

CSS 300 Computer Engineering Training

Training Report

CAT Telecom Public Company Limited

Submitted to

Computer Engineering Program (CPE)

Sirindhorn International Institute of Technology

Thammasat University

By

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Training Period: 4th June – 26th July 2019

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ACKNOWLEDGEMENT

I would like to thanks CAT Telecom Public Company Limited for their support and encouragement in these two months of internship. I offer my sincere appreciation for the learning opportunities and working experience provided by CAT Telecom.

I would like to give especially thanks to the member of internal audit and my supervisor, Mr. Rachanon Inthasukul and Mrs. Rattaporn Nopparat for their advices during my internship. I am very grateful for the opportunity to learn of how to design, how to analyze and how to make real systems into applications that provide good user experiences, and I am also very grateful for the opportunity to learn of how a real SQL database work. It was a very fun experience.

EXECUTIVE SUMMARY

I gain a lot of experience during my two months of internship. I learned many things including BPM Software (Bizagi), SQL database and User Experience.

Firstly, I had to study how to use BPM Software (Bizagi) to improve automated business internal audit to make applications. I got to study Bizagi by using two exercises that my supervisor make me do. The first exercise is Vacation Leave Request, which is for the staff in the organization to submit vacation leave request without using papers, but use the application instead. The second exercise is Office Supply Request, which is for the staff to request the supply when the old supply is broken or out of stock. The main task here is to change all of papers work into digital. These two exercises are for me to be familiar with the Bizagi before I get to do the project.

Now I can work on my projects, which is to make applications by using Bizagi. My projects are about the communication between each factions in the organization that is keep in papers, I have to change from keeping these data in papers into digital instead. That's why I had to make application to store all the data of the communication between each factions. I got to make applications from the scratch by create workflows, make model data (create the database), and make the system into a real application. I got to design the workflow and create the database, which I can apply the knowledge from ITS329 System Analysis and Design to design the database, and how the system works. Then I can make this workflow and database that I have create into an application, which now I have to consider user experience, which I can apply the knowledge from ITS229 Human Computer Interface Design to help me design for the user to get better experience.

Lastly, I have learned of how the real SQL database work, which I can apply the knowledge from ITS322 Database Systems and ITS351 Database Programming Laboratory to use SQL to extract and analyze the data that's stored in the database.

Overall, I have a good experience here, it is quite challenge here because I have to learn Bizagi to develop the application with better user experience to be in consider. People here are really nice, they are very friendly and ready to help me in any problems, but sometime they may be busy, which is the best opportunity for me to learn something by myself, which make its more challenging for me. I am very appreciated for the work experienced that I gain and thanks to everyone who had support me.

CHAPTER 1

INTRODUCTION OF COMPANY

1.1 Company Profile

CAT Telecom Public Company Limited was corporatised from the Communications Authority of Thailand under the Corporatisation Act B.E. 2542. All business, rights and obligations, assets and liabilities related to telecommunication of the Communications Authority of Thailand were transferred to the newly established CAT to ensure the seamless Continuity of operations and service provision.

1.2 Company Contact Address and Map

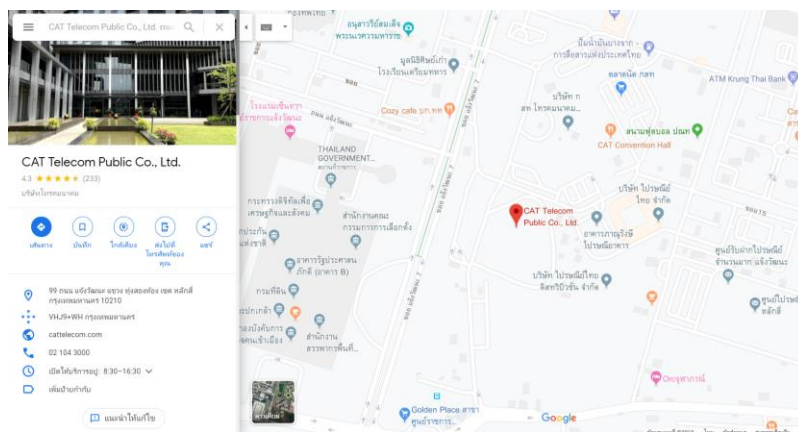


Figure1.2.1: Map of CAT Telecom Public Company Limited

Name: CAT Telecom Public Company Limited

Address: 99 Chaengwattana Rd., Lak Si, Bangkok 10210

Call Center: 1322

Telephone: 02 104 3000

1.3 Training Supervisor

Name: Mr. Rachanon Inthasukul

Telephone: 098 891 4654

E-mail: rachanon.i@gmail.com

CHAPTER 2

TRAINING OBJECTIVES AND SCHEDULE

2.1 Training Objectives

Training objective is to learn to make applications by using bizagi, and how the real SQL database work.

2.2 Detail Description of Assigned Tasks during the Training Period

First, study how the bizagi work with two exercises, Vacation Leave Request and Office Supply Request.

Second, work on project by using bizagi to design the workflow and database, and make the designed system into application.

Last, use SQL to extract and analyze the data in the database.

2.3 Training Schedule

Daily Schedule

Weeks of Training	Assigned Task	Description
Week 1		
04/06/2019	Study Bizagi	Understand what it is and learn how to use.
05/06/2019	Orientation Day	Understand how the organization work.
06/06/2019	Study Bizagi	Understand what it is.
07/06/2019	- Study Bizagi - Plan for project	Learn how to use. Understand how project work.

Weeks of Training	Assigned Task	Description
Week 2		
10/06/2019	Work on exercises1	Learn how to create workflow in Bizagi.
11/06/2019	Work on exercises1	Learn how to create database and run in Bizagi.
12/06/2019	Work on exercises2	Learn how to create workflow in Bizagi.
13/06/2019	Work on exercises2	Learn how to create database and run in Bizagi.
14/06/2019	Work on exercises1 and exercises2	Run and debug on both exercise.
Week 3		
17/06/2019	Use SQL	Use SQL by remote connection
18/06/2019	Use SQL	Use SQL to analyze data according to what my supervisor want.
19/06/2019	Use SQL	Use SQL to analyze data according to what my supervisor want.
20/06/2019	Get requirement for project1	Collect requirement from internal audit department's members for project1
21/06/2019	Get requirement for project1	Collect requirement from internal audit department's members for project1

Weeks of Training	Assigned Task	Description
Week 4		
24/06/2019	Work on project1	Design the workflow for project1
25/06/2019	Work on project1	Create the database for project1
26/06/2019	Work on project1	Connect the SQL database to Bizagi for project1
27/06/2019	Work on project1	Create forms for each process for project1
28/06/2019	Work on project1	Define conditions and expression for each process
Week 5		
01/07/2019	Test & Debug project1	Assign role to each user id, run the project and adjust some process in the project1
02/07/2019	Test & Debug project1	Fix error in project1
03/07/2019	Test & Debug project1	Check error and retest project1
04/07/2019	Personal Leave	
05/07/2019	Personal Leave	

Weeks of Training	Assigned Task	Description
Week 6		
08/07/2019	<ul style="list-style-type: none"> - Get requirement for project2 - Work on project2 	<ul style="list-style-type: none"> - Collect requirement from internal audit department's members for project2 - Design the workflow for project2
09/07/2019	Work on project2	Create the database for project2
10/07/2019	Work on project2	Connect the SQL database to Bizagi for project2
11/07/2019	Work on project2	Create forms for each process for project2
12/07/2019	Work on project2	Define conditions and expression for each process
Week 7		
15/07/2019	Personal Leave	
18/07/2019	Test & Debug project2	Assign role to each user id, run the project and adjust some process in the project2
19/07/2019	Test & Debug project2	Fix error in project2

Weeks of Training	Assigned Task	Description
Week 8		
22/07/2019	Sick Leave	
23/07/2019	Test & Debug project2	Check error and retest project2
24/07/2019	Make a manual	Make a manual for both project1 and project2
25/07/2019	Prepare for presentation	Prepare for the project presentation
26/07/2019	Presentation of application	Present both project1 and project2

CHAPTER 3

ACHIEVEMENT

3.1 Overall Achievement

I have learned a lot from this internship in CAT Telecom. I got to know more about how to design the systems and make them into applications by using bizagi. I also got to know how to use SQL to analyze data in the database. I understand more of how to communicate, how to work in a team, and how to make an interesting presentation. The biggest things that I learned here is real work is much more complex than just only study, but it's a challenging things for me to be able to use the things that I have learn in class to apply for my work. It's a very fun experience.

3.2 Technical Achievement

I have learned how to analyze, how to design the systems, and how to make real systems into applications that provide good user experiences. I also got to know how to use SQL to analyze data in the database.

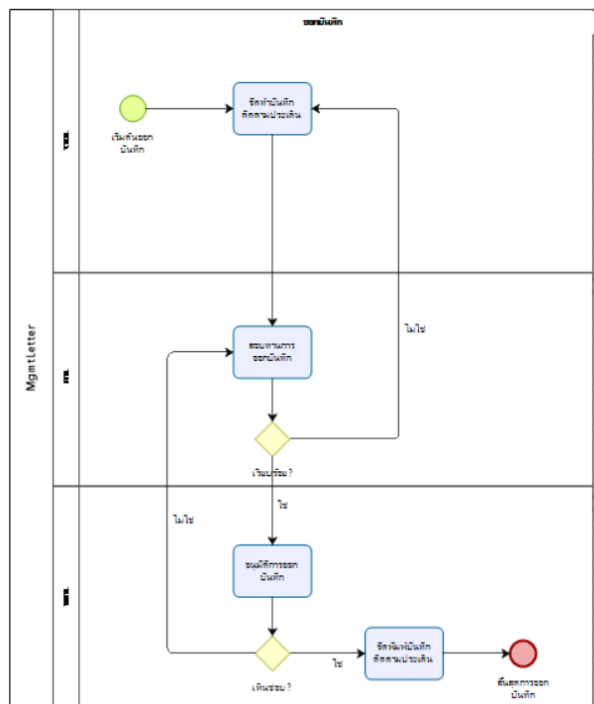


Figure3.2.1: Model Process of Project1

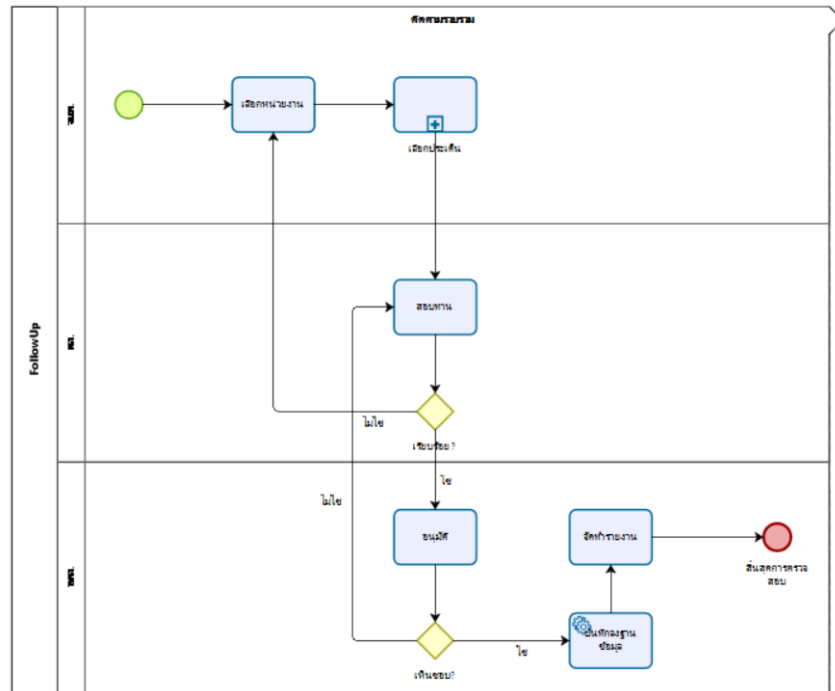


Figure3.2.2: Model Process of Project2

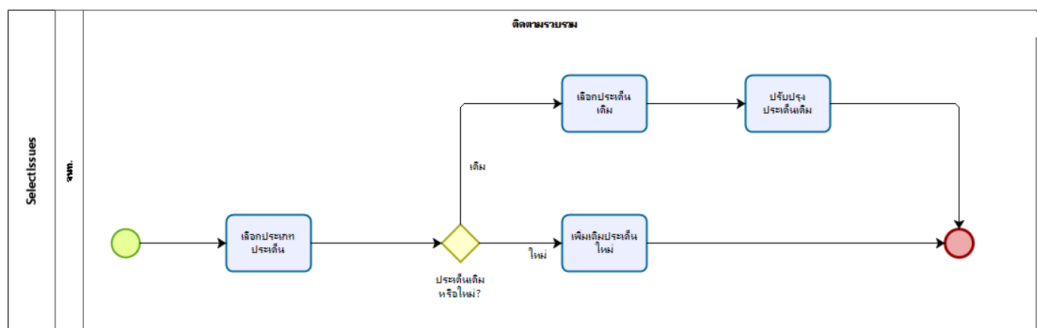


Figure3.2.3: Sub Process of Project2

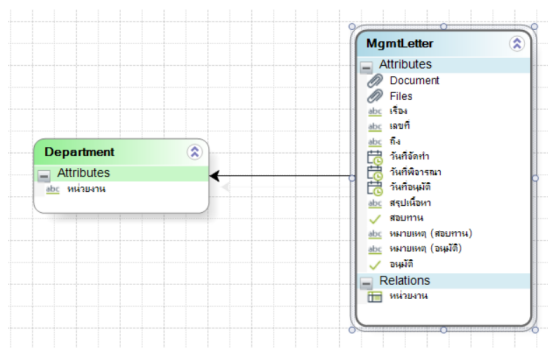


Figure3.2.4: Model Data of Project1

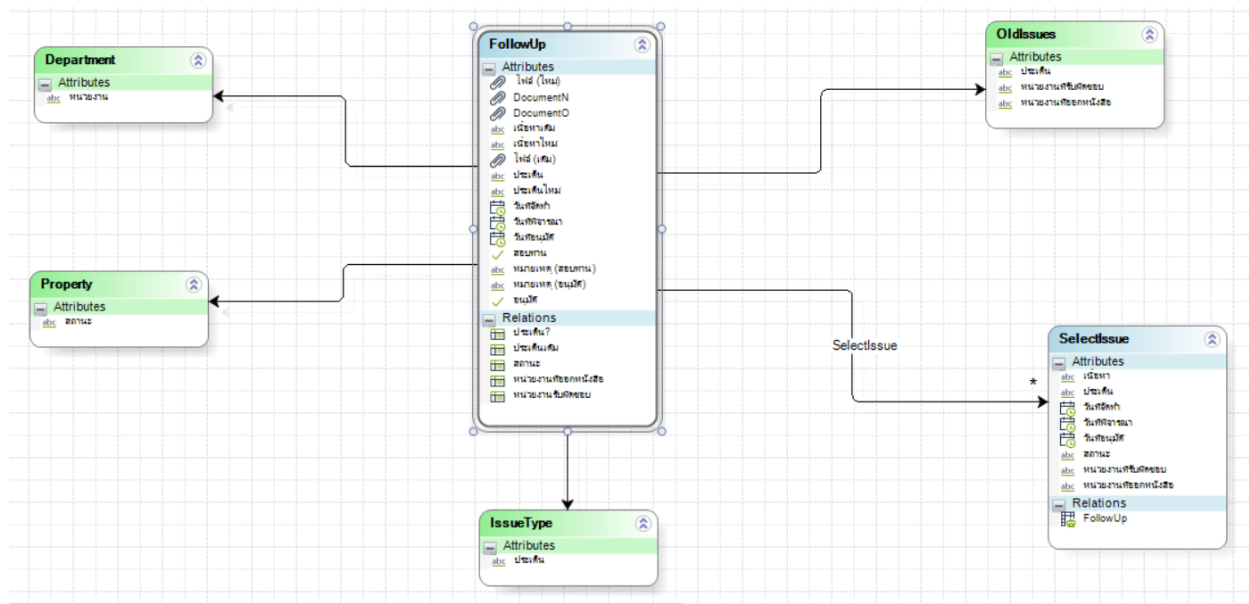


Figure3.2.5: Model Data of Project2

Figure3.2.6: Example of some form from the projects

3.3 Soft Skills Achievement

I have learned how to communicate within an organization, how to communicate with people, how to work in a team, and how to make an interesting presentation.

CHAPTER 4

CONCLUSION AND RECOMMENDATIONS

In two months of internship in CAT Telecom, I have been assign to two big projects, which is to make an application for the staff here, so that it will be more convenience by storing the data in digital instead of papers. I learned how to apply my knowledge from classroom into my project. I got to improve my programming skill, communication skill, working skill along with my responsibility. It's a very challenge and fun experience.

CAT Telecom is a good choice if you are interested to have a challenge and fun experience. For my faction, internal audit, you would be able to get experience in Bizagi and SQL database field. People here are really nice, they are very friendly and ready to help me in any problems, but sometime they may be busy, which is the best opportunity for you to learn something by yourself. I am very grateful to be able to be a part of CAT Telecom.

APPENDIX

<https://www.cattелеcom.com/>

<https://www.bizagi.com/>