**ACKNOWLEDGEMENT**

First and foremost, we thank our parents for what we are and where we are today, without whose hard work and sacrifice we would not be here today.

We deem it a privilege to place on record the deep sense of gratitude to our supervisor **Mr. Vijayananda V Madlur**, **Assistant Professor,** Computer Science and Engineering, who always stood behind us and supported in each and every step of the internship work.

We are grateful to **Dr. Ravinarayana B.**, Head of the Department, Computer Science and Engineering for their support and encouragement.

We would like to thank our Principal **Dr. Prashanth C M**, for encouraging us and giving us an opportunity to accomplish the internship work.

We also thank our management who helped us directly and indirectly in the completion of this work.

Our special thanks to faculty members and others for their constant help and support.

Above all, we extend our sincere gratitude to our parents and friends for their constant encouragement with moral support.

**Karthik U Shettigar**

**4MT21CS064**

**ABSTRACT**

**The Company**

Titan Company Limited, part of the Tata Group, is a prominent Indian company specializing in luxury fashion accessories including jewellery, watches, and eyewear. Headquartered in Bangalore with its registered office in Hosur, Tamil Nadu, Titan operates four main business units: Watches & Wearables, Taneira, Tanishq, and Eye Plus.

**The Problem or Opportunity**

The internship aimed to develop Standard Operating Procedures (SOPs) for Titan's Field Digitalization App. This initiative sought to address the inefficiencies of manual data tracking and streamline processes to enhance productivity and performance reviews across Titan’s business units.

**Methodology**

The project involved understanding business requirements, interacting with various teams including IT, Project, and UAT Testing teams, and developing SOPs for the digitalization app. The methodology included comprehensive data analysis, stakeholder interviews, and iterative document development and testing.

**Benefits to the Company**

The implementation of the Field Digitalization App and the associated SOPs provided Titan with streamlined operations, reduced training time, improved data utilization, and enhanced performance review processes. These improvements contribute to better decision-making and overall organizational efficiency.

**Synopsis of the Work**

During the four-week internship at Titan Company Limited, I worked in the IT department to develop SOPs for the Field Digitalization App. This project involved understanding the app's requirements, collaborating with various teams, and creating detailed SOPs. The internship provided valuable insights into business processes, improved my technical and professional skills, and allowed me to contribute to a significant organizational project.

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**Internship Objectives**

The objectives of this internship are as follows:

* Developed and documented Standard Operating Procedures (SOPs) for Titan's Field Digitalization App.
* Gained practical experience in understanding and improving business processes.
* Worked closely with IT, Project, and UAT Testing teams.
* Gathered requirements and feedback to ensure SOPs were comprehensive and effective.
* Gained valuable insights into operational workflows at Titan.

**WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**

|  |  |  |  |
| --- | --- | --- | --- |
| **1st Week** | **DATE** | **DAY** | **NAME OF THE TOPIC/MODULE COMPLETED** |
| **30-10-2023** | **MONDAY** | Introduction to Titan Company Limited and the IT department. |
| **31-10-2023** | **TUESDAY** | Introduction to the project. |
| **01-11-2023** | **WEDNESDAY** | Overview of the Field Digitalization App and its modules |
| **02-11-2023** | **THURSDAY** |
| **03-11-2023** | **FRIDAY** |
| **04-11-2023** | **SATURDAY** | Initial meetings with project stakeholders. |

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| --- | --- | --- | --- |
| **2nd Week** | **DATE** | **DAY** | **NAME OF THE TOPIC/MODULE COMPLETED** |
| **06-11-2023** | **MONDAY** | Detailed study of the existing processes and identification of inefficiencies. |
| **07-11-2023** | **TUESDAY** |
| **08-11-2023** | **WEDNESDAY** | Development of draft SOPs for SSO and MFA processes. |
| **09-11-2023** | **THURSDAY** |
| **10-11-2023** | **FRIDAY** |
| **11-11-2023** | **SATURDAY** | Stakeholder feedback sessions. |

|  |  |  |  |
| --- | --- | --- | --- |
| **3rd Week** | **DATE** | **DAY** | **NAME OF THE TOPIC/MODULE COMPLETED** |
| **13-11-2023** | **MONDAY** | .  Creation of business documents for additional processes like the Admin Panel and Custom Filter. |
| **14-11-2023** | **TUESDAY** |
| **15-11-2023** | **WEDNESDAY** |
| **16-11-2023** | **THURSDAY** |
| **17-11-2023** | **FRIDAY** |
| **18-11-2023** | **SATURDAY** | Testing of SOPs with project teams. |

|  |  |  |  |
| --- | --- | --- | --- |
| **4th Week** | **DATE** | **DAY** | **NAME OF THE TOPIC/MODULE COMPLETED** |
| **20-11-2023** | **MONDAY** | Compilation of all SOPs and business documents |
| **21-11-2023** | **TUESDAY** |
| **22-11-2023** | **WEDNESDAY** |
| **22-11-2023** | **THURSDAY** |
| **23-11-2023** | **FRIDAY** | Final presentation of SOPs to the project team. |
| **24-11-2023** | **SATURDAY** | Reflection on the internship experience and key learnings. |