Internship of Cyber Security Audit

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This Internship report has been submitted in fulfillment of the requirement for the Degree of Bachelor of Science in Software Engineering

Approval

APPROVAL (Room- 603)

This thesis titled on "**Intern (Security Audit)**", submitted by **Sidratul Alam (ID: 182-35-356)** 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 Bachelor of Science in Software Engineering and approval as to its style and contents.

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Declaration

My name is Sidratul Alam, and I am a student at Daffodil International University with ID 182-35-356. I therefore declare that I successfully completed my internship as a Junior IT Auditor at Softhub BD under the direction of Md. Rajib Mia, Department of Software Engineering. The Softhubd Junior IT Auditor has received the necessary training to satisfy a component of the Bachelor in Software Engineering's Practicum requirement. In addition, I'm declaring that there was no other motive, inducement, or presentation by someone other than myself that led me to create or submit my report earlier. Additionally, it is confirmed that none of the data used for this research—which came from a variety of websites and other sources—is original.

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Acknowledgment

First and foremost, I want to express my deep gratitude and thanks to the Almighty God for enabling us to successfully complete the final year internship with His assistance. I would first like to express my sincere gratitude to Md. Rajib Mia, a lecturer in the Department of Software Engineering at Daffodil International University in Dhaka, for his unwavering counsel. This work has a solid basis thanks to his understanding, inspiration, direction, and advice throughout the internship and report writing process. His contributions to the creation of the ideas investigated in this study were extremely helpful in completing this work.

I also want to express my gratitude to everyone else who, directly or indirectly, supported and encouraged me throughout my internship. I'm grateful that SofthubBD gave me the opportunity to intern in their IT Audit division. By providing me with the essential data, information, procedures, and management processes, as well as by elaborating on many issues, many nice people assisted me in writing the report. I also like to thank the professors and employees of Daffodil International University's software engineering department. especially Dr. Imran Mahmud, the head of the software engineering department, for their assistance in completing my internship. I want to express my gratitude to my parents in particular for their inspiration and assistance throughout my life and professional career. Finally, I want to express my sincere gratitude to Allah, The Merciful, The Sublime.

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1 Introduction

1.1 Background

An internship is meant to help a person learn new skills and discover their abilities. The area of specialization highlights our expertise and teamwork. It adds valuable skills to our swot analysis point. Every project we work on makes it easier for us to comprehend the value of teamwork, operational fieldwork experience, networking, communication, and presentation abilities. In our business, every move we perform is scrutinized and treated seriously, even the way we speak and write in emails. Any misstep could harm our reputation in the long run. It's crucial to know other communication techniques for dealing with peers, superiors, clients, and strangers. I have a B.Sc. in Software Engineering with a concentration in Cyber Security from Daffodil International University, and I believe that rather than just memorizing information, I should put it to use. As a result, as a junior IT Auditor, I may use my knowledge of what I know and how the industry works to explore various industries with their software development department. SofthubBD, hired me for a paid internship as a junior IT Auditor, which is the subject of this article. It covers the entire period of my junior IT Auditor internship.

1.2 Motivation

To enhance our professional competence in the IT job market and to gain practical IT experience for an internship, it is crucial to learn theoretical knowledge and apply it in the actual world. I spent time during my internship developing my skills and expertise while abiding by all corporate regulations. For this reason, I choose to pursue an internship as my career. I have to deal with the challenges of the present employment market because of my internship. I learned that SofthubBD has an outstanding reputation for client satisfaction and services in the sector of IT audit. I'm convinced that doing this will provide me the best chance to increase my professional competence in the IT employment market.

1.3 Objectives

- To gain experience writing reports.

- Grasp the principles of an IT auditor.

- To discover how to design a checklist for an IT audit.

- Obtaining crucial background knowledge.

- Increasing communication skills.

- Effectively communicates with others.

- Exudes vigor and excitement.

- Functions well as a team.

- Enhancing communication kills.

- Improve my administrative skills.

- Developing my analytical and research skills.

- knowledge of significant experts.

1.4 Scope

I covered our company, all of our services, our work environment and culture, our corporate policies, how to act during an internship at a company, and how our company creates software in this document. The report's second section describes how I start my internship and the kinds of tasks I complete there.

2   Company Overview

2.1   About

2.1.1   Vision and Mission

When SofthubBD first began, its goal was to offer its devoted customers the best state-of-the-art information security services. In 2015, SofthubBD began its adventure. At first, SofthubBD offered its clients IT Audit and Cyber Security Consultancy services. Our evolution into exploring more facets of information security compliance, testing, and information system governance engagements was fueled by the knowledge we acquired over the years for defending information assets from hacker attacks.

2.1.2   History

The majority of firms anticipate more funding in 2019 to expand their security teams as cyber security threats continue to grow in complexity and quantity. How does a business evaluate a successful candidate when it comes to hiring the proper talent? According to a recent survey, interpersonal and soft skills are among the most important factors to take into account when hiring and staffing. Many people think that a single personality type is necessary for a cyber-security team, but in reality, a team is stronger when its members have a variety of features. Different skill sets that work well together can boost an organization's ability to innovate and solve problems.

[*History and Milestones* 2019]

2.1.3   Location

There is a SofthubBD branch in Dhaka, the country's capital. We are excited to enter the US market for the benefit of our customers in the USA, Canada, and other adjacent countries. [*About Us* 2019]

2.2 Organ-gram
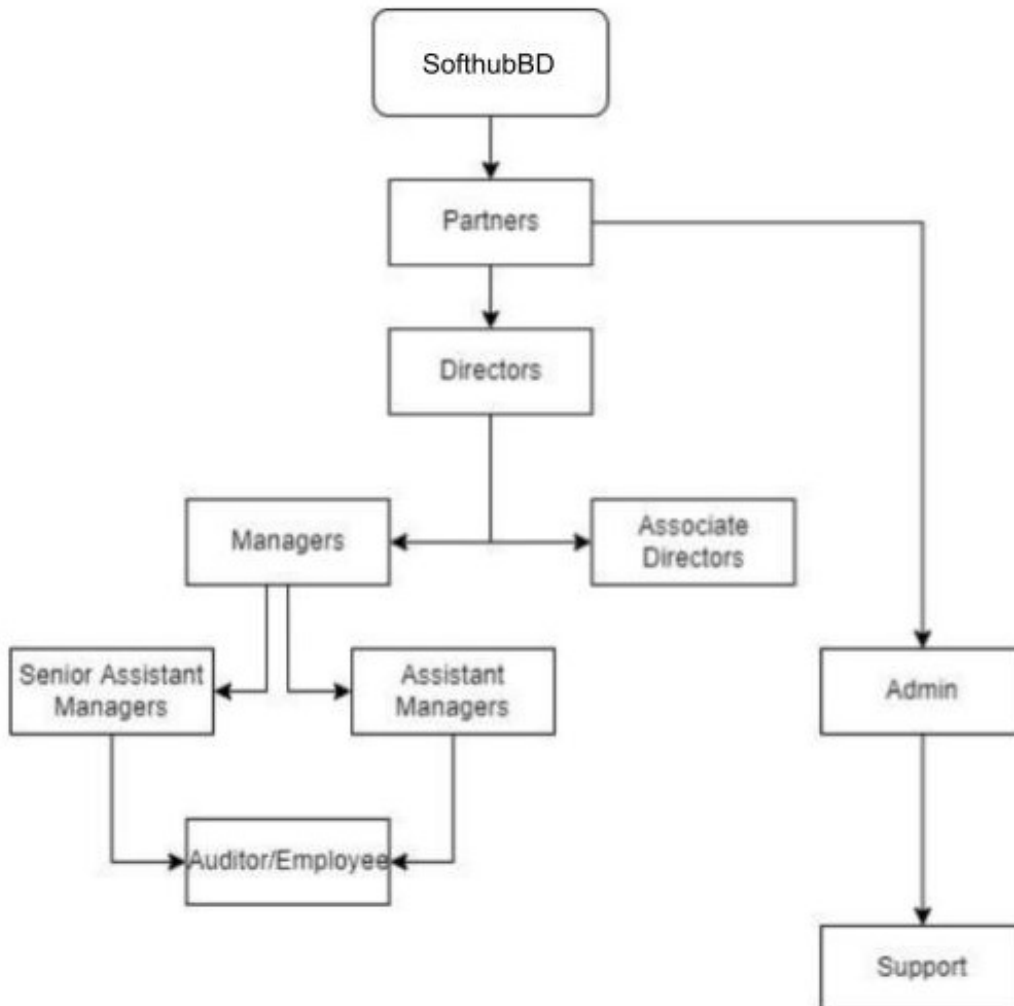
2.3   Clients

2.3.1   Private Organizations

1. Grameenphone Ltd

2. EXIM Bank Ltd

3. Navana Real Estate Ltd.

4. Sunlife Insurance Ltd.

5. Etc.

3 Company Culture And Carrying Out

3.1 Department/Section Overview

There are 5 departments in SofthubBD.

1. IT Audit Department

2. VAPT Department

3. HR/Admin Department

4. Support Service Department

5. Accounting Department

3.2 Working Environments and Protocols

3.2.1 Rules and Regulations

1. The workplace requires physical work.

2. The intern must have a personal computer or laptop to complete the projects.

3. In addition to compensation, TA/DA will be given.

4. Their workdays are predetermined. To enter and exit, they must pass a card/fingerprint check.

5. completing the time sheet with accurate and truthful entries.

6. The employees play a significant role in the company's daily operations.

7. Depending on their level of expertise, every department's staff members were required to attend specialized training.

8. Early departures from the office are not permitted unless there is a good reason. They need permission from the manager or supervisor to leave early or take a leave.

9. Must let the group know.

3.2.2 Facilities

1. Launch Subventions

2. Internal Training Center

3. Take on large projects

4. two days off in a row

5. Work on large projects and become familiar with large software architectures

3.3 Internee Life Cycle

3.3.1 Recruiting

In bdjobs, I was looking for an internship. I eventually discovered that SofthubBD is recruiting for internships on various projects. I've just applied for one, then. After a few days, they call to schedule the preliminary interview. A technical interview will be conducted first. They assign me a project to finish once the first step has been accomplished. They give me another one after I finish the first. After the project phase is finished, they call me once more to schedule the last interview with the company's deputy managing director. After successfully completing all the steps, the company sent me an appointment letter.

3.3.2 Professional Environment

SofthubBD's professional atmosphere is excellent for newcomers. For newcomers, there is a lot to learn. They typically work with large software or ERP. Consequently, they offer fantastic hands-on experience with software architecture and design. Additionally, because the business has a separate training department, there are numerous internal training facilities for interns. Outsiders can receive training from them.

3.4 First Day At Office

My office at the time was located in Begum Rokeya Sarani in Mirpur, Dhaka, and I lived close to the DIU Permanent Campus. I therefore have to travel far to get to my office. I get ready for work in the morning when I wake up early. I travel to work using a variety of modes of transportation, including a bus, a leguna, and a rickshaw. I must complete some paperwork after arriving at the office, such as the joining letter. I then picked up my laptop and met the rest of my team. One of my team members gives a summary of our project, highlighting the areas I need to focus on and the opportunities it presented for me to learn.

4 AUDIT ACTIVITY

4.1 Training / Domain Knowledge Sharing

At Softhubbd there is a distinct training division. Both workers of Softhubbd and outsiders receive training from them. All courses are open to all employees. A knowledge-sharing dinner will also be held on the final workday of each workweek. The team lead offers suggestions to everyone so they may learn what is coming up next as everyone shares what they learned new this week.

4.2 Audit Checklist

4.2.1 Appendix

SL #	Area	Process Name	hbv	Clause Detail	Department	Review Type	Point to be checked	Findings	Conformity Level	Likelihood of control failure	Severity of control failure	Risk Rating	Recommendation:	Management Response	Closing status	Remarks	Next Followup date	Management response on closing
1	Responsibilities	ASV Site Compliance Manager	Page 3	ASV shall I appoint a site compliance manager to manage the compliance rules established by this document (the "ASV Site Compliance Manager"). The ASV Site Compliance Manager will: ● Provide overall managerial responsibility for the services provided to Augmedix; ● Attend all Augmedix regularly scheduled executive level meetings and planning sessions as requested by Augmedix; ● Serve as the primary liaison between ASV and the Augmedix's Compliance Manager (as defined below) with respect to performance and adherence	People	Interview & Documents review	1) Appoinment letter 2) JD											
2	Responsibilities	ASV Security Compliance Officer	Page 3-4	ASV shall appoint a security compliance officer to manage compliance with the security requirements of this document (the "ASV Security Compliance Officer" or "SCO"). The ASV Security Compliance Officer duties and responsibilities will include: ● Management of the day-to-day Layered Access Control (as defined below); ● Periodic review of the policies and controls set forth herein to ensure continuing compliance and relevance in providing guidance to ASV management, ASV employees and Augmedix; ● Collaboration with other departments (e.g., Human Resources, Information Technology, etc.) to direct access control compliance issues to appropriate existing channels for investigation and resolution; ● Consultation with ASV legal counsel as needed to resolve difficult access control compliance issues; ● Address alleged violation of the ASV policies and controls contained herein by evaluating or recommending the initiation of investigative procedures; ● Act as an independent review and evaluation body to ensure that access control compliance issues within the ASV are being appropriately evaluated, investigated and resolved;	People	Interview & Documents review	1. JD 2. Appoinment Letter											
3	Responsibilities	Augmedix Compliance Manager	Page 4	Augmedix will appoint a compliance manager to oversee the relationship established with the ASV Site Compliance Manager (the "Augmedix Compliance Manager"). The Augmedix Compliance Manager will:	Complaince	NA	NA											

Figure 1: Appendix Screenshot 01

SL #	Area	Process Name	hbv	Clause Detail	Department	Review Type	Point to be checked	Findings	Conformity Level	Likelihood of control failure	Severity of control failure	Risk Rating	Recommendation:	Management Response	Closing status	Remarks	Next Followup date	Management response on closing
57	Separation and Termination of Employees Who Had Access to Augmedix Work	Employee's separation or termination	12.A)	Prior to an employee's separation or termination from the ASV and the issuance of the final payment to the employee, the ASV shall: I. Confirm the employee's last known address; II. Confirm the employee's cell phone number and home phone number; III. Audit the employee's Augmedix workstation; IV. Audit the employee's work space for hard copy documents; V. Request that the employee turnover all hard copy documents related to or constituting	People	Interview, Document review	Employee file review List of newly joined GIT staffs											
58	Separation and Termination of Employees Who Had Access to Augmedix Work	separation or termination	12.B)	At the time of separation or termination, the ASV shall: I. Notify the security guards and ASV Security Compliance Officer in writing of the date of the employee's separation or termination. The security guards and ASV Security Compliance Officer shall be instructed that the employee should not be permitted to access the ASV Facility after the separation or termination date; II. Disable the employee's swipe card access to the ASV Facility, Augmedix Production Area and Augmedix Connected Device; III. Disable the employee's swipe card access to the Augmedix Server, if applicable; IV. Notify Augmedix Compliance Manager of: a) All login IDs of such separated employee; b) The exact date and time of separation' c) Any payments or litigation that is pending; and d) Such employees position, most recent assignments and if the employee will remain an employee of ASV in a non-Augmedix position.	People	Document review	Separation process review											
59	Separation and Termination of Employees Who Had Access to Augmedix Work	Provide a log to Augmedix containing a list of all separated employees of each month	12.C)	At the conclusion of each month, the ASV shall provide a log to Augmedix containing a list of all employees who have separated from ASV during the preceding month. I. In the event an employee has been separated or terminated during the preceding month, the ASV shall certify that it has complied with the provisions of this section 12 and list the user IDs disabled.	People	Document Review	1.Checking of Log related to door locks 2. Platform log 3. AD log		Conformity									
60																		
61																		

Figure 2: Appendix Screenshot 02

4.2.2   A Visitor Check

Sl.	Room #	Date	Name	Approval Document	ID card/NID	Log book		Video		Remarks
						Entry Time	Exit Time	Entry Time	Exit Time	

Figure 3: Visitor Check

4.2.3 Security Door and Camera

Room #	Establishment year	Date of renovation	# of doors	# of security Camera	Name of Security Camera	Remarks	# of Swipt card	Name of Swipt Card	Remarks	Power Supply

2.B Security Door and Camera (Security Camera; Swipt card/Biometrics device)

Figure 4: Security Door and cameras

4.2.4 Connected Device

Coneected Device checklist	Sample 1	Sample 2	Sample 3
labels on the monitors			
labels on the CPUs			
Serial number of the hard drive with phycisal inventory			
unique password			
BIOS password			
no more than one hard drive			
Disable CD drive			
Disable USB port Pendrive			
Disable USB port harddrive/mobile phone			
Disable printer			
try to take screenshot and save at open word or relevent			
Prevent saving files on the hard drives			
Not permitted software was installed or can be install			
Password protected BIOS			
Non-permitted URL-gmail			
Non-permitted URL-facebook			
Non-permitted URL-icddrb			
Non-permitted URL-linkedin			
Non-permitted URL-wordpress.com			
Non-permitted URL-CSE			
Try to login using Inactive user			
Try to login using invalid user			
Encrypted HDD			
Privacy Screen			

Figure 5: Connected Device List

4.2.5   Employee File

Employee Documents in personal file	Emp #	Emp #	Emp #	Emp #
Certificate HIPAA training during the preceding quarter				
confidentiality agreement				
criminal background check				
government issued photo identification				
Employee's photograph				
Employee's document for address				
Offer letter				
Joining Letter				
OIG/GSA/SAM				

Figure 6: Employee List

4.2.6   Switch Room

4.F Server/Switch room			
Server/Switch room	Room Location	Is the room locked	Is it leveled?

Figure 7: Switch Room

4.2.7 Cross Match of Connected Device

							Asset Config				Monitor 1		Monitor 2		
Version	Date	Room Number	Host Name	Asset ID	Mfg ID	Model & Type	Processor	RAM	HDD	HDD Mgf ID	Monitor Asset ID	Monitor Mfg ID	Monitor Asset ID	Monitor Mfg ID	Remarks
1.7	23-4-2018	Suite 401	T-401-D57	AXBD-Scribe-D-0001	SGH6255FJF	HP 400G3 MT	Intel Core i5 3.2 GHz	4 GB	500 GB	56H1D67AS	AXBD-Scribe-M-0001	CN-0VJRF7-64180-68G-0B1T-A00	AXBD-Scribe-M-0002	CN-0VJRF7-64180-6AM-1DFT-A00	
1.7	23-4-2018	Suite 401	Scribe-Manager												
1.7	23-4-2018	Suite 401	Training-PC-015												
1.7	23-4-2018	Suite 401	T-401-D45												
1.7	23-4-2018	Suite 401	T-401-D46												
1.7	23-4-2018	Suite 401	Scribe-D-0160												
1.7	23-4-2018	Suite 401	Scribe-D-0161												
1.7	23-4-2018	Suite 401	Scribe-D-0162												
1.7	23-4-2018	Suite 401	Scribe-D-0163												
1.7	23-4-2018	Suite 401	Scribe-D-0164												

Figure 8: Cross match of connected device

4.3 Audit Team on Requested Information or Documents

SI #	Requested Information/documents	Audit Team Remarks on 18-Aug-2022	Response from Augmedix
1	Please provide the name of "ASV Site Compliance Manager".	Please share the information. If the information already uploaded, please provide the file name	
2	Please provide the daily, weekly and/or monthly report(s) submitted by The ASV Site Compliance Manager related to ASV's performance for the Month of January 2022 and May 2022.	Please share the information. If the information already uploaded, please provide the file name	
4	Please provide the name of "Augmedix Compliance Manager" applicable for this ASV.	Please share the information. If the information already uploaded, please provide the file name	
5	Please provide the list of members of ASV HIPAA Standards & Safeguards Committee.	Please share the information. If the information already uploaded, please provide the file name	
6	Please provide the Minutes of the Meeting related to the "Status Meeting" of the Standards & Safeguards Committee	Please share the information. If the information already uploaded, please provide the file name	
8	Please provide the log during the audit period [1-Jan-2022 to 31-July-2022] and another period [1-July-2021 to 31-July-2021] related to the use of the swipe card locking device on the security doors during entering or exiting the Augmedix Production Area by the scribes	We received the information by segregated excel file, is it possible to share the data in two excel file for all doors 1) the first excel file will contain all logs for the period of 1-Jan-2022 to 31-July-2022 2) the 2nd excel file will contain all logs for the period of 1-July-2022 to 31-July-2021	
13	Please provide us the list of Incident Reports during the audit period [Jan 2022-July-2022] with the below details (1) the name, designation, email address, and cell number of ASV employee submitting the Incident Report (2) The date and time of the Incident; (3) The date on which the ASV knew or suspected that the Incident took place or started; (4) A detailed description of the Incident; (5) Whether the Incident is on-going; and (6) Any actions undertaken by the ASV prior to submitting the Incident Report in response to the Incident.	Please share the information. If the information already uploaded, please provide the file name	
19	Please provide the floor diagram of the ASV Facility that specifically identifies the Augmedix Production Area and the Augmedix Connected Devices contained in the Augmedix Production Area for · July 2022 · January 2022	Please share the information. If the information already uploaded, please provide the file name	
29	Please provide the log of the Augmedix platform user IDs	Please share the information. If the information already uploaded, please provide the file name	
31	Please provide the list of active staff containing data of Emp #, name, designation, date of join, department, is the staff critical, Login ID, Any Special Access permission, Access card number, is working at ASP production area	We received the employee list.But, we didn't find the employee wise AD login ID, platform login ID, Access Card ID. Please share these information. If the information already uploaded, please provide the file name	
32	Please provide the list of separated staff in 2021 and 2022 containing data of Emp #, name, designation, date of join, department, date of separation, Reason for Separation, final payment date, is the staff critical, Login ID, Any Special Access permission, Access card number, is working at ASV production area	We received the employee list. But, we didn't find the employee wise AD login ID, platform login ID, Access Card ID. Please share these information. If the information already uploaded, please provide the file name	
35	Please provide the list of HIPAA training sessions for each employee	Please share the information. If the information already uploaded, please provide the file name	
38	Please Provide the list of incidents with disruption of local transportation, utility disruptions, political unrest, wars, strikes, or holidays where unplanned leave causes loss in capacity, during the audit period .	Please share the information. If the information already uploaded, please provide the file name	

Figure 9: Audit Team on Requested Information.xlsx

4.4 Scope

The Ministry of Planning used some old software for their internal work like Project Planning System. But those are too old, and they can't add new features to that legacy codebase. And they also want to automate their all internal work so that the processes can go

faster than previously and they can check the transparency of the work. Also, they want some new software like a GIS-Based Resource Management, Research Management System.

4.4.1   System Audit

There are mainly two types of Audit:

1. Internal
2. External

Internal: As an internal auditor, you'll perform auditing duties for the company and look for troubling discoveries. You will let the team leader know when you discover those irregularities. The director will speak with the client after receiving the director's pertinent reports from the leader.
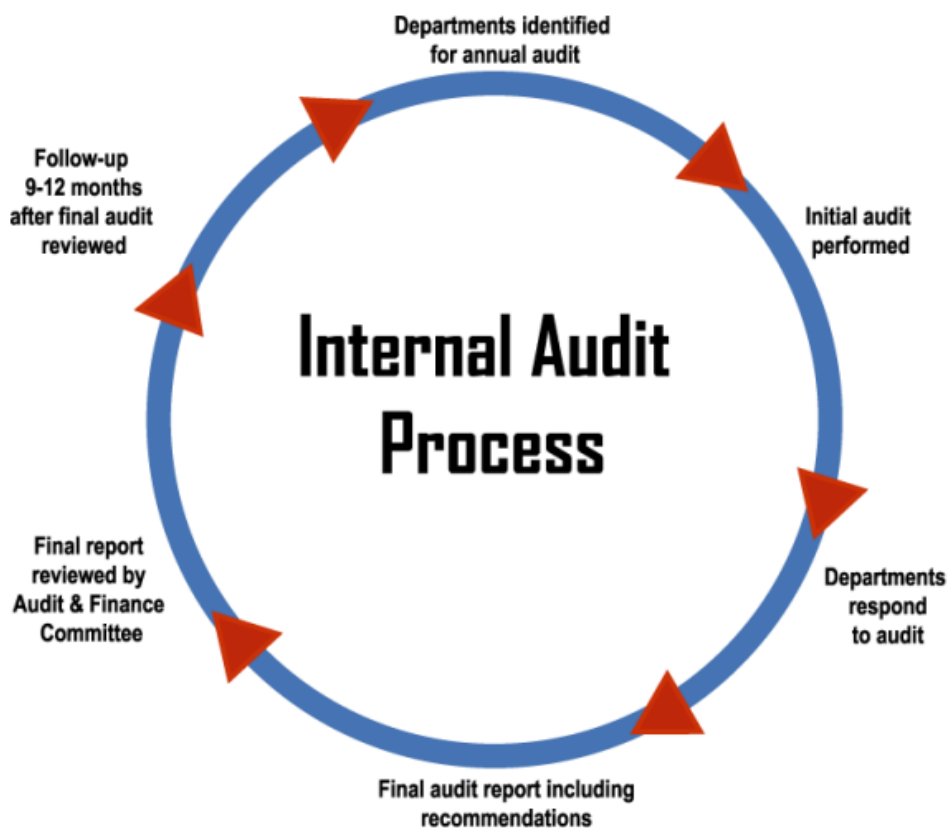
Figure 10: Logical Access Flow

External: This kind of evaluation is carried out by an unbiased accountant. The main goal of this kind of audit is typically to certify an organization, like ISO.
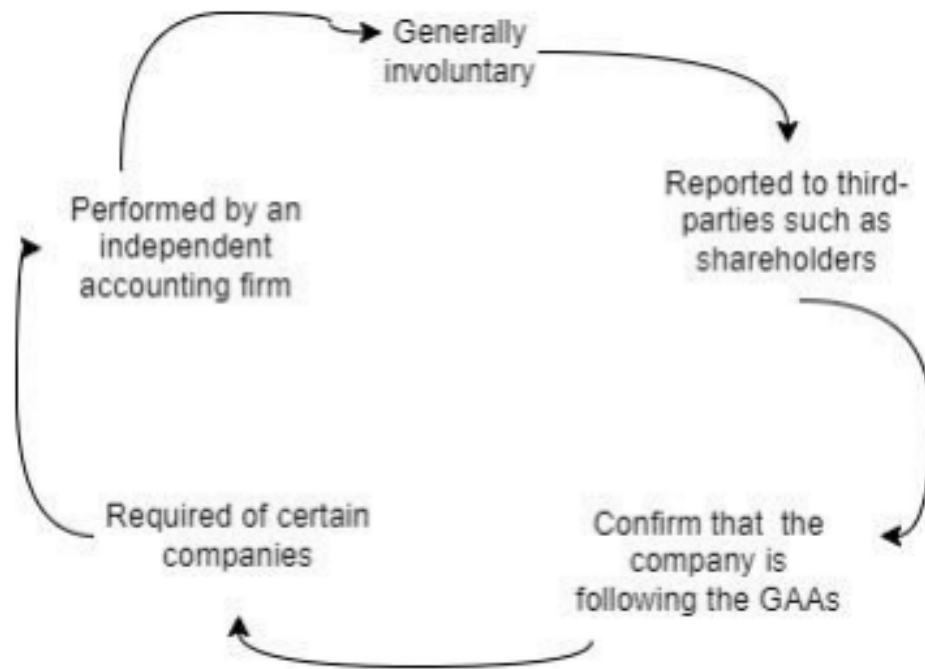

Figure 11: Logical Access Flow

I currently work for two clients, both of whom employ me as an IT auditor. I'll talk about my work in the sections that follow.

4.4.2   Audit Report

These days, there are numerous business software and systems. Every system requires regular monitoring and upkeep for security and other reasons. So, we issued a request for the system to one of my clients' offices. At that moment, we questioned some things. the like,

1. General Information:

Date
Name of the Application/ System/DB/Network Device
Description
Classification
Owner
Custodian
Location
IP Address
DNS Name
Asset ID
Purchase Date
Warranty Period

2. Details information:

Area	Status	Comments
Logical Access Path Physical Access Path Access Granting & Removing Process	Physical Access	
Risk Assessment List of IT Controls	Risk & Controls	
User Management Policy Segregation of Duties (SoD)	User Management	
Password Policy Password Complexity	Password Management	
Backup Policy Backup Frequency Backup Log	Backup & restore	
Change Management Policy Change Process Change Request Log (Audit Period) Segregation of Duties (SoD)	Change Management	

Area	Status	Comments
Configuration Management Policy Patch Management Policy Periodic Review of Ports & Services	Hardening	
Incident/Problem Management Policy Root Cause Analysis Trend Analysis	Incident/Problem Management	
Business Impact Analysis Business Continuity Plan (BCP) BCP Test Report Disaster Recovery (DR) Plan Disaster Recovery Test Report	BIA/BCP/DRP	
Log Management Policy Audit Trail Log Review	Log Management	
Data Retention Policy Secure Disposal Policy VAPT Anti-Virus/End-point Security Internal Audit Report External Audit Report	Security	
Vendor Management Policy Name of the Vendor AMC/SLA	Vendor Management	

3. Risk Register:

We record the following risk-related topics. We establish various standards, including
1. Risk type 2. Risk category 3. Risk ID
When we audit a system, these are the first questions we ask our customer. We write a
letter of observation to their board members and Audit committee if there are no documents
pertaining to these inquiries.

Path of Logical Access: It involves using a digital procedure to access an application or
system. akin to how we sign into computers. Clients offers, but I will give a flow diagram
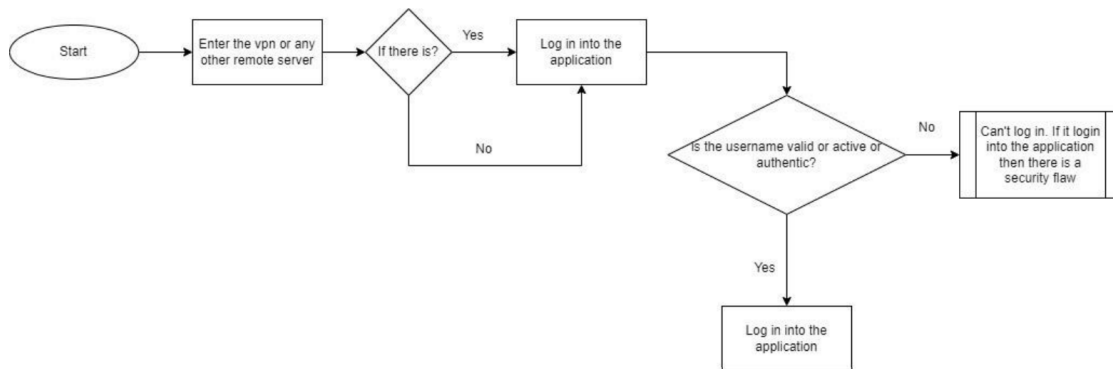due to constraints and confidentiality.

Figure 12: Logical Access Flow

User management: User management includes the active and revoked user list, as well
as information about each user's duties and access privileges.

Password management: It consists of password setups and difficulty. For instance, all
the requirements, including the number of characters required for a legitimate password,
the character kinds, the password validity, etc.

Backup and restore: We request information on the policy, RPO, RTO, and frequency
of backups and restores, as well as the media or storage used to store all backup data.

Change Management: :   This comprises the processes, policies, and request proced-
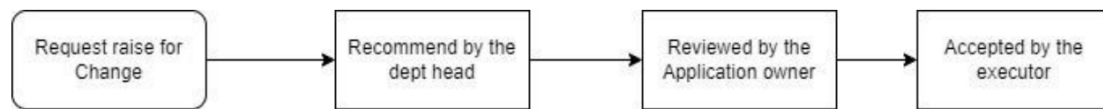ures for managing changes.

Figure 13: Change request flow

Hardening: System and configuration hardening is described here. for example, patch updates.

Incident/Problem Management: This includes the number of incidents, the number of incidents examined, etc.

5   EXPERIENCE AND ACHIEVEMENTS

5.1   Consequences to Organization

My goal as an intern was to find any potentially questionable data. If that were the case, I attempted to build a feature to see if any other features were missing. I occasionally made an effort to come up with improvements to the current system. It wasn't always possible to find a quicker solution to a problem because of the size of the Code Base.

5.2   Implications to University's Internship Program

I want to thank the Faculty of Science & Information Technology for keeping internship credit in the graduate program's curriculum and allowing me to experience what it's like to work in a field that interests me. I'd like to thank the DIU Faculty of Science IT as well as the Office of Placement and Alumni for giving me the opportunity to pick a company that interests me and complete an internship there.

5.3   Effects on Personal/Professional Skills

My soft skills were enhanced by an internship, which gave me my first taste of the working world. I've grown in my ability to see the bright side, to take responsibility seriously, and to be creative, resourceful, open, and change-receptive. I now feel inspired to pursue lifelong learning. I'd never pass up the opportunity to thank my teammates for it. They are all incredibly helpful and cooperative. The SQA process was thoroughly explained to me in the time they took. They were always willing to assist me when I ran into an issue with any of my issues at work. My coworkers taught me many facets of professionalism because I was a new employee. For instance, being punctual, grinning and showing respect when greeting seniors, as well as

5.3.1   Ability to Learn

Humans may undergo changes that make them either common or immortal. I underwent a significant transformation. I seem to pick things up really quickly and efficiently for whatever reason. Computer introduced me to a variety of innovative teamwork tools and technologies, which proved to be a very efficient way to pick up a network quickly.

5.3.2   Dependability

Dependability is a term with a lot of significance. It has been observed that many companies do not want to give their interns access to their most important and significant responsibilities. They believe hiring interns is risky and time-consuming because they only stay there for three to six months before leaving. Together with my fellow interns, my early work diligence had a big positive impact on our manager. They requested our help in a number of ongoing projects as a result. All of these are sufficient explanations for my dependability.

5.3.3   Initiative

One of the most crucial traits for any employee is initiative. Each group that an organization's employees work in is in charge of its own set of responsibilities. There is no culture that encourages keeping your word. SofthubBD residents got along well with one another. I always made an effort to complete a task as efficiently as I could. I took independent action to solve issues as they developed and was successful. I'm hoping that my perspective will be advantageous to me in the long run.

5.3.4   Quality of Work

Every company's reputation is built on the quality of its products, and the quality of the products is based on the quality of the labor and the laborers. This means that one of the most important aspects of any project must be quality. Additionally, worker qualifications cannot be compromised. I always tried to maintain the highest level of quality in my projects. We had a lot of training to help us improve our quality. The daily job list shows that formal reporting, systematic coding development, and standard documentation have all been followed. For the proper completion of my project, I maintained project planning and a project timeline. I therefore made every effort to continue performing at my highest level.

5.3.5   Maturity-poise

I had a tiny bit of confidence at first, but it grew into a huge one very quickly. My ability to contribute in real time to a significant project helped me gain maturity, poise, and confidence. Working on these projects also taught me time management skills, how to handle

large projects, and how to follow a project's timeline and schedule. Because of my maturity and poise, my supervisor found it easier to include me in such important activities. As a result, I now feel somewhat at ease and confident, and I want to stay that way for the rest of my life.

5.3.6 Judgment

The definition of "judgment" has evolved over time. It doesn't take long to create; neither a day nor a month is needed. Your work gradually gets better as you gain experience. Making the appropriate decisions at the appropriate time enables any business to honor its commitments to clients. I tried to sharpen my judgment by completing various tasks.

6 CONCLUSIONS AND RECOMMENDATIONS

6.1 Summary

SofthubBD is a pioneer in the field of software and systems integration services. They contribute to our customers' success by comprehending and addressing their needs, as well as teaming up to provide one-stop, quicker, more affordable, and scalable services that give them a competitive edge in the electronic communication industry. I worked together with the IT department of SofthubBD. The advancements made by the numerous discoveries and analyses that were previously provided will benefit the organization. As a result of this study, I now have a better understanding of how the SDLC functions and the importance of development in IBCS-Primax companies. Thanks to you, I now completely understand how to advance in my future endeavors and I also understand the company culture.

6.2 Recommendations for Future Strategic Actions

Students can acquire real-world experience in a field related to their studies through internships. Students benefit from this experience because it allows them to see how their studies are applied in the real world.

6.2.1 Organization

Before SofthubBD, I had no idea what it meant to be fortunate. But now I'm fully aware of the circumstance. I'll never forget how much my IBCS-Primax coworkers helped me. But not everyone is as fortunate as I am. I therefore sternly advise them that it is their responsibility to manage the atmosphere and culture of the workplace. But not everyone is as fortunate as I am. I therefore sternly advise them that it is their responsibility to manage the atmosphere and culture of the workplace. There needs to be a workplace recreation plan in place. For fun, I enjoy playing carrom and foosball, which has always pushed me to work hard. Life would have been boring and uninviting otherwise. Therefore, everyone must take a break from their jobs to recharge.

6.2.2 University

An internship is a fantastic way for potential employees to gain more knowledge about a particular industry or profession, gauge their interest in a particular career, build a network of contacts, or receive course credit. I'm glad I'm a DIU student because the internship course is a prerequisite for the course. I would like to express my gratitude to the science and IT faculty for giving me the opportunity to prepare for the professional field's competitive environment. As a result, my coding abilities have unquestionably improved. Now I can't wait to take on the difficulties the world will throw at me.

6.2.3 Professional

Another great advantage of internships for students is the chance to get a firsthand look at what it's like to work for a particular organization or in a particular sector. There are some common challenges that interns face, like challenging time management. No matter what, try to learn as much as you can from the internship.

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