

**Internship
Interim Report
Stage 3**

Irish Life

Daniel Tilley

School of Computing
Dublin Institute of Technology

13TH April 2017

DT 228 / 3

Table of Contents

Introduction	2
Overview of the industrial placement process to date.....	2
Company in Context	3
Description of the recruitment process and the induction process within the company	3
Discussion of the functional area worked in and how your role contributes to that area	4
Expectations of internship experience.....	5
What do you hope to achieve during this time?	5
What goals do you have for your technical skills and how will you know you have met them? ...	5
What goals do you have for your soft skills and how will you know you have met them?.....	5
Work Performed.....	6
Description of work undertaken and the projects assigned	6
Discuss technology learned and how it related to course work completed within the DIT	6
Critical Analysis	7
Reflection on work recruitment process	7
What have you learned from the recruitment process?	7
Experiences writing a CV and would you change it?	7
Interviews and what you would you do differently the next time you were interviewed?	7
What suggestions do you have to improve your preparation for the internship?	7
Reflection on the benefit to the company of the internship.....	8
Conclusion.....	9
Appendix I – supporting material	10

Introduction

Overview of the industrial placement process to date

So far, so good. These four words sum up exactly how I feel about the placement process to date. Day one seems like it was such a long time ago, but at the same time, I remember that exact moment as if it were yesterday. So far, I have learned a lot, forged some great new relationships, grown as an Individual and am still looking forward to what is in store for me.

I hadn't given much thought to what really went into this module until I experienced it for myself. I attended several talks in class, created my cv, applied for various internships, updated my LinkedIn profile, read the handbook, the list goes on. I had taken it all for granted that I just had to put my name down for the module and I would have an internship guaranteed. It was never going to be as straightforward as that. In fact, I was quite surprised to find out that all participants weren't guaranteed an internship.

I was quite lucky to hear back straight away from my first application. It had never crossed my mind that I would be one of the first ones to hear back. At the time I was excited, overwhelmed and delighted, but I was ready for the challenge that lay ahead.

Company in Context

Description of the recruitment process and the induction process within the company

Once I had been informed that I had been successful with my application, I was asked to complete an online aptitude test. The test involved three sections. A numeric reasoning section, a verbal reasoning section, and a logical reasoning section. I was allotted a total of one hour to complete the test or about twenty minutes per section. Once completed, I submitted it and left it in the hands of the recruiting staff to decide if I was the right candidate.

A few weeks later I received an e-mail informing me that I was part of a group of eight students shortlisted for interviews. I was quite overwhelmed and ecstatic with the result. Contained in the e-mail was also a schedule for the interviews.

The day of the interview was a day full of nerves. I had rehearsed what I could say to woo my potential new employers, dressed to impress and made sure I was on time. I was to meet a woman called Grainne (HR department), who from that moment on would be my point of contact for the recruitment phase. She was accompanied along with two IT managers by the names of Colette and Joe who would question me thoroughly throughout the interview. I started off a little shaky but grew in confidence as the interview progressed. They both seemed to be quite intrigued about projects I had undertaken in college and with regards to previous places of work. If I'm being completely honest, the interview felt more like five minutes than fifteen. It was over in a flash. I don't know what I had been so nervous about. I was provided with all round positive feedback after the interview and later that night, I was informed that I had been successful in my interview and was offered a job.

Over the next few months (October – January), I was to meet up with Grainne to do things like sign contracts, provide identification for their records and answer any questions they had for me. After the recruitment process had finished, I just had to wait for the 30th January to come around so that I could commence my internship with Irish Life.

My first day was a mix of many emotions but was dominated by tiredness and nervousness. I was unable to get an adequate amount of sleep the night before due to a poor sleep schedule and nerves. These emotions were quickly suppressed however with a firm handshake from my manager followed by the words "nice to meet you". My mind was quickly put at ease. The long-awaited moment was finally here. I could relax and get settled into what would be my first job in the IT industry.

I was greeted by a fellow "INTRA" student who was also undertaking an internship by the name of Adam. He acted as my trainer for the first week and made sure that I felt welcomed and a part of the team from day one.

Discussion of the functional area worked in and how your role contributes to that area

I was informed by Adam that we were on the DEVOPS team. DEVOPS stands for Development and Information Technology Operations. The DEVOPS team consisted of my manager Garry and six staff members. I was fortunate enough to be accompanied on the team by a fellow DIT student by the name of Max. It made the whole settling in part go a lot smoother.

DEVOPS is a mix of three main areas. They are development, quality assurance (QA) and operations. Our DevOps team has a few different responsibilities, but our main one is automated testing. During my first week, I was introduced to the concept of automated testing and how we controlled and maintained it. I learned about an existing tool called Selenium which is used to mimic user inputs like clicks, text input, and scrolls.

My job within the team requires me to maintain the automated tests that were written and are used daily. Over the past few months, I have had to make code changes to fix automated tests, report potential bugs to the QA team as well as maintain test databases. I have also had to communicate with developers to gain a better understanding of the systems to make tests more efficient. During the week, I also have meetings with the team so we can discuss what I have done as well as what we are going to do. By doing this, it means I am never working on the same task as any of my team member's.

Expectations of internship experience

What do you hope to achieve during this time?

During my internship, there are many things I wanted to achieve on a personal and on a technical level. First and probably most importantly is to gain real-world working experience in the IT industry. It's all well and good when I am working on project/assignment by myself for college, but I really want to be immersed in an industry based environment where I have deadlines to meet, people to work with and real-world problems to solve. I feel that by doing this I will be able to improve various aspects of my technical and soft skills.

I also wanted to forge some new working relationships. I feel as though I can learn so much from others around me who have been in the industry for many years. If I can take at least one piece of information/advice from each new person I meet, I feel as though this will be a success.

What goals do you have for your technical skills and how will you know you have met them?

With regards to my technical skills, I wanted to be able to branch out into new areas of IT that I had not yet explored previously. Whether that means I had to learn a new language, use a new system or experience new methodologies, if I can boast a new skill to colleagues, friends or potential future employers, I know I will have met my goal.

What goals do you have for your soft skills and how will you know you have met them?

When it come to my soft skills, there a few things that I wanted to sharpen up during my internship. I wanted to be able to communicate technical problems to non-technical people in a simplistic and easy to understand the matter. This will require me to improve both my listening and communication skills over the next few months. If by the end of the placement I can communicate any technical problems to people who don't have a similar technical understanding as myself, then I know I will have achieved my goal.

Work Performed

Description of work undertaken and the projects assigned

As outlined previously, my position is on the DEVOPS team and my main priority is automated testing. Automated testing has accounted for most of my work so far, however, there have been several other smaller tasks I have had to complete.

The team is divided up so that each team member has their own pack or suite of tests that correspond to an application that has been developed in-house. My average day consists of me coming in around 8.30am and checking the overnight run (tested on a remote server) of my application's tests. I then must look through all tests that failed and sort them into categories. There are data failures (checking values on screen against those in a database), script failures (problems with the code in our automated tests) and bugs (problems with the application itself). For data fails and bugs, I flag them with the QA team so they can check the database/application for any problems/defects. As for the script fails, it's up to me to run through these and try to resolve them so they don't become a re-occurring thing. This procedure is performed daily and is especially important towards the end of the month when application updates are released to the users. It is important that I pick up any problems ASAP as to avoid bugs slipping through the net and making it into a final release.

There are also many smaller tasks that the DEVOPS team oversees. For instance, I have had to maintain SQL queries used in the automated tests, keep an eye on the server to make sure there was no build-up of a backlog and attend daily meetings to keep on top of things.

Discuss technology learned and how it related to course work completed within the DIT

I have taken a lot of what I have learned in college and have incorporated it into my day to day activities. It's refreshing to be able to learn new idea's, methodologies and ways of doing things outside of the college environment and work them into the way I do things myself.

The main technologies I have learned is with regards to that of automated testing and continuous integration. I have had to learn to use a tool called Selenium which is an open source (anyone can work on it) automated testing framework. Another tool I have had to familiarise myself with is TeamCity which is a continuous build integration tool (basically a server we can run things on overnight). Both tools are vital in ensuring that things run smoothly on a day to day basis in Irish Life. Using Selenium means we can save hundreds of hours of manual testing and devote those hours to more important resources. TeamCity allows us to have a centralised information hub about all the projects we are currently working on.

Selenium relies heavily on an understanding of programming languages such as HTML and CSS and requires an understanding of Object Oriented Programming. These skills have been acquired during my various programming and web development modules in college. TeamCity, on the other hand, requires an understanding of scripting and server/client technologies. I can thank both the OS and Client Server modules for the having the skills I need when using TeamCity.

Critical Analysis

Reflection on work recruitment process

What have you learned from the recruitment process?

From experiencing the process firsthand, I have learned that it isn't as easy as I had previously thought. A lot of work is required from both the potential employee and the employer to ensure the process runs as smoothly and efficiently as possible and to ensure the best candidate is hired / that the candidate is successful.

Experiences writing a CV and would you change it?

I had asked after my interview whether they (employer) would recommend any changes to my CV. I was thrilled that they thought my CV was one of the best they had seen and that they had no changes to recommend. For me, this showed that the hard work I had put into researching, designing and structuring my CV paid off. It also showed that I didn't need to change the way I went about it.

Interviews and what you would you do differently the next time you were interviewed?

To build on my point I made in the previous section, I wouldn't change a thing with regards to my interview. I made sure to practice and prepare for questions I may be asked and this gave me a great chance in the interview. I believe once again that my preparation and hard work ethic that I applied to both my CV and interview ensured that I really stood out from the crowd. The one thing, however, I would do differently is trying not to worry about it as much. I learned that an interview is an equivalent of having a conversation with a group of people for the first time and nothing more.

What suggestions do you have to improve your preparation for the internship?

Not to sound too much like a broken record, but once again I wouldn't change anything. I could try and get a better night's sleep before my first day if I were to do it all again, but other than that I wouldn't have changed a thing. I felt as though I settled in quite quickly and well, that everyone was very helpful and that I forged relationships very quickly. All in all, I am quite pleased with how it's gone so far.

Reflection on the benefit to the company of the internship

The internship offers some great opportunities not only to the students but also to the companies. It gives them the chance to see the future potential talent that is coming through the universities/colleges. They can also forge new relationships with universities/colleges / students to enable them to discover potential future employees. It also gives the company the opportunity to learn from the students. Students may be able to offer the company insight into different ways of doing things / fresh ideas that can help to better the workplace.

Conclusion

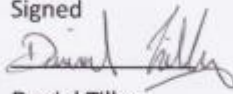
So far, so good. Four words that sum up the internship for me so far. As I sit here writing this essay I can recall the past three months and how quickly it has gone by. I have learned so much in such a short amount of time, forged some great new relationships and have grown as a professional and an individual. I only have another three left, however, I am excited about what that three month could have in store.

Appendix I – supporting material

Declaration A

I hereby certify that this report which I now submit for assessment to the School of Computing, Dublin Institute of Technology on the programme of study leading to the award of **DT 228 / Computer Science** is entirely my own work and has not been submitted for assessment for any academic purpose other than in particular fulfilment for the stated above.

Signed



Daniel Tilley

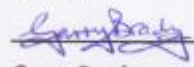
Date

26/4/17

Declaration B

I confirm that this report has been completed without breach of company confidentiality.

Signed



Garry Brady

Date

26/4/17