INTERNSHIP ON IT SUPPORT & NETWORKING

SUBMITTED
BY

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

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DAFFODIL INTERNATIONAL UNIVERSITY
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APPROVAL

This Internship titled **"IT support & Networking**", submitted by Kazi Sabbir Ahmed to the Department of Computer Science and Engineering, Daffodil International University, has been accepted as satisfactory for the partial fulfillment of the requirements for the degree of B.Sc. in Computer Science and Engineering and approved as to its style and contents. The presentation has been held on 9 July 2020.

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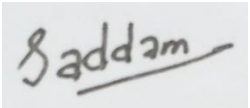

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DECLARATION

I hereby declare that, this internship report is prepared by me, Kazi Sabbir Ahmed, ID No: 172-15-10125 to the department of Computer Science and Engineering, Daffodil International University. Under the supervision of **Refath Ara Hossain, Lecturer, Department of CSE,** Daffodil International University.

I also declare that neither this internship report nor any part of this internship report has been submitted elsewhere for the award of any Degree or Diploma. I also declare that I collect information from IFIC Bank Limited, Internet Service Provider (ISP) Based Company, Books and Internet.

Supervised by:

Refath Ara Hossain
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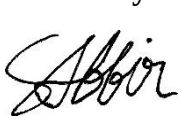
Submitted by:



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In the first place, I express heartiest thanks and thankfulness to all-powerful God for His celestial gift makes us conceivable to finish the Final year internship effectively.

I am appreciative of **Md. Nazmul Haque Talukder, Head of Data Processing & IT System Management of IFIC Bank Limited** and I am additionally appreciative of my onsite supervisor **Md**. **Alam, Chief of Operations & Information Technology of IFIC Bank Limited**. Without their constant help, I can't proceed with my Internship in the organization. Different individuals from the organization helped me immensely to do my Internship.

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I might want to offer heartiest thanks to **Dr. Syed Akhter Hossain, Professor and Head, Department of CSE**, for his kind help to finish my internship and also to other faculty members and the staff of CSE department of Daffodil International University.

ABSTRACT

I worked on “IT support & Networking” at the bank named IFIC Bank Limited. In the period of my internship, I had various type tasks and responsibilities at this internship. My training focused on various things like troubleshooting of operating systems, software, networking, hardware repair and maintenance, and systems administration. Some of the activities I did during the training include repairing printers, assembling and disassembling computer systems, configuring router, hub, LAN connection and adding computers to the domain. I got a good knowledge of firewall in routers and why it’s used in office and also in home, troubleshooting of hardware, software, operating system, networking related problems and creating local area network. Throughout this internship I also give remote support to the branches via VNC & Remote Desktop Connection application. The most challenging part was the first time communicating to professional peoples and learning new things from them. After sometime its gets comfortable for me. I feel very lucky to undergo training in such organizing. They have shown me the right path that I could follow in the future to reach maximum possible heights in my life. In this internship I managed to work in different situations, learn new things, completing tasks efficiently.

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CHAPTER 1

Introduction

1.1 Introduction

In this time of Information Technology. Every day a very large number of individual office, hospital, educational institute everywhere in the world IT and Networking is a very important part.

I joined as an intern in the Computer and IT Department of **IFIC Bank Limited** on 1st November 2019. This department is run by **Md. Nazmul Haque Talukdar, Head of IT**. Under the department, there are several wings such as the Software department, Research department, IT department and Server department. I was assigned with IT department wing under onsite supervisor **Md. Alam, Chief of Operations & IT**. This wing also subdivided into three more teams. Such as deployment team, maintenance team & support team. The task of the deployment team is to prepare all new PCs with OS & necessary software. The support team is for giving instant computer-related troubleshoot and support to the officers as they need for help. Some supports are given by remote software and some supports are given by physically visiting the problem, remote support is generally given by using TeamViewer, VNC like applications.

I worked at the support & deployment team for all of my entire internship duration.

1.2 Motivation

Motivation is like power which required for humans to reaching their goals. Nowadays every private company, non-government, government Organizations, Hospitals, Banks, Educational Institutes etc. all of this run by a large number of IT equipment and computer system. all are dependent on the computer system. To make a workplace with many computer systems, the main key factor is a computer with networking.

In this situation, IT and networking, support get a very large number of job options in every company or organization that uses computer systems. Such as Educational Institute, Mobile operator company, Corporate private office, Bank, Hospital etc.

In my academic life, I took some networking related courses such as, (Data Communication, Communication Engineering etc.). My interest in troubleshooting and networking grew from solving basic problems of my own system by searching internet.

1.3 Internship Objectives

The internship aimed to build my profession in IT Support & Networking. Troubleshooting and The network-related task network design, maintenance of the network, inspired me in this situation internship period of the organization. The Goal was to know about the network function, its implementation, its problem and solution, Identifying Hardware, Software and Operating Systems related problems and solutions and management of the office software.

1.4 Introduction to the Company

International Finance Investment and Commerce Bank Limited (IFIC Bank Ltd.) is a banking company established in the People's Republic of Bangladesh with limited liability. It was set up in 1976 as a joint venture between the Government of Bangladesh and sponsors in the private sector. The main objective was working as a finance company within the country and helping to set up joint venture banks/financial organizations aboard. In 1983 when the Govt. allowed banks in the private sector, IFIC was transformed into a complete commercial bank. The Government of the People's Republic of Bangladesh now holds 34.95% of the share capital of the Bank. **[1]**

Logo of IFIC Bank Shown below in Fig 1.1.

Fig 1.1: Logo of IFIC Bank

1.5 Report Layout

In chapter one (1) I have described the aim of my internship, Motivation for the internship and Draw out to the company.

In chapter two (2) I have given the full description of my internship. Like how the operations performed in internship, about the Company and their IT benefit offered in IFIC Bank Limited.

In chapter three (3) I have represented my daily tasks and exercises, The Activities Events and the Challenges I got in my internship.

In chapter four (4) I have outlined my Smart Plan, Competencies Earned and the Reflections.

In chapter five (5) I conclude my discussing my future plan for my career and what I would like to set my goal in the future.

CHAPTER 2

Internship Organization

2.1 Company Introduction:

International Finance Investment and Commerce Bank Limited (IFIC Bank Limited) is a Private Bank which is one of the first generation bank of Bangladesh with the remarkable blend of Private sector & Government experience. The Government equities are showed by five senior governing body ranked Additional Joint Secretary and Secretary within the Board of Directors.

A network of total 187 Branches including 17 Service Centers of SME, working within the country under the ownership of IFIC Bank. The operations of IFIC are expanded in many countries Pakistan, UK, Nepal and Oman. In Oman, IFIC holds 25% shares and the other 75% shares are held by the Omani's. **[1]**

2.2 Services and Market Situation

Besides general Banking services and facilities, IFIC Bank has a very large range of services and products. Various types of products & services are offered by IFIC Bank Ltd. including:

Products

- Corporate banking
- Retail Banking
- SME Banking
- Agricultural Credit
- Treasury and Capital Market
- Loan Products
- Account services

Computerized services

- Tele Banking (Computerized Phone Banking)
- SWIFT Network
- Electronic Mail
- MISYS software system
- SMS Banking
- Security solution.
- Website creation.
- Data Connectivity and Data Centers.
- All types of computer accessories.

2.3 SWOT Analysis

Strength Weakness Opportunity Threat analysis is a very essential factor that helps us to find various important information about any industry, company or organization. For this particular organization, we can see there are some strengths and opportunities as well as some weaknesses and threats also. "IFIC" is 1st gen renowned bank in our country. They are excellent at giving the best product and service for their customers and they have also a very good human resource. They have many competitors other banks are a big threat to them and they are lacking in financial resources and yearly profit which is a weakness. "IFIC" is a bank that is now giving its competitors a big run giving its customers quality service and support with less money. They are offering various types of products and instant support service which is very handful among all customers. It is tough nowadays to find proper service.

If I think about the bank I can say this bank has a great future because of its **Human Resource** and its best support management. As I was an intern there I cannot completely assure what I observe is right but these things I have felt and understood in my time of the internship.

2.4 Organizational Structure:

Organogram of IFIC Bank Ltd.

Shown below in Fig 2.1:

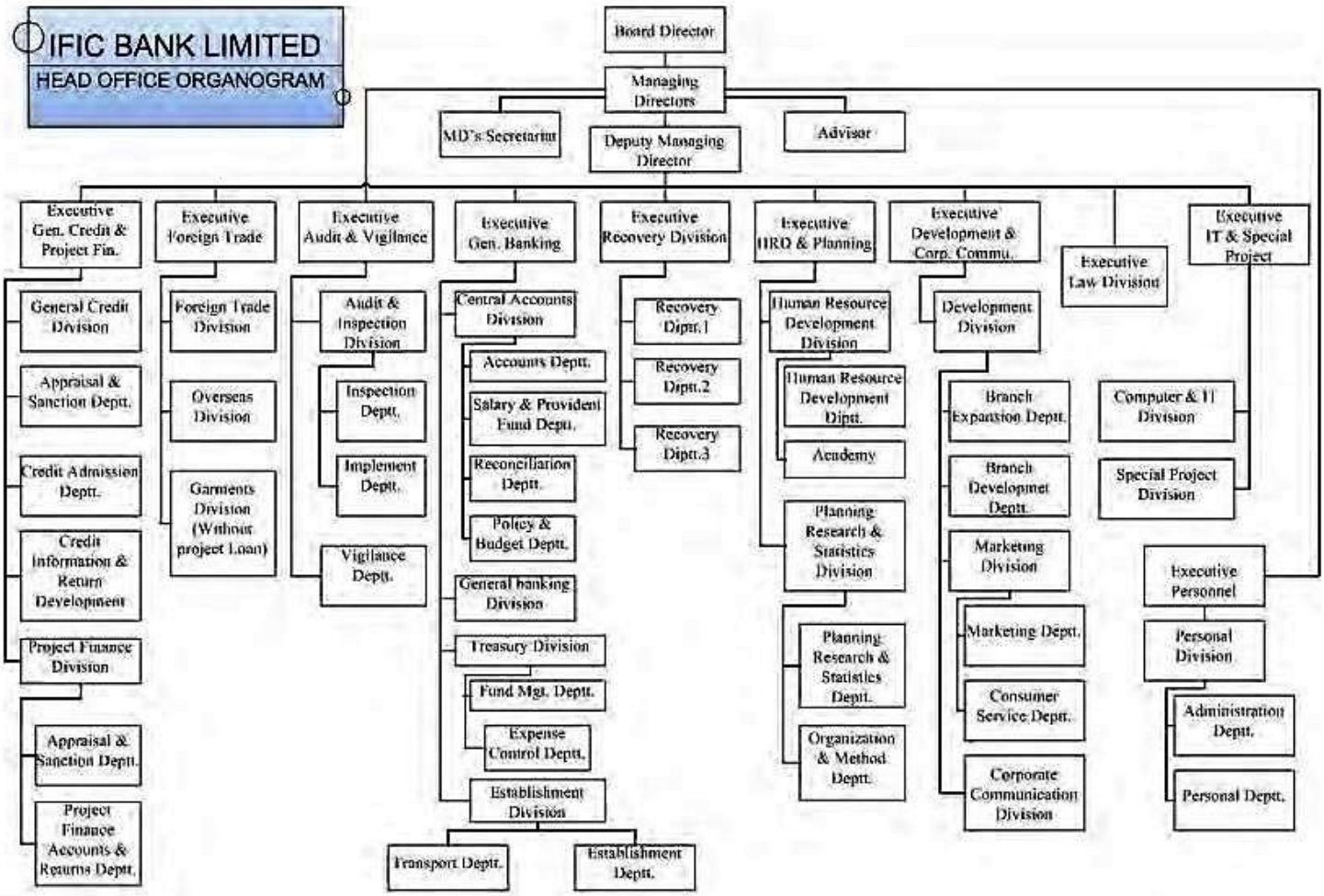

Fig 2.1: Organogram of IFIC Bank

CHAPTER 3

Exercise, Events and Activities

3.1 Daily Exercise and Activities

1st Month: In this internship period on IFIC Bank Limited. 1st month I have to discover, understand and Exercise this following things:

- Learning about Hardware Device and Components of Computer.
- Basics concept of Troubleshoot.
- Hand Disk formats and Partitions.
- Knowledge about how Router, Hub, Switch works.
- OS and VMware configurations.

2nd Month: In this internship period on IFIC Bank Limited. 2nd month I have to discover, understand and Exercise this following things:

- Assembly and Disassembly of computer parts.
- Basic CMD Commands.
- Learning the uses of the task manager.
- Identifying the problem of software & hardware.
- Uses of safe mood and Windows diagnosis.

3rd Month: In this internship period on IFIC Bank Limited. 3rd month I have to discover, understand and Exercise this following things:

- Install, Update & Remove applications, plugins & OS.
- Remote support via Team Viewer, Any Desk & VNC
- IP Address configuring in Windows.
- IP Address configuring in Router.
- Network cabling systems.
- Configuring Router, Switch & Hub.
- Creating a Local Area Network.

3.2 Events and Activities

- Monitoring all Computer Systems and solving basic problems.
- Building new computers by installing OS with the necessary software.
- Creating and connecting user accounts under a domain, changing passport and permission.
- Diagnose the root problem of computers and networks.
- Designing (Sketch) and installing a LAN.
- Configuring A LAN network for sharing files.
- Cabling with RJ45 connector.
- Configuring various types of router from different brands.
- Connecting computers to a domain.
- Remote support via various remote-control software.
- Configuring network devices like Printer, CCTV and Access control.
- Fixing network faults.
- Updating and upgrading software and applications.
- User Support by phone or Physically to troubleshoot the problem.

3.3 Project Task and Activities

3.3.1 Hardware Analysis

Hardware, in a computer system, means the physical parts or equipment that are used to build a system. There are various types of parts that may use inside of a CPU.

Computer-related hardware, old or new are tested for smoothness operative and this relies on various factors. The RAM (Random Access Memory units) have to be checked if they're working fine. In server computer power up at the most times. In such cases, we usually check for a RAM or an influence supply or a motherboard burnout. Step by step, we target the particular part that we'd suspect and troubleshoot accordingly. The spoilt parts are usually replaced with new available fixed ones.

A monitor that's not working is typically sent to the vendor for repairs and that we try and claim its warranty if it's remaining. The same goes for a printer after having checked the Toner and cartridges, the printing head and therefore the rollers. As for the out of order not working scanners and other devices, they are sent back to the vendors for repairs. In Microsoft Windows, Device Manager ware hardware & device resources are managed. **[2]**

Many types of components are usually find in a contemporary case of computer. Those are,

Shown below in Fig 3.1.

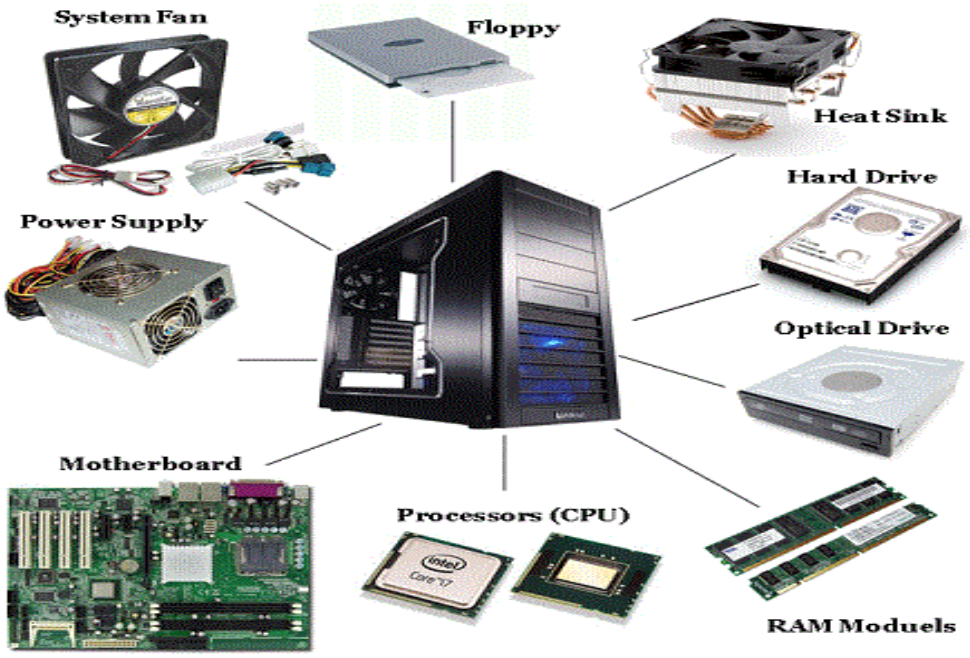

Fig 3.1: Components of CPU

Some components are directly connected to the Motherboard (Mobo) of computer, those parts or components, Shown below in Fig 3.2.

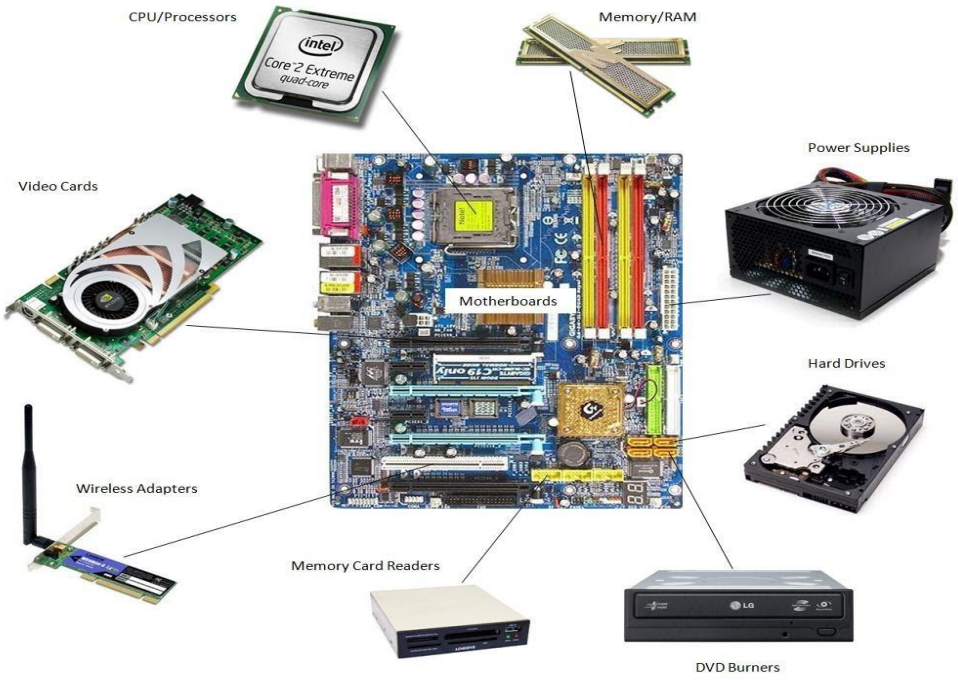

Fig 3.2: Connected parts with Motherboard

3.4.2 Hardware troubleshooting & maintenance

Problem Identification

- Computer starting problem.
- Display power not received by the monitor.
- Computer takes a long time to boot.
- Computer making problem to shut down.
- Driver installation problem.
- Software install error.
- Printer does not work.
- Mouse not moving at all.
- PC restarting.
- Net speed slow.
- Router does not work sometimes.

Inside view of the CPU, Shown below in Fig 3.3.

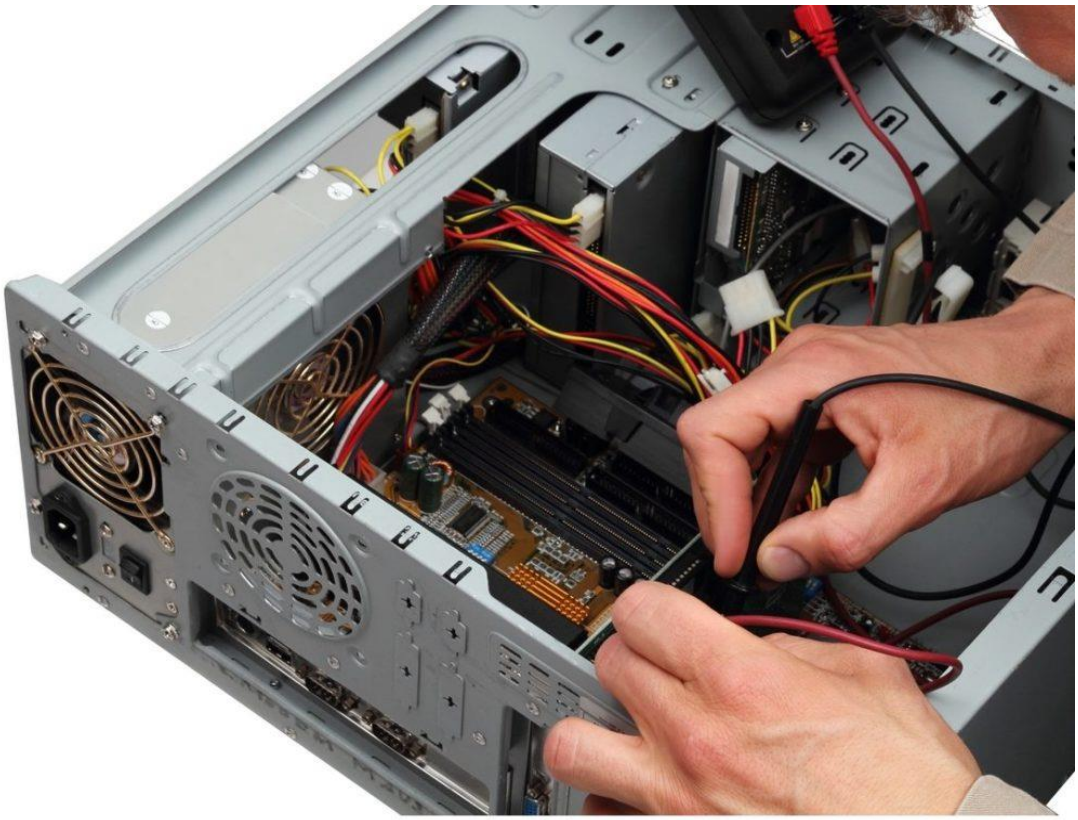

Fig 3.3: Inside view of CPU case.

Problem solutions

- When RAM is weak or low then PC can be restarted. Then need to replace or increase RAM memory.
- When RAM is not working properly for that reason display not getting start. Than need to clean dust from the RAM and reinsert the RAM in slot. Or need to replace RAM.
- When virus attacked and consume Ram resources doesn’t work properly.
- When the driver CD/DVD was damaged or not work properly and do not match with the connecting computer.
- Mouse sensors don’t work properly.
- When the operating system crashed then-new operating system is required to be installed.
- Required to reinstall the windows with necessary applications.
- Need to use up to date antivirus scan and clean the PC etc.

3.5.1 Windows Overview:

Windows is a software package developed under Microsoft corporation. OS is a package that gives users to use PC or computers. Windows nowadays pre-installed in recent new computers, its help the user to operate as fast as they buy new Pcs.

The 1st Windows was released at the end of the year 1985, which is only a simple 16bit Graphical system which can also multitask. That was the primary time for users to operate visually desktop systems, view contents of files and folder with a single button of the keyboard, instead of typing full command and paths of a file prompt. **[3]**
Connectivity of OS to all devices, Shown below in Fig 3.4.

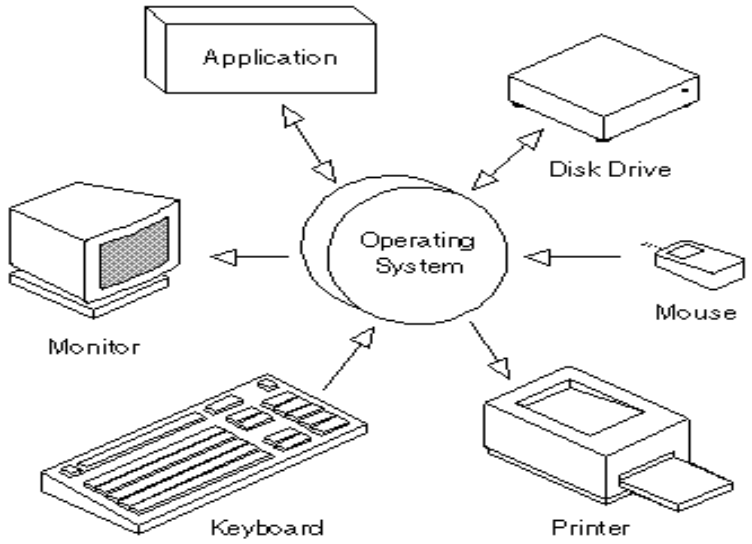

Fig 3.4: Connectivity of OS to all devices

Microsoft combined its own various Windows software under only one banner on the time of XP release 2001, offering different versions for various kinds of users, businesses and developers, businesses and many more. The kernel of Windows 95 which was long used is abounded in Windows XP for a more efficient speed code and offered a much better GUI and efficient memory management system & application.

3.5.2 Installation process of OS (Windows 7)

For installing OS, we need a bootable device of OS like DVD or pen drive which is bootable with Windows 7.

Once it's connected to the computer, System needs to be restart for selecting boot devices from bios or boot menu by pressing the motherboard assisted function key.

After booting via a bootable device of OS a black screen with a loading bar will identify the percentage of loading.

After that, a "Starting Windows" will be displayed on the screen.
Shown below in Fig 3.5.

Fig 3.5: Windows starting screen

Then a GUI will appear with the "Install Windows" window in some minute.

Shown below in Fig 3.6.

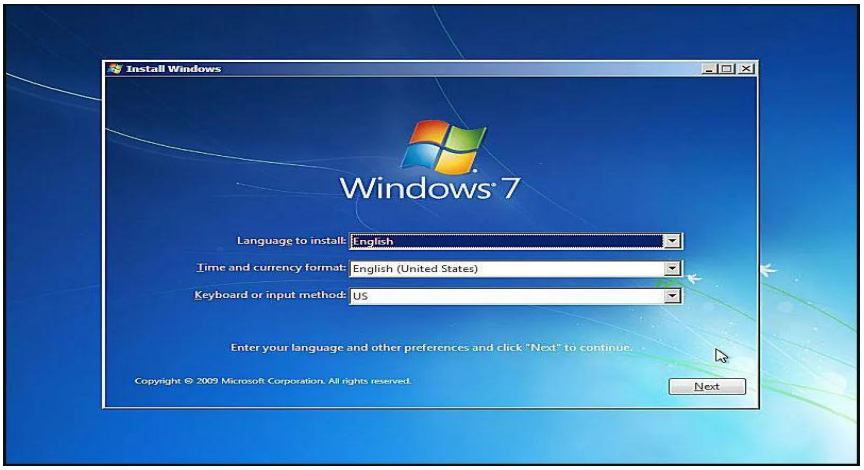

Fig 3.6: Choose Language & region

Select "Next" unless the need for language and keyboard layout changes.

Then select “Install now” button. Shown below in Fig 3.7.

Fig 3.7: Windows installing window

Again, click next By ticking “I Accept terms & conditions”. Shown below in Fig 3.8.

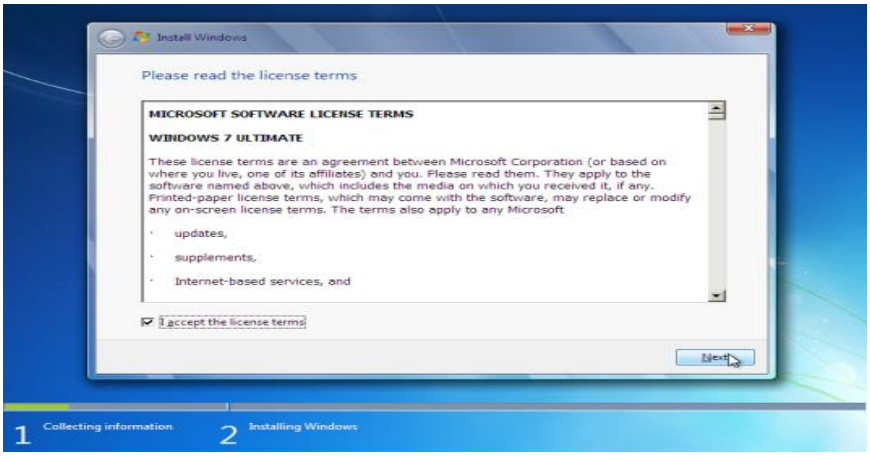

Fig 3.8: Accepting terms & license

Again, click next By ticking “I Accept terms & conditions”.

Then select “Custom (Advanced)” for fresh OS installation. Shown below in Fig 3.9.

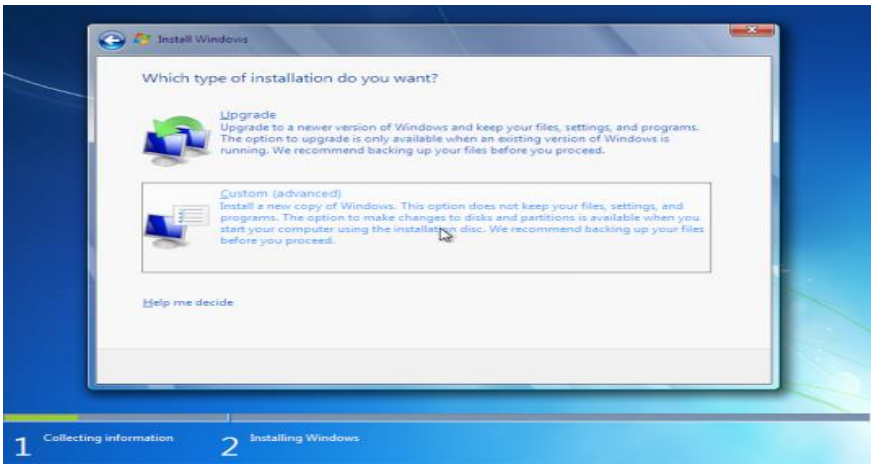

Fig 3.9: Type of installation

The next step is for selecting a drive for installing windows on which partition.

By selecting your desire partition with enough free space for installing Windows.

Shown below in Fig 3.10.

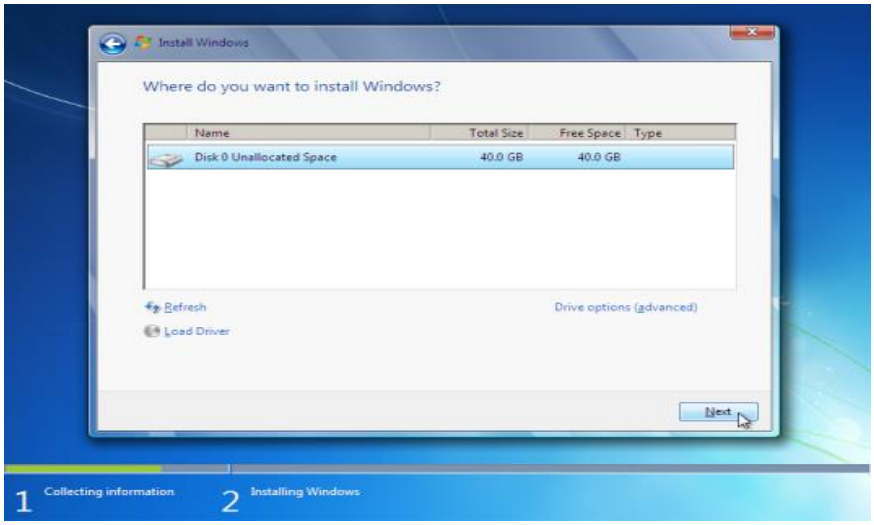

Fig 1.10: Selecting drive and partition

Click on “Next” to start the process of installing.

Now process will start copying files from bootable installation media to the hard drive.

Shown below in Fig 3.11.

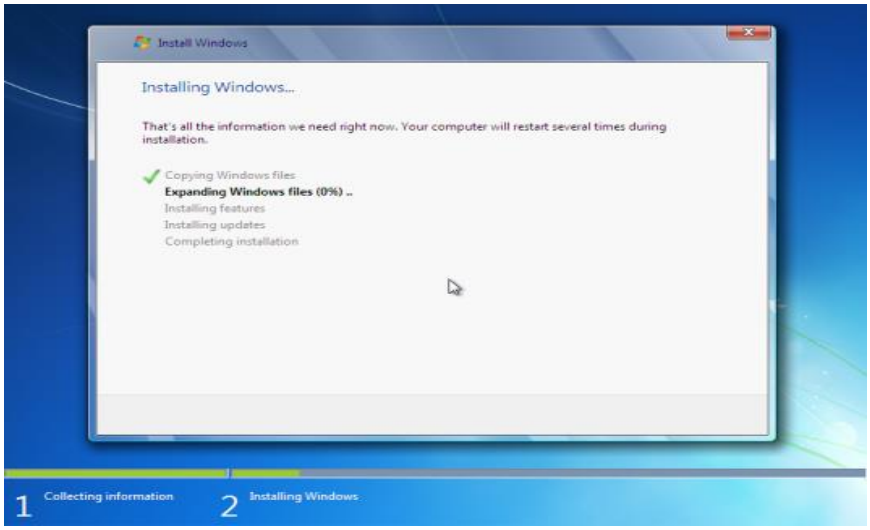

Fig 3.11: Installing windows screen

After completing the process computer will automatically reboot into the installed windows.

Then it will ask for typing new user, computer name & password you want.

Shown below in Fig 3.12.

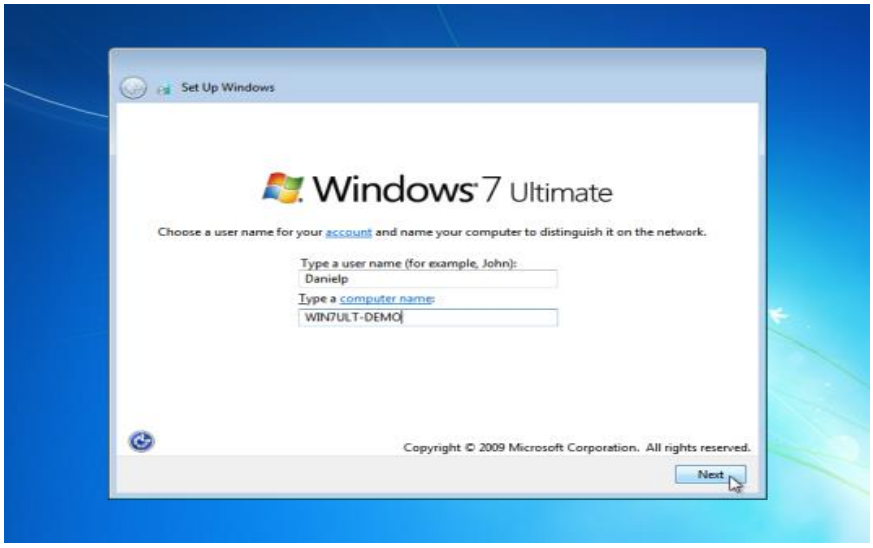

Fig 3.12: Creating a user account with the password

By typing new desire user, computer & also password.

Click the “Next” button in the lower right corner.

Now type serial number (product key) of your windows product.

Shown below in Fig 3.13.

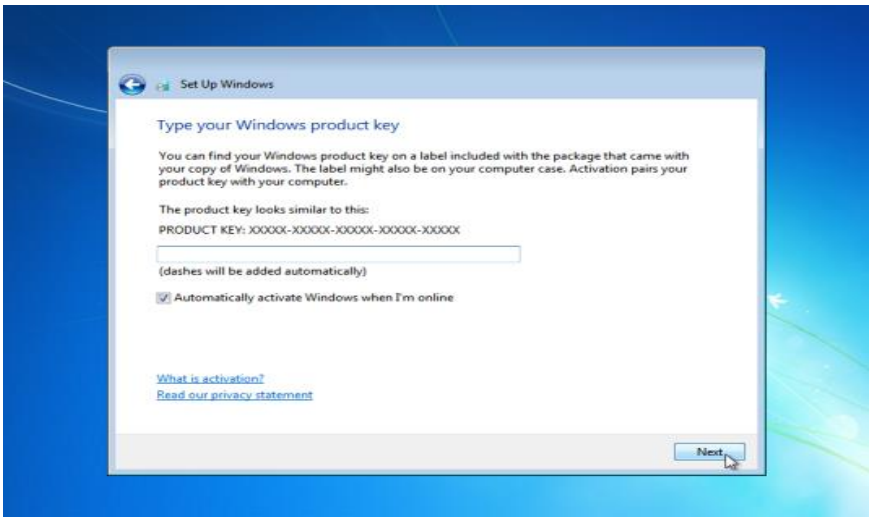

Fig 3.13: Activating windows by product key

If you don’t want to enter the merchandise key, here you can also click "Next" without giving the product key. The system will give u a trial period of time for using windows without activating windows by product key for 30 days only.

This concludes the process of setup Windows 7. Now desktop screen will appear. Shown below in Fig 3.14.

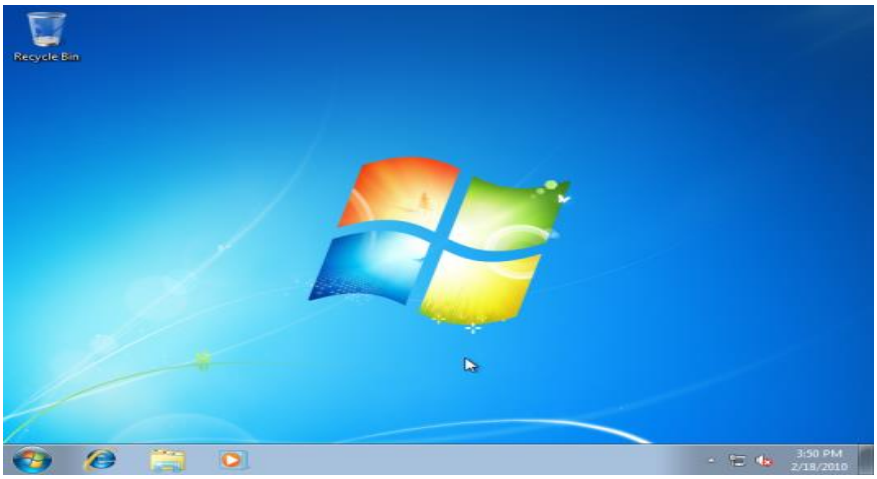

Fig 3.14: Desktop screen after finishing the installation

3.5.3 Software problem diagnosis

We are faced with everyday computer problems that are easy to repair but are unable to diagnose a particular problem. While there are many problems a computer are going to be faced with, this text will tell me where to appear for common problems:

- **Systems software**: Includes the OS and every other utilities that are useful to the pc features.
- **Application software**: Includes applications that are used in real-life tasks for the consumer. For example spreadsheets, word and direction systems frame the category of applications software.

3.5.4 Types of Software Error

There are many software errors in the IT sector. Some errors are described here.

3.5.5 Blue Screen / Fatal Error

In computer system, a fatal **exception or error** occurs sometimes. It happens because of hardware defects or a software loop error. When this occurs, data of running applications can't save this also a cause of data corruption. **[4]**

3.6.1 Networking

For connecting two or as many as required computing devices for sharing files or data is called Networking. A combination of computer software & network component creates a network.

Only computers are not made up for networks, there are other devices like webcam, access control, satellite, network printer, mobile, radio etc. can be connected to computers under a network. **[5]**

Some Networks works:

- File Sharing
- TCP/IP configure
- Windows 2003 server configure
- Local Area Network (LAN)

3.6.2 Creating Ethernet Cables

At first, a CAT 5 cable is required, peel the cover of the CAT 5 cable, arrange it orderly by color subs as Orange-White, Orange, Green-White, Blue, Blue-White, Green, Brown-White, Brown.

Then, cut them orderly and put it into the RJ45 connector very carefully.

Now, take the RJ45 clipping tool, put the connector into the RJ45 clipping tool. Now press the tool carefully, after that the patching will be completed.

Shown below in Fig 3.15.

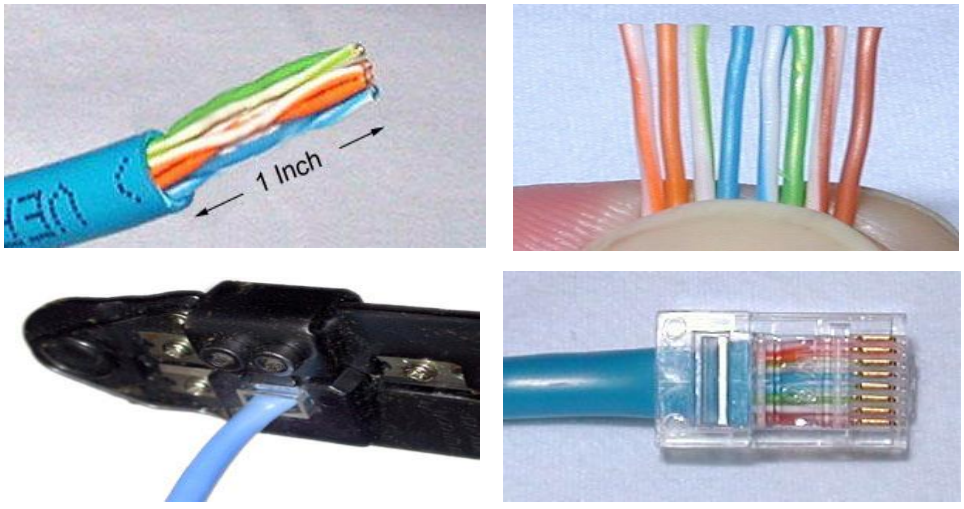

Fig 3.15: Patching Cat5 cable.

3.6.3 Hub & Switch

A small device that can connect many pcs in a single network makes a LAN is called Hub or Switch. It quite works like the same, but switch is better and powerful to look over data that was sent or received and identifying every package. **[6]**

Hub & Switch, Shown below in Fig 3.16.

Fig 3.16: Hub & Switch

3.6.4 Router

For connecting WANs and LANs or sharing the ISP network on two or many devices required device is a router. It needs to be configured first for creating ISP provided network in a LAN, It's works as a gateway for connecting many devices into a network. **[6]**

Router, Shown below in Fig 3.17.

Fig 3.17: Router

3.6.5 Configuring Router

At first, connect the router into the power. After connecting power, connect the ethernet cable which is from ISP into the WAN port. Then the internet connection will be connected into the router. After that, I need to configure the router by connecting to the router via the Lan port of the router or Wi-Fi by entering the default password.

After connected with the router, go to http://tplinkwifi.net or default router IP like (192.168.0.1) after that a Login window will be open. Then I type user-name default “admin” & key (password) default “admin” then click the login button. Then I select the “Quick setup” option. Then press the “Next” button, then select “Static IP” or PPoE as required then enter IP address or username and password if it’s a PPoE which is provided by the ISP. After entering all of these things press the “Save” button.

Login page of the router. Shown below in Fig 3.18.

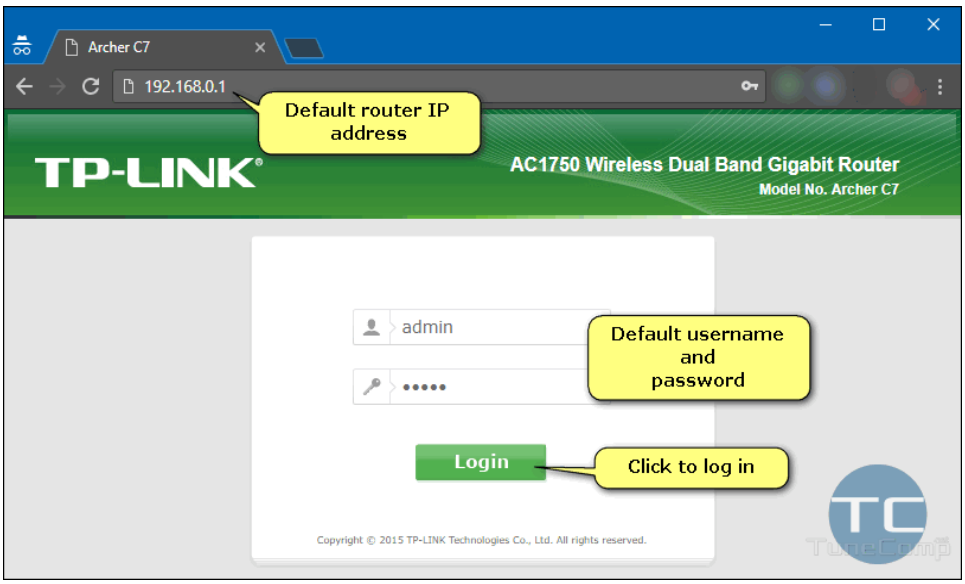

Fig 3.18: Login page of the router

WAN setting of the router. Shown below in Fig 3.19.

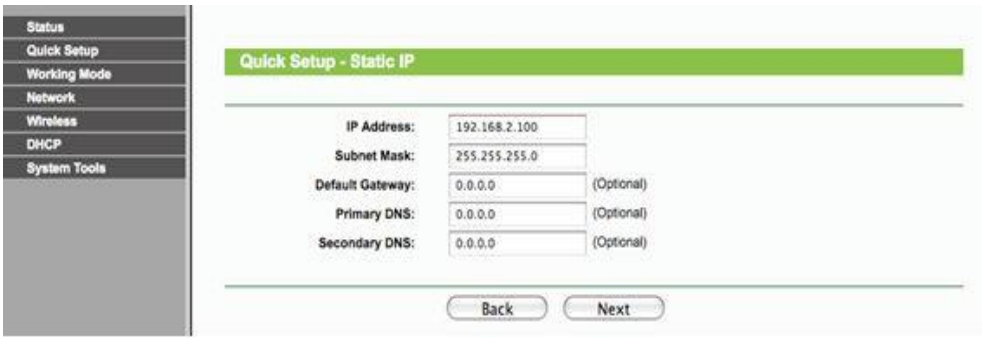

Fig 3.19: WAN Setting of the router

After configuring WAN Setting, then enter the Quick setup wireless option. Then I change the wireless Network name & password and click "Next". Then click reboot for changes to take action. Shown below in Fig 3.20.

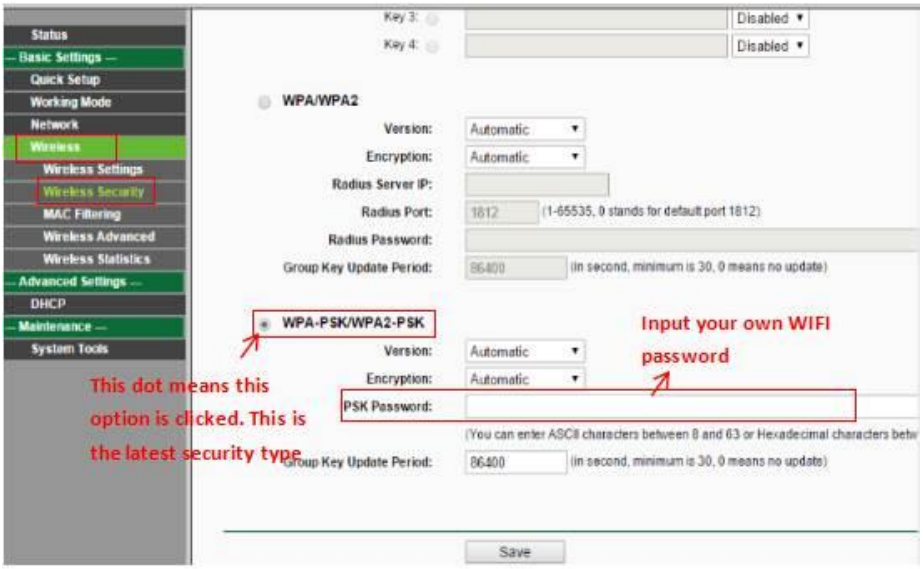

Fig 3.20: Wireless Setup of router

Rebooting the router. Shown below in Fig 3.21.

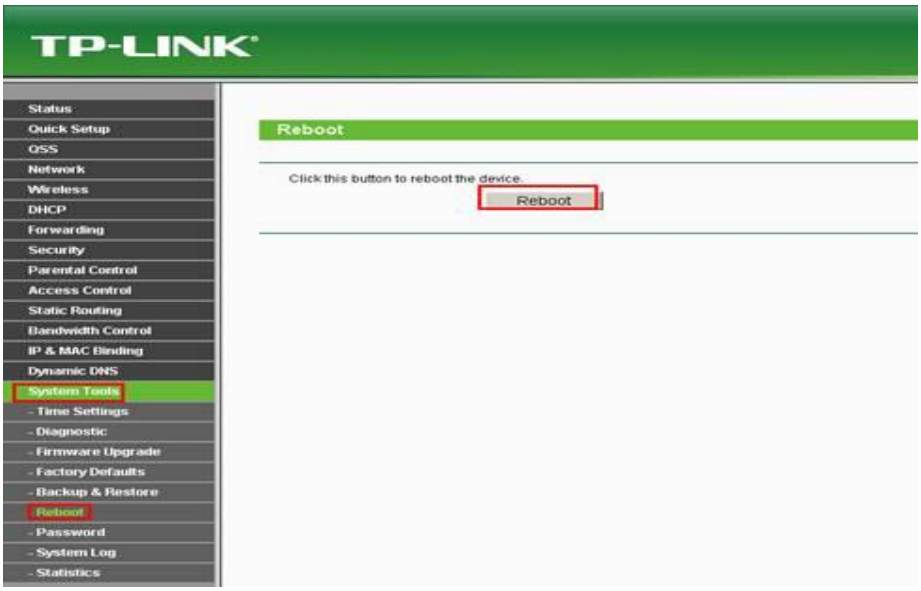

Fig 3.21: Rebooting the Router.

3.7.1 Computer Name and Workgroup Setting

My Computer (Popup menu) ⟶ Properties ⟶ Computer Name ⟶ Network ID ⟶ System properties, Shown below in Fig 3.22.

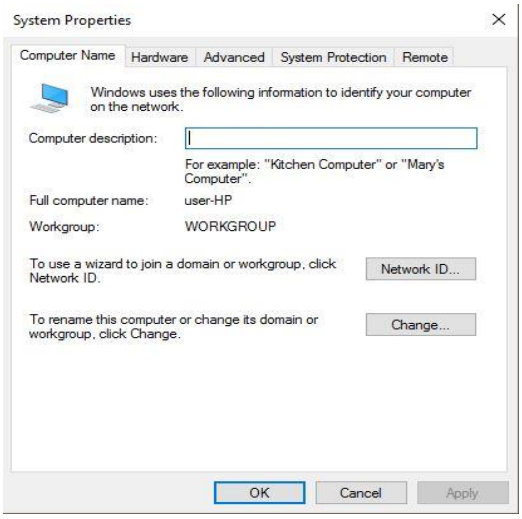

Fig 3.22: System properties

Select the first option for connecting user pc into the network. Shown below in Fig 3.23.
Next ⟶

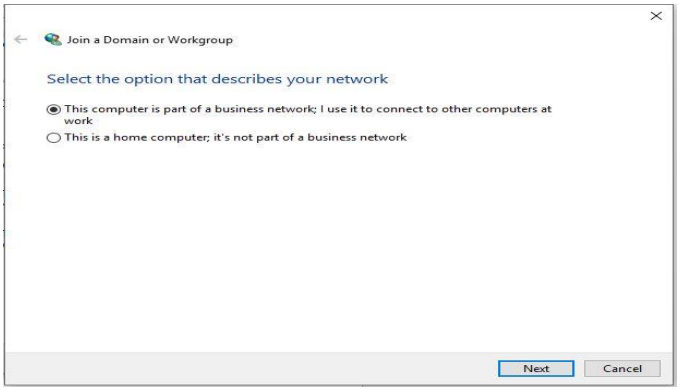

Fig 3.23: Network identification wizard 1

Select the required option by identifying company network. Shown below in Fig 3.24.
Next ⟶

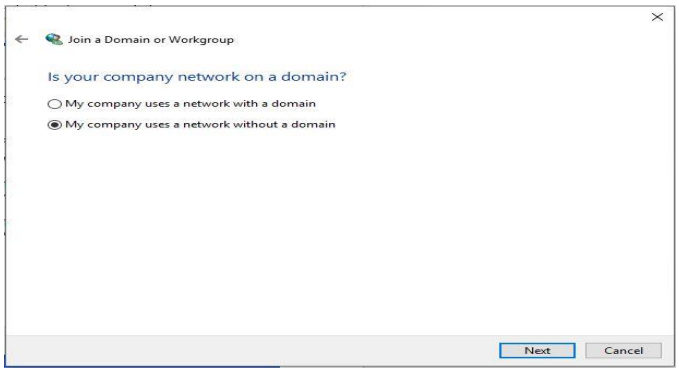

Fig 3.24: Network identification wizard 2

Type workgroup Name. Shown below in Fig 3.25.

Next ⟶

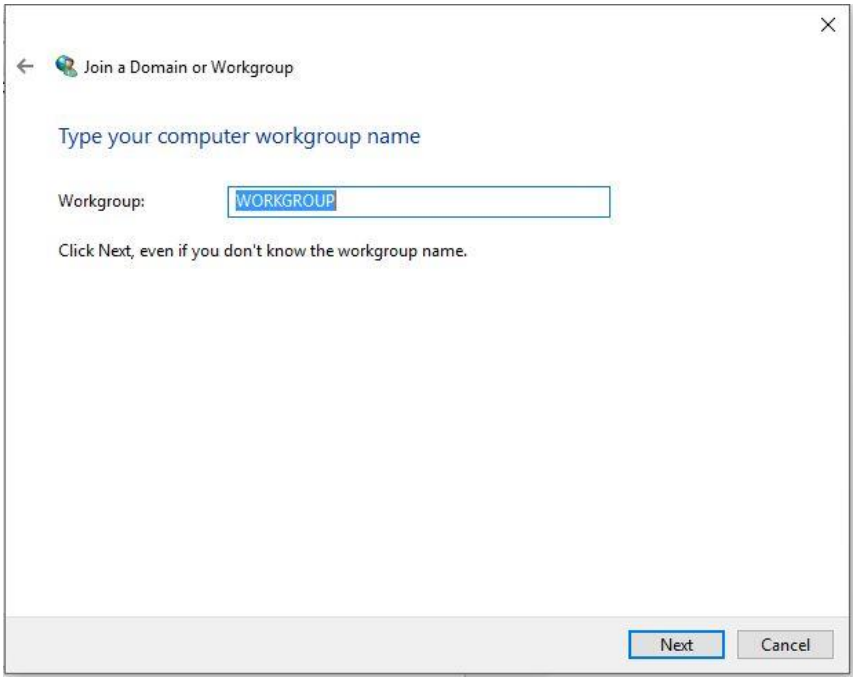

Fig 3.25: Network identification wizard 3

Finish connecting computer to domain. Shown below in Fig 3.26.

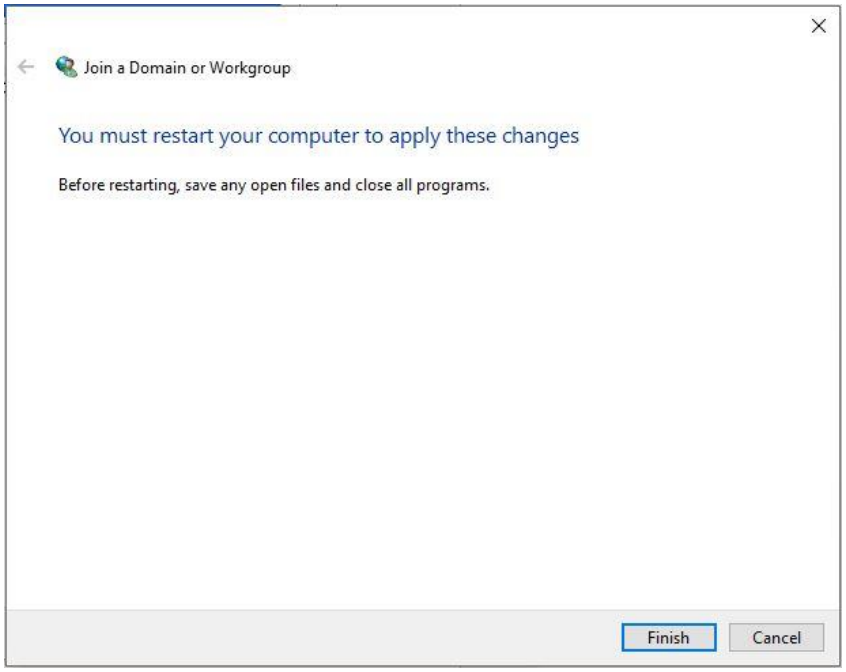

Fig 3.26: Finish connecting computer to domain

3.7.2 Change the computer name and workgroup

My computer Icon (popup) → Properties → Computer name → Change → Select target → OK → OK → Restart computer.

Shown below in Fig 3.26.

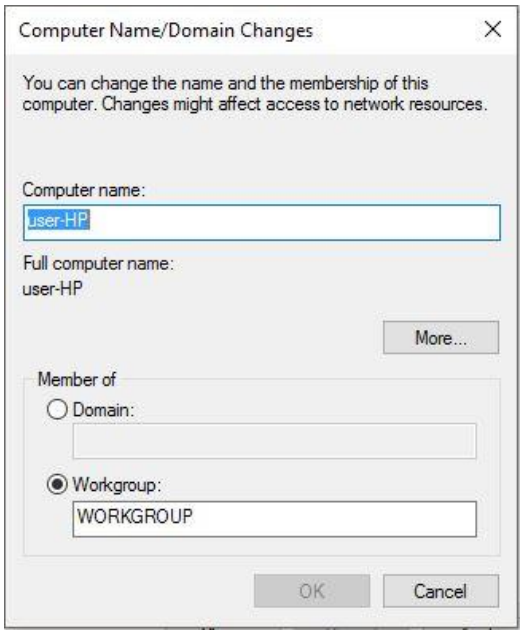

Fig 3.27: Computer name change

3.7.3 Sharing the pc

Mouse right button on Folder → Properties → Sharing (tab) → Select Advanced → Share this folder → OK → Apply. Shown below in Fig 3.28.

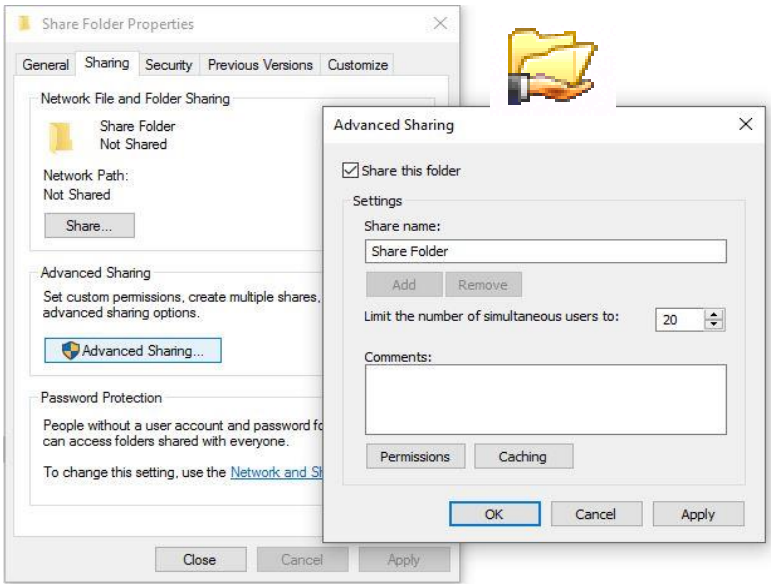

Fig 3.28: Sharing the pc

3.8.1 IP address configuration

Internet Protocol address is an address for the computer, for example for human addresses have two parts like street name & house no as like that computer has network-id & host-id. IP addresses generally a set of strings in a certain format, for identify computer or any network devices like (Router, Printer, Mobile, CCTV). Every network device has own NIC (Network interface controller) where an IP address is assigned. It's version 4 short name is IPv4. IP is some set for rules for the internet to work. It is a 32bit address format. When we search for any website, the computer sent a request to the site then the site accept & sent it to computer via IP address. Example of IP address are 172.29.17.47, 172.29.17.48 etc. **[7]**

Setup

Every step of configuring IP address in the computer under windows.

Step 1: Go to Control Panel from shortcut file or start menu.

Step 2: A window of Control Panel will be shown, goto Network connection.

Step 3: New window will open, select change in the upper left corner then double click or goto properties of correct NIC (Lan Card).

Step 4: Find & click (TCP/IP4) then open by double-clicking or selecting properties.

Shown below in Fig 3.29.

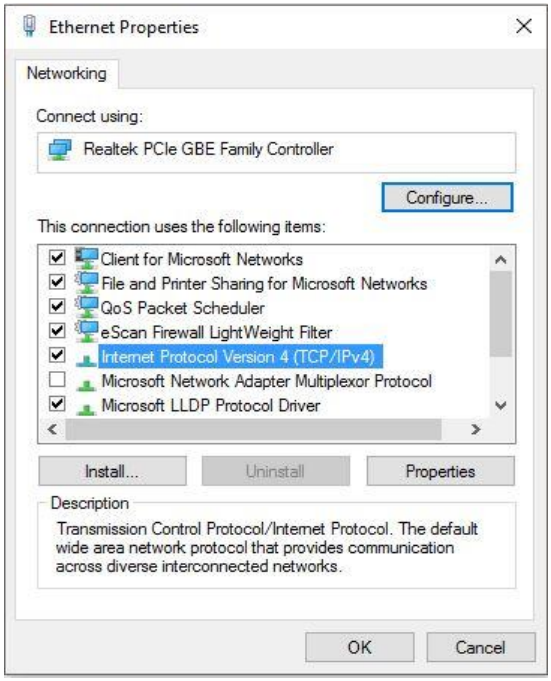

Fig 3.29: Setup of TCP/IP

Step 5: Now select "Use the following IP address" for manually entering IP address & other fields. Shown below in Fig 3.30.

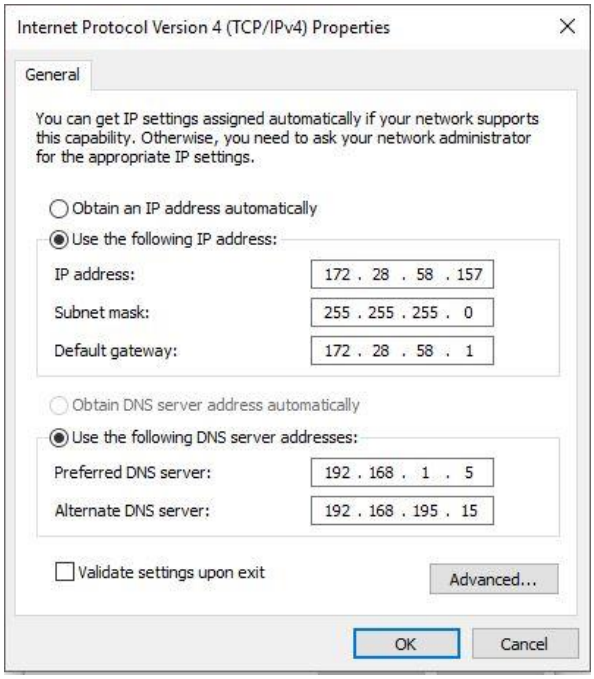

Fig 3.30: TCP/IP Properties

Step 6: Now click "Use the following DNS server address" for manually entering DNS servers then, select Ok.

3.8.2 Troubleshooting Networking Work

1. Check network cable.
2. Check faceplate.
3. Change the IP address.

3.8.3 Learning of Networking Work

1. How to check the connection PC to PC by ping command.
2. Here I know how to set up IP address in different computers.

3.9 Challenges

Every work has challenges, in these three months of my Internship. There were lots of challenges for me like adopting a new environment with new professional peoples. After a long period of study life the first time going to an organization for work it's a totally new experience. The first challenges that I face are like communicating & involvement with my workplace.

As a professional life at first nervousness was a big issue. Facing new tasks and learning then executing those things as a task challenging as well as achievement.
Emotion was a great challenge in the workplace, there is no place for emotions in professional life.

Suddenly maintaining time properly and seat in the office for like a minimum of 8 hours (10 A.M to 6 P.M) was a bit tough for me.
Doing extra hour work with maintaining family, friends are quite hard for me.

We all will face unexpected situations in a new environment. To adjust every situation step by step & overcome all those things in a professional environment are a very challenging part of my internship period. I have faced many challenges & learned from here how to manage those things properly.

CHAPTER 4
Competencies and Smart Plan

4.1 Competencies Earned

As I have worked as an intern at “IFIC Bank Limited”. I have learned various things and I think I have earned competency. I know I am not the judge but you will find it when you give me any task. I have learned to complete the task at any circumstance at any time. I have earned the quality and I think I can use my experience to learn and do more works. Every intern dream of earning competencies because they only get the change when they start their internship program. As for me, I have worked on various other companies and now I have done my internship formally I can easily claim that I have achieved my internship goals.

4.2 Smart Plan

A good decision-maker with planning is always known to be a smart person but a smart person can sometimes make mistakes while planning. I have learned various things and got the opportunity to work with great experiences with me. I have now taken a step of becoming perfect in Networking and I will work for it. I have made various plans for the future but my main plan is to take a few more years and learn as much as I can to develop my skills. I want to be that Engineer who has the quality skill to withstand any situation he has put through. I am also planning for a career in Information Technology in the future.

4.3 Reflections

If I reflect on what I did on my internship I can only say that I have learned many things and got the opportunity to work on different platforms and situations. On the field, the experience is much needed when we professionally join any job. I also got the opportunity to solve some of my personal weaknesses and come round by working there. I can now easily say that I have got a great chance to show my skills and efforts. I have also got the chance to show how dedicated I am and I have come to know what will I do in the future and set up my career.

CHAPTER 5

Conclusion and Future Career

5.1 Discussion and Conclusion

In this internship period, I have gathered many experiences. I have understood the environment of professional life. Now Through this internship, I know about my lacking & specialties very well. I also discover about time, maintaining task with efficiency, self-inspiration. When I start working 8 hours, 5 days of office time, I wasn't ready for that, after some days I got used to it. I also learn how to properly utilize my working hours by sorting tasks and arrange every day normal employment. In this internship time, I also discover some IT problems & solution which I discuss with my onsite supervisor. I suggest some easier & efficient ways for recovering OS, partition also in troubleshooting.

From my point of view, I can say that I learned many things which I really enjoyed in environment of IFIC Bank Ltd. In addition, to completing my BSc in CSE Internship with report is necessary. However, this internship was very helpful for my professional life and building my career.

5.2 Scope for Further Career

Career opportunities for Information Technology & Networking has many different zones. The profession IT is not only Information and Technology, it covers many sectors like managing & maintaining everything under it, giving the solution of any IT related problems, assembling and disassembling computer systems, repairing printers, configuring router, hub, LAN connection and adding computers to the domain. Nowadays every private company, non-government, government organizations, hospitals, banks, educational Institutes etc. all of this run by a large number of its equipment and computer systems. That is the reason I want to take my carrier as an IT & Network engineer.

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Appendices

- **Appendix A: Internship Reflection**

My internship was pretty easy because I had a good amount of experience through my full-time jobs at various places. Though I had experience I had learned many things which can be reflected in my report. I have mentioned some of my findings and experiences which are blessings for me. A person must have the skill to do his/her work properly and through an internship, we can learn what is skill and how can we use it. I think the knowledge we learn from on-hand experience is very much important as traditional learning. We are always looking for easy methods but we did not think that if we try the process which is written on the books is easy to implement. Out fundamentals have given us much information which is very useful now. My internship taught me how to implement plans, how to react to unwanted situations, how to be an honest person. It also showed me different ways to reach and react to problems. I had the opportunity to see through some issues which were not taught in our courses which is a real-life experience. Internship is a place where we use our knowledge which we gained for four years and implement those.

- **Appendix B: Company Detail**

IFIC Bank Limited.
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(Head Office)
Contact No: 09666716250
E-mail: info@ificbankbd.com

Internship on IT and Networking

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