composing at a console, they are powerless to eye fatigue, back uneasiness and hand and wrist issues. Numerous PC programming engineers communicate with colleagues and clients as they endeavor to enhance programming for clients. All are similarly endeavored to keep crisp situations rationally/physically. Everybody needs to have a ton of fun at work—despite the fact that everybody characterizes "fun" somewhat

better. In any case, in the event that you can keep the past tips in real life, fun—or a feeling of delight and having the capacity to act naturally at work—turns into a more characteristic an aspect of everybody's responsibilities. Fun happens when individuals feel all around associated with a group where there's common regard, open correspondence, acknowledgment of people's identity and everybody's teaming up and moving in the direction of a similar objective. At the point when groups are functioning admirably together, it makes it less demanding to be unconstrained and have a ton of fun.

### **3.3.1 Rules & Regulations**

From time to time, employees may infringe the policies that are set for the company. Even if an employee infringe the rules with the best of motives, the flow of the workplace can be dominance negatively. When the team is working towards the same goal and conforming the same provision, it can be easier to occupy the goals set by the company. Plain business hours, terms of employment, wages of salary, sick leave etc include in personnel policies. Role of each employee, responsibility and decision making authority etc are defined in Position Description. By protecting sensitive facts, we have to surely cover relationships with our customers, vendors and suppliers.

### **3.3.2 Handling Clients**

As a huge client base holder, it's not so easy to cover up clients satisfaction. Primarily we try to solution against customer complain remotely. If it's possible to solve then we are done but when a problem is not solved from the remote areas we had to send the support team physically to fix those problem.

### **3.3.3 Facilities**

During my time as an intern at Drik, I was get my own desk, a computer, internet connection and other office supplies such as stationeries. Tidbits and tea/espresso were likewise given from the workplace. Emergency treatment and other medicinal supplies were accessible at the workplace. For the internal felicitation they are capable to organize meals. They have a tiny kitchen to mitigate hungriness of their employee, guest and visitors. And a different section is always present for serving. In the office hour they serve meal to their present employee.

### **3.4 Comparative Analysis and Office Culture**

Culture influences each part of your organization, from the general population's view of your image to your workers' activity fulfillment to your main concern. Since there's such a great amount in question, it's imperative that your corporate culture is versatile and open to enhancement – which begins with having the capacity to verbalize exactly what sort of culture your organization has. Group arranged organizations contract for culture fit first, aptitudes and experience second. Since they realize upbeat workers make for more joyful clients. It's an extraordinary culture for any client benefit centered organization to typify, in light of the fact that representatives are bound to be happy with their work and anxious to demonstrate their appreciation by going the additional mile for clients. Organization culture is critical to representatives since laborers are bound to make the most of their time in the working environment when they fit in with the organization culture. Then again, on the off chance that you work for an organization where you don't fit in with the organization culture, you are probably going to remove far less delight from your work. When you work at an organization with a conventional administration style your activity duties will be unmistakably characterized, and there may not be chances to progress without experiencing a formal advancement or exchange process. At a more easygoing work environment, representatives frequently have the chance to go up against new undertakings, and extra jobs, as time grants. An organization with a group first corporate culture makes representatives' joy its best need. Visit group trips, chances to give significant input, and adaptability to oblige workers' family lives are basic markers of a group first culture. Netflix is an extraordinary precedent – their ongoing choice to offer boundless family leave gives workers the self-rule to choose what's ideal for them (Nadia, 2014).

#### **3.4.1 Mixed Up With Office Culture**

The effect of an organization's way of life is reflected in an organization's capacity to accomplish their objectives and efficiency levels, and in their representatives' fulfillment. The organization culture can represent the moment of truth a business. However, organization culture is the one thing that many hopeful software engineers neglect in their pursuit of employment. Lamentably, they for the most part discover subsequent to tolerating an occupation offer that they are working for an organization with an exceptionally poor culture. Our work culture makes high-vitality situations, where our representatives are as energetic about their lives as they are about their work. We pursue a straightforward framework keeping the correspondence channels open, in this manner empowering individuals to convey thoughts and recommendations. Organization culture is an impression of the authority and workplace inside an organization. As another developer, working for an organization with a positive organization culture can launch

your vocation. On the off chance that you wind up in an organization with a negative organization culture, it can affect your capacity to learn and develop as a product designer. Organizations offer comparable livens and advantages, yet those don't decide the way of life totally. The methodology taken with how workers are dealt with and what dimension of proprietorship and trust they are given is additionally a key piece of organization culture. Whatever the reason, no one can really tell when culture change will strike. Be that as it may, when it strikes, it's up to your HR and administration group to deal with the change so it has positive implications and doesn't wind up causing long haul harm to your organization's execution. They are friendly to everyone in the office time. They always try to keep calm the office environment. They don't feel annoyed from any circumstances. All are play the role of our own culture (Nadia, 2014).

### **3.4.2 Entertainments & Refreshments**

In an office there's many things exists for their employees refreshment so that they don't feel bored to complete their tasks. They have got two times as leisure time for refreshing their minds and souls. All are gossiping, watching TV, taking meal and many other things in the leisure/lunch time. After lunch, they got another break time which will start 1/1.30 hour ago from your leaving time.

### **3.4.3 Escalating Motivation & Capability**

Assistants challenge "the manner in which we've constantly done it" attitude and bring new, new plans to the organization. Assistants are great at addressing forms and can regularly observe a superior method for doing things that an administrator may not. A temporary job is an extraordinary method to perceive how much potential an understudy or late alumni has in the field. You'll get the opportunity to see their aptitudes and hard working attitude as an understudy—and may expedite them as a paid worker down the line. Basic reasoning alludes to your capacity to investigate and assess a circumstance or issue and shape a judgment. The propensity to think fundamentally can be shown by an eagerness to make inquiries so as to comprehend an issue from every single conceivable edge, and to present inventive answers for difficulties. It's something huge numbers of your teachers have likely stressed and is exceptionally esteemed by businesses. You unquestionably won't be relied upon to be a specialist in whatever stage the organization you're applying to utilizes, especially in case you're wanting to understudy for an organization inside an exceedingly particular industry. In any case, you should feel comfortable around a PC, and your capacity to explore fundamental efficiency programming will probably be assumed. As an understudy, one day you may end up supporting the business group and the following day performing client benefit. While you

may have an enthusiasm for a specific part of an industry, an eagerness to get comfortable with the distinctive parts of an association is certainly seen as a benefit. As an understudy, you'll likely team up with different assistants and friends representatives. Your capacity to convey and relate well to others is positively critical for coordinated effort, just like the ability to work with others toward a shared objective. Temporary jobs should be commonly gainful connections between the understudy and the organization that workers them. With the goal for this to happen, the entry level position program must be dynamic, changing and advancing every year. Enhancing apparently little things can have a major effect for your program and for your assistants. In the event that you are completing a formal position or temporary job, all things considered, your line director or tutor will evaluate your execution on a progressing premise. This might be done casually so you may need to request input on how you are getting along. This will assist you with being sure about how your execution is seen and you will build up an image over the position of how you are building your aptitudes. The internship program is a great advantage of us because it qualify us to realize about the industry and various contemplation. It also instructs us about the various skills needed to perform in an office with other employees. It offers aught we can never learn inside a classroom setting. In this internship program i have achieved many things. Which is not possible without doing an internship. I haven't enough knowledge about a software organization. How's it runs, maintenance, servicing etc can be learned through an internship program. In my daily office routine I have done - monitoring network, internal issues, solution against complain and so on.

### **3.5 Internee Life Cycle**

#### **3.5.1 Getting Started**

Joining an organization as an understudy offers you the chance to work hands on in an expert situation. As an understudy you're not only there to get espresso or run errands yet you're there to increase real work involvement. Entry level positions help by showing you more the vocation way you are seeking after. Picking an entry level position is as essential as your first employment. You need to be in the correct circumstance to learn as much as you can about the vocation. You have to assess which entry level position is best for you. Consider it like this – entry level positions are an approach to test drive conceivable occupations and investigate diverse vocation choices. As an assistant you'll feel the things of time the board. When you're working in a brisk paced capable condition you need to realize every minute checks. For you to meet your obligations as an assistant, time the board is vital. While doing your school homework is required to finish a degree, it doesn't give you unmistakable business aptitudes. Finishing a temporary job encourages you see how to finish proficient assignments. You'll get the opportunity to

figure out how to deal with your obligations to meet due dates. You may commit errors en route, however your experience will help clean your hard working attitude with the goal that you'll be prepared for all day business. Time the executives is crucial in each situation whether you're going to gatherings, completing undertakings on due dates, making telephone calls. There's no such thing as the ideal entry level position. Be that as it may, you can make sense of which one adjusts best to your profession objectives, and afterward tap your own drive to transform that entry level position into an ordeal that will catch the eye of future businesses. Temporary positions furnish you with the building squares you requirement for your future. Numerous entry level position openings help set the establishment for your vocation. It is vital that you pick you temporary jobs dependent on your interests and vocation prospects. As an assistant you have the chance to get your foot in the entryway with an organization. Remember, bosses regularly utilize temporary jobs as an enlistment apparatus to try out future representatives and much of the time, organizations employ understudies after graduation.

To explore a corporate/job life, you can join an internship program. Drik ICT Ltd is giving you the chance of doing an intern. Following their recruitment policy you can start an internship program here.

### **3.5.2 Recruitment Policies**

When they announce their recruitment for internship it's like - your qualification background must meet their announced range, you have to submit an application attach with testimonial. Then you should meet the viva before starting the program.

And this is basic recruitment policies for intern holder.

### **3.5.3 Professional Environment**

A standout amongst the most critical exercises that many driving organizations have learned is that empowering and cultivating a workplace that is fun and that rouses representatives to revel in their work can receive gigantic rewards. Upbeat representatives are steadfast workers, and faithful representatives can do astonishing things. Managing work focuses on without stopping for even a minute is hard. Figuring out how to discover a parity in life between the anxieties and weights of work and life outside of work is hard. As our workforce keeps on advancing, so do the hypotheses of what makes a gainful, persuaded group and enables it to prosper. This is especially valid in the product designing world, where a significant number of us have delighted in a divided culture that is remarkably "IT." With organizations putting perpetually accentuation on innovation in

the endeavor, the IT and business perspectives develop consistently nearer together. Characterizing society can be a tricky undertaking, however it's significant to make sense of the things that make your organization novel. Maybe it's an open corporate progression where everybody from junior representatives to administrators can connect uninhibitedly. Or then again your organization's uniqueness is its approach of straightforwardness: illuminating everybody from a business point of view what is going great and what the group needs to rally behind to determine. Maybe what makes your organization particular are progressively typical qualities, for example, a casual clothing standard, fun recreations for when representatives require a break, or a provided food lunch every day where the groups can associate about an option that is other than work. Some would contend that culture is reasonable just when an organization is little, and that as the organization develops, keeping society alive turns out to be progressively increasingly troublesome. Different associations, in any case, completely join culture into their arranging and planning. Some keep on developing their workplaces from a structure and building point of view—maybe by acquiring senseless furniture or clever publications to put on the dividers. A few organizations even rebuild the workplace to make a specific look and feel. Each individual task i tried to complete within the office hour. In the office hour, all are concentrate their own tasks. If any complexity is occur, they will get instruction from senior engineer in the defined time. They have shown respect and love for their all employee. All employees are obedient to their tasks. We have a dignified working circumstance at our office space designed for a software company. From color volition to furniture leaning we have been very painstaking to prepare an environment that actively augment the knowledge barter and collaborative nature of our work. Creative work exigent a space and culture that gives liberty from everyday worries.

### **3.6 First Day At Office**

In the first week of internship there is no much tasks to complete. As the company is giving many services they shift me an opportunity to pursue the different activities and departments of the company. They initiated staffs and different departments of the company. They wish as a intern it is significant for me to know company as a whole. My first day at office most probably in July 19<sup>th</sup>/20<sup>th</sup>. It was seriously an amazing starting. I was very nervous when I went to the reception desk, receptionist greeted me with a smile. Then I told my name and he informed my boss. My boss Md. Minhaz Hossain was introducing me to others. And I got my desk following minhaz sir's speech. He told my responsibilities which i should to face within the office hour. That day I spent all of time to understand my responsibilities.

## **CHAPTER 4: TECHNOLOGY EMPLOYING**

### **4.1 Fundamental Technologies**

Innovation continually hurls new and creative methods for changing the manner in which we work. PCs and innovation take into consideration quicker handling of information, simpler recovery of data, and at times - mechanization can decrease or supplant physical workers. At the point when individuals perform errands by hand, it tends to be tedious and brimming with human mistakes. At the point when innovation is utilized for monotonous activities, botches are lessened or killed, and the time it takes to finish the errand is significantly diminished. Notwithstanding making procedures speedier, innovation likewise makes it simple to stay up with the latest. Rather than looking through a room of file organizers and attempting to think about how data was put away so as to refresh a client address, a few snaps of the mouse and can pull up a customer report from a database. Utilizing innovation to augment your business efficiency makes the stage to acknowledge genuine business achievement. Business profitability programming guarantees associations have the devices to defeat the difficulties of executing on technique consistently and succeeding in the present monetary occasions. Expanded business profitability can be followed to the mechanization of procedures considering quicker correspondence of system, expanded time spent on key needs and more noteworthy task consummation rates. Those of you who can recollect working without the present innovation recall that it was so hard to do everything simple. Innovation conveys organizations closer to their customers and clients. As we've seen organizations can utilize messages and web based life to answer questions rapidly, however they can likewise utilize effectively accessible innovation to offer online visits that can offer evade clients spending too much time discovering answers to basic inquiries. Think about how to work in online talks and look for successful ways representatives can screen and run your internet based life channels as this has turned into the 'bleeding edge' in client benefit for the advanced age. Innovation needs to keep the 'general population component' at the top of the priority list and do whatever it takes not to hold back on preparing representatives in great client benefit standards. Your innovation is, all things considered, just on a par with the general population who utilize it.

Computer service business, shift feasible and efficient solutions to business and science problems. Whether your company is just admitting the world of high technology or you desire to augment your current systems, Fundamental Technologies can provide the level of sagacity you need with the level of involvement you want. Usage of fundamental technology it enables you to doing primary tasks completed. The rate of change in information systems is rising in all areas. All momentous trends - expanding customer exigent, the proliferation of workstations, and the globalization of the business



environment, point to a need for increased communication facilities and integration of various systems. Generally they use Microsoft office suite to complete primary tasks like emailing, announce recruitment, reporting, documentation etc. For solving the network issues, they use SNMPc management console and Live graph. For system development, they use php programming language for back-end and html, css, bootstrap for front-end.

## **4.2 Supportive Technology**

Strong innovation is an arrangement of instruments or items made to assist individuals with handicaps with the goal for them to work effectively and profitably. It is identified with assistive innovation, which comprises of items and administrations that would enable individuals with incapacities to utilize existing innovation to achieve undertakings. Innovation should enable everybody to do his or her own work and be more autonomous. Handicaps ought not thwart individuals from being a contributing individual from the workforce. In addition, the law expresses that businesses ought not oppress individuals with disabilities and that they should make sensible accommodations to oblige these individuals. The supportive technology use only when customers demands can't be handled by our own system. Sometimes we use supportive technology for our general purpose. But maximum time we have to try best capabilities through the own functionalities. Therefore we use our own functionalities up to fulfill our clients demands. They only use supportive technology when networking error is occur. It's use to figure out the exact point of occurring an issues. Opmanager is used as supportive technology.

## **4.3 Technology In Use**

Innovation effectively affects business activities. Regardless of the extent of your undertaking, innovation has both substantial and immaterial advantages that will enable you to profit and deliver the outcomes your clients request. Innovative foundation influences the way of life, effectiveness and connections of a business. It likewise influences the security of classified data and exchange points of interest. As a matter of first importance, innovation influences an association's capacity to speak with clients. In the present occupied business condition, it is important for workers to communicate with customers rapidly and plainly. Sites enable clients to discover answers to their inquiries nightfall. Quick shipment alternatives enable organizations to move items over an expansive geographic zone. At the point when clients utilize innovation to collaborate with a business, the business benefits since better correspondence makes a more grounded open picture. Most associations of the propelled time are at risk to security threats and vandalism. Innovation can be utilized to secure budgetary information, secret

official choices and other exclusive data that prompts upper hands. Basically, innovation enables organizations to ward off their thoughts from their opposition. By having PCs with passwords, a business can guarantee none of its approaching undertakings will be replicated by the opposition. Innovation in the work environment upgrades the capability of screening, choosing and obtaining potential hopefuls. Organizations utilize the Internet to get the message out about the affiliation and advertise business openings. Utilizing in order to contract directors can target hopefuls mechanized publicizing innovation that tracks the destinations they visit. Innovation like character assessments and screening instruments allow organizations to make sense of if a potential candidate is an appropriate fit for the affiliation. Innovation additionally enables a business to comprehend its income needs and save valuable assets, for example, time and physical space. Distribution center stock innovations let entrepreneurs see how best to deal with the capacity expenses of holding an item. With appropriate innovation set up, officials can spare time and cash by holding gatherings over the Internet rather than at corporate central command.

In any perspective of a organization, it won't continue without technology. In the present situation we can't even think an organization except technology. Technology is the thing that we all must to have for running overall career. I have conception about many more technology from my academic session. Since i am working in this office, i must face the maximum technology to fulfill the clients demands. We communicated and discussed much on what are difficulties are facing by the company in work with association's recipient and how they united and support with company, what the level of investment increase of the company is. There are lots of technology used to maintain any kind of organization. But considering a software company many technology used following the demand of our tasks quality. We need to learn on how to utilize technology to fill our client field demand.

## CHAPTER 5: PROJECT EXTENSION

### 5.1 Project Title

Implement Functionalities Of CRM For Increase User Acceptance.

#### 5.1.1 Project Plot & Requirements

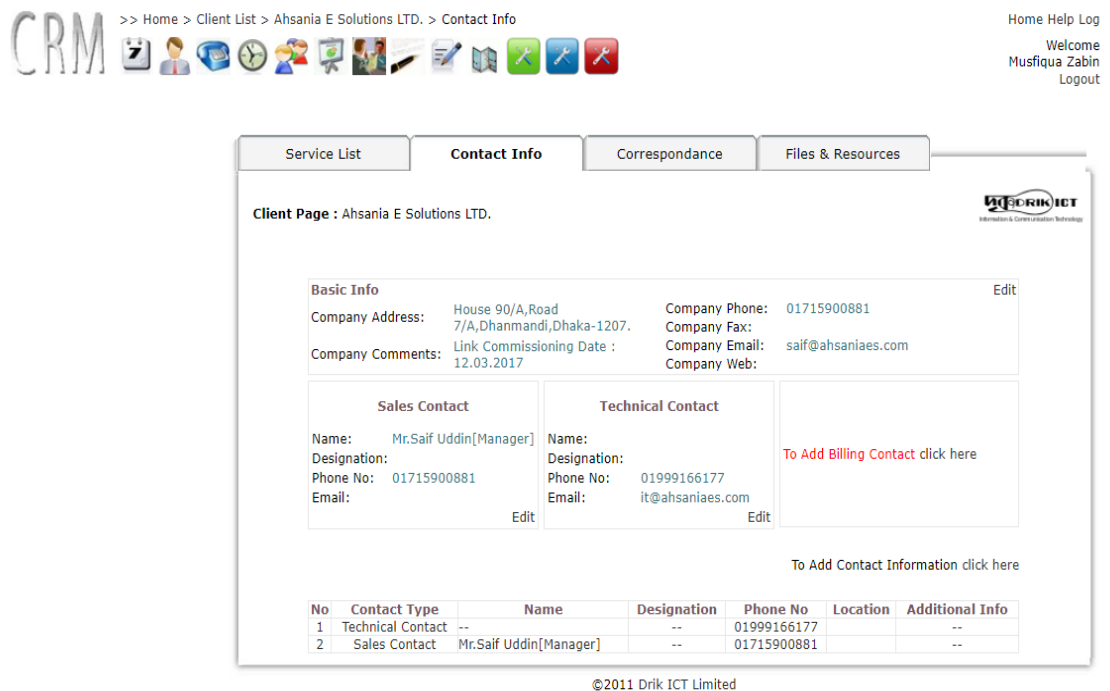


Figure 5.1: old CRM dashboard user interface

Basically they are using an old version CRM. And they had decided to implement some functionalities for a glorious/responsive view and efficient completion process. Earlier the senior engineer assigned it to our development team. It have to be converted to a glossy user interface and responsive too. Data displaying style would be change. And each process must have done through a efficient way.

- Responsive user interface design
- Records stored in multiple directory simultaneously.
- Store records in multiple table against single http request.
- Retrieve records from one/multiple directory.

- Finding info through efficient ways which should be fast.
- Notify operator about user complain.

### 5.1.2 Solution Providing

As per requirements, we use bootstrap(3.3.7) for responsive design. Such as records overview through bootstrap data tables, all user interface build with bootstrap, for pop-up display use bootstrap modal.

Client's List					
Show	10	entries	Search: <input type="text"/>		
Company Title	Company Address	Company Email	Company Phone	Sales Contact	Technical Contact
Special Branch Of Bangladesh Police	Malibagh,Dhaka	info@police.gov.bd	*****	Obaidur Rahman	Jahid Hasan Milu
Ahsania E Solutions Ltd.	House 90/A,ROad 7/A,Dhanmondi,Dhaka-1207	saif@ahsanias.com	+8801715900881	Iffat Uddin	Saif Molla
Amin Mohammad Group	Satmasjid Road,Dhaka-1205	sefat@amgbd.com	+8801716357893	Motiur ALi	Al-Zidni Rabbi
Nottingham Law Academy	606 Boro Moghbazar,Dhaka	info@nlabd.com	+8801818567709	Khosru Zahid	Nobel Hasan
Bangladesh Police Headquarter	6 phoenix Rd,Dhaka-1000	bdpolicehead@police.gov.bd	+880214567	Jobbar Alam	Mamun Khan
Microsoft Bangladesh	Lalia Tower,8 Gulshan Avenue,Gulshan-1	connect@microsoft.com	+88028832976	Noman Hazari	Mahmudul Haque
Oxford International School	House#34,Road#27(old),New 16,Dhanmondi,Dhaka-1209	info@oisbd.com	+88029115392	Mamun Ar-Rahid	Binte Rafiq Alam
Deepto TV	Plot #7/A/GA Tejgaon Industrial Area	info@deepto.tv	+88029121056	Sabbir Alam	Musfiq Subro
Radio Foorti	10,Kazi Nazrul Islam Avenue,Jahangir Tower,Karwan Bazar	info@radiofoorti.fm	+8802912579	Promud Das	Shahriar Shuvro
Turkish Airlines Bangladesh	57 Gulshan Avenue,Gulshan-1,Dhaka-1212	info@aeromate.com.bd	+88029892393	Supriyo Dutta	Arman Talukder

Showing 1 to 10 of 12 entries

Previous 1 2 Next

Figure 5.2: records showing through responsive user interface

Following the requirements, I made it's demo to give an overview about my tasks. And I have completed the given tasks which I get from my senior engineer(Figure 5.2).

Here, Company title; Company address, email, phone; Sales contact and Technical contact retrieved then display from different tables through a glossy responsive user interface. Finding records in multiple ways like - you can search records by entering Company title/email. And yes, you can sort records as per any dependency.

The screenshot shows a web application interface titled "Client-Board". On the left is a sidebar with a search bar and navigation links for "Dashboard" and "Activity". The main content area is divided into two columns. The left column contains two sections: "Client's Organization" and "Company's Detail". The "Client's Organization" section has a form with fields for "Enter Company's Title" and "mm/dd/yyyy". The "Company's Detail" section has fields for "Enter Company Address", "Enter Company Comment", "Enter Company's Phone Number", "Enter Company's Email", and "Enter Company's WEB". The right column contains a section titled "Employee Account" with a sub-header "Create New Employee's". This section has fields for "Enter Employee Name", "Enter Employee Email", "Enter Password", and "Confirm Password", followed by a "Store" button. Below these columns are two more sections: "Company's Sales Contact" and "Company's Technical Contact". Both sections have identical forms with fields for "Enter Name", "Enter Designation", "Enter Phone Number", and "Enter Email". The "Company's Technical Contact" section also includes "Store" and "Clear" buttons at the bottom.

Figure 5.3: insert records into multiple tables

As per specific http request, records are store into multiple tables simultaneously. And it is able to retrieve then push another directory against single http request. At last I have attached push notification to inform about user complain to a operator(Figure 5.3).

I have completed all the given requirements from my senior engineer. I prefer php as back-end development and html, css for front-end design with bootstrap framework. This demo is a representation of my tasks in this internal project at my office. Providing solution to meet there requirements - used MVC pattern in

Laravel framework(PHP). For responsive view with data set; I use HTML, CSS, Bootstrap.

### **5.1.3 Challenges**

- Inform an operator about user complaints which already occurred.
- Searching records through an efficient way which will consume less memory & processing time.
- Retrieve value after a record insert and insert that into another table against single HTTP request.
- Fetch records from different tables and bind them for displaying into Bootstrap data tables.
- When I insert records to a particular table by their dependencies, I must have to keep the sequences. Otherwise it's difficult to display the proper information.
- To show a donut chart for representation of user complaints fixing percentage.

### **5.1.4 Technical Findings**

- There are enough troubles to insert records with retrieval value which already got from previous operation.
- Sometimes Bootstrap data tables break for missing insertion sequence.
- Input validation through Laravel built-in Validator class is the simpler way to validate inputs.
- Representation of user complaint process percentages through donut chart delays to show continuous inputs.
- It is not so easy to notify with facts to the present operator from different table.
- Finding records in multiple ways without consuming more memory spaces and processing time is like trouble.
- Catching the smaller size of data can be a solution of decreasing the processing time.

### **5.1.5 Completion & Delivery**

In above, I try to demonstrate my tasks which is already completed by me in this internal project at my office. I have completed only the tasks which my boss assigned to me. Basically all functionalities are not developed yet to deploy. After it's being fulfilled with fixing the internal network issues, it will go to deploy. It's recent being implemented. It's being under-construction.

## **CHAPTER 6: EXPERIENCE & ACHIEVEMENTS**

### **6.1 Overcome Problems & Difficulties**

From this intern I have learned how to think and try to solve unknown problems in easy ways. How to technically find out actual error point from the warning. And more listed below

- It is heavy to inform an active operator about occurring complaints through pushing notifications.
- When built-in validator class does not meet with my defining rules, in that case i had to validate inputs through manual ways.
- User complaints fixing percentages does not interact with real time notification.
- Storing records at a time into multiple directory based on their sequence.
- Fetch records from different directory then display through bootstrap data tables.

### **6.2 Working Practices**

Every day I have to do some pre-defined tasks which is continued from my first day at office. Existing development tasks must have submitted, Discuss problem in running tasks, Deliver and get new tasks for completion. If any network issues occurred I am trying to solve instead of unable to solve I just get help from my senior engineer. In weekly meeting, we all have to join and discuss about new project, essential resources for completing tasks. Sometimes I had got the chance to face client meeting. Absence of enough support engineer, I get to go outside as a support engineer.

#### **6.2.1 Daily Tasks(Network Monitoring)**

To provide solutions to various kind of issues for our client satisfaction, sometimes i have to use recommended system by our senior engineer. I have completed many tasks during my office time. There are network monitoring, internal system development, clients meeting and so on.

From my network monitoring part, some of my performance is figure out below:

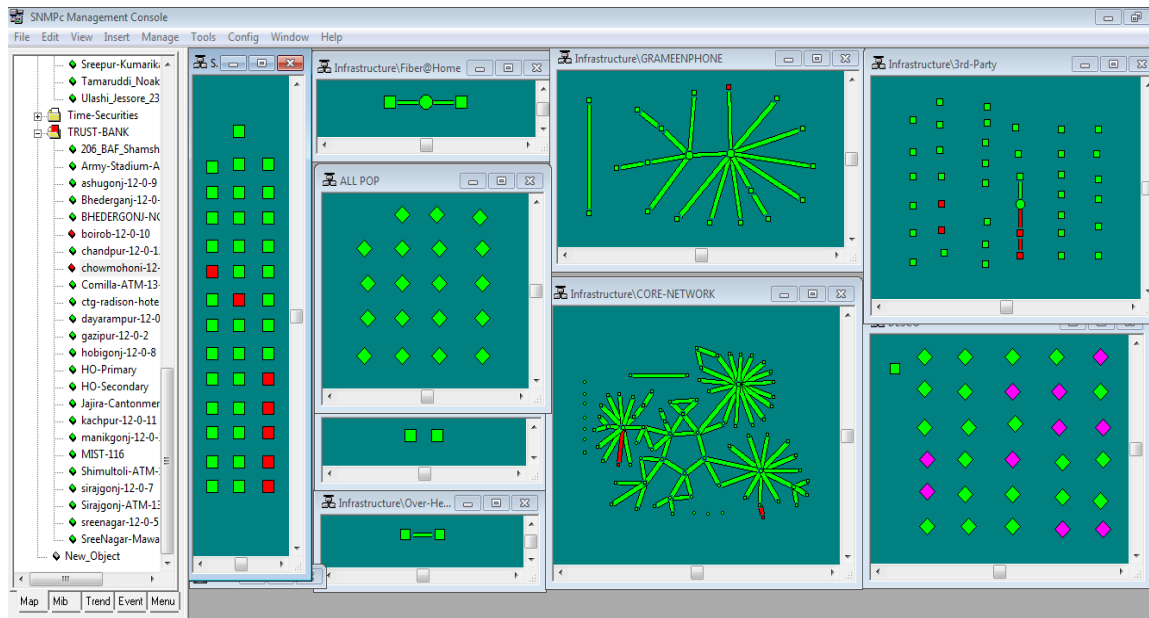


Figure 6.1: network monitoring

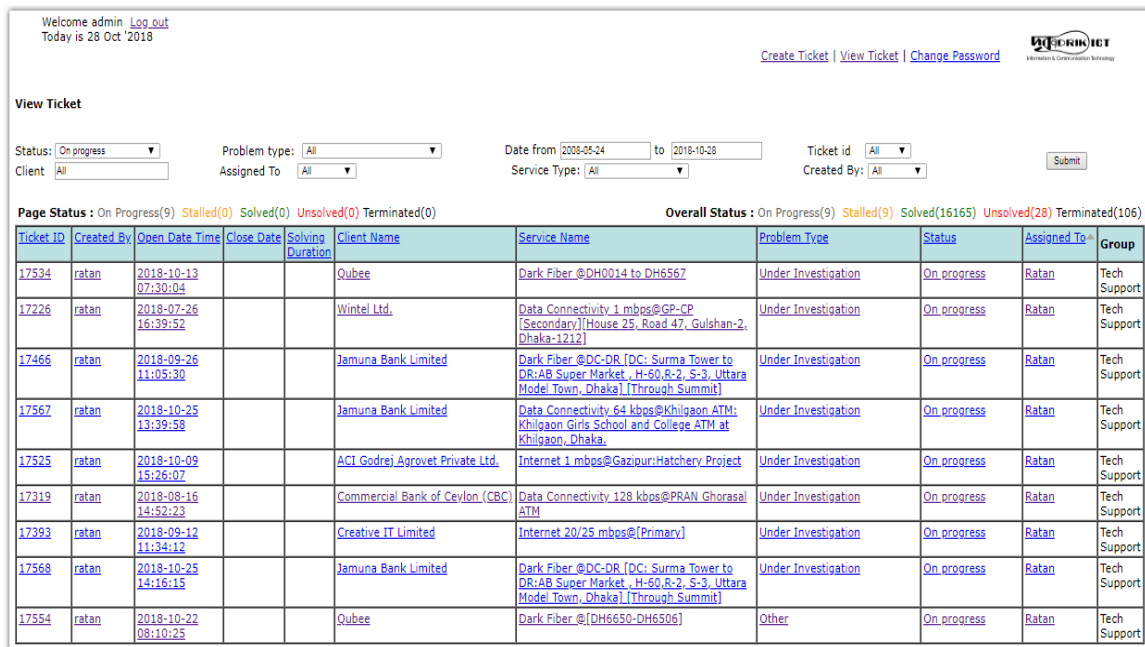


Figure 6.2: ticket generating



### 6.2.2 Daily Tasks(Development)

Nowadays I am working on an internal system development. An old crm system is used in office. Our senior engineer has already proposed a new crm system which is now under development process. And the UI will like below

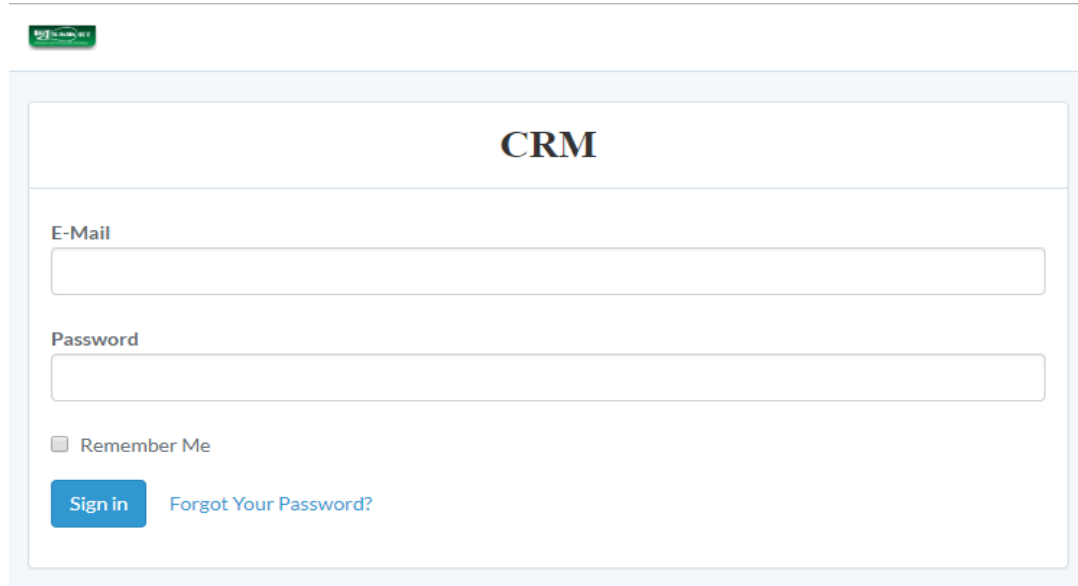
The image shows a web-based login interface for a CRM system. At the top left, there is a small green logo with the text "CRM". The main heading "CRM" is centered at the top in a large, bold, black serif font. Below the heading, there are two input fields: "E-Mail" and "Password", both with light gray borders. Below the "Password" field, there is a checkbox labeled "Remember Me". At the bottom left, there is a blue "Sign in" button. To the right of the button, there is a link "Forgot Your Password?" in a blue, sans-serif font. The entire login form is enclosed in a light gray border.

Figure 6.3: CRM login user interface

### 6.3 Technological Enhancement

In any perspective if we consider a organization, it won't continue without technology. In the present situation we can't even think an organization except technology. Technology is the thing that we all must to have for running overall career. I have conception about many more technology from my academic session. Since I am working in this office, I must face the maximum technology to fulfill the clients demands. We communicated and discussed much on what are difficulties are facing by the company in work with association's recipient and how they united and support with company, what the level of investment increase of the company is. Through the network monitoring, I used to some efficient software which helpful to network maintenance. Bootstrap data table for viewing binding data set.

- Raw query builder without a model.
- Usage of a model.
- Handling http bad request.
- Responsive user interface with bootstrap.
- Bootstrap grid system.
- Data validation through the defining rules.
- Usage of bootstrap data tables for showing records.

- Usage of MVC pattern with Laravel framework.
- Usage of built-in authenticate segment.
- Manual authenticate segment with Hypertext Preprocessor(PHP).
- Binding data and send it according http request.
- Finding records through multiple ways.
- Push data in multiple tables against single request.
- Retrieve data from multiple tables against single request.
- Network monitoring.
- Usage of OpManager and LiveGraph.
- Ticket generating against client complaints.

#### **6.4 Non-Technical Growth(Soft Skills)**

I hope that I enhance my communication skill during the discussion with others I ensured that actually improved little much of English spoken skills. I had the whole obligation to answer the questions by the audit people. At that moment I make and stationed all the thinks what they crave for their audit thereby I was susceptible to reply their queries and worked with them in comfortable manner.

- How to think against occurring error.
- Find out multiple ways for operation completion.
- How to deliver my tasks within team work.
- Solving defined problem and implement in code.
- Ability to communicate and eliciting requirements.

#### **6.5 Achievement**

- Practical experience gives me knowledge which I can apply in my future working areas.
- Communicate with clients, interpersonal skill, ability to work to tight deadlines.
- Requirements elicitation from clients.
- Know the networking and development technologies.
- Enhanced communication skills.
- Good standard of IT and numeracy.
- Strong pledge to effective time management.
- Gain industry learning direct from an association and experts.
- Accomplish a feeling of achievement by adding to an association.

## **CHAPTER 7: CONCLUSIONS AND RECOMMENDATIONS**

### **7.1 Findings And Contributions**

In the real world, software projects have hazy-defined and non-stop evolving requirements, making it ridiculous to consider everything simultaneously. Instead of, the best software today is manufactured and evolved using agile methods. These techniques consent engineers to uninterruptedly re-align software with business and customer needs. Network monitoring tools are old which used 5/6years ago. Need to arrange employee training program for increased staff skills. For existing old employee whose are not capable to understand unknown error with the latest version software.

I tried to discuss and rehearse to them about an unknown problem. By discussing relate the problems, trying to figure out the solving paths.

### **7.2 Recommendations For Future Works**

There is a lot of probability in the software industry in our country. Lots of fresh graduate are joining and the industry is becoming very powerful day by day. Enough talented young generation can take up the industry a long way. We are already thriving the software for us and exporting overseas. Through redistributing and outsourcing a great deal of youngsters are getting their own wages. The new firms can be shaped to enhance the business. As a flourishing country we face a lot of undesirable conditions in the way. We have to defeated those and have to rehash the software industry one of the most powerful in the world. The company go about to recruit the enough employees and enough skill employees for the future success of the company and the company may impart the good training to the existing staffs to enhance their knack. The company should take on responsibilities the activity according to their capacity and capability in the future then only it can be performed without the naught clot and it can sustain goodwill in the market (Anisuzzaman, Sumon, Milon, & Nayeem, 2013).

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