



# INTERNSHIP REPORT

*On*

ICT in banking industry

The Internship Report is submitted to the Department Of Business Administration, Daffodil International University, Dhaka for the partial Fulfillment of the Requirements of the “**Degree of Masters of Business Administration (MBA)**”.

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**Letter of Transmittal**

**February, 2020**

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**Subject: Submission of Internship Report on “ ICT in Banking Industry ”.**

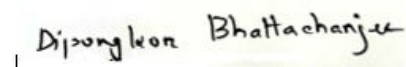
Dear Sir,

I am submitting my internship report based on “ ICT in banking industry” which was given me as a part of my MBA Program. I have done my best to complete this report along with the necessary information and suggestions from you.

I hope that the report will meet your expectations.

Thank you

Sincerely,



.....

**Dipongkor Bhattacharjee**

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## Certificate of Approval

I am pleased to attest that the Internship Report on “ICT in banking industry ” prepared by Dipongkor Bhattacharjee , bearing ID no: 181-14-2661 , Masters of Business Administration (Major in Finance) Under the Department of Business Administration. This report is recommended for submission and defense.

Dipongkor Bhattacharjee is a good moral character and a very pleasing personality. It has indeed been a great pleasure working with him. I wish him all success in life.

I wish him all victory in life.



.....  
**Mr.Syed Mizanur Rahman**

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## Acknowledgment

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At first, I should offer thanks toward Almighty God that he gives me extraordinary prosperity to complete this report in time. By then I should thank my Supervisor Mr. Syed Mizanur Rahman and his predictable assistance, urging, heading all through the perfect making of this report. I should give my authentic regards and gratefulness to my great instructors whose sorts of course and sponsorship helped me to complete my MBA program.

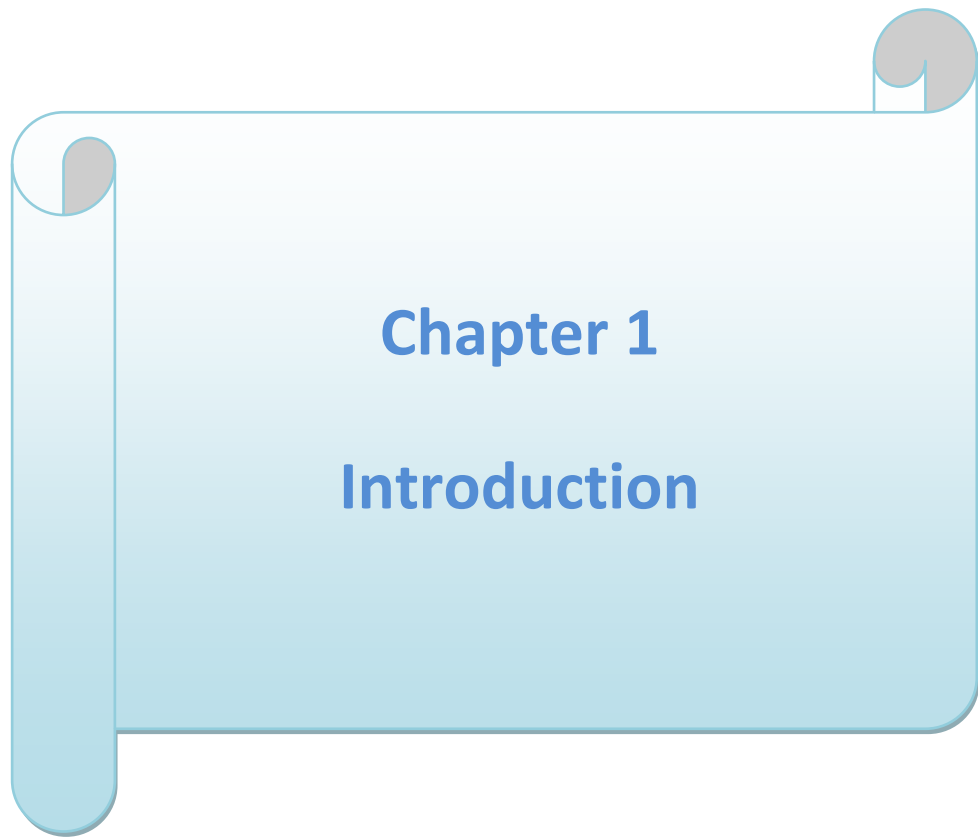
## Executive Summary

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This report is divided into six chapters. The **first chapter** of this study deals with introduction that presents the objectives, Rationale and limitation of the study. In order to understand the Banks on which the study is carried on, the **second chapter** of the study deals with some theoretical concept about bank. The **third chapter** is about the profile , mission and the background of Jamuna Bank . The **fourth chapter** is about using ICT in Jamuna Bank .The **fifth chapter** is about findings, recommendation and conclusions .

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# Chapter 1

## Introduction

## **Introduction**

A brief position report is a substance of section level position experience that every business needs to complete their entire time at any affiliation. The passage level position report is obvious in light of the fact that it prompts their teacher with respect to the activities and aptitudes what they understood and the open entryways they expected to apply those capacities.

A passage level position is an open entryway offered by a business to their potential delegates called collaborators, to work in a firm for a specific time allotment.

The Internship Report is a game plan of evaluating students and specialists additionally .Every understudy needs to display a transitory activity report around the completion of the section level position adventure. Understudies must learn a little bit at a time passage level position report forming capacities before creating a brief position report.

Impermanent occupation report consolidates noteworthy nuances information concerning about understudy understanding, for instance, delineation of position with the affiliation, the assignments wrapped up by someone in an affiliation and the capacities the individual being referred to insightful. The official may use this report to improve transitory employment opportunities or activities for moving toward understudies.

## **Origin of the Study**

The mix of rehearsing educational data and sensible data. The length of section level position program is three months, which passes on a greatest learning framework to consider the business and adjust up the earth in such a way like arranged delegates. The passage level position program is a fundamental bit of the Masters of Business Administration program furthermore dire for work .

It allows the understudies to aggregate information and use in helpful life during passage level situation in an affiliation. This program consolidates twelve weeks of full time task, the piece of affiliations of affiliations and understudy courses of action is ordinarily sifted through to identify with the zone of mediation under the supervision of the body.



I have completed this paper with full validity and reliability and clearly, inside the impediments of my confined data.

## Objectives of the Study

The vital objective of this examination is to analyze the money related practices and execution of Jamuna Bank Ltd. The basic target of the report is to make us appreciate about the present and reasonable condition of Jamuna Bank, Bangladesh to entire activities and to set me up to challenge with hazardous situation of banking right now. The point of convergence of this report is to depict about the advancement that is using by Jamuna Bank for improve the customer support. However, the objectives of the examination are dense in the going with way.

## Specific Objectives

To fulfill the broad objective, the specific objectives are as follows:

- ❖ To give an notion about the major banking practice region in Bangladesh;
- ❖ To give an overview of the ICT sector in Jamuna Bank Ltd.;
- ❖ To give an idea about major banking practice area by using ICT, for example, general banking activities, credit management and foreign exchange.
- ❖ To analyze the strengths, weaknesses, opportunities, and threats of ICT alongwith advantages.

## Rationale of the Study

ICT is improving the client help and for its support each and every thing has become progressively clear today. Banks are utilizing concentrated PC to keep up their client accounts while they pull back or store cash. It is in like way feasible for mechanized teller machines (ATM). Banks are utilizing ICT related associations, for example, web based banking, electronic segments, security sets out to offer best assistance of their customers.

Right now progression gives additional estimation in banking industry. Over the range of the most recent couple of years the budgetary world has been experiencing an alternate of changes because of deregulation, mechanical enhancements, globalization, and so forth. With the quick making challenge (because of improvement) among nationalized, outside and private business banks about how the banks capacities its cash related development and how client help can be made powerfully captivating and progressively direct by utilizing headway (ICT) , the hankering for the clients has immensely expanded. Responding the evaluation, business/private banks are trying to lift their customary cash related assistance of a pervasive standard, to meet the inconvenient needs and requests. One close by the other these banks have now thought their idea towards progress of their things for better introductions and proximity.

## Scope and limitations of the Study

The degree of the examination is obliged to a nationalized bank named as Jamuna Bank Ltd. moreover, the report

bases transcendently on noteworthy money related practices grasped by ICT, for instance, general banking, credit the administrators,

outside exchange exercises; and budgetary execution . Credit move has gotten less difficult through advancement.

Inclinations of the usage Of ICT In Banking Facilities that Have improve due to ICT .People would now have the option to pay for

items using not sole cash anyway plastic cards, checks and direct platinum cards. Splendid cards can in like manner be

used to pay for items over the web. An individual would now have the option to bank from home using the telephone or

web or even through their PDAs. An individual in like manner no longer needs to go to the bank to take out money. Cash machines infer that people can take out money without visiting the bank.

Checks have in like manner changed due to ICT in a couple of various ways.

I have stood up to a couple of obstructions, when I was setting up this report which is referenced underneath:

- ✓ **Time Limitation:** The idea and information need more time to explore .
- ✓ **Non availability of adequate data/information:**It was uncommonly burdensome to gather information for making a near give a record of the presentation and the various banks credit plans. So I was not set up to accumulate all banks information for setting up a dynamically all around introduction.
- ✓ **Lack of combination:** Inappropriate combination among different offices.
- ✓ **Lack of experience:**Experience which makes a man beneficial. I am not encounter enough to finish the assessment since I am an individual of new hand on such appraisal. That is the clarification weakness makes checks to look for after the essential approach and genuine research procedure.
- ✓ **Lack of Up-to-date Information:**I was not provided up-to-date information.
- ✓ **Lack of records:**Sufficient books, Publications, Fats and Figures which are not open. Which fix restricted the degree of precise examination. In case these restrictions had not been there, there port would be continuously useful and charming.

## Importance of the Study

Area level position report offers opportunity to the understudies to utilize the experience and information they gathered from a relationship in their authentic . On the other hand , this aptitude headway them to inspect significantly increasingly better course in their working life.

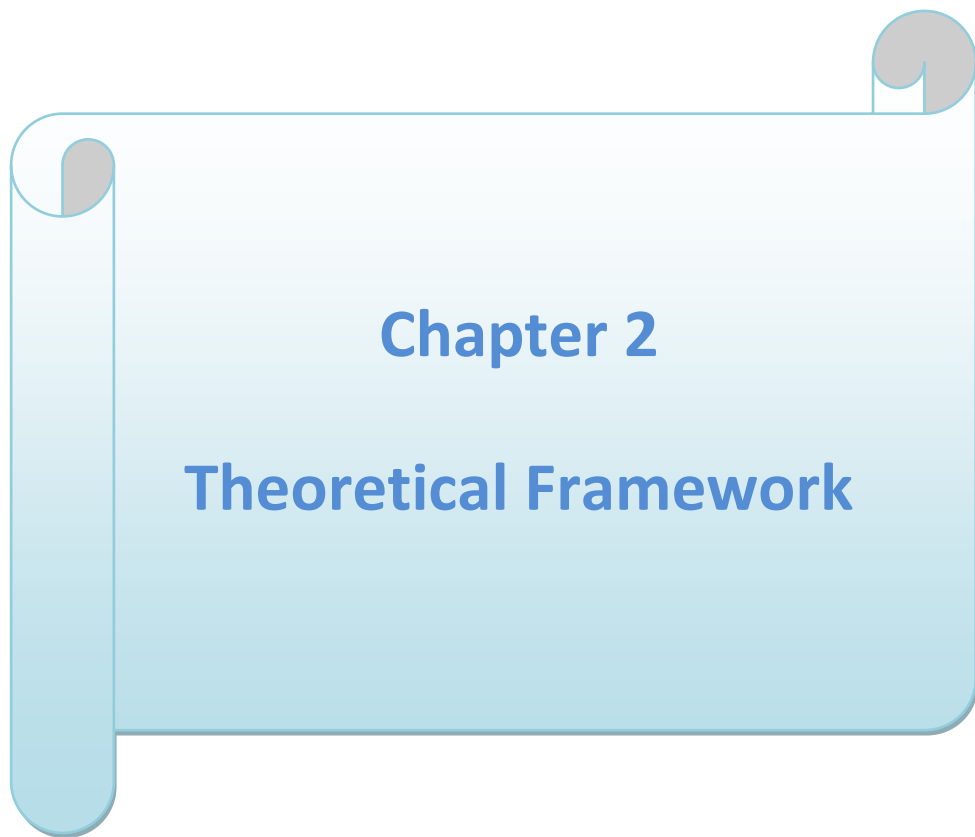
Brief position reports everything considered prosper the normal that an understudy will find a for the duration of the day calling after graduation. This speculation evaluates brief business reports and clarifies how they may help understudies with functioning sublimely.

Temporary position reports outfit understudies with a bowed that makes them dynamic in character.

Having an entry level position benefits we in the workplace, and it get together with an authority structure. Brief positions give a unimaginable space to meet experts in the calling field somebody need to search for after, comparatively as different understudies who have ambiguous interests.

Brief positions can give understudies the touchy aptitudes required in the working environment and in action positions. In a LinkedIn Skills Report (2018), 57% of individuals assessed touchy limits simply like a more serious need than specific aptitudes. Limits, for example, correspondence, authority, essential thinking, and joint effort would all have the choice to be learned through an ephemeral position and used past that experience.

Not sole will somebody be helping the alliance the individual being alluded to understudy with, yet they'll assist somebody with trip too. While instructors and teachers may set someone up for the theoretical side of their field and hands-on experiences, section level positions offer chances to enduring commitment from somebody who works in their ideal field every day.



**Chapter 2**

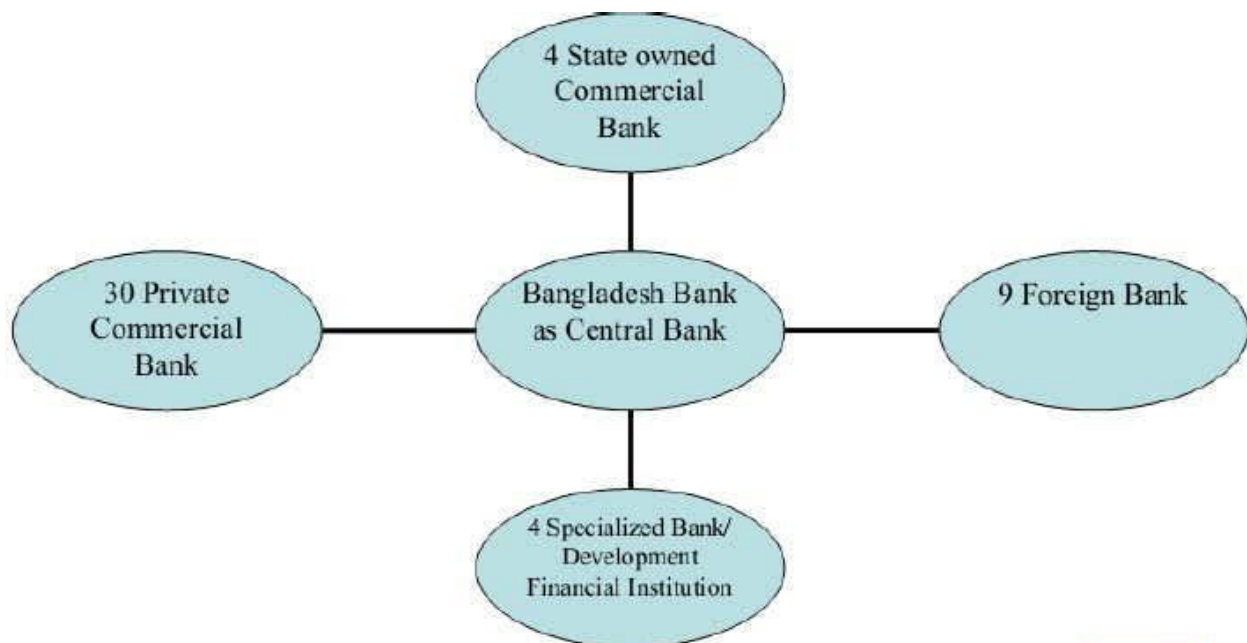
**Theoretical Framework**

## Definition of Bank and Banking

There are a couple of significance of bank in different country. An establishment affirmed by an organization to recognize stores long with pay interest, clear checks, cause credits, to go about as a go between in cash related trades, and offer other financial sorts of help to its purchaser.

Banking in the most crucial sense, is suggested the matter of enduring, directing and utilizing the benefits of system or of any remarkable section of it.

## Overview of Banking Sector in Bangladesh



Banking sector in Bangladesh

## Financial System in Bangladesh

Money related System is the term of effective institutional set up which helps with moving wealth resources from surplus unit to setback unit. The money related system in Bangladesh consolidates Bangladesh Bank (the Central Bank), arranged banks, and non-bank budgetary foundations like leasing, etc, Microfinance establishments (MFIs), protection organizations, co-employable banks, FICO appraisal workplaces and stock exchange. Banking fragment includes the lion segment part of budgetary structure in Bangladesh. Bangladesh bank is endorsed for overseeing and directing money related associations in Bangladesh.





## **Profile of Jamuna Bank Limited**

**Name of the Company:** Jamuna Bank Limited

**Legal Form:** Jamuna Bank Limited (JBL) is a Banking Company registered under the Companies Act, 1994 with its Head Office at Hadi Mansion, 2, Dilkusha C/A, Dhaka-1000, and Bangladesh.

**Date of Commencement:** 3rd June 2001

**Registered Office:** Hadi Manson, 2, Dilkusha C/A, Dhaka - 1000, Bangladesh

**Telephone:**9555141, Ext.130

**Tele-fax:** Fax: 880-2-9565762

**SWIFT Code:**JAMUBDDH

**E-mail:**info@jamunabank.com.bd

**Web Page:**www.jamunabankbd.com

**Auditors:**M/S Howladar Yunus & Co.

Chartered Accountants

**Tax Consultant:** Howladar, Yunus & Co.

Chartered Accountants

**Managing Director:** Mr. Shafiqul Alam

**Chairman of the Bank:** Engr. Md. Atiqur Rahman

**Founder Chairman:** Late Al Haj M. A. Khayer

**Managing Director & CEO:** Mirza Elias Uddin Ahmed

## **Background of Jamuna Bank Limited**

Jamuna Bank Limited (JBL) is a Banking Company enlisted under the Companies Act, 1994 of Bangladesh with its Head Office at present at Chini Shilpa Bhaban, 3, Dilkusha C/A, Dhaka-1000, Bangladesh. The Bank began its development from third June 2001.

It was set up on June 3, 2001. Jamuna Bank Limited which is another age private business bank that is a one the quickly making private part bank in Bangladesh. It makes another skyline of its own in the budgetary field of Bangladesh in the assistance of the clients.

The Bank gives a wide extent of help to exchange, trade, industry and everything thought about business of the nation.

The Bank offers both standard and Islamic banking through consigned branches. The Bank is being controlled and worked by a get-together of altogether taught and skilled assembling with expanded commitment with record and banking.

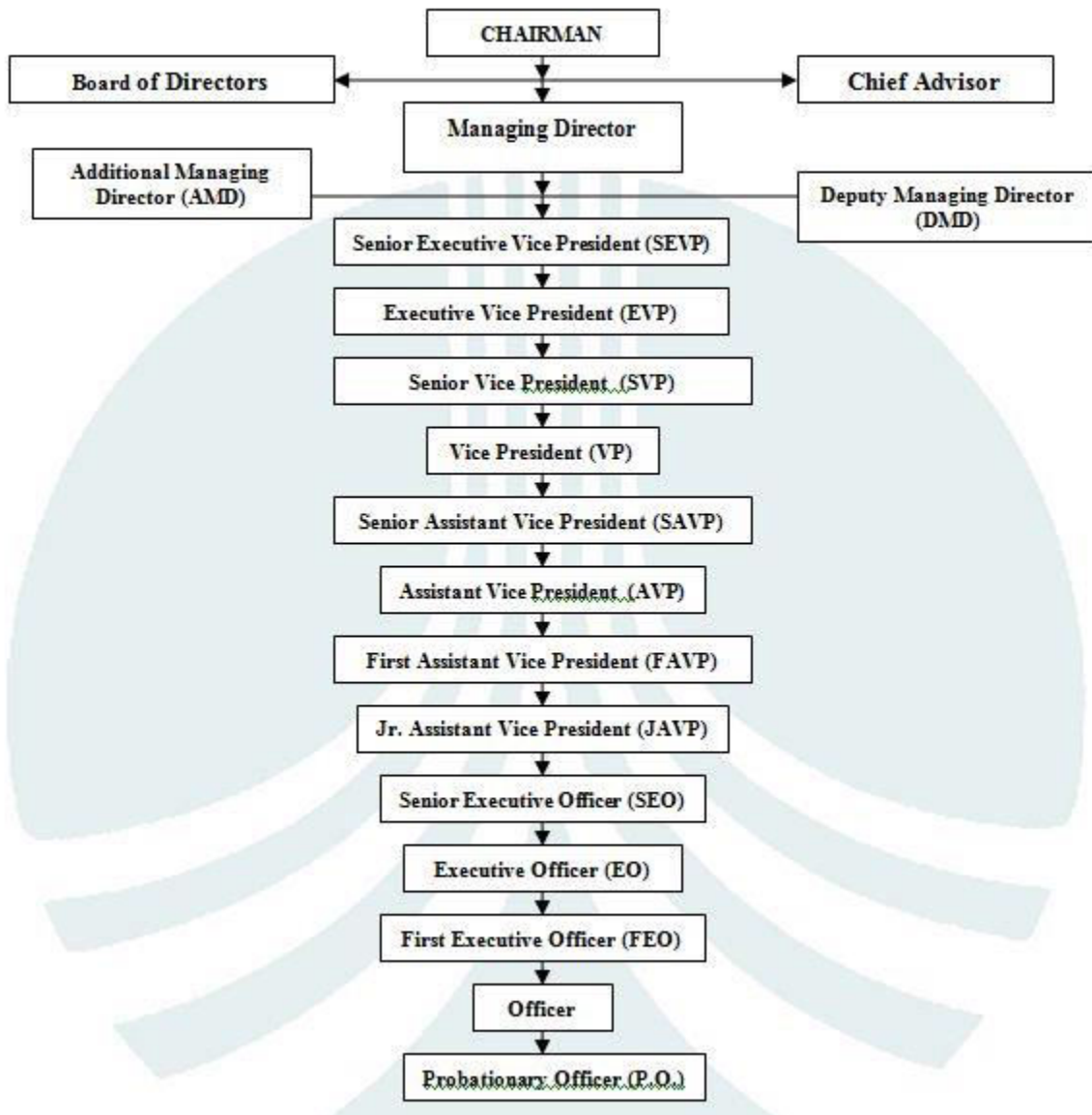
Jamuna Bank gave 15 million taka to the Prime Minister Sheik Hasina's assistance support for setbacks of political choice related violence in Bangladesh . It's a fantastic exercises from Jamuna Bank . The Bank has continuous online monetary pieces (of the two rustic zones and remote domains) framework to give web banking.

Jamuna Bank grasps a wide scope of banking trades to help the progress of trade and business of the country, for instance, , Bangladesh.

Jamuna Bank Ltd., the primary Bengali named private business bank that was developed by a satisfactory of winning close by business visionaries nearby an idea of envisioning a model money related association with different point of view to other the regarded customers, an exhaustive extent of fiscal organizations and creative items for sensible basic advancement and achievement.

Jamuna Bank Ltd. give a couple of sorts of Corporate and Personal Banking organizations including all parts of the overall population inside the space of rules and rules set some place close to the Central Bank and other regulatory masters.

## Corporate Structure of Jamuna Bank Limited



## **Missionof Jamuna Bank Limited**

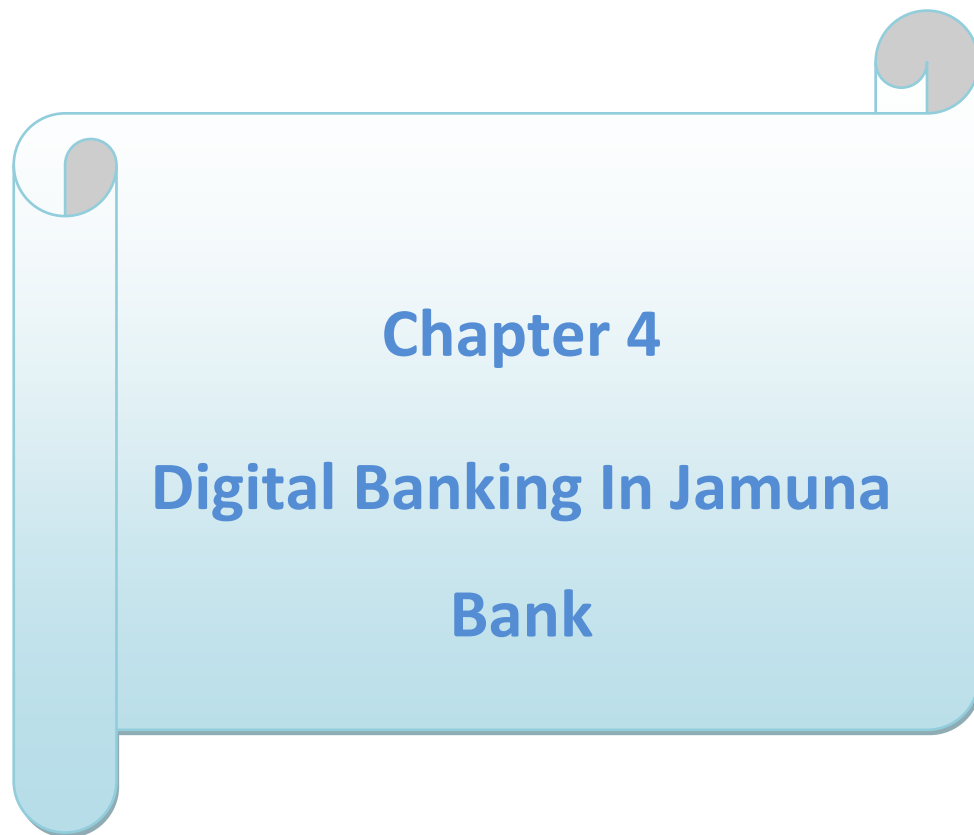
Jamuna Bank is centered around their customer to offer satisfied sorts of help and inside time to build a plausible advancement, moved and capable work-power. by using development .

## **Visionof Jamuna Bank Limited**

To change into a major budgetary foundation and to acknowledge a fundamental action in the improvement of the nation.

## **Valuesof Jamuna Bank Limited**

- Customer Focus
- Integrity
- Quality
- Teamwork
- Respect for the individual
- Harmony
- Unique Culture
- Commitment
- Respectable Citizenship
- Business Ethics
- Courtesy



**Chapter 4**  
**Digital Banking In Jamuna**  
**Bank**

ICT action is the structure of present day of banking movement. ICT urges banks to overhaul the capability and sufficiency of the organization offered to their buyer close by it increase business structures, and regulatory dynamic , and social event work joint endeavors which improve their genuine position in rapidly changing and creating economy.

From the improvement of Jamuna Bank in the year 2001 , ICT division has been tackling the motorization of Jamuna Bank Limited and completing present day progressions.

Directly close to the beginning of the year 2020 , the total number of branch is 132 nearby all the branches are totally automated an under online action with a couple of organizations.

Jamuna Bank is providing a board line of organizations to our regarded buyer , for instance , Online Banking Operation and unequivocal worth included organizations (VAS) like SWIFT, ATM Operation, National Payment Switch , VISA Card, Mobile Financial Service (MFS) SMS Banking , Internet Banking Service , BACH and EFTN , Trade Finance Processing Center(TFPC), RTGS and a couple of kind of administration charge variety , for example , WASA, DPDC,TITAS, BKash, etc in highly confirmed way.

In 2018 Jamuna Bank exhibited JustPay convenient money related help. Directly Jamuna Bank is changing their online focus money related Software (CBS) nearby outside focus monetary programming (CBS) , which will be dynamically ground-breaking to offer best help to their client. They are similarly arranged for dispatch of BACH-2 for bleeding edge clearing. They moreover had exhibited the going with organizations in 2018 for their clients :-

- ✚ Bill collection for Titas
- ✚ Bill collection for DPDC
- ✚ Cash management of BKash
- ✚ Automated Credit Card Bill payments for the clients
- ✚ To update the infrastructure of ICT operation , the bank has implemented the given in the year 2018 :
  - ✚ Microsoft Exchange 2016 mail server
  - ✚ System center configuration manager
  - ✚ Mail store Archiving
  - ✚ Active directory for Dc and DRC redundant
  - ✚ Redundant application server
  - ✚ Implement Microsoft Hyper-V virtualization

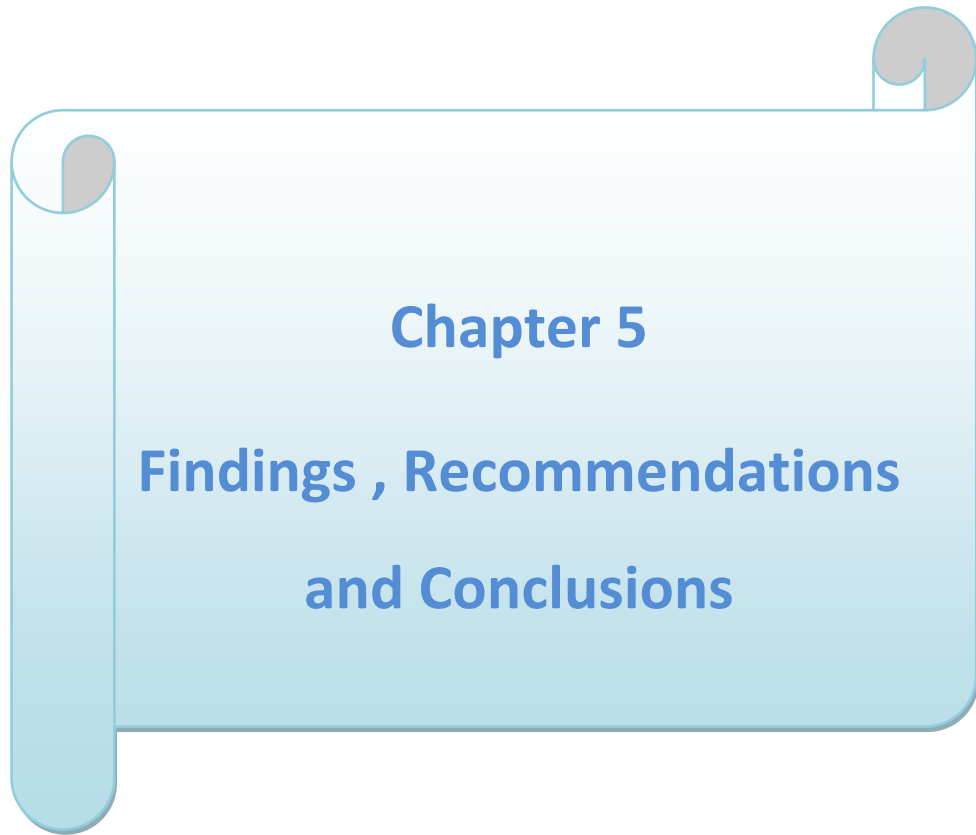
- ✚ HP 3par storage implementation
- ✚ Swift server implementation and configuration
- ✚ HPUX-Iliv3 implemented
- ✚ VMware implemented
- ✚ Oracle 12c implemented.

To give confirmed online action and utmost the threat of advanced hazard , the bank has realized the going with in 2018 :

- ✚ Mail filtering to reduce mail-based cyber threat
- ✚ Next generation Firewall for mitigating internet threat
- ✚ Wild Fire Stand Boxing solution for advance persistent threat analysis
- ✚ Anti-Malware for service and end point work station
- ✚ Intrusion Detection System for true positive malware detection

ICT Division reliably secure and realizes top tier advancements to offer best help to their client. Jamuna Bank workplaces have consideration of best in class NVR structure for surveillance and watching that may store video film up to one year .

Likewise, ICT division of the bank irregularly organizes getting ready and care programs on ICT security and danger the administrators . By and by, Jamuna Bank is scanning for to make its IT Capability diverged from be genuinely exceptional in the budgetary business in Bangladesh by having a couple of stages to get new development and organizations for computerization of the bank in the years to come.



**Chapter 5**  
**Findings , Recommendations**  
**and Conclusions**



## **Findings of the Study**

- Limited employed by banks. Bank fraud may occur. Not enough staff at the bank to deal with consumer needs. Automated teller machines can be damaged and used as a source of fraud.
- Not enough staff at the bank to deal with customer needs.
- Automated teller machines can be damaged and used as a source of fraud.
- High levels of security are needed at the bank. Also with internet banking hackers can still break into a persons account.
- Customers also need to have firewalls and virus checks on their own computers.

## **Recommendations**

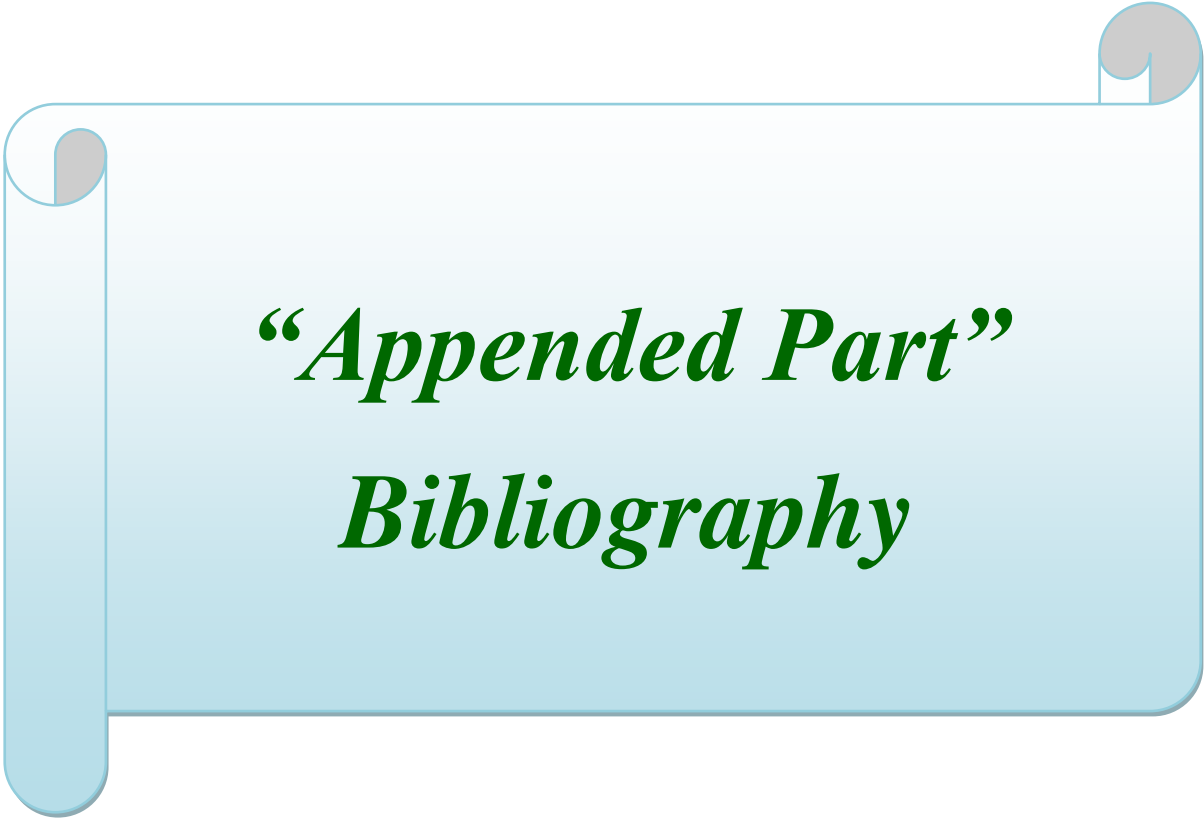
1. Web banking is kept to utilization of banking associations through web, which has made a titanic universe for data sharing, joint effort and trade. It needs to amass the part of association.
2. Decision sincerely steady systems are another significant usage of ICT that help intermediaries to pass on organizations to customers. It needs to incorporate bank to progress .
3. Bangladeshi individuals need present day banking associations and credit work environments through ICT for inside and out money related raise of the nation. So Jamuna Bank Limited must think about this issue from a reasonable perspective and set up this in new branches.
4. Security accept an essential activity in choosing the lead of a purchaser towards ICT gathering. With respect to web banking, security includes steady quality, prosperity and assurance. In case clients don't see a medium to be protected, they won't use it . By enrolling gifted laborer , it is possible to give an extra estimation in security with the objective that he client will be satisfied .

## Conclusions

Jamuna Bank is one of the fastest making banks in Bangladesh . It was created on June 3, 2001. Since then it is working for its engaging. An a ton of agents are working right now. It unites two or three present day headway to flourish its association quality to their client. They are attempting to advance their work office and trying to check the fulfillment of customers .

This report has been made using the motivation behind analyzing all the work environments in regards to ICT in Jamuna Bank Limited (JBL) . It has been broke down all the working environments and the improvement what is utilized by Jamuna Bank . Additionally delineated the supported position and some shirking of headway and confinement in bank. It in addition portrayed how to add new highlights to thrive the client associations.

At last , I need to communicate that Jamuna Bank Limited execution on ICT association is especially apparent , extraordinary and passionate. In the event that roughage can keep up this association they will be achieve their complete objective very soon.



***“Appended Part”  
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Thank You