

Table of Content

Chapter 1

1	INTRODUCTION	12
1.1	ORIGIN OF THE REPORT	13
1.2	OBJECTIVE	13
1.3	METHODOLOGY OF THE REPORT	14
1.3.1	PRIMARY DATA SOURCE	14
1.3.2	SECONDARY DATA SOURCE	14
1.4	SCOPE	14
1.5	LIMITATIONS OF THE REPORT	15

Chapter 2

2	ORGANIZATION'S PROFILE	16
2.1.1	NAME OF THE ORGANIZATION	17
2.1.2	REGISTERED ADDRESS	17
2.1.3	BANGLADESH REGISTERED ADDRESS	17
2.2	ORGANIZATIONAL OVERVIEW	17
2.3	HISTORICAL BACKGROUND	18
2.4	SCB'S OPERATIONS	20
2.5	SCB'S VISION	22
2.6	SCB'S MISSION	22
2.7	BRAND PROMISE: HERE FOR GOOD	22
2.8	VALUES	22
2.9	SCB'S OBJECTIVE	23
2.10	SCB'S GLOBAL NETWORK	24
2.11	SCB IN BANGLADESH	25
2.12	ORGANIZATIONAL STRUCTURE	27
2.13	GROUP TECHNOLOGY	27
2.14	COUNTRY TECHNOLOGY	28
2.14.1	SERVICES OF COUNTRY TECHNOLOGY	29
2.14.2	RECENT ACHIEVEMENTS	29

Chapter 3

3	INTERNSHIP DETAILS	31
3.1	INTERNSHIP @ STANDARD CHARTERED BANK.....	32
3.1.1	WHY PREFERRED SCB FOR INTERNSHIP	32
3.1.2	WAY TO INTERNSHIP	33
3.1.3	RULES AND REGULATIONS	33
3.1.4	RECRUITMENT.....	34
3.1.5	WORKING HOURS	34
3.1.6	ASSIGNED RESPONSIBILITIES	35
3.2	PROJECT AND TASK	36
3.2.1	REAL LIFE PROJECTS.....	36
3.2.2	PURCHASE AUTHENTICATION REQUEST	39
3.2.3	IFTAR REQUEST ZONE SERVICE.....	42
3.2.4	CRES SITES	45
3.2.5	VENDOR AGREEMENT ALERT	47
3.2.6	NO OBJECTION CERTIFICATE CREATOR	49
3.2.7	INVOICE MANAGEMENT SYSTEM.....	52
3.2.8	CORPORATE SOCIAL RESPONSIBILITY PROGRAM'S SITE.....	55
3.2.9	SITE FOR WOMEN'S NETWORK	58
3.3	RESEARCH AND ANALYSIS	59
3.3.1	A MARKET ANALYSIS ON MOBILE AND ONLINE BANKING IN BANGLADESH	59
3.3.2	CROSS PRODUCT ADVERTISEMENT	61
3.3.3	GROUP WORK IN PROJECT PRESENTATION TO GROUP CIO OF SCB	63
3.4	DOCUMENTATION	64
3.4.1	BUSINESS REQUIREMENT DOCUMENTATION (BRD)	64
3.4.2	ARCHITECTURAL DOCUMENT	65
3.4.3	PROJECTS	69
3.5	CHALLENGES & LIMITATION	71
3.5.1	REQUIREMENT COLLECTION & ANALYSIS	71
3.5.2	EMAIL ID	71
3.5.3	INTRANET CONNECTION	71
3.5.4	SHAREPOINT OBSTACLES	72
3.5.5	DESK & MACHINE	72

Chapter 4

4	<u>EXPERIENCES & ACHIEVEMENTS</u>	<u>73</u>
4.1	EXPERIENCE.....	74
4.1.1	WORK ENVIRONMENT @ SCB	74
4.1.2	REAL LIFE PROJECTS.....	74
4.1.3	ADAPT WITH CORPORATE	75
4.1.4	COLLEAGUES.....	75
4.1.5	BUILDING NETWORK.....	75
4.1.6	BACK HOME LATE AT NIGHT.....	75
4.1.7	BUS JOURNEY	76
4.2	PROFESSIONAL DEVELOPMENT.....	76
4.2.1	TECHNICAL SKILL	76
4.2.2	MANAGEMENT AND PLANNING	77
4.2.3	COMMUNICATION	77
4.2.4	SOME OF MY POSITIVE SIDES	78
4.2.5	WEAKNESS	79
4.3	ACHIEVEMENT & RECOMMENDATION.....	80
4.3.1	RECOMMENDATION FROM CIO	81
4.3.2	RECOMMENDATION FROM CRES	83

Chapter 5

5	<u>CONCLUSION.....</u>	<u>84</u>
	REFERENCES.....	86
	APPENDIX	89
	ELABORATIONS	89

Table of Figures

FIGURE 1:SCB OPERATION.....	21
FIGURE 2: GLOBAL PRESENCE OF SCB	24
FIGURE 3: PERCENTAGE IN CONTINENTS	24
FIGURE 4: BRANCHES IN BANGLADESH.....	26
FIGURE 5: ORGANIZATIONAL STRUCTURE	27
FIGURE 6: RECOMMENDATION FROM CIO & CTO.....	81
FIGURE 7: RECOMMENDATION FROM RM.....	82
FIGURE 8: RECOMMENDATION FROM CRES	83

1

Introduction

1.1 ORIGIN OF THE REPORT

The report has been prepared as a fulfillment of the partial requirement of the internship program of 6th semester for Bachelor of Information Technology students. Bachelor Program of Institute of Information Technology requires a 6month internship program in 6th semester of the 8 semester program. A student must have to be industrially attached to complete the 18 credit of internship program.

The basic goal of this internship program is to provide the industry exposure to experience the real world situation translating the theoretical knowledge. Students of this program placed in different organizations to meet the goal.

Standard Chartered Bank is the oldest multinational banks of Bangladesh. In this era of technology, they are one of the leading organizations to automate the banking system with technology. They have always upgraded their technologies to achieve profitability. It is an effective place to work as an IT intern.

After the completion 5th semester, I was placed in Standard Chartered Bank Bangladesh for the internship program. The duration of my organizational attachment was 6 months, starting from 3rd July 2011 to 28th December 2011. To fulfill my Internship program, I needed to submit this report, which would include an overview of the organization I was attached and detail of the tasks I was supposed to conduct during the internship period.

I was placed in the Country Technology department of the Standard Chartered Bank Head Office, under the direct supervision of Mr. A. N. M. Kamrul Islam, Head of CB Technology of Standard Chartered Bank Bangladesh.

1.2 OBJECTIVE

The primary objective of this report is to present an overall description of the internship program at Standard Chartered Bank. It will describe the jobs performed in the organization as well as the experiences, findings and professional and personal skill development working in this multinational company.

1.3 METHODOLOGY OF THE REPORT

Information included in this report collected from both primary and secondary data source. Most of the information regarding the organization is collected from web sites, articles, SCB employees and some journals.

1.3.1 Primary Data Source

- ❑ Direct inspection through the internship time
- ❑ Conversation with SCB employees
- ❑ Participation in different in-house activities
- ❑ Observing others jobs

1.3.2 Secondary Data Source

- ❑ Records of the bank
- ❑ Different Types of brochures
- ❑ Web site of Standard Chartered Bank
- ❑ Annual Balance Sheet, Profit & Loss Account of SCB
- ❑ Related published documents
- ❑ Internet

1.4 SCOPE

This document discussed about the task performed during the internship period in SCB. Professional growth, developed skills, experiences and achievements are described. Briefing on Standard Chartered Bank's historical background, global network, vision, mission, facilities etc. are given. It also gives an overview of the organization. Experiences and some recommendation are included in this report.

1.5 LIMITATIONS OF THE REPORT

There are some limitations in this report. All the contents cannot be shared outside the bank. The basic limitations faced in preparing the report were:

- ❑ The bank's policy of not disclosing some data and information for obvious reasons, which would have been very much useful for the report.
- ❑ Most of the data are confidential that cannot be published.
- ❑ Most of the projects done during internship period were automating some in-house systems which should not be discussed broadly.
- ❑ Time is another great limitation while making the document. Busy long hours in office made it difficult to give time on the report.
- ❑ All the data given in this report could not be validated.
- ❑ Gathering data from SCB employees was also a tough job. It was quite hard to get time from them in the busy business hours.

2

Organization's Profile

2.1.1 Name of the Organization

Standard Chartered Bank

2.1.2 Registered Address

1 Alderman bury Square,
London EC2V, 7SB,
England.

2.1.3 Bangladesh Registered Address

SCB House,
67GulshanAvenue,
Gulshan,
Dhaka-1212.

2.2 ORGANIZATIONAL OVERVIEW

Standard Chartered Bank derives its name after two banks – Standard Bank of British South Africa and the chartered Bank of India, Australia and China. The merger took place in 1969. Standard Chartered Bank is regulated by the Bank of England and is a clearing bank in the United Kingdom. [1]

The new millennium brought with it two of the largest acquisition in the history of the bank- the acquisition of the Grindlays Bank from the ANZ group for a consideration of \$1.34 billion and acquisition of the Chase Consumer Banking Corporation in the Hong Kong for \$ 1.32

billion. These acquisitions demonstrate Standard Chartered Bank's firm commitment to the emerging markets.

Standard Chartered employs 80,000 people in over 550 locations serving 70 countries and territories across the Asia Pacific region, South Asia, the Middle East, Africa, the United Kingdom and the Americas. It is one of the world's most international banks with employees representing 125 nationalities. [2]

Standard Chartered serves both Consumer and Wholesale Banking customers, is well established in growth markets and aims to be The Right Partner for its customers. The Bank is trusted across its network for its standards of governance and its commitment to making a difference in the communities in which it operates. [3]

The group provides consumer-banking services to individuals and small to medium size businesses, and offers Wholesale Banking capabilities to corporate and institutional clients. With 150 years in the emerging markets the group has unmatched knowledge and understanding of its customers in its markets. Standard Chartered recognizes its responsibilities to its staff and to the communities in which it operates. Their 150 years of history gives them a deep better understanding of their markets, their customers, and the local communities in which they operate. It is a strong platform for future growth. Standard Chartered is holding leading positions in dynamic markets. They are in some of the world's fastest growing markets including the United Arab Emirates, India, China, and the markets of South Asia. They are present in many of their markets for several generations and have become a trusted partner to businesses and individuals. In other words, they are trusted and well respected provider of financial products and services. They have built up an enviable knowledge of local markets in Asia, Africa, the Americans and the Middle East. In many cases, they have had a presence for more than a century. Their first two branches were in Calcutta and Shanghai and they have been operating continuously in China for the last 144 years. [1]

2.3 HISTORICAL BACKGROUND

The Standard Chartered Group is an unusual banking business. Although its roots are British, its area of operations, its network and indeed its profits stream are overwhelmingly international.

The name Standard Chartered comes from the two original banks from which it was founded- The Chartered Bank of India, Australia, and China, and The Standard Bank of British South Africa.

James Wilson following the grant of a Royal Charter by Queen Victoria in 1853, while John Paterson founded The Standard Bank in the Cape Province of South Africa in 1862 founded the Chartered Bank. Both companies were keen to capitalize on the huge expansion of trade and to earn the handsome profits to be made from financing the movement of goods from Europe to the East and to Africa. [1]

In those early years, both banks prospered. Chartered opened its first branches in Bombay. Traditional business was in cotton from Bombay, indigo, and tea from Calcutta, rice in Burma, sugar from Java, tobacco from Sumatra, hemp in Manila and silk from Yokohama.

In South Africa, Standard, having established a considerable number of branches, was prominent in financing the development of the diamond fields of Kimberley from 1867 and later extended its network further north to the new town of Johannesburg when gold was discovered there in 1885. Half the output of the second largest gold field in the world passed through The Standard Bank on its way to London. [1]

Both banks – at that time still quite separate companies – survived the First World War and the Depression, but were directly affected by the wider conflict of the Second World War in terms of loss of business and closure of branches. There were also longer-term effects for both banks as countries in Asia and Africa gained their independence in the '50s and '60s.

Each and acquired other small banks along the way and spread their networks further. In 1969, the decision was made by Chartered and by Standard to undergo a friendly merger. They decided to counterbalance their network with expansion in Europe and the United States. Further expansion also took place in Standard Chartered's traditional markets in Asia and Africa. All appeared to be going well, when a hostile takeover bid was made for the Group by Lloyds Bank of the United Kingdom in 1986. [1]

When the bid was defeated Standard Chartered entered a period of change. Like many British banks, provisions had to be made against their world debt exposure and against loans to corporations and entrepreneurs who could not meet their commitments. Standard Chartered began a series of divestments notably in the United States and South Africa and also entered into a number of asset sales. In mid-1993, Sir Patrick Gillam became

Chairman. He made it clear that Standard Chartered would grow and develop its strong franchises in Asia, the Middle East and Africa using its operations in the United Kingdom and North America to provide customers with a bridge between these markets. Secondly, it would focus on consumer, corporate and institutional banking, and on the provision of treasury services – areas in which the Group had particular strength and expertise.

In August 2000, the US\$ 1.34 billion acquisition of Grindlays Bank was completed. This made Standard Chartered the leading international bank in India and the other countries of South Asia strengthened the Group's competitive position in the Middle East and brought to the Group a respected private banking business. [1]

In September 2000, the Group agreed to acquire Chase's Hong Kong cards. At that time, it was also announced that Chartered Trust had been sold to Lloyds TSB for GBP.627 million. [1]

2.4 SCB's OPERATIONS

Standard Chartered operates in every Asia Pacific with the exception of North Korea and some 60% of the Groups profits come from the Asia Pacific region.

Hong Kong continues to be of major importance to the Group and contributes over 30% of total profit. With around 80 branches in Hong Kong and strong representation in China, Standard Chartered– a note issuing bank in Hong Kong is well placed to continue playing an important part in Greater China's development. The group's business there is managed by a resident Group Executive Director. [3]

Consumer banking, and Corporate and Institutional Banking are managed out of Singapore each by a Group Executive Director resident in the island state. Other East Asian countries of note for the Group are Malaysia, Thailand where, in 1999 the bank acquired a 75% interest and management control of Bank Nakorthon and Taiwan. [3]

Standard Chartered is the leading International bank in Sub-Saharan Africa, operating in several countries, the most prominent being Kenya, Zambia, Zimbabwe, Botswana and Ghana. The Group's operations in the Gulf and South Asia are managed from Dubai. [4]

Banking operations can be shown with the following flowchart-

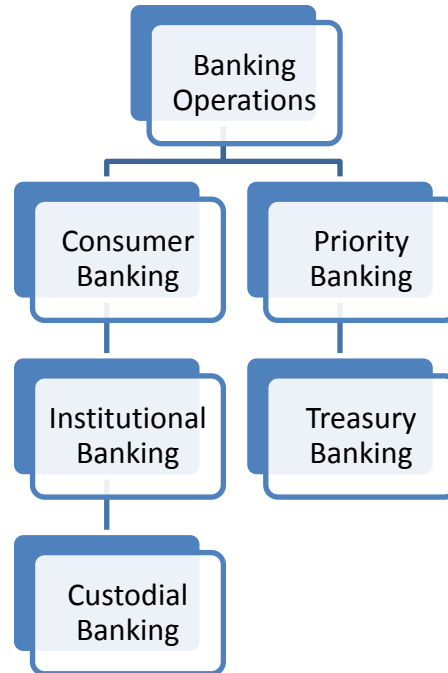


Figure 1:SCB Operation

Consumer Banking – which has some 5 million customers-has grown significantly in recent years and contributes about 50% of the total profits. Major initiatives support the rapid development of the credit card business in the exciting markets on India, Indonesia and Taiwan. [3]

Corporate and Institutional Banking – its principal strengths are in supporting regional and international cross-border trade and investments. Products and services are focused primarily on these areas, notably trade banking, cash management and custody. Institutional Banking manages the Group's relationships with banks, investment companies, and other financial institutions. It aims to be the "banker's bank" operating in customers' time zones and providing network linkage between international markets. This business has continued to expand rapidly in Asia, the Middle East and Africa and, increasingly in Latin America. It was strengthened in March 1999 by the acquisition of the trade finance operation of UBS. [3]

Treasury – operations are a particular Group strength with a network of over 20 dealing rooms worldwide, offering customers a 24 hour service. The bank is particularly well known for its expertise in exotic currencies and has reinforced its position as a leader in many Asian and African markets.

2.5 SCB's VISION

"Leading the way by providing best customer services. Brand promise is to be the right partner." [5]

2.6 SCB's MISSION

"To be the world's best international bank" [5]

2.7 BRAND PROMISE: HERE FOR GOOD

Here for good- SCB's brand promise that reflects their oldest belief. [6] It's what we have been doing for 150 years and it attests to our commitment to be –

Here for the people

Here for progress

Here for the long run

Here for good [6]

2.8 VALUES

Standard Chartered Bank follows five values [7]-

Responsive: Standard Chartered is good on their word. They are accessible whenever and wherever the customers need them. Not only do they strive to deliver solutions, they also aim to exceed customers' expectations.

Trustworthy: They respect the customers, and the life customers live. By understanding customers' needs and tailoring the right financial solutions for customers, they earn Standard Chartered's trust.

Creative: Creative thinkers are not limited by convention. They allow their minds to soar beyond predictable solutions. That's how Standard Chartered approaches each challenge posed to the bank, which is why they base their products and services on ideas that are innovative, perceptive and instinctive.

International: They (SCBs) understand the balance between global and local. Customers trust them to be established and internationally-networked, while at the same time sensitive to the customer individual needs. Their strong network across cultures helps customers build stronger relationships based on ideas, not formulae.

Courageous: A commitment to being there for customers, in good times and bad. They help customers achieve their aspirations by guiding them towards the right choice, not just the easy one.

2.9 SCB's OBJECTIVE

Based on their mission and vision, Standard Chartered has come up with few objectives, which they believe will help them reach their desired destination. They are:

Gaining a larger market share: Standard Chartered Bank currently has a quite low market share of less than 6%. They want to increase their market share in the coming years. [8]

Provide technologically advanced services: SCB wants to provide technologically advanced services for the convenience of their customers. They were the first bank in the country to introduce Money link ATM cards. Now they have introduced Phone-banking, Internet banking and SMS banking. [8]

Making banking comfortable and convenient for customers: SCB wants to retain their customers by making customers feel comfortable while they are at the banking premises. For this reason they have arranged for adequate seating facilities. [8]

Ensuring customer satisfaction: Standard Chartered Bank has made use of different means of getting feedback from customers so as to understand their level of satisfaction, based on which they can take the necessary actions to ensure customer satisfaction. [8]

2.10 SCB's GLOBAL NETWORK

Standard Chartered has a network of over 1,700 branches and outlets and 5,600 ATMs in more than 70 countries and territories across the globe, making them one of the world's most international banks. [4]

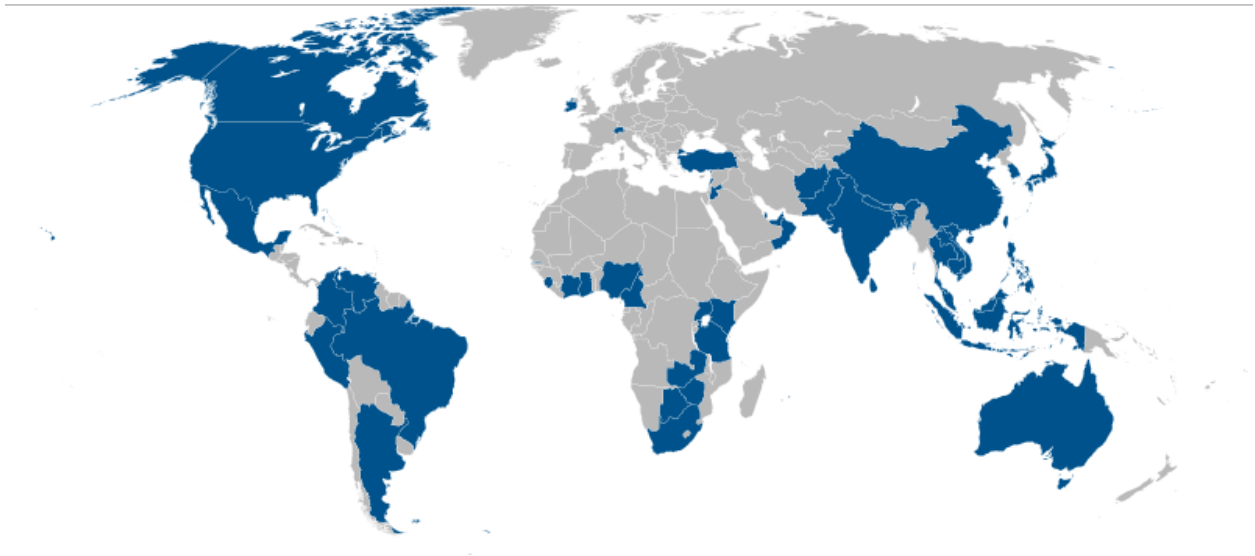


Figure 2: Global Presence of SCB

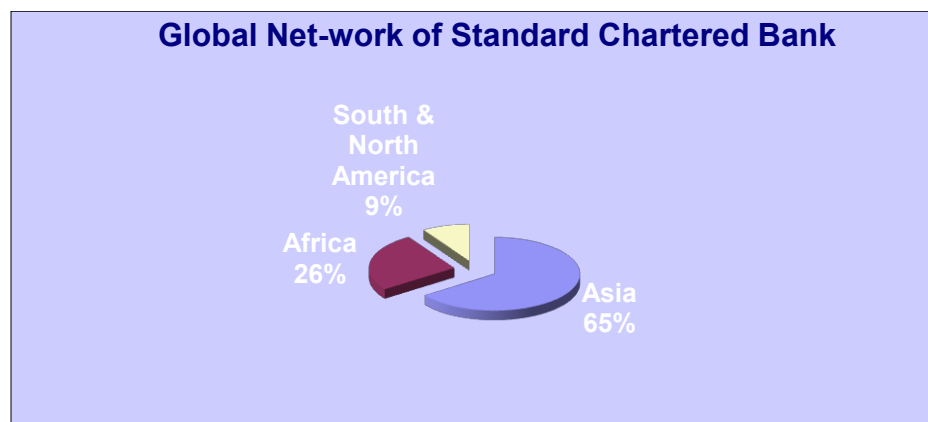


Figure 3: Percentage in Continents

2.11 SCB IN BANGLADESH

Standard Chartered Bank is the largest international bank in Bangladesh with 26 Branches, 57 ATMs and 7 Financial Kiosks; employing over 1,300 people. We are the only foreign bank in the country with presence in 6 cities – Dhaka, Chittagong, Khulna, Sylhet, Bogra and Narayanganj; including the country's only offshore banking units inside Dhaka Export Processing Zone (DEPZ) at Savar and Chittagong Export Processing Zone (CEPZ). [9]

The acquisitions of Grindlays bank (in 2000) and the commercial banking business of American Express Bank in Bangladesh (in 2006) are reflections of the Bank's increasing commitment to Bangladesh. The bank increasingly invested in people, technology and premises as its business grew in relation to the country's thriving economy. We currently provide both Consumer Banking and Wholesale Banking Services, ranging from Personal & Corporate Banking to Institutional Banking, Treasury and Custodial services. Extensive knowledge of the market and essential expertise in a wide range of financial services underline our strength to build business opportunities for corporate and institutional clients in Bangladesh. Continuous upgrading of technology and control systems has enabled the bank to offer new and improved services such as Phonebanking, I-banking, e-Lending. [9]

Branches of SCB all over the country:

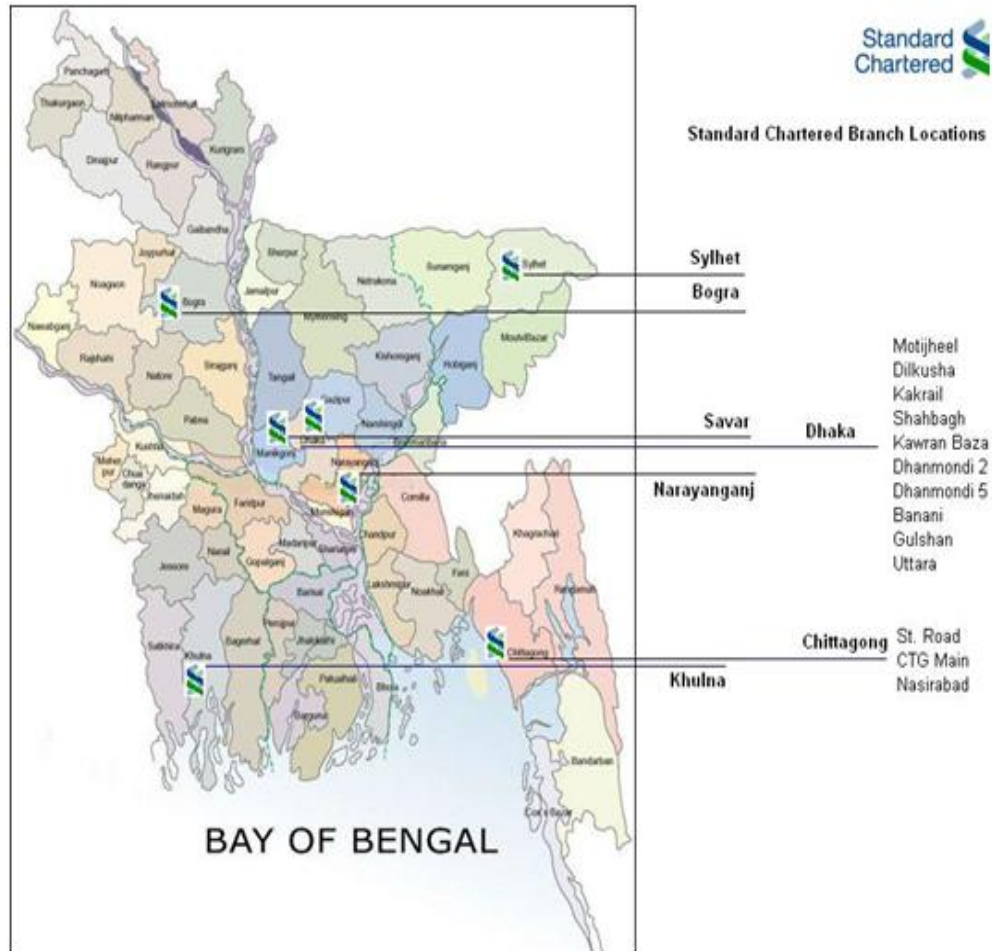


Figure 4: Branches in Bangladesh

2.12 ORGANIZATIONAL STRUCTURE

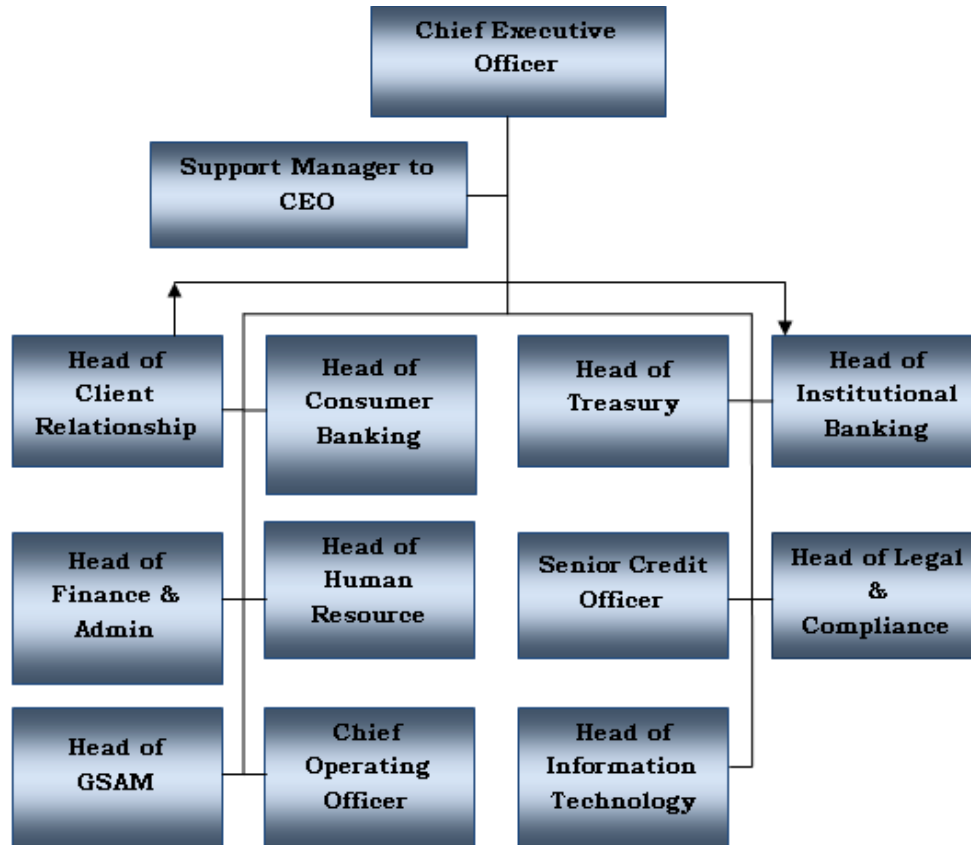


Figure 5: Organizational Structure

2.13 GROUP TECHNOLOGY

Creativity is imagining new things; innovation is doing new things. In a world where the key driving force of a successful business is through cutting edge technology and availability of information, the launch of this intranet is a great platform and opportunity for GTO Bangladesh to share information and knowledge to the benefit of all. [10]

GTO Bangladesh plays a significant role in delivering technological implementation, roll-out and providing support to the business divisions in the country. However, it is also about taking service standards to the next level and striving to change and innovate in anticipation of future business trends. By launching this website, we hope to share information and knowledge so that we can take the bank to its next level of excellence. [10]

GTO team is standing strong on four key pillars:

Service Quality: The quality of service we provide to our stakeholders and ultimately the customer. [10]

Productivity: The efficiency of our output which in turn makes the organization profitable and serves the shareholders' cause. [10]

People: The most important factor that make things happen. [10]

Risk: Our anticipation and mitigation of it. [10]

2.14 COUNTRY TECHNOLOGY

Bangladesh Technology, as part of Country Group Technology and Operations is responsible for providing effective and efficient Technology solutions to the Bank in Bangladesh. This department is headed by Mohammad Khaled Aziz. The team ensures appropriate use of Technology (skills, applications and infrastructure services) in the Bank's business. [11]

Bangladesh Technology with its 26 skilled technology staff members manages a wide range of infrastructure across 26 branches, including one state of the art Data Centre, local and wide area networks and administers more than 1500 desktops. They also provide application support services for around 100+ applications developed either by group or local vendors and used across the Bank. [11]

Bangladesh Technology comprises members from two different streams of technology i.e. Country Technology and ITSS. The Country Technology team led by the CTM is responsible for Service Management, Technology Relationship Management, Technology Risk and Finance, Local Application Security and Codes Administration, Procurement & Vendor Management and Data Center. On the other hand, ITSS team led by ITSS Country Manager is responsible for in country Systems support, Channels support, Desktop Support Services

and Network Support Services. Although belonging to different streams, the Country Technology team is fully aligned with the vision of One Technology. [11]

2.14.1 Services of Country Technology

Country Technology of Standard Chartered Bank Bangladesh serves-

- ❑ Technology Service Management
- ❑ Technology Relationship Management
- ❑ Technology Risk Management
- ❑ Desktop Support Services
- ❑ Infrastructure Support Services
- ❑ Channels Support
- ❑ Application Support Services
- ❑ Network Support Services
- ❑ Country Systems Support
- ❑ Application Security and Codes Administration
- ❑ Data Center Operations
- ❑ Technology Asset Management [11]

2.14.2 Recent Achievements

Some of the significant recent achievements would include:

- ❑ Country Head Office
- ❑ New Data Center
- ❑ e-BBS Version 10.11

- ❑ i-WAN Connectivity
- ❑ e-Lending
- ❑ RMDS (Reuters Market Data Service)
- ❑ RCMS (New Cash Management System)
- ❑ DTP and LTP (New Trade System)
- ❑ 26 New ATMs
- ❑ Paybase& STS
- ❑ S2B & Trade Ti
- ❑ Creditmate
- ❑ e-CDD (FileNet)
- ❑ CRM
- ❑ CSG Call Center
- ❑ Dealing Over Internet
- ❑ NCS Archival
- ❑ CB Academy
- ❑ Foreign Currency Debit Card
- ❑ Sparrow upgrade to 80.04 [11]

Standard Chartered Bank Bangladesh have been rewarded as the “Best IT User Award” in 2007 and 2009 by Bangladesh Association of Software and Information Services for the projects “CB Insight” and “Post Dated Cheque Management systems” respectively. [11]

3

Internship Details

3.1 INTERNSHIP @ STANDARD

CHARTERED BANK

Standard Chartered Bank offers internship for students. They have a concrete structure for the program. Student can have a head start there. Taking part in SCB's Internship Program gives the scope to gain firsthand experience with a leading bank, operating in some of the world's most dynamic markets in Asia, Africa and the Middle East.

Gaining an internship with SCB will give a student that entrance to a career with one of the most international and exciting banks in the market. An internship gives a student an opportunity to experience what life is like at Standard Chartered. The aim of the internship program is that a student gains a position with SCB on the International Graduate Program.

As an intern, students won't stand on the sidelines watching the works. Students can begin building their professional network as they work with some of the best and brightest in the banking industry, on projects aligned to the business function.

Standard Chartered is world's one of the most popular names. Having an internship from this organization, exposure in any country can be gained easily. It adds a new horizon in the resume.

3.1.1 Why Preferred SCB for Internship

Standard Chartered Bank is a well-known bank in the whole world. It has the standard structure, rules and regulations. As it is a multinational company, working at this company helps to understand the corporate culture of abroad. To give preference for this organization the key factors were-

- ❑ Working in a multinational organization will give the view of standard international technical work experience
- ❑ To have IT experience of real world
- ❑ To have both the experience of IT industry as well as bank
- ❑ To have a chance to secure a position on International Graduate Program [12]

- ❑ Building network with some of the most experienced professionals in the banking industry

3.1.2 Way to Internship

Standard Chartered Bank offers internship and it selects their interns checking their potential. Standard Chartered Bank Bangladesh's Country Technology takes CVs, interviews etc. to have idea about the interested interns.

As per my experience, I found, Country Technology is more interested to hire those whom are-

- ❑ Confident
- ❑ Smart
- ❑ Can take decision quickly
- ❑ Has clear view
- ❑ Analytical Capability etc.

After selecting the intern, several processes go on. Appointment letter also known as offer letter has to collect from the HR department with the attendance sheet. There, rules and regulations are written clearly.

3.1.3 Rules and Regulations

Standard Chartered Bank has a predefined structure for interns. They have documented rules and regulations for interns. I had provided a paper with some straight rules and regulations.

An intern has to go through some rules and regulations. Those have to be followed them throughout the internship period-

- ❑ An intern has to work under a supervisor working in the bank
- ❑ S/he has to perform the assigned project to him/her

- ❑ Apart from the project work one may be requested to perform additional task to keep pace in departmental works
- ❑ One has to conduct in a manner, which is not prejudicial to the Bank's interest
- ❑ An intern has to strictly maintain the office working schedule
- ❑ S/he may have to work overtime apart from the predefined working schedule in case of emergency need. This overtime may have to be done in holidays too
- ❑ An intern has to submit a report about his project works in order to keep the research output or the project works. [13]

The above rules are written in the appointment letter.

3.1.4 Recruitment

I was recruited in the Country Technology department of Standard Chartered Bank Bangladesh. The Country Technology is a subdivision of Group Technology and Operations, the second Largest Department of Standard Chartered Bank of Bangladesh. We were given the designation "Intern Technical Analyst". I was assigned under direct supervision of Mr. ANM Kamrul Islam, Head, CB Technology.

3.1.5 Working Hours

Standard Chartered Bank's official work hours are Sunday to Thursday, 10am-6pm [13]. As an intern I have the same schedule as per the offer letter. But most of the time I have to work up to 7pm during the heavy work load. Often, I had to stay till 9pm to complete my task. Specially, when I have to show the task to supervisor or to change something with the feedback, it crossed 7pm. The officials remain too busy so that, to have suggestions or approve the works this delay occurs. Friday and Saturday are the holidays. I had to work on a Saturday when group CIO visited Bangladesh. I didn't get bored for those long hours as I have to perform my duties whatever the time it is.

Employees get a 15days holiday called block leave in a year but interns don't have that rule. I got leave when I needed like for admission of third year etc.

There is no fixed lunch time here. Employees eat when they want.

3.1.6 Assigned Responsibilities

In the first working day, 3 July 2011, [13]my supervisor gave a brief on my responsibilities. I was assigned some tasks to be done during my internship period. It was the initial assignment though; I had to work many more tasks later.

The main responsibilities given in the first day were-

- ❑ Building a complete system in SharePoint site. Purchase Authentication Request Automation had to be done. Only the project proposal was given.
- ❑ Vendor Agreement Alert system creation was another task to do in SharePoint. It was also a new system to make and project proposal were provided.
- ❑ Some documentation had to do. The systems were running in SCB but they were not documented. Standard Chartered Bank has a format for documenting. Following the format, I had to done the documentations.

The above tasks were assigned first. But after that, I had to do many projects, documents, research and analysis work. In fact, most of the tasks were not in the initial responsibilities given after joining.

3.2 PROJECT AND TASK

3.2.1 Real Life Projects

During the internship period many real life projects were done. Some of them are already running; some are waiting to roll out; some are in the testing phase and some others are under construction.

Real life project development is the most challenging and interesting task I have performed. The challenge is to deliver that within the timeline, meet the real requirements, and handle the clients. But the most exciting thing is that, real life projects are using by SCB in front of me. The best feeling of a developer is when s/he observes the usage of his/her software by the users.

SCB uses SharePoint for their intranet system. Thus, most of the real life projects are built in Microsoft SharePoint.

Development Tools

The most development we did here was SharePoint. We had to configure the SharePoint server and worked with SharePoint sites and SharePoint designer. So the main development tool was Microsoft SharePoint.

Microsoft Office SharePoint

Microsoft Office SharePoint Server (MOSS) is the full version of a portal-based platform for collaboratively creating, managing and sharing documents and Web services. MOSS enables users to create "SharePoint Portals" that include shared workspaces, applications, blogs, wikis and other documents accessible through a Web browser. [14]The free version, Windows SharePoint Server (WSS), usually referred to as simply "SharePoint," is available as a free download included with every Windows Server license. [14]

MOSS is used by many enterprises. Partially as a result of the tight integration with Microsoft productivity applications included in Office, such as Word, many administrators have found MOSS useful in organizing and aggregating an enterprise's data into Web-based portal with defined taxonomies that structure the information. MOSS includes additional features as an inducement for system administrators to upgrade from WSS, including knowledge management, organization of business processes and enterprise search. Both versions include support for many Firefox. [15]

Fundamentally, MOSS provides an integrated platform for building customized Web-based applications and portals in Windows Server environments. To address the needs of remote workers and telecommuters, as well as system administrator concerns for data security, MOSS can be configured to return separate content depending on whether access is gained from intranet, extranet or Internet locations. Active Directory groups or HTML forms authentication can also be added to MOSS, granting multiple permissions to multiple parties or through alternate providers.

Users log on to Web portals to edit and create shared documents. These "SharePoint portals" are ASP.NET applications that are hosted on a server and use a SQL Server database. MOSS provides Web browser-based management and administration tools that allow users to create and edit a document or document library independently. Collaborative editing of this kind is aided by integrated access and revision controls, allowing administrators to freeze certain documents or restrict user privileges where required. MOSS also uses embeddable widgets in shared Web pages to add additional functionality. Widgets include:

- ❑ Shared workspaces and personal dashboards
- ❑ Navigation tools
- ❑ Lists
- ❑ Automatic alerts, including email and integrated RSS
- ❑ Shared calendar and contacts
- ❑ Discussion boards

Users build SharePoint pages by combining selected widgets into a Web page. Any Web editor that supports ASP.NET can be used for this purpose, though Microsoft has released a

WYSIWYG HTML editor, Microsoft Office SharePoint Designer (MOSD) that was specifically designed for this purpose.

Critics of SharePoint point out that certain features of MOSS 2007 only work with the newest version of Microsoft Office, thereby forcing IT managers to upgrade their software. SharePoint's lack of support for non-Microsoft formats, like files saved using Quark or Adobe Acrobat (.PDF), is also a cause of concern for some administrators evaluating the suite as a potential enterprise-wide portal. [15]

In the next part of my report, I have to bring many terms of MOSS which may not be known by all. Let's have a quick view on some features of MOSS.

Some SharePoint Functionalities-

Alerts - An opt-in feature that allows users to be notified about changes or additions to specific SharePoint sites.

Audiences -- Groups of users who meet certain criteria. Users are said to be a member of an audience if they meet that audience's membership criteria. Permissions are granted through Active Directory.

Discussions - Traditional newsgroup forums, document discussions and wiki discussions.

Document Workspaces -- Sometimes called a page, a portal or a site. Contains a document library, tasks, links and other components.

Libraries -- Shared storage. The default segments are document libraries, form libraries and picture libraries.

Lists -- A collection of information items displayed in an area or on a site. List types include: announcements, links, contacts, events, tasks and issues.

Site groups -- A custom security group with read or write permissions for a specific SharePoint portal.

Site templates -- Pre-defined architecture and page designs to simplify the creation of new elements for a site.

Subsites -- A named subdirectory of the top-level Web site. Each subsite can have independent administration, authoring, and browsing permissions.

Surveys -- A Web site component that enables users to respond to a set of questions specified by the creator of the survey. Results are tallied in a graphical summary. Surveys support a wide variety of response types from simple Yes/No answers to free-form text.

Web parts -- Customizable Web page elements (components) that can be added to Sharepoint pages. [16]

3.2.2 Purchase Authentication Request

Any kind of purchase needs to be authenticated in an organization. In Standard Chartered Bank, any kind of IT related hardware is needs to request an authentication to purchase. It is a lengthy and complicated process to approve a purchase authentication request. He, who wants to purchase hardware, has to fill up a PAR form first. It goes to multiple approvers then to be approved. The paper goes hand to hand and waits for unlimited time to the approver's desk. This lengthy process should be automated. From this thought, a project proposal was raised to make the purchase authentication request automated. The proposed technology was Microsoft SharePoint.

The proposed system has two workflows to be automated-

- ❑ PAR Approval Workflow
- ❑ PAR After Approval Workflow

It is developed by us, the IIT interns. The system is built in the SCB's existing SharePoint site Bangladesh Technology and it is now in the testing phase. The first assignment in SCB was to make this system and it is one of the most complicated works I did in SCB.

Business Requirement

i. PAR Approval Workflow

User will fill-up the web form for generating a PAR. It will go to line manager. Line manager will comment on it and forward to unit head. After processing, it will go to finance department. A unique PAR tracking number will be assigned on the PAR form. If

it is approved, it will go to technology head. Technology head will forward it to CTAM for taking action i.e. actual procurement will take place. [17]

ii. PAR (after approval) Workflow

To increase system efficiency, each PAR must be tracked. Having finished the aforementioned workflow, the item is being procured from some vendor. After receiving the item, it will be logged into an asset management system. Next, its information is fed to eProc system. Next, detail information about the item is uploaded in to DCR site. A mail is forwarded to user of RMS system. It goes to Desktop deployment team. After signing off, the gate pass is generated. At the last, the item is delivered to end user. [17]

Technology & Deliverables

Development Platform

- ❑ MOSS 2007, SharePoint Designer 2007
- ❑ ASP.NET 3.5, C#.Net ASP.Net
- ❑ SQL Server 2005 standard with Reporting Service
- ❑ IIS 7.0 or above in Windows 2008 R2
- ❑ Windows XP and IE 6.0 Compatible for the client
- ❑ Office 2007 applications [18]

Deliverables

- ❑ Web applications deployed at Standard Chartered Bank Server
- ❑ Development milestones and schedules
- ❑ Support services plan [17]

Scope, Development Approach and Methodology

The system was developed following waterfall model as the project proposal though the steps were not maintained strictly. Requirement gathering was the toughest job. Requirements came even after developing. The steps were like following-

- ❑ Business Analysis
- ❑ Requirements Collection
- ❑ System Analysis
- ❑ Application Designing
- ❑ Application development (MS SharePoint, MS.Net)
- ❑ Application Deploy and Operations [17]

Functionalities

i. PAR Form

PAR form is an online form which is made with SharePoint custom list. It can be accessed from SCB's SharePoint site. The form is designed as per the traditional PAR form. The form is more reliable as it can be tracked from anywhere and user must be the authenticated SCB employee. After Submitting the form, the workflow begins.

ii. Online Approval Flow

The submitted PAR form then goes to the approvers step by step. It starts the task of approval and if any of the approver rejects the form, the flow stops otherwise it goes to the next level approval. Earlier, it was done by manual process. Form went hand to hand and there was a scope that the form might lose or it left on the desk unchecked for months. But the automated system ensures that, the approver must be notified by E-mail. So the process goes faster and safer.

iii. PAR Status Tracking

The automated online PAR system enables an user to keep track on his/her raised PAR. User can view in which state the PAR is in.

iv. E-mail Alert

The system sends e-mail alert to the approvers. The process acts faster to be approved and user also gets e-mail as the confirmation of the raised PAR. It makes the system more reliable.

v. Different View

We create different view for the admin, approver and the user. The user can see all of his/her raised PAR.

3.2.3 Iftar Request Zone Service

Standard Chartered Bank offers Iftar to the employees and staffs during the holy Ramadan. Corporate Real Estate Service department arranges this every year. Previous years, it was done manually. Every department gave their requirement i.e. how many people will take Iftar in the office. Some staffs took a paper with the names and handover it to the CRES department. This was a very unreliable lengthy system. Often the requests for Iftar crossed the time as CRES had to order Iftar within a fixed time. At the end of the month, it was also tough to send bills to individual as hard papers may lose. The main problem it was very hard to collect all the departments' requirements in CRES where the departments are situated in different areas. These raised the need to build an automated system. We built the system for SCB.

The Iftar Request Zone Service was the first project of IIT interns which went to live.

Business Requirement

Employees will give the input the number of Iftar orders with their corresponding information. The orders must be within a fixed time. CRES admin can view all the orders. Admin can print the total number of orders in an excel sheet. After the Ramadan, CRES can

have the whole month statistics and can send bills to departments. Individual can view his/her orders throughout the month but CRES admin can view all the orders even in a single day or after the whole month.

Technology & Deliverables

Development Platform

- ❑ MOSS 2007, SharePoint Designer 2007
- ❑ ASP.NET 3.5, C#.Net ASP.Net
- ❑ SQL Server 2005 standard with Reporting Service
- ❑ IIS 7.0 or above in Windows 2008 R2
- ❑ Windows XP and IE 6.0 Compatible for the client
- ❑ Office 2007 applications
- ❑ JavaScript

Deliverables

- ❑ Web applications deployed at Standard Chartered Bank Server
- ❑ Development milestones and schedules
- ❑ Support services plan

Scope, Development Approach and Methodology

The system was developed following waterfall model as the project proposal though the steps were not maintained strictly. Requirement gathering was the toughest job. Requirements came even after developing. The steps were like following-

- ❑ Business Analysis

- ❑ Requirements Collection
- ❑ System Analysis
- ❑ Application Designing
- ❑ Application development (MS SharePoint, MS.Net)
- ❑ Application Deploy and Operations

Functionalities

i. User Order Form

User can give orders for him/her and also for others. Some necessary information have to give like bank ID, cost center number etc. Other information like user name, departments are taken from AD. So it gets authenticated. User can suggest about Iftar.

ii. Service Locked in Specific Time

The service becomes unavailable at 11am. This was a big challenge for us. SharePoint doesn't provide this service but the site must be unavailable for user input with 11am. The work was done with JavaScript.

iii. Dump of List of Specific day

Dump of the list can be taken in an excel sheet in any time. CRES admin can take the whole list with total number of orders of a single day.

iv. Different View

CRES admin view and normal user view are not same. A user can only view his/her orders for Iftar anytime whereas CRES admin can view the entire requests. It can be sort viewed for the single day or as monthly view.

3.2.4 CRES Sites

Two sites for CRES were developed by the interns of IIT. One site was in the SCB i-Connect site and another is a team site. The requirements came from outside the Country Technology department so it was also a challenge to satisfy the outsiders.

Business Requirement

CRES Bangladesh didn't have a site in the SCB intranet. In the SCB i-Connect site, most of the departments have sites. CRES gave requirements to build the two sites. Where one is in i-Connect and another should be a team site. The sites have some basic functionality like uploading different types of files, discussion board, Overview on CRES, new updates etc.

Technology & Deliverables

Development Platform

- ❑ MOSS 2007, SharePoint Designer 2007
- ❑ ASP.NET 3.5, C#.Net ASP.Net
- ❑ SQL Server 2005 standard with Reporting Service
- ❑ IIS 7.0 or above in Windows 2008 R2
- ❑ Windows XP and IE 6.0 Compatible for the client
- ❑ Office 2007 applications

Deliverables

- ❑ Web applications deployed at Standard Chartered Bank Server
- ❑ Development milestones and schedules
- ❑ Support services plan

Scope, Development Approach and Methodology

The system was developed following waterfall model as the project proposal though the steps were not maintained strictly. Requirement gathering was the toughest job. Requirements came even after developing. The steps were like following-

- ❑ Business Analysis
- ❑ Requirements Collection
- ❑ System Analysis
- ❑ Application Designing
- ❑ Application development (MS SharePoint, MS.Net)
- ❑ Application Deploy and Operations

Functionalities

Both i-Connect site and CRES team site have some common functionalities. The sites are interlinked. Some main features are following-

i. News and Announcement

One of the CRES requirements was to announce their updates and important news in the team site. This feature enables the site admin to update news, announcements to that fixed slot.

ii. Hotel Reservation

CRES has the responsibility to give the hotel service to the employees. The hotels have different information, costs and service system. Earlier CRES provided that information as per employees need via e-mail or over phone. But it was not a good way. The people whom need the information about hotels had to wait for the e-mail reply or phone. But this was also a big workload for the CRES people. The clients were also disturbed not to get all the information together. Hotel Reservation list solves the problem. This service keeps all the hotel related information in a single list in the CRES team site. Anyone can view that information at a glance in SCB intranet.

iii. Telecom Services

SCB provides telecom service to their employees. Employees get special telecom services which are registered under Standard Chartered Bank. If they have any query, they have to contact with the respective RM. These contacts are available in the CRES team site. If any information related to the users change, internet service, itemized bills, new SIM purchase etc. are maintained through the Telecom Service system in CRES team site.

iv. Document Library

CRES maintains many documents which have to share with different departments. Document Library of SharePoint site provides the scope for uploading any kind of files. CRES people uploads necessary documents, slides etc. Anyone in SCB even from abroad can access this i-Connect site. CRES site in i-Connect which is accessible worldwide can now view the CRES Bangladesh's documents.

v. Quick Poll

CRES site provides a feature of quick poll. CRES can ask questions or run survey with that poll. Poll enables CRES to have user view or opinion quickly.

3.2.5 Vendor Agreement Alert

Standard Chartered bank purchase and take support from different vendors. They have different types of agreement with different vendors. Each contract has its own SLA (Service Level Agreement). SCB has to pay for the support and renew the agreements. These have fixed timeline. Departments have to keep track and any kind of renewal or payment within the time. But it is hard to keep in mind or in some soft copy that the timeline for the payment or the agreements. It should have some online existence with some alert system. Vendor Agreement Alert System is the solution.

Business Requirement

There will be a web form where user will log Agreement details for each contract. The system will uniquely identify each contract. It will escalate alert messages to designated

authorities before a certain period of SLA expiration. Also, there will be several levels escalation of alert messages. Provision of related reports will also be there. [19]

Technology & Deliverables

Development Platform

- ❑ MOSS 2007, SharePoint Designer 2007
- ❑ ASP.NET 3.5, C#.Net ASP.Net
- ❑ SQL Server 2005 standard with Reporting Service
- ❑ IIS 7.0 or above in Windows 2008 R2
- ❑ Windows XP and IE 6.0 Compatible for the client
- ❑ Office 2007 applications [19]

Deliverables

- ❑ Web applications deployed at Standard Chartered Bank Server
- ❑ Development milestones and schedules
- ❑ Support services plan [19]

Scope, Development Approach and Methodology

The system was developed following waterfall model as the project proposal though the steps were not maintained strictly. Requirement gathering was the toughest job. Requirements came even after developing. The steps were like following-

- ❑ Business Analysis
- ❑ Requirements Collection
- ❑ System Analysis

- ❑ Application Designing
- ❑ Application development (MS SharePoint, MS.Net)
- ❑ Application Deploy and Operations

Functionalities

Different agreement ends in different date. The system takes information about the agreement. Vendor names are listed in the SharePoint site list. Some agreements are monthly; some are quarterly, half yearly and annually. The workflow keeps track of all the entered agreement. There are responsible persons from SCB and from vendor. The system gives alert to the SCB's responsible persons and the vendor's responsible person. The responsible persons then take the necessary actions. The system's workflow ends with the last alert.

i. E-mail Alert

The system send E-mail alerts to the responsible as entered in the list. Two SCB's RPs and vendor's RPs have mail before the agreement ends. It also gives alert after certain period for the support and payment issues.

ii. Priority Level

Alerts have different priority levels. First alert send to the RPs on 60days before the end of agreement date. The second alert goes before 45days, the third sends before 30days and the last before 15days. The workflow stops after the final alert. Different priority levels settled to give different RPs in different time.

3.2.6 No Objection Certificate Creator

No Objection Certificate or popularly abbreviated as NOC is a type of legal certificate issued by any agency, organization, institute or in certain cases, an individual, that does not object to the covenants of the certificate. This certification is a requirement at most of the government-based departments. [20]

NOC is mostly used to have a visa from the embassy. The embassies give visa after checking the NOC. Generally the organization where someone works gives the NOC for him/her. NOC includes some basic information of the staff. NOC needed to prove that the person is authenticated by that organization.

SCB employees often visit foreign countries. They need NOC to have visa. Standard Chartered Bank also provides NOC for their employees. Human Resource department has the duty to give NOC to the whole SCB's staffs. It is quite hard job to prepare NOC by one of the employees. Every day many requests come to the corresponding desk. The responsible person has to write the NOC for each and every person, put signature there and print them. After printing it is also a problematic job to send them to the requester. Sometimes printing job cannot be done due to technical difficulties. The person needed NOC suffers as well as the HR staff. This brought the need to make the NOC automatically created with some authentication.

Business Requirement

The NOC Creator site has to be built which creates No Objection Certificate automatically. The system will take the related information needed for the NOC and generates the NOC for the user. The standard NOC template must be followed. Digital signature has to be attached in the NOC so that the HR should not put the sign in hard papers. User will just fill up the form designed to fill the NOC template. HR responsible person will receive the NOC and send it to the user via e-mail. User has to print the NOC. HR department can keep the log in the SharePoint site NOC Creator.

Technology & Deliverables

Development Platform

- ❑ MOSS 2007, SharePoint Designer 2007
- ❑ ASP.NET 3.5, C#.Net ASP.Net
- ❑ SQL Server 2005 standard with Reporting Service

- ❑ IIS 7.0 or above in Windows 2008 R2
- ❑ Windows XP and IE 6.0 Compatible for the client
- ❑ Office 2007 applications

Deliverables

- ❑ Web applications deployed at Standard Chartered Bank Server
- ❑ Development milestones and schedules
- ❑ Support services plan

Scope, Development Approach and Methodology

The system was developed following waterfall model as the project proposal though the steps were not maintained strictly. Requirement gathering was the toughest job. Requirements came even after developing. The steps were like following-

- ❑ Business Analysis
- ❑ Requirements Collection
- ❑ System Analysis
- ❑ Application Designing
- ❑ Application development (MS SharePoint, MS.Net)
- ❑ Application Deploy and Operations

Functionalities

The main task of the NOC Creator is to create the NOC having the corresponding information. The SharePoint site will generate the doc and send an e-mail to HR RP. RP will send the non-editable doc to the user.

i. NOC Information Form

User has to fill up the form with some basic information needed to fill the NOC. Name, Department, Passport No, traveling country, date etc. information is required for the information form.

ii. NOC Doc

NOC Creator has a NOC template saved in the SharePoint Document Library. That template is completely same as the hard copied NOC. The template fetches the information from the NOC information form and makes the template a NOC. A user cannot see other persons NOC.

iii. Email Alert

After generating the NOC, the system sends an e-mail to the HR person. The HR responsible person sends the NOC to the user. User then can print the NOC. This minimizes the task of HR.

iv. Verification

The NOC Creator verifies the user from active directory login. It ensures that, anyone who doesn't have an ID of SCB cannot have a NOC. So, it is more secure that the person is authenticated. It also checks if the traveling date is before the current date.

The verification by AD makes the system reliable and secured.

3.2.7 Invoice Management System

An invoice or bill is a commercial document issued by a seller to the buyer, indicating the products, quantities, and agreed prices for products or services the seller has provided the buyer. An invoice indicates the buyer must pay the seller, according to the payment terms. The buyer has a maximum amount of days to pay for these goods and is sometimes offered a discount if paid before the due date.

Standard Chartered Bank's Country Technology Asset Management (CTAM) team maintains the invoices of any IT related purchase. They have to process and take necessary action regarding the invoices. This huge size data maintenance manually is a hard and insecure.

CTAM proposed to build an automated system. They wanted to have the online system. SharePoint intranet site is a solution for this invoice management.

Business Requirements

The requirement for invoice management system is as follows-

i. PO Alert for Work Order

Purchase Order (PO) number is a unique identification number for any purchase. Assigning PO number to any technical product is one of the tasks of CTAM team. This PO number is a system generated number. This system is called Electronic Procurement (eProc) system. eProc takes the information of the purchase and then allocate a PO number. It is used by all the branches of SCB in the whole world. Because of heavy load, this system may take long time to generate PO. Even some times, CTAM team may miss to connect with eProc. In those cases, a product leave unused and cannot go to the users end for not having the PO number. So, an alert to CTAM will help to give reminder to assign PO number. The alert system should give alert to the CTAM team until they do not give a PO number to the purchase. [21]

ii. AP Alert for Technology Bills

Finance department provide financial support for any purchase. So in any kind of purchase, financial approval is needed. After approving, finance department also gave to give a unique accounts payable number known as AP tracking number. AP tracking number is the identification of payment for the product. This tracking no. is given in the document of purchase. Financial department has to make a big number of purchases. Sometimes they miss to pay or give AP tracking number. For that reason, CTAM team has to give reminder if they do not provide the AP no. The system has to give several alerts to CTAM until AP no is not given. Thus the CTAM team can take necessary action timely. [21]

iii. Maintenance Payment Reminder

Standard Chartered Bank has deals with other companies for support, maintenance, service etc. purpose. For these maintenance issues, the vendors where SCB takes support, service etc. send invoice according to the agreement. Some maintenance payments are monthly, some are quarterly, some can be half yearly and others are

annually. Vendors often become late to send invoice for payment, often invoices left untouched on CTAM team's desk. It becomes very complex then to submit the payment after time. To give reminder, which invoice paper are not received and processed yet, the system should generate alert until the invoice are processed. [21]

Technology & Deliverables

Development Platform

- ❑ MOSS 2007, SharePoint Designer 2007
- ❑ ASP.NET 3.5, C#.Net ASP.Net
- ❑ SQL Server 2005 standard with Reporting Service
- ❑ IIS 7.0 or above in Windows 2008 R2
- ❑ Windows XP and IE 6.0 Compatible for the client
- ❑ Office 2007 applications

Deliverables

- ❑ Web applications deployed at Standard Chartered Bank Server
- ❑ Development milestones and schedules
- ❑ Support services plan

Scope, Development Approach and Methodology

The system was developed following waterfall model as the project proposal though the steps were not maintained strictly. Requirement gathering was the toughest job. Requirements came even after developing. The steps were like following-

- ❑ Business Analysis

- ❑ Requirements Collection
- ❑ System Analysis
- ❑ Application Designing
- ❑ Application development (MS SharePoint, MS.Net)
- ❑ Application Deploy and Operations

Functionalities

i. Email Based Alert generation

Invoice Management System send e-mail as alert to remind the CTAM team about the PO no, AP no. and Invoice. The alert is generated according to the following conditions:

- ❑ The PO number is not generated after 7 days of registration
- ❑ The AP Tracking number is not assigned after 7 days of registration
- ❑ The invoice paper is not received after 15 days of a month

ii. Automatic Item Creation

The system ensures the automated item creation for maintenance item. Once an item is registered with its own information, it will automatically create item for an interval given by user (e.g. monthly, quarterly, and annually).

3.2.8 Corporate Social Responsibility Program's Site

Children living in the slum of Bangladesh do not get a chance to have the light of education. They even cannot meet the first fundamental need to have a complete meal. But without giving them the lamp of book, the society cannot stand upright. Standard Chartered Bank Bangladesh realizes that and runs CSR activities for the poor children. Corporate social responsibility (CSR, also called corporate conscience, corporate citizenship, social performance, or sustainable responsible business) is a form of corporate self-regulation integrated into a business model. CSR policy functions as a built-in, self-regulating

mechanism whereby businesses monitors and ensures its active compliance with the spirit of the law, ethical standards, and international norms. The goal of CSR is to embrace responsibility for the company's actions and encourage a positive impact through its activities on the environment, consumers, employees, communities, stakeholders and all other members of the public sphere.

Standard Chartered Bank also performs some social responsibility. They often raise fund to help others. Earlier, this job was done by asking for help to the SCB employees face to face. But this year, a site to raise fund for CSR activities was asked to build. The site was built and the job of CSR performed without any harassment.

Business Requirement

A site for CSR activities have to build. This site will also be in the SharePoint intranet site. An image gallery will be there which will contain some images for which the CSR shall be done. Moreover, the introductory section would describe the present scenario of Bangladesh and also the responsibility of the employees of the Bank. Finally, there would be a link for the contribution.

The link will refer to a customized form where user can send their desired amount. There should be an acknowledgement about contributing the money.

The user should be confirmed with the mail notification. The e-mail will describe the amount the user entered to verify and check. Admin should also have a mail notifying the post.

Technology & Deliverables

Development Platform

- ❑ MOSS 2007, SharePoint Designer 2007
- ❑ ASP.NET 3.5, C#.Net ASP.Net
- ❑ SQL Server 2005 standard with Reporting Service
- ❑ IIS 7.0 or above in Windows 2008 R2

- ❑ Windows XP and IE 6.0 Compatible for the client
- ❑ Office 2007 applications

Deliverables

- ❑ Web applications deployed at Standard Chartered Bank Server
- ❑ Development milestones and schedules
- ❑ Support services plan

Scope, Development Approach and Methodology

The system was developed following waterfall model as the project proposal though the steps were not maintained strictly. Requirement gathering was the toughest job. Requirements came even after developing. The steps were like following-

- ❑ Business Analysis
- ❑ Requirements Collection
- ❑ System Analysis
- ❑ Application Designing
- ❑ Application development (MS SharePoint, MS.Net)
- ❑ Application Deploy and Operations

Functionalities

i. Fund Raising Info Form

User, who wants to contribute in the CSR, has to fill up a form. The form takes necessary info with the amount user will pay.

ii. Dump of list of a specific day

The system can generate a dump of information of donation by the employees. It can be printed as excel sheet.

iii. E-mail Alert

The system generates email alert to the contributor and the admin to notify about the donation.

3.2.9 Site for Women's Network

In most of the organizations, women have their own network where they can discuss their issues. Standard Chartered Bank has a large number of women employees. Nevertheless, they don't have an online women's network. From this need, a task to create a women's network site is raised.

Business Requirement

A site for a women's network has to be built in i-Connect site. The site will have slots for News and Announcement, discussion board, uploading files etc. The site will have a survey option there. Administrators can change, add, and delete the contents. Access permission is a big issue here. All the employees will not be provided with edit/write permission. There will be a central administrator panel.

The site has not been completed yet. Business requirements are gathered. After having the permission and allocated space in i-Connect site, work will be started. The platform will be SharePoint as i-Connect is an intranet SharePoint site.

3.3 RESEARCH AND ANALYSIS

Some research and analysis base work were also done by the author of this document. Reports on the analysis and the findings of the study are given to the supervisor. Here, the only significant works are given. The author did more analysis on several things too.

3.3.1 A Market Analysis on Mobile and Online

Banking in Bangladesh

Online and mobile banking added a new horizon in the banking sector. Almost every bank has their techniques to serve clients with the easiest and fastest solutions. Different bank use different product to bring the customers. In this era of competition, no company can survive without providing the latest technologies. Standard Chartered Bank also provides some smart solutions. It has to compete with other banks with the latest mobile and internet banking services.

Objective

Standard Chartered Bank is one of the leading banks to serve the customers with various online and mobile solutions. To keep pace with the rest of the world, this bank has to check the latest e-banking service provided by other banks. So, analyzing the market to understand their position and to implement new solutions is necessary. This was our one of the assignments.

Methodology

The analysis was done from collecting real life data and analyzing them. The data collection process and analysis we did followed the steps given below:

- ❑ Collecting data
 - Mobile Banking related data from SCB and other banks (Bangladesh)
 - Online Banking related data from SCB other banks(Bangladesh)

- ❑ Sorting them
- ❑ Analyze data
- ❑ Comparing the similar solutions of different banks
- ❑ Searching for the upcoming mobile and internet banking services which will provide by other banks
- ❑ Finding which are already provided by SCB and which are not
- ❑ Suggesting which solutions can be added to SCB

Source of Data

Data were collected both from primary data source and secondary data source. Some information collection was easy but some seemed tough because of banking policies.

i. Primary Data Source

- i. Conversation with SCB and other banks employees
- ii. Visiting other companies
- iii. Data collection from banking personnel whom are acquainted
- iv. Banks call centers

ii. Secondary Data Source

- i. Internet
- ii. Different Journals and Articles
- iii. News bulletins
- iv. Advertises etc.

Findings

After analyzing the mobile and online banking provided by the banks of Bangladesh, we found some effective results. There are lots of similarities among different banks solutions. They may be known in different names but their functionalities are almost same. Some banks provide some unique solutions also. The basic finding were-

- ❑ SCB, HSBC, BRAC Bank, DBBL, Bank Asia are the leading banks to provide the mobile and internet banking solutions
- ❑ Mobile and Internet Banking solutions are almost similar

- ❑ The most common feature of mobile banking in most of the banks is checking account balance
- ❑ Bank Asia, DBBL, HSBC, SCB give the service to transact money from one account to another by mobile banking
- ❑ HSBC and DBBL's mobile banking service provide solution for utility bill payment
- ❑ SCB has less mobile banking services
- ❑ Most of the banks provide the service to transact from one account to another through internet banking (within the bank).

3.3.2 Cross Product Advertisement

The key to success in marketing is publicity. Without proper advertising no one can gain profit in this era. Time is short, but the task to have the exposure is harder. People are always in a hurry. They don't want to wait to know about a new product. The product has to go to the customer's hand. Customer won't come to know about new products unless its promotion seems dull to them.

Every bank has their policy to sell their product. They give advertise in TV, paper, internet, bulletins etc. Moreover, they talk about new products with customers face to face.

A customer comes to the bank generally for transaction, loan, and credit/debit card issues. S/he may not have all the products or service taken from a certain bank. Teller, from the bank's end, has a scope to ask a customer for some new products or even old product if s/he is not already a service taker of that product. But the banker has a very little time to contact with the customer. A customer comes to a counter; s/he transacts very quickly and leaves the counter. By this time, the teller sometimes talks about banking solutions. But the main problem is that, in that very little time, teller doesn't get a scope to know which product is already used by that customer, or for which product the customer suites best. Teller, try to familiarize the customer with the products and most of the time s/he talks about arbitrary products as no information can be fetched about that customer in short time. This causes the rush! Customer might have the product which teller talked about, or s/he may not eligible to buy that product.

Waste if time! Waste of energy! Even there is a chance to lose a customer if s/he becomes too much bore.

The solution came from a SCB employee. Tellers will be given software which can analyze and suggest about a customer. This will bring the older customer to buy more products. They will become more interested in banking with SCB for that smart solution.

Objective

The product will bring customers to explore more and more products. This software will be a very powerful one to promote products in a very short time and innovative way. It is the best solution to utilize even the very short time while serving the customer. Teller/banker only has to give a single input say account number and the software will analyze and give a suggestion on which product the publicity will be most effective.

The main purpose of building this software is to serve the right customer with the right product. So that, bringing the customers to SCB will be more effective and smarter!

Source of Data

The system would take data from the central database of the bank to take decisions. For testing purpose we used the data from dummy database.

Findings

We have made a feasibility study and also found the product that can be advertised. Moreover, we have defined logics behind for each product that would be advertised. We have deployed a test server that can be incorporate with the test database.

The program contains some logical query that can take results for a customer. Now the product in development phase and we are working for it to take in a presentable stage.

The main constrains of this product is to get the access of database because of security policy. Access to the central database can ease the making of prototype quickly.

This software will bring a dramatically change in Standard Chartered Banks banking.

3.3.3 Group Work in Project Presentation to Group

CIO of SCB

The Group Information officer Jan Verplancke has visited Bangladesh at October 2nd of this year as a routine visit to each country. There is a traditional part of this visit is to watch the innovations of each zone. So when he came to Bangladesh, the country technology of this country had also showed some innovations here. The two interns of IIT were assigned in this a project presentation named OPCC (One Point Collection Centre). This is a system of collecting utility payment and other bills in one center rather to payment it on multiple centers. The system helps the walk in customers to get revile from miseries and savings of time. On the other hand the bank is being helped by enriching their bulk collections.

The presentation contains three major parts. They are:

- Video presentation
- Introduction to the system
- Demonstration

Video presentation

The video was made in order clarify the difference of traditional system and the OPCC through a story. The main reason behind this video is to make it understand to the audience that why people has taken this opportunity. The video has differentiated in two points first one is the miseries and second one is the time optimization. The shooting of video was done locally in Rajuk Branch of Janata Bank and in the ALICO OPCC centre.

Demonstration

There was a little demonstration of the project. In order to proceed, we have to set a little environment in the stage. The environment was set with two PC internally connected, a printer and the jar of the software. Moreover in includes the database in order to verification and print the bills.

3.4 DOCUMENTATION

Standard Chartered Bank follows some rules while documenting a project. Each and Every project has to contain some specific document and then it can be registered in their online system.

Documenting some project was another assignment. Some running systems have to be documented. After documentation they will be registered means we have register the project in the central application inventory site. There is also a site which is known as service site. The projects will have to be registered there also.

The standard for documentation system that a software firm follows is known as Quality Management Framework (QMF). But as the bank just maintains the basic documents, the system is known as QMFLite.

The QMFLite follows the following documents:

- ❑ Business Requirement Documentation (BRD)
- ❑ Architectural Document
- ❑ Functional Specification Documentation (FSD)
- ❑ Technical Specification Documentation (TSD)
- ❑ Project Implementation Plan
- ❑ User Acceptance Test (UAT)
- ❑ User manual

Most of the documents were collected from different source as the responsible person of this project or from the vendor. Some of the documents were written too by observing the product functionalities or by talking with the end users.

3.4.1 Business Requirement Documentation (BRD)

The Business Requirements Document (BRD) is a document that contains the high-level objectives, vision and goals for your software development project. This document is also known as the Marketing Requirements Document, Vision and Scope Document or the Business Case. [22]

The Business Requirements Document is used to create a shared understanding and vision for the product so that you can gather the right user requirements later. It describes what the system would look like from a business perspective. [22]

There are different parts of the document. Some of the sections are very necessary while others may not be necessary. Some of the common features which should be included in the BRD are-

- ❑ Business Opportunity
- ❑ Business Objectives
- ❑ Market Needs
- ❑ Business Context
- ❑ Business Case
- ❑ Vision
- ❑ Scope
- ❑ Risk Assessment
- ❑ Timetable
- ❑ Constraints
- ❑ Dependencies [22]

3.4.2 Architectural Document

The Architecture Document provides a comprehensive architectural overview of the system, using a number of different architectural views to depict different aspects of the system. [23]

The software architecture document provides a comprehensive overview of the architecture of the software system. It serves as a communication medium between the software architect and other project team members regarding architecturally significant decisions which have been made on the project. [24]

Regardless of the development process that is used, a description of the software architecture can be essential for any project, big or small. If software architecture is about the structure of a system and is the vehicle for satisfying the requirements, then the software architecture document is a written description of this. The contents which should be included in a software architecture document are:

- ❑ An outline description of the software architecture, including major software components and their interactions.
- ❑ A common understanding of the architectural principles used during design and implementation.
- ❑ A description of the hardware and software platforms on which the system is built and deployed.
- ❑ Explicit justification of how the architecture meets the non-functional requirements.

Functional Specification Documentation (FSD)

Functional specification documentation in systems engineering and software development is the documentation that describes the requested behavior of an engineering system. The documentation typically describes what is needed by the system user as well as requested properties of inputs and outputs (e.g. of the software system). [25]

Technical Specification Documentation (TSD)

The purpose of a technical specification in a software development project is to define the customer's technical requirements that will be addressed by the project. [26]

Project Implementation Plan

A project implementation plan is a management tool, which clearly *sets expectations* for all team members. [27]

It helps new team members quickly see who is involved with the project and helps minimize project delays due to miscommunication. It also helps other stakeholders know *what is expected* of them and when. [27]

Some organizations have very large IT departments and staffs are assigned to numerous projects at one time—a project plan ensures that *all team members* know *what* they are expected to deliver, *when* it is required, *who* will accept the deliverable and *how* it will be

approved.

An example of a project implementation plan may have the following columns:

- ❑ **Task** – list of project tasks
- ❑ **Percentage Completed** – lists the percentage of each task completed
- ❑ **Status** – task status such as: completed, on schedule, behind schedule, cancelled
- ❑ **Day Started** – date task begun
- ❑ **Day to Be Complete** – estimated date of task completion
- ❑ **Actual Completion Date** – date task was completed
- ❑ **Task Assignment** – Name of task owner
- ❑ **Priority** – task priority such as High, Medium or Low
- ❑ **Milestone** – Yes or No to indicate if this is a milestone task
- ❑ Notes [28]

User Acceptance Test (UAT)

A project will never attain the status of "successful" without the execution of a User Acceptance Test (UAT). The project may be considered complete and possibly within scope, time and budget, but it cannot truly be considered successful without the approval of the users who will be using the system. A well-executed user acceptance test will ensure that each requirement was built and functions as expected. [29]

User Acceptance Testing is a key feature of projects to implement new systems or processes. It is the formal means by which we ensure that the new system or process does actually meet the essential user requirements. Each module to be implemented will be subject to one or more User Acceptance Tests (UAT) before being 'signed off' as meeting user needs. The following overview answers some of the main questions that have been asked about UATs. [30]

i. Content

The scope of each User Acceptance Test will vary depending on which business process is being tested. In general however, tests will cover the following broad areas:

- ❑ A number of defined test cases using quality data to validate end-to-end business process

- ❑ A comparison of actual test results against expected results
- ❑ A meeting/discussion forum to evaluate the process and facilitate issue resolution [30]

ii. Objective of UAT

Objectives of the User Acceptance Test are for a group of key users to:

- ❑ Validate system set-up for transactions and user access
- ❑ Confirm use of system in performing business processes
- ❑ Verify performance on business critical functions
- ❑ Confirm integrity of converted and additional data, for example values that appear in a look-up table
- ❑ Assess and sign off go-live readiness [30]

iii. Participants in UAT

The project team will work with relevant stakeholders and managers to identify the people who can best contribute to system testing. Most of those involved in testing will also have been involved in earlier discussions and decision making about the system set-up. All users will receive basic training to enable them contribute effectively to the test.

User Manual

The user manual for software is almost as important as the software itself. The user manual is vital for learning both basic and more advanced techniques of a program or application. Manuals are typically short, but if more detail is needed, they can be much longer. The length of a manual will depend solely on the type of software and how much detail it must include. Users will appreciate manuals with easy to find, concise information, with enough detail to prevent confusion. [31]

User manual is a technical communication document intended to give assistance to people using a particular system. It is usually written by a technical writer, although user guides are written by programmers, product or project managers, or other technical staff, particularly in smaller companies. [32]

A user manual should include-

- ❑ Functional Description
- ❑ Cautions and Warnings
- ❑ Instruction Sections (for each type of user)
- ❑ Procedures (with examples)
- ❑ Troubleshooting: Probable errors and possible causes
- ❑ Error messages and causes
- ❑ Cross references to other operations

3.4.3 Projects

Some projects are already running and others are not rolled out yet. The project, for which the documentations needed are-

- ❑ PMS
- ❑ e-Journal
- ❑ LAMS
- ❑ SPMS
- ❑ CMOSuite
- ❑ Loan Ledger
- ❑ PBM
- ❑ BACPS
- ❑ BEFTS
- ❑ CDMS
- ❑ Bills Pay recon System
- ❑ Central Bank Reporting Module

Registration to Central Module

To register to the central module we have to go through the three processes. These are the following:

- ❑ Registration to the **Group Application Inventory (GAI)**
- ❑ Evaluating the Risk in **RiskWise**
- ❑ Upload support documents with **Request For Service (RFS)**

Group Application Inventory (GAI)

The Group Application Inventory (GAI) is the definitive list of production applications for which Group Technology are responsible. All functions within the Bank and Group Technology and Operations (GTO) must use the GAI as the only source of information regarding the Group application systems.

The GAI online system enables online submission and approval of GAI changes and provides up-to-date information on all GTO applications.

RiskWise

RiskWise is the Bank's core information security risk life cycle management system. It is a system used for documenting, evaluating and assessing risks associated with the Bank's applications and infrastructure.

Request for Service (RFS)

RFS is a database schema developed to provide a central point of reference for all documentation provided in a Request for Services (RFS) / Request for Information (RFI) life cycle. This document will compose of the followings elements:

- Recommended Approach
- Technical Architectural Design
- Functional Workflow
- Project Deliverables
- Major Milestones,
- Resource and Cost Estimation.

3.5 CHALLENGES & LIMITATION

I faced many challenges while my internship. Each and everywhere all have to face some limitations. We have to overcome them. The main challenges are described below-

3.5.1 Requirement Collection & Analysis

The biggest challenge I felt and still feeling is collecting requirement from the clients. Most of the time, client couldn't express what s/he wants. Sometimes, they ask for one thing, another time, they feel that it was not needed. Clients talk about many more things, but it is hard to bring the valid requirements. They couldn't ask for any function precisely, rather they gave an abstract idea. It was very tough to give a structure on the abstract and wrong ideas. Requirements were changed gradually even after complete system development. This was the toughest challenge I experienced in industry.

3.5.2 Email ID

We had No Bank ID. As a result we didn't have an email address in sc domain. For development and testing purpose we have to generate e-mail alerts concurrently. But as we didn't have any email we had to face tough situation in testing phase of those projects. Without the email address development was very problematic. All the e-mail we sent from SharePoint went to our supervisors ID. Thus it was a disturbance and we also suffer not to test swiftly.

3.5.3 Intranet Connection

The sites in SharePoint had to be built in the SCB intranet. But due to security purpose, they didn't want to connect interns in their intranet. The confidential data are kept in intranet. So the first some days, it was not possible to work properly.

Another challenge was, as we have no log in ID, while login to SharePoint site, it ask for ID, password several time. Supervisor logged in there but it was not possible to ask him again and again to log in. Then, one of the employees made the work easier with his ID.

3.5.4 SharePoint Obstacles

SharePoint has many limitations. It is not possible to build anything as requirement comes. It don't give chance to modify many things. Moreover, server doesn't give us permission to work with many features. But the requirement given by the clients couldn't be fulfill without those feature. It was a great limitation. Challenge was taken, where it was not possible with SharePoint, alternative technologies are implemented.

3.5.5 Desk & Machine

I was provided one PC, one Laptop and a desk to work. But due to heavy work load, I had to leave my desk. Sometimes I didn't have my PC to work, as sometimes the PC was also used by others. Though I was given a laptop to work there, but in laptop, there was no intranet access. Those limitations had to overcome.

4

Experiences & Achievements

4.1 EXPERIENCE

Five months went in the Standard Chartered Bank. It was my first industry attachment. These five months gave me lots of experiences which added new horizon in my life. I met new people, new place, new culture and the all new experiences. Some of the experience will be shared here.

4.1.1 Work Environment @ SCB

Working in Standard Chartered Bank, the last five months, found this organization very cooperative. All the people I worked with always helped me in every case. At first, I was little bit tensed whether I could cope up with this corporate culture. But after a few days, I got it very easy to work here.

- ☐ Very Friendly Environment
- ☐ Employees believe in team work
- ☐ Helpful
- ☐ Self-responsibility
- ☐ Hard working and professional co-workers
- ☐ We, the interns were never ignored
- ☐ Employees respect their colleagues
- ☐ Discussion is appraised

4.1.2 Real Life Projects

I had to work in many projects including software and others. Most of the projects were done to meet the course demand. Proposals, requirements, design all came from our mind. We were the software developer, we were the user. But this is a great achievement to work in the real life projects which are already been used by SCB employees. As an IT student, working with professionals and serving the IT people with their software is really a valuable experience.

4.1.3 Adapt with Corporate

Standard Chartered Bank is one of the leading multinational organizations. It maintains some standard rules and regulations. I was not accustomed with the corporate culture. It is quite different than the student life. Student life at University is more free and versatile. But the corporate life goes in a straight way. I had to adapt with that new environment. It will help me a lot to join the corporate a way more easily.

4.1.4 Colleagues

Colleagues! The co-workers at SCB. I heard about this term many times from seniors. But this time I experienced the co-workers of a multinational company. They are the friends at office. I am very lucky to have such nice people around me at SCB. All of them are older than me, but honestly, they didn't try to impose anything. They helped me a lot and make me adapted with new environment quickly. I found SCB employees very friendly and cordial.

4.1.5 Building Network

A purpose of internship was to build bridge with the industry. For this internship, we came to know about different organization. I came in touch with different professionals. A network is built among the interns and the employees. In this communication era, no one can survive and succeed without a good network as network brings opportunities. This is a very valuable experience which is gained by this six month long internship.

4.1.6 Back Home Late at Night

The office schedule was 10am-6pm. But we had to stay up to 7pm regularly and sometimes up to 8-9pm. My home and working place are almost in the two pole of Dhaka. The traffic jam makes this road too long. It was also a new experience for me to reach home after 9 or 10pm most of the days.

4.1.7 Bus Journey

I was not used to journey by bus. In fact, I went to school, college and university which were very near from my living place. But journey to SCB, the only vehicle I had to ride is bus! It is also a nice experience.

4.2 PROFESSIONAL DEVELOPMENT

Professional development refers to skills and knowledge attained for both personal development and career advancement. Professional development encompasses all types of facilitated learning opportunities, ranging from college degrees to formal coursework, conferences and informal learning opportunities situated in practice.

The best way to professional development is to gain experience. In the internship period, I had a big opportunity to develop technical skills as well as communication and management skills.

4.2.1 Technical Skill

I worked for Country Technology, SCB, so that building technical skill is the most important fact there. I came to know about many technologies in which I was not familiarized.

SharePoint Technology

Most of the works during my internship were done with Microsoft SharePoint. I didn't know about it before the internship. Now I am quite skilled in MOSS. SharePoint is a very useful tool to build sites.

While studying to build SharePoint system sites I had to gone through many advance level application. I can now build SharePoint sites and systems efficiently.

DB-II Database

DB-II database was completely unknown to me. Standard Chartered bank uses DB-II database. For I project, I learned some very primary structure of DB-II.

VMware ESX

VMware ESX is an enterprise-level computer virtualization product offered by VMware, Inc. ESX is a component of VMware's larger offering, VMware Infrastructure, and adds management and reliability services to the core server product. It is used for cloud computing. We installed VMware ESX to setup server and client in the same machine. [33]

4.2.2 Management and Planning

When we worked in the projects of SCB, we had to plan all the things. WE had to visualize the full project. Managing the tasks and the clients were another big issue. The skills and growth in these fields I developed-

- ❑ Establishing goals and policies
- ❑ Analysis, evaluation, review
- ❑ Setting standards and criteria
- ❑ Establishing controls
- ❑ Personnel development
- ❑ Leadership, motivation
- ❑ Decision-making
- ❑ Operations and operating procedures
- ❑ Forecasting
- ❑ Scheduling
- ❑ Determination of manpower

4.2.3 Communication

Without good communication skill, no one can shine. Working with different types of people gave the scope to enhance communication skill. I worked with different department.

Different people, different minds. I had to bring the exact thought from them. The sectors where I gain the skill-

- ❑ speeches, public speaking
- ❑ conversation
- ❑ seminars
- ❑ conferences
- ❑ meeting participation
- ❑ negotiation
- ❑ interviewing
- ❑ networking
- ❑ human resources

4.2.4 Some of My Positive Sides

Everybody has some positive and negative sides. People should be concern about their strength as well as weakness. If I have to evaluate myself, the following can be the strength-

- ❑ **Adaptability:** I can cope up very fast in any environment. I can adapt very rapidly even in the hostile environment. I didn't have any working experience in any kind of organization before coming here as intern. Joining here as an intern, I became accustomed with the office culture quickly.
- ❑ **Strong Concentration:** I am strongly devoted in works which I like. I never left my favorite tasks undone. If I have strong desire in anything, my concentration goes 100% for that.
- ❑ **Uncompromising:** I cannot compromise in the question of work quality. It may take more time to finish a task, but I don't want to end up before it touches excellence.

- ❑ **Quick Understandability:** I think, I can understand the requirements of a project very quickly. In most of the case what I understood, didn't conflict with the customers real need.

4.2.5 Weakness

I have some limitations which I felt while working here. I should overcome those obstacles.

- ❑ I didn't introduce with core banking system. Getting a chance to work in a multinational bank, I should have known the basic functionality of a bank. But I didn't utilize that scope.
- ❑ In some cases, I couldn't handle the situation professionally. I should become more professional.

4.3 ACHIEVEMENT & RECOMMENDATION

Internship itself is an achievement. The best achievement is the experience I earned from the internship period. The things I learned can never be possible with this internship. I gave hard labor but I gain also.

The great feelings came to my mind “yes! I have done something” when our first project went on live. I got much pleasure and excitement when the works for group CIO’s visit I did. Those are also achievements.

I got many complements and recommendations from Country Technology and other departments also. Complements work as tonic for work. Recommendation gives inspiration to do jobs confidently. So there isn’t any scope to ignore complements.

The brilliant professionals from SCB appraised our tasks. They gave admiration. Among them, two of the recommendations are-

4.3.1 Recommendation from CIO

The first recommendation we got from the very high profiled person. The honorable Chief Information Officer of Standard Chartered Bank, Arshadul Hasan sent us the admiration for making the beautiful automatic system to request for Iftar. The recommendation also contains greetings from the Chief Technology Officer too.

It was a great achieve as the two chiefs greeted us.

From: Hasan, Arshadul
Sent: Tuesday, August 02, 2011 1:04 PM
To: Aziz, Khaled
Subject: RE: Email Broadcast: IFTAR arrangement at SCB-BD

Khaled,

Thanks. This is good work by the interns. Please convey my appreciation to them and to Asif also for guiding them.

Regards

Arshad

From: Aziz, Khaled
Sent: Tuesday, August 02, 2011 10:37 AM
To: Hasan, Arshadul
Subject: FW: Email Broadcast: IFTAR arrangement at SCB-BD
Importance: High

Arshad Bhai,

FYI. You would remember that we recently on-boarded two interns from DU for six months. They have worked pretty independently to develop the Iftar Management Sharepoint site.

Khaled Aziz
Head
Country Technology

Figure 6: Recommendation from CIO & CTO

From: Anwar, Asif
Sent: Tuesday, August 02, 2011 10:33 AM
To: Aziz, Khaled; Islam, ANM Kamrul
Cc: SunjurAhmed, Sk
Subject: FW: Email Broadcast: IFTAR arrangement at SCB-BD
Importance: High

Dear Khaled bhai and Kamrul bhai,

We have helped CRES to develop online Iftar management system in SharePoint. Our intern Akil and Rehenuma has done a very good job to make it possible in very short period of time.

Please visit the below links to have a look into this, Let us know if you have any feedback.

Link: <http://teamsiteshk.zone1.scb.net/sites/gto/Technology%20and%20Operations%20West/Bangladesh%20Technology/iftar/default.aspx>

Link for CRES: <http://teamsiteshk.zone1.scb.net/sites/gto/Technology%20and%20Operations%20West/Bangladesh%20Technology/iftar/Lists/Ifter%20Request/CRES.aspx>

Regards,

Asif Anwar
Relationship Manager, CB
Information Technology

Figure 7: Recommendation from RM

4.3.2 Recommendation from CRES

We developed sites for CRES. They were very happy with the work quality. An email was sent to our supervisor from CRES.

Dear Kamrul Bhai,

I would like to confirm you that **Md. Akil Afzal (Intern ID # 1448)** and **Mirza Rehenuma Tabassum (Intern ID # 1449)**, intern students from Institute of Information Technology, University of Dhaka developed following sites for CRES in Sharepoint.

- Automated Iftar Request for Standard Chartered Bank.
- CRES Bangladesh and CRES Security sites Teamsite.
- CRES Bangladesh site in i-connect.

Iftar Request Zone in SharePoint sites is already been used by Standard Chartered Bank during Ramadan, 2011. The system was successfully built by them and used by the entire Standard Chartered Bank employees during Ramadan. Due to this, it was possible on our part to arrange ifter for staffs in a more appropriate manner. CRES Bangladesh and CRES Security site has published in the SharePoint teamsite. CRES Site too has published in i-Connect.

It's with high recommendation and opinion CRES acknowledges the effort on the part of the terns. As such CRES strongly recommend that due appreciation and acknowledgment are endorsed in the final report for the interns performance and capability. They are extremely dedicated towards their work and have an huge appetite for gaining knowledge through hard work. They fulfil CRES's all requirements in due time .

Wish them all the success in their future career. Once again would like to sincerely express our thanks and gratitude for supporting us as when we required.

Thank you very much.
Sincerely,

Ruksana Khurshid
Assistant Manager, Corporate Services
Corporate Real Estate Services

Standard Chartered Bank

Figure 8: Recommendation from CRES

5

Conclusion

The six month of Internship was a time of experimentation. Internship in an intermediate period of academic calendar is exceptional from the perspective of our country. From that point of view this is a matter of glory that during internship I have passed the best academic period in my life by experiencing the real world technology. It is a matter of grandeur that what I read yesterday at book is now available to me. Moreover, gathering a vast knowledge about how the real world works can help me to prepare myself for upcoming working life for me.

The internship program was an excellent decision that helps to identify the students about what their duty is to cope with the real world. I want to thank the every faculty who worked hard from construction of the syllabus to assigning of the students to companies.

At least from my experience I have no doubt to say that it has given me a lot of confidence and great opportunity in the job market. I have really learned so many essential facts of programming, making software, working in a team as well official environment, professionalism.

I am hopeful that I can use my gathered knowledge in my future life.

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APPENDIX

Elaborations

NOC = No Objection Certificate

PAR = Purchase Authentication Request

RM = Relationship Manager

RP = Responsible Person

CRES = Corporate Real Estate Service

SCB = Standard Chartered Bank

MOSS = Microsoft Office SharePoint Server

IIS = Internet Information Service

SLA = Service Level Agreement

HR = Human Resource

CTAM = Country Technology Asset Management

IT = Information Technology

CB = Consumer Banking

WSS = Windows SharePoint Server