

Internship Report on Web Application Design and Development

BY

Md. Abdullah Al Mamun

ID: 142-15-3533

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

Supervised by

Nusrat Jahan

Lecturer

Department of CSE

Daffodil International University

Co Supervised by

Mr. Mohshi Masnad

Lecturer

Department of CSE

Daffodil International University



DAFFODIL INTERNATIONAL UNIVERSITY DHAKA, BANGLADESH

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APPROVAL

This Internship titled "Internship Report on Web Application Design and Development", submitted by Md, Abdullah Al Mamun, ID No: 142-15-3533 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 6th may 2018.

BOARD OF EXAMINERS

Dr. Syed Akhter Hossain

Professor and Head

Department of Computer Science & Engineering

Faculty of Science & Information Technology Daffodil

International University

Chairman


Dr. Sheak Rashed Haider Noori

Associate Professor and Associate Head

Department of Computer Science & Engineering

Faculty of Science & Information Technology Daffodil

International University



Internal Examiner

Md. Zahid Hasan

Assistant Professor

Department of Computer Science & Engineering

Faculty of Science & Information Technology Daffodil

International University



Internal Examiner

Dr. Mohammad Shorif Uddin

Professor

Department of Computer Science & Engineering

Jahangirnagar University

External Examiner

DECLARATION

We hereby declare that, the work presented in the internship report title “**Web Application Design and Development**” is done by me Md. Abdullah Al Mamun, ID No: 142-15-3533 to the department of Computer Science and Engineering, Daffodil International University. Under the supervision of **Nusrat Jahan, Lecturer, Department of CSE, Daffodil International University**. I am declaring this report is my original work .I also declare that neither this internship report nor any part of this internship report has been submitted elsewhere for award of any Degree or Diploma.

Supervised by:



Nusrat Jahan

Lecturer

Department of CSE

Daffodil International University

Co-Supervised by:

Mr. Mohshi Masnad

Lecturer

Department of CSE

Daffodil International University

Submitted by:



Md. Abdullah Al Mamun

ID: 142-15-3533

Department of CSE

Daffodil International University

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I would like to express my heartiest gratitude to **Dr. Syed Akhter Hossain, Professor and Head**, Department of CSE, for his kind help to finish my internship and also to other faculty member and the staff of CSE department of Daffodil International University.

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ABSTRACT

Web Application Design and Development were the main objective of this internship. To develop a web based application or software there are several programming languages that are in use. Some of them are only used for the frontend and backend design of the software. For example- HTML3, HTML4, HTML5, CSS, Bootstrap Framework etc. There are also some other programming languages that are used to develop the dynamic functions of the software or application. For example-PHP, Java etc , nowadays there are also some framework's that uses vastly. Frameworks are basically structured programming by using Model, View, and Controller. It is also called as MVC. If we develop web based application that is very useful for us because we can access it from anywhere of the world. It is very helpful for our daily life. That is why I choose subject of my report is "**Web Application Design and Development**". Working in **ENTERTECH** added huge experiences in my upcoming career. Solving real life problems was another key issue. This report takes us through all the details of Web Application Design and Development knowledge and experience gathered during this internship period.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

Internship is known as to gain some experiences from the different many organizations that will help a lot to make a relation between the theoretical & practical knowledge. It adds valuable experience like operating office or computer equipment, handling a variety of situations simultaneously, organizing or analyzing data, budgets or improving teamwork, writing, and speaking abilities. Operating office or computer equipment, writing, and speaking abilities. It is important to understand how to communicate knowledge to strangers, supervisors, and peers. A student of Computer science & engineering (CSE) of Daffodil International University, I have studied many Computer Programming courses Last 3.5 years. But this is not sufficient to know the Computer Programming because it's a very big area of the modern technology. To get a sound knowledge about Computer Programming which includes Web application Design & Development. I am interested to do internship in ENTERTECH.

In this Internship Report is on "Web Application Design & Development "At ENTERTECH. This internship report covers the whole Internship Period which I have done successfully about the Application Design & Development.

1.2 Motivation

For internship to get the practical experience in the field of Computer Science and Engineering. It is very much important that knowing of theoretical knowledge and implement in the practical field to increase our professional experience in engineering job market. Following all rules and regulation of the company in my intern period it help to make me professional. For this reason I choose internship for my future professional life. Internship skill help me face to challenge in present job market.

I found that ENTERTECH has an excellent reputation for customer satisfaction & services. ENTERTECH is well known in web based application design & development in Bangladesh it also support IT managed service. Believe that this internship will give me the ideal opportunity to extend my profession.

1.3 Internship Objectives

- Understand basic concept and structure of Web application Design & Development.
- To provide awareness of the variety of job opportunities.
- To observe interpersonal and organizational dynamics.
- Learn official environment.
- Opportunities for technical skill.
- Improve communication skill.
- Knowing all type of official knowledge.

1.4 Internship Goals

- Knowing practical knowledge about programming.
- Gain knowledge about HTML, CSS, JavaScript, Ajax, PHP etc.
- Increase communication skill with other.
- Gain essential background knowledge.
- Works well with others.
- Develop research skills.
- Improve administrative skill.
- Increase the capability for solving the problems.
- Knowledge of professional journals and newsletters.
- Knowledge of key professional.
- Improve professional ethics and values.
- Improve technical skill.

1.5 Introduction to the Company

ENTERTECH technology solution provider based in Dhaka, Bangladesh. They been around since 2014. Growing every year. It also transformative power of technology to provide creative solutions to your business challenges. ENTERTECH is a private company incorporated under the Companies Act, 1994. It provides one stop-automated solution for your trade and industry. Depending on the size and field of partners, it has different products and services to meet their requirements. ENTERTECH provides the optimum and customized solutions made for any organization. With group of experts ENTERTECH provides green solution that help client environment to utilize it on a maximum scale.

ENTERTECH also give many services like

- Customized Solution development
- IT Managed Services
- Sales monitoring with real time sync.
- Systems integration
- Voice, SMS and CRM solution
- Hosted Call center service
- Analytics, Reporting and Big Data solutions
- Value Added Service Design & Implementation

1.6 Report Layout

- Bond - CRM & Ticketing
- Bond - A Complete CRM solution
- Bond – CRM
- Bond-CRM Client Information
- Bond-CRM Create Ticket
- Bond-CRM Link Monitoring

- Sales Automation System
- Sales Automation – Proprietary
- Sales Data on a Single Dashboard – Proprietary
- Region Management – Proprieties
- Product Trends – Proprietor
- Sales KPI Properties

CHAPTER 2 ORGANIZATION

2.1 Introduction

This chapter covered the methodology of internship program and provides the information about Where the internship has been attached to assume responsibility this program.

2.2 Internship program overview

I have been undertake this internship program in ENTERTECH , Headquarters: 8/2, Gausnagar, Suite 5A New Eskaton Road , DHAKA 1000 , Bangladesh from 25th November to 25th March Supervised by **Md. Farhan Asif , Chief Execute Officer**

2.3 Target Group

Changing rapidly the world, every organization, institution and company needs to develop competence in computers and technology in order to remain competitive and successful. IT infrastructure with digital service facilities must for all office segment and skills must for all professional, in all sector of business, industry and services. To fill up those demands ENTERTECH is advancing with proper initiatives. Our vision statement should be an audacious dream of a future reality based on the work what I do. The vision of ENTERTECH is delivering happiness to customers, employees. The render of Software Company services to every one for the sake of humanity and to create a glorious World.

2.4 SWOT Analysis

SWOT stands with Strengths, Weaknesses, Opportunities and Threats. SWOT analysis aims to identify the key internal and external all factors seen as important to achieving an Objective.

2.4.1 Strengths:

Characteristics to the business that place the business or project at advantage or disadvantages relative to others. It is the internal factors within organization.

- ENTERTECH is a technology solution provider based in Dhaka, Bangladesh which has almost many years of experience in IT field of Bangladesh. ENTERTECH started their journey by introducing its services like: IT management, Customer solution, Telecom, Software and total IT solution.
- ENTERTECH has different stories with other company. It has proven experience with lots of project, Global service delivery through certified IT division, commitment to quality and it also has collaboration and flexibility and also has 100% client satisfaction with dedicated post support.
- Exceptionality: It has many professional platform, Provide reliable, responsible, qualities solution. Speedy project implementation

2.4.2 Weakness

- Many person many minds: Sometimes different ideas come from many person and create problem. In this company this is encourage to apply new strategy for better performance.
Sometimes it's create problem because employees are used to with previous strategy.
- Complicated Structure: ENTERTECH has lots of services. These services and their billings policies are different which also difficult for a user to understand.
- Lack of Harmony: Intercommunication among various departments is some weak. The reason behind this, there are no exchange program for employees to work among various Strategic Business Units.

2.4.3 Opportunities

ENTERTECH is an IT company in Bangladesh provides many software solution development solution. The key of our company includes maintaining and the leading software solution provides, ensure benefit of our customer, shareholders and company and exploiting the remarkable experience and knowledge of all type of people and developing competence in process development and project management.

Sometimes if you wants share some similar values and have the passion for a rewarding career in line with our rapid growth then maybe we are the right organization to work together towards

optimize excellence. ENTERTECH is an equal opportunity employer offering market standard employee benefit and friendly working environment.

For our international client tale, there are ample opportunity for international exposure and growth employee rotations, training, and work attachments. All type of vacancies are fulfilled on the basis of the ability, qualification and all type of experience.

2.4.4 Threats

We all noticed, only a few IT related companies dominated individual countries. Most developed and developing countries the maximum number of Telkom is 2-4 as it is very hard to compete with other companies who already planted their foundation in the industry.

2.5 Organizational Structure

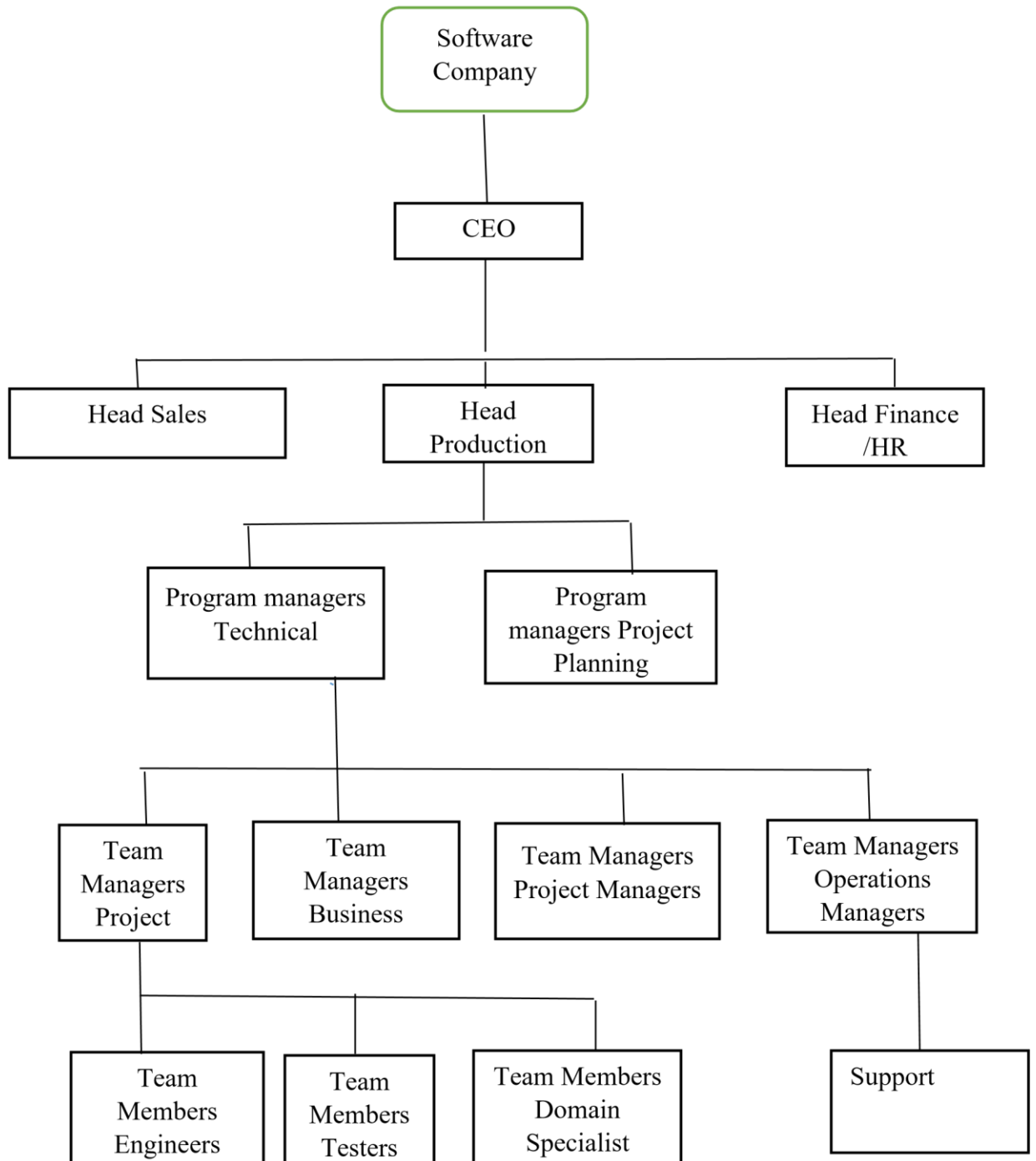


Figure 2.5.1 Organizational Structure of ENTERTECH Company

CHAPTER 3 TASKS, PROJECT AND ACTIVITIES

3.1 Daily Task and Activities

- Diagnose software problems.
- Backups all type of data.
- Design, implement and operating software.
- Operating master consoles in order to monitor the performance of computer system and to coordinate computer network.

3.2 Events and Activities

In this time assigned tasks and activities. During my internship period , I faced some problem which occurred by user . In the internship period I contributing many real time project and work with them. Now I discuss about a real time project:

3.2.1 Bond - CRM & Ticketing

Bond CRM is a true enterprise-class, cost effective, Telkom-specific CRM system. It can support any type of communication service provider-mobile, fixed, broadband and cable, while offering Multichannel interaction, including phone, self-care, fax, email and social media.

- Information at a glance
- Real time analysis of node or client
- Optimized for Data & telecom Services
- Operational efficiency
- Track issue details in different level
- Workflow Management
- Automated alarm tool for voice, text, email.

3.2.2 Bond A Complete CRM solution

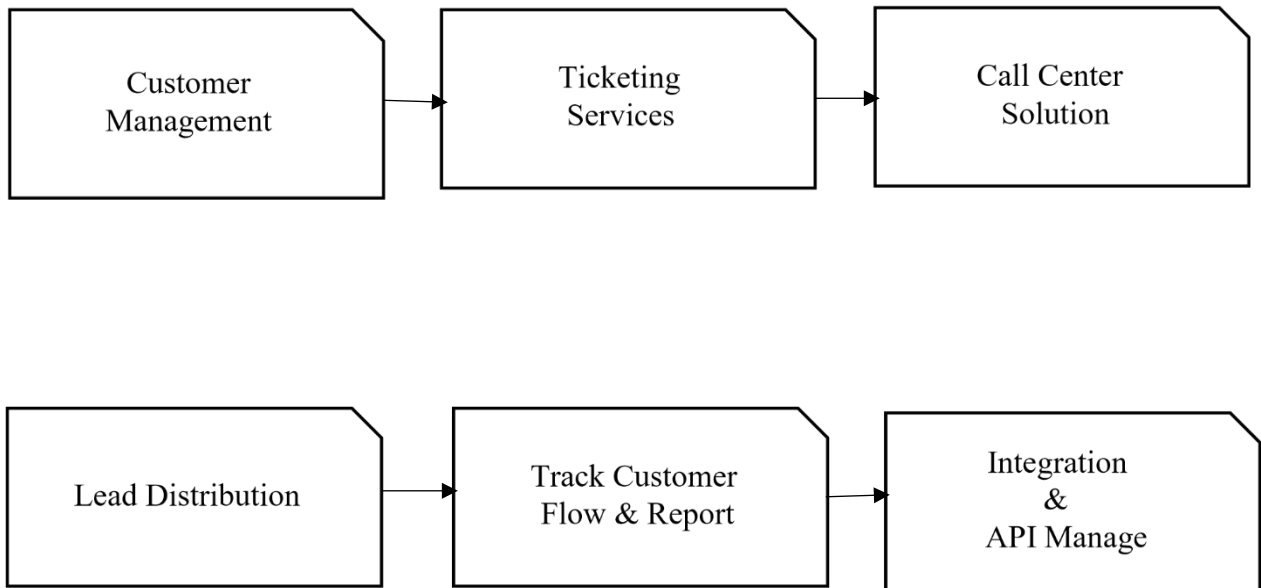


Figure 3.2.2.1 Diagram of CRM Solution

3.2.3 Bond – CRM

Using this module we can see that total customer, ticket issued, monitoring link, current alarm. Also using this graph we can find out daily issue flow and also monthly graph. In this module we also see that general customer stats and server stats.

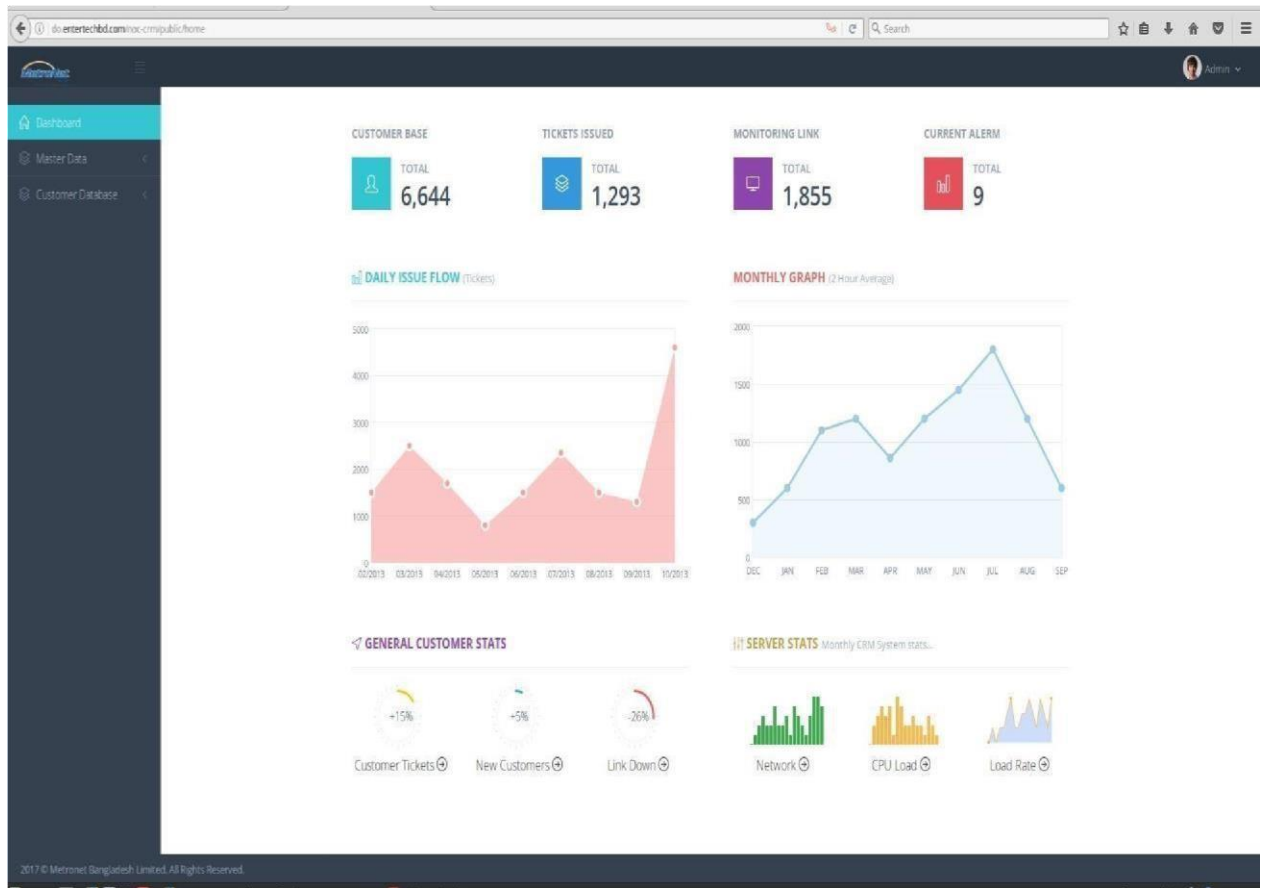


Figure 3.2.3.1: Bond-CRM Module

3.2.4 Bond CRM Client Information:

By using this module we can be seen from the database which is inputted by the client. There are some options to do the process. There are some option by using them

management can find out specific client. In the form client input his/her name, id, address, area code, branch etc. should be inputted then the sheet will be shown form the database.

The screenshot displays a web interface for 'Client Information'. At the top, there is a blue header with the title 'Client Information' and a red 'Create Ticket' button. Below the header, the form is organized into sections: 'Basic Info', 'Contact Info', and 'Technical Info'. The 'Basic Info' section is currently expanded, showing a grid of fields with their respective values. The 'Contact Info' and 'Technical Info' sections are collapsed, indicated by plus signs. At the bottom of the form, there are three buttons: 'Get Details' (highlighted in teal), 'Installation Info', and 'TCT Summary'.

Field	Value
Client ID	mniDHK170001
Client Name	IIDFC
Marketing Person	Hasan Mahmood
Commissioning Date	2012-09-28
A/C Status	Active
Branch	Motijheel
Address	8/2 Balaka Bhaban, Motijheel
Area Code	DHK
CWSC Status	Active
Commissioning Date	2012-09-28
A/C Status	Working

Figure 3.2.4.1: Client Information Module

3.2.5 Bond CRM Create Ticket

By using this module a client create ticket. For create ticket client should input client ID, client name, branch name, ticket type etc. Input this things properly a client can create ticket otherwise client cannot create ticket .So all client should input valid things.

The screenshot displays the 'Create Ticket' interface. It features a blue header bar with the title 'Create Ticket'. Below the header, the form is organized into several sections. The top section is for client and device information, including fields for Client ID, Client Name, Branch Name, Device, IP, Port, and Service Type. The middle section contains various status and configuration options, such as SW Port Connected, MAC Found, Converter Type, MC LED, MC Type, Power, and Reset options. The bottom section is for ticket details, including Ticket Id, Date & Time, Status, Source, Direction, Priority, Category, and Sub-Category. A large text area for Description is also present. At the bottom, there are buttons for 'Create', 'ON', and 'Close', along with navigation icons.

Figure 3.2.5.1: Create Ticket Module

3.2.6 Bond CRM Link Monitoring

By using this module there are 4 column like clients, down, up and total .This is the table which customers create ticket.

Link Monitoring

Clients	Down	Up	Total	Clients	Down	Up	Total	Clients	Down	Up	Total	Clients	Down	Up	Total
Aarong	1	6	7	Aarong	1	6	7	Aarong	1	6	7	Aarong	1	6	7
Abul Khair	1	1	2	Abul Khair	1	1	2	Abul Khair	1	1	2	Abul Khair	1	1	2
ACI Logistics	5	11	16	ACI Logistics	5	11	16	ACI Logistics	5	11	16	ACI Logistics	5	11	16
ADN		2	2	ADN		2	2	ADN		2	2	ADN		2	2
Agni System		1	1	Agni System		1	1	Agni System		1	1	Agni System		1	1
Agora	5	25	30	Agora	5	25	30	Agora	5	25	30	Agora	5	25	30
Agrani Bank Ltd	5	19	24	Agrani Bank Ltd	5	19	24	Agrani Bank Ltd	5	19	24	Agrani Bank Ltd	5	19	24
AKNet Ltd		5	5	AKNet Ltd		5	5	AKNet Ltd		5	5	AKNet Ltd		5	5
Al-Arafah Bank	4	15	19	Al-Arafah Bank	4	15	19	Al-Arafah Bank	4	15	19	DBBL	60	230	290
ALICO	2	5	7	ALICO	2	5	7	ALICO	2	5	7	Data Center	3	8	11
Almas Super Shop	3	1	4	Almas Super Shop	3	1	4	Almas Super Shop	3	1	4	DBBL-ATM	43	164	207
AlwaysOn Network		1	1	AlwaysOn Network		1	1	AlwaysOn Network		1	1	DBBL-Branch	11	54	65
Aman Group		2	2	Aman Group		2	2	Aman Group		2	2	DBBL-SME	2	2	4
Appollo Ispat	1	1	2	Appollo Ispat	1	1	2	Appollo Ispat	1	1	2	Banasree SME		1	1
Aristo Pharma	1	1	2	Aristo Pharma	1	1	2	Aristo Pharma	1	1	2	Dhakhinkhan SME	1		1
Avidmax	5	5	10	Avidmax	5	5	10	Avidmax	5	5	10	Khilgaon Taitola SME	1		1
BACH MPLS Project (Bangladesh Bank)	10	35	45	BACH MPLS Project (Bangladesh Bank)	10	35	45	BACH MPLS Project (Bangladesh Bank)	10	35	45	Mohammadpur SME		1	1
Bangladesh Bank_NPG		1	1	Bangladesh Bank_NPG		1	1	Bangladesh Bank_NPG		1	1	Securax (priv) Ltd	1		1
Bangladesh Commerce Bank	3	15	18	Bangladesh Commerce Bank	3	15	18	Bangladesh Commerce Bank	3	15	18	Securities		2	2
Bangladesh Development Bank	3	14	17	Bangladesh Development Bank	3	14	17	Bangladesh Development Bank	3	14	17	Ormate Logistics Ltd, Baridhara.		1	1
Bangladesh Development Group Ltd	1	2	3	Bangladesh Development Group Ltd	1	2	3	Bangladesh Development Group Ltd	1	2	3	Ormate Logistics Ltd_Dhamondi		1	1
Bangladesh Krishi Bank	2	3	5	Bangladesh Krishi Bank	2	3	5	Bangladesh Krishi Bank	2	3	5	Delta Brac	2	7	9

Figure 3.2.6.1: Link Monitoring Module

3.3 Project Task and Activities

Now I describe a project which name is “Sales Automation”. For this project I communicate with different type of people like many salesman, different type of customer.

3.3.1 Sales Automation System

- Order placements and sales information using smartphones and tablets or using simple feature phones
- Automatic fallback to offline mode, sync when service is available again
- Automatic update of product listings across devices
- Promotional notifications
- View order histories
- Optional Inventory integration enables dealers to track processing progress of their order.

3.3.2 Sales Automation – Proprietary

- Manage regions, areas, dealers and products
- Track and compare sales across regions, dealers and product ranges
- Manage promotional campaigns ➤ Measure campaign performance
- Set goal, measure progress, identify and handle ➤ Forecast based on historical data

3.3.3 Sales Data on a Single Dashboard – Proprietary



Figure 3.3.3.1: Figure of Sales Data

3.3.4 Region Management – Proprieties

By using this module we can see that the report submission status. Which area person are submitted and not submitted percentages and also see that the percentages of report submission.

#	Area	Active BSps	Submitted	Not Submitted	% of Report Submissions
1	Chittagong	416	24	392	6
2	Comilla	594	33	561	6
3	Sylhet	601	8	593	1
4	Barisal	577	20	557	3
5	Kustia	426	13	413	3
6	Khulna	431	26	405	6
7	Dhaka East	437	25	412	6
8	Dhaka West	570	21	549	4
9	Mymensingh	457	12	445	3
10	Rangpur	445	30	415	7

Figure 3.3.4.1: Figure for Region Management

3.3.5 Product Trends – Proprietor

In this figure we can see that there are two graph one is for National SOMA-JECT Administration and another is National Sayana Press Administration .In this graph we see that trend of this two company and the period is January 2016undefined,2017.

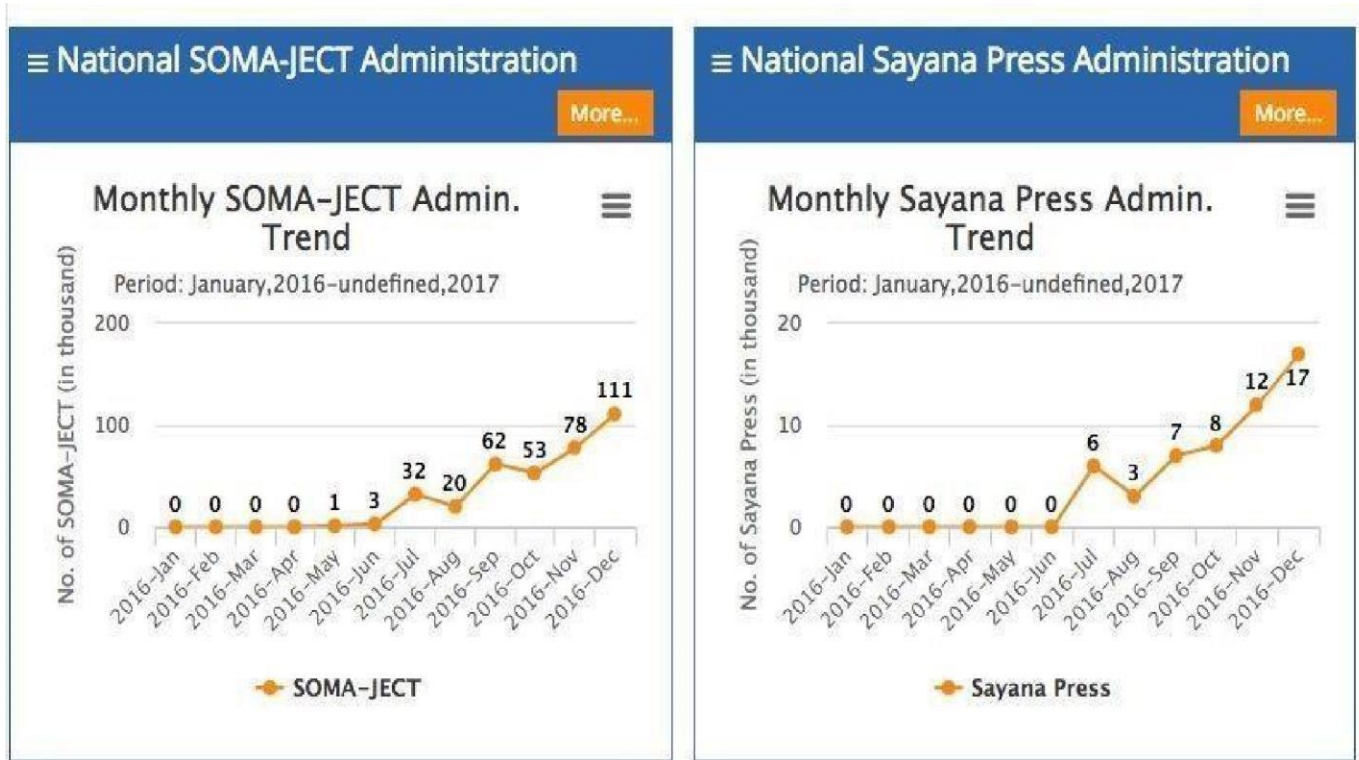


Figure 3.3.5.1: Figure for Administration

3.3.6 Sales KPI Properties

It is the ranking for 4 company. This diagram we can see that there are 5types of customers like Regula, Bronge, Silver, Gold and platinum .

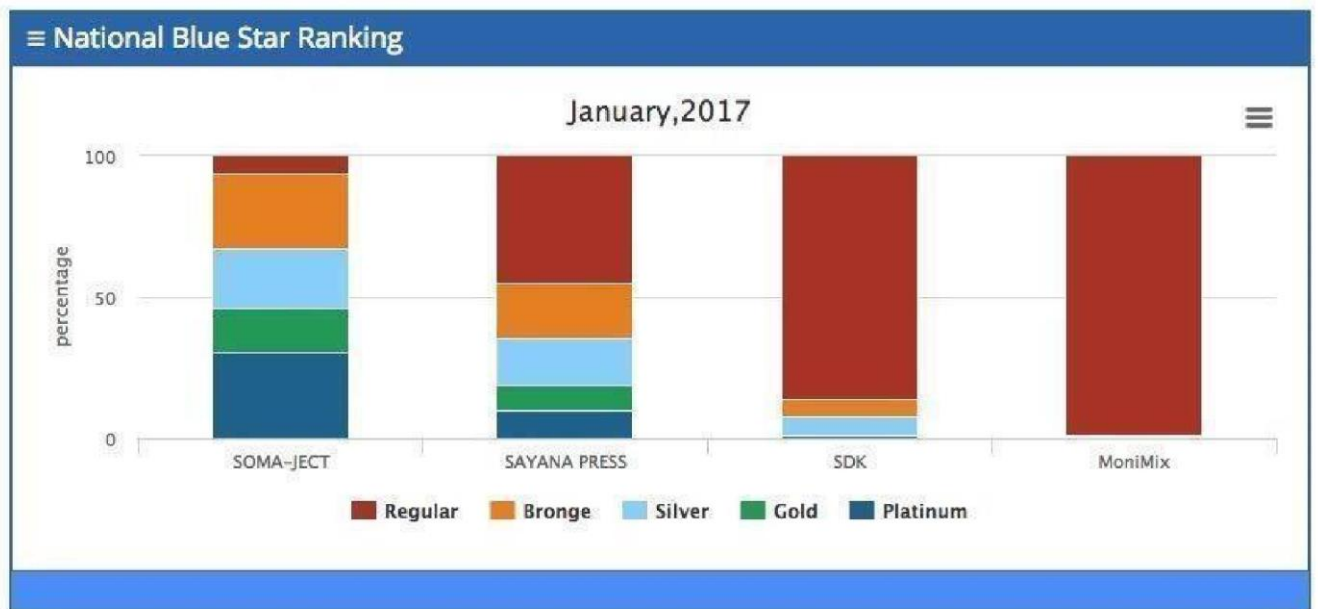


Figure 3.3.6.1: Figure for Sales Properties

3.4 Learning Outcomes

3.4.1: HTML

- **Basic Concept:** (WWW & HTTP, HTTPS, Client Server Communication.)
- **Basic HTML** (Attributes ,Tags, Elements, Paragraphs, Headings, Line Breaks, Horizontal

- Rule, Lists, Table, Color Codes, Font, Text Linking, Email, Images, Background
- **HTML Forms** (Input, Text Fields, Password, Checkbox, Combo Box, Radio, Text areas •
HTML5 features

3.4.2 Bootstrap

- Environment Setup
- Grid System
- Typography
- Tables, Form, Buttons, Images
- Dropdown, Button group
- Navigation Element
- Bootstrap Plug-ins(Transition, Modal, Dropdown, Tab, Tooltip, Alert, Button)

3.4.3 CSS

- Basic concept of Menus
- Knowing basic CSS(selector, internal, external, Inline, Class, Id, background
- Using CSS div template design
-

3.4.4 JavaScript

- Basic JavaScript (Syntax, Enable, Location, External, Operators, Variables, Functions, Events, Statements, If, Else If, While, For Loop, Comments, Array, Alert, Confirm)
- Advances JavaScript(getElementById, InnerHTML, Get table index , DOM manipulation, Regular Expression)
- JavaScript string(Strings, Length, Split, Search, Replace)

3.4.5 Basic PHP

- Functions(User-defined function, returning, values, variables function)
- Include(require, include, require-once, include-once)

- Array(array declaration, merging, sorting, inserting)
- Control Structures(if, else-if, do, do-while, for, break, continue, switch)

3.4.6 Time and Date Function

- Formatting Timestamp.
- Checking date Validity
- Finding the Number of Days in a Month
- Finding the Number of Days or week in a Year
- Finding the Day Name for a Date and Converting Local Time to GMT.
- Converting Minutes to Hours.
- Comparing Dates.

3.4.7 Number Functions

- Generate a Number Range
- Floating point Number
- Find out largest and smallest number in an array
- Padding Numbers
- Generating Random Numbers
- Rounding a floating point Number

3.4.8 Forms, Session, Cookie

- Generating forms
- Processing form input
- Valid Alphabetic strings
- Validating Alphanumeric Strings. .
- Validating Telephone Numbers.
- Validating E-mail Addresses

- Validating URLs.
- Deleting Session Data
- Storing objects in a Session
- Creating Session based Authentication System
- Protecting Data with Sessions

3.4.9 File Operation

- Testing Files & Directories.
- Retrieving file information.
- Reading Files.
- Counting words, lines, and Characters in a File
- Writing Files
- Deleting Files
- Deleting Directories
- Renaming Files and Directories
- Searching for Files in a Directory
- Searching for Files in PHP's Default Search Path
- Searching and Replacing Patterns within Files

3.4.10 MySQL Database Administration

- Inserting Data into Database Tables.
- Using MySQL Select Statement to Query Data (MySQL SELECT Statement Syntax,
- How to use MySQL Distinct to Eliminate Duplicate Rows
- How to use MySQL Limit to Constrain Number of Returned Records
- Selecting Data with SQL
- How to select MySQL LIKE to Select Data Based on Patterns Matching
- Combining Result Sets with MySQL UNION
- MySQL INNER JOIN, LEFT JOIN
- How to use Regular Expression in MySQL

- Select random records in Database table
- Count Records in a Database table in MySQL
- MySQL aggregate function
- SQL concatenate function in MySQL
- Understanding MySQL Table Types
- Working with Tables

3.5 Challenges

We know although the officials are so busy but they gave me well hearted cooperation in the time of my internship. When while collecting data I had restricted access to some data for confidentially purpose. I have spent enough time for learning the type of job assigned to me also scope us to newer type of professional work environment with new people and working actually the telecommunication sector is very much sensitive.

CHAPTER 4

COMPETENCIES AND SMART PLAN

4.1 Competencies Earned

We have facing many challenges every day. The IT industry is evolving with this challenges. In this time of internship time period I learned many web design and development skill and also software development. The following list of procedure and documents provide a good outline for a web application design and development process:

- All type of training attend for increasing skill, gain knowledge, and improve performance.
- Many types of software maintenance.
- Team collaboration.
- Potential team spirit.
- Balance between professional life and working time.
- Open communication with all employees.
- Working with the development teams.

4.2 Smart Plan

Now I would call myself a Computer engineer, even though I can jump into a system analyst. I would never claim to be a hardcore high-end Computer engineer. As a Computer engineer a learning various kind language like

- HTML
- Bootstrap
- CSS
- JavaScript
- Basic PHP
- Time and Date Function
- Forms, Session
- File operating

My internship period I gather practical knowledge that will help my future career. I finished some project within a team. Now I trying to increase more knowledge and practice more and more. My future plan about knowing computer engineering and implement it in the real world.

4.3 Reflections

As an intern student to get the practical experience in the field of engineering. It becomes to increase the experience in engineering job. In this internship period I learned about the tools which are design to use to design a web application such as HTML, CSS, BOOTSTRAP framework, JavaScript etc. This experience help me to be a strong applicant in job market. Intern help me to provide research and branch marking in web application. It also help advance tricks and trips that are practiced by the professional. I work with many project now I am know how to manage web application project and how to overcome any type of critical situation. Finally getting the experience to work on professional team.

CHAPTER 5 CONCLUTION AND FUTURE CAREER

5.1 Discussion and Conclusion

Our country is a developing country, the government of Bangladesh has taken some necessary project to develop the Information and Technology sector of our country. It is the concept for forward “Digital Bangladesh”. Related of computer topics can get simple when you study from only book but when we exposed to gain practical knowledge then it helps to strong knowledge and gives us confident about our understanding. I gather a lot of experience and this is a great opportunity for me to complete this internship on "**Web Application Design & Development**" at ENTERTECH. During this internship, if I don't get chance to take internship I can't achieve that type of real knowledge. It was great opportunity for me to attend internship and increase my carrier area. My internship company gives me a good scope to learn. I am really grateful to them. Now I am able to develop web application. It gives me the chance to meet the real life software development environment.

5.2 Scope for Future Career

Internship goals provide a very good clear concept about practical and semantic web base system. My internship implemented a proof of concept for a decision making system using imitated knowledge. If I don't have any experience in real project. Finding any work can be a real challenge. A successful internship can help me turn an experience into a career opportunity. Now a days on the scope of Web application Design & Development the course is excellent and has tremendous scope. So, as a successful internship my future scopes will be:

- To be work Software company.
- Data Collection
- Can work as a Web Designer
- Can work as a Web Developer
- Work as a software testing
-

REFERENCE

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- [4] Wikipedia <<<https://www.wikipedia.org/>>> Last visited May 3, 2018 4.00 pm

APPENDICES

Introduction

Internship is to learn and understand the real world activity, applications and implementation of the theories of the study. This is a scope to work for the students provided by the university and the companies before entering the job market to understand the real world working environment. This is a real opportunity for students to correct themselves for the future working life.

Learning during Internship

I have learned this things that are discussed below during the Internship in the ENTERTECH.

Discipline

From this Internship I have learned discipline which is very much important. I have learned how to be disciplined in the corporate environment. How the working time and office should be followed and maintained I learned from Internship. It is very important I did satisfy the discipline also.

Team Work

Team work is very much important for any type of work. No better service can be provided without a better team work. A better synchronization it is also a matter to know how to understand team members and how to follow them for the best synchronization of work.

Understanding Responsibilities

All types of job comes with responsibilities and that needs to be satisfied. Face any certain situation and manage it using skill. Senior team members made me understand those and support me to satisfy the responsibilities of the job at situation. I have learned many things from my superiors.

To be Professional

Have a better service it is needed to have perfection in the work. And it is Impossible to have perfection in the job without professional and proper working attitude. It was totally taught by the senior member of the team.

REFLECTION

[1]. CRM- Customer Relationship Management its makes relationship between customer and salesman.

[2]. Kpi- Performance indicators. Kpi indicates the performance.

[3].CSS- Cascading Style Sheets. It describe how HTML elements are to be displayed on screen.

[4]. HTML-Hypertext Markup Language is the standard markup language for creating web pages and web application.

[5]. PHP-Hypertext Preprocessor is a server-side scripting language designed for web development.

APPENDIX B

COMPANY DETAIL

ENTERTECH technology solution provider based in Dhaka, Bangladesh. They been around since 2014. Growing every year. It also transformative power of technology to provide creative solutions to your business challenges. ENTERTECH is a private company incorporated under the Companies Act, 1994. It provides one stop-automated solution for your trade and industry. Depending on the size and field of partners, it has different products and services to meet their requirements. ENTERTECH provides the optimum and customized solutions made for any organization. With group of experts ENTERTECH provides green solution that help client environment to utilize it on a maximum scale.

Company Profile (Head Office):



Name: ENTERTECH

Headquarters: 8/2, Gausnagar, Suite 5A New Eskaton Road , DHAKA 1000

Phone :+(880)9617888111

Fax: (880)9617888111

Email: info@entertechbd.com

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