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| **My internship in** | RCCI.jpg | |
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United Arab Emirates University

College of Information Technology

Internship Practical Unit

RAK CHAMBER F COMMERCE

AND INDUSTRY

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# Overview of the organization

RAK Chamber of commerce and industry was established on 22. 12. 1976 by an Emiri Decree issued by H. H Sheikh Saqr Bin Mohamed Al Qassimi, the Ruler of Ras Al Khaimah .It’s the second oldest chamber in UAE after Dubai Chamber. It’s financially and administratively independent and non-profit public benefit organization.

It is responsible of the Commercial and industrial sectors of Ras Al Khaimah. It’s eleven-member Board of Directors is chaired by H. E. Yosouf Obaid AlNuaeimi, and the administrative organ is managed by the Director General, Dr. Abdul Rahmman Alshayeb Alnaqbi. [1]

Figure : RCCI Structural Architecture

As seen in Figure 1, the Chamber is divided into several departments and sections. In the beginning of our internship we had a rotation in the different department, which help us to gain a better understanding about the chamber’s employees’ tasks and responsibilities.

# Rotation

* Going to the secretariat section of the General Director and Deputy Director offices to have a clear idea about the tasks done by the secretaries :
* Arranging the schedule of the General Director and Deputy Director.
* Archiving coming faxes and letters.
* Sending the new decisions and circular notes and other information to employees and preparing meeting reports).
* Sealing the faxes that have been sent to the general director office with the chamber’s stamp and then writing down their id number in order to be stored in the manual archive.
* Recording data of the faxes (id number, the date of receiving the fax, the source of the fax, the date in which it was sent and the topic of the fax) in the excel sheets document.
* Going to the Personnel Directory Department and listening to description of the mission of this department, which is holding the information of all the employees of RAK chamber (employees’ portfolios which include their personal info, employment decision, salary details, CV and their daily arrival and departure time). Also this department includes the HR section which organizes the needed training courses for the employees.
* Going to Information and studies Directory and have an idea about the employees’ tasks in this department :
* Assigning a classification, degree and number of allowed employees for each new commercial license registered in that day.
* Publishing an annual statistical Indicator of RAK and monthly brochures.
* Providing any needed information for investors and any other people regarding the industrial and commercial activities of RAK by phone or email.
* Going to the Media Center and listening to a brief description about their mission :
* Issuing of the chamber’s magazine, brochures, an electronic magazine and all other publications that needed in the chamber’s for the activities and festivals organized by the chamber.
* Going to the Registration Department and meeting the department’s manager and employees to have a clear idea about the tasks of the department. Also, they gave us a demonstration of the used system to organize the commercial services of the customers. The commercial services provided by this department include registration and renewal of the chamber’s membership for all companies, shops in Ras Al Khaimah. Also the department provide a very special service which having a general employees in which they can do all the needed procedures for customers regarding not only the chamber but both the RAK Economic Department and RAK Municipality, and that reduces customer’s time and effort.
* Going to the Certification of Origin Department and meeting the department’s manager who gave us a comprehensive summary about the department. The Tasks of department is issuing the Certificate of Origin for companies or export and import offices who want to export or re-export goods to other countries. Then we ha demonstration about the used system in which employees enters the company details, origin country, importer country, how the goods will be exported (by air, sea or land), invoice details (Number, date, total price) and the goods details (type, Quantity, Weight).
* Going to the Finance Department and listening to a description about the department by one of the employees. The department is responsible of keeping track of the revenues and payments of the Chamber. The income of the chamber comes from fees paid by customers in the registration and certificate of origin departments and from renting apartments in the chamber’s building. The employee’s duty is to make review statement every month and testimonial budget statement for the coming year. They start making the testimonial budget in October by recording the actual budget for last two years, actual budget for this year till October and then predicted budget for November and December.
* Going to the administration Department which makes sure to provide what employees needs (stationery, printers, and ink cartridges), organizing conferences and symposiums. Also, they are responsible of the chamber’s post and make sure to hand them to employees and sealing the chamber mail sent to other. And they manage Chamber’s stores and keep track of what go in and out.
* Going to the Public Relation Department, and their mission is:
* Arranging Receptions for arrivals from inside or outside UAE.
* Sending the Chamber’s magazine (AlGorfa Magazine), and other publications such as brochures to other government institutions, companies and to other institutions outside UAE (Europe, Gulf and Arab Countries).
* Going to the Business Marketing Department, and their mission is:
* Finding sponsors for the festivals, symposiums organized by the chamber.
* Marketing the chamber’s magazine.
* Going to the Quality and Strategic Planning Department, and their mission is:
* Make surveys about the employee’s and customer’s satisfaction, find results and notes and submit them to the General Director.
* Write a quality essay that is published monthly in the electronic magazine” Nabd Al Gorfa” (Chamber’s pulse).
* Organize the Employee of month competition by evaluate the performance of the nominated employees and his functional commitment and then meet with the General Director to decide the winner.
* Recommend any needed improvement by Afkar (Ideas) program in which employees can share their recommendations and ideas that will make a difference and the when the employee’s idea is approved then he/she will receive a bonus.
* Adopt the EFQM (European Foundation for Quality Management) factors such as leadership, human resources and strategic polices and assign a team from the chamber’s employees for each factor.

# Overview of the section I've worked in (IT Department)

During the internship we worked in the IT department of RAK chamber. It has 4 employees; one of the 4 is working in the Helpdesk section, he is responsible of solving the technical problems that the employees had and formatting their PC. The other three employees are working as the development team who are mainly working on developing the needed systems for the chamber use and making the needed maintenance to enhance and modify the systems or solve any bugs or errors. One employee of the development team is responsible of the Chamber’s system (used by the commercial services department and the other two are working on the Chamber’s Operations Center System. We had the opportunity to work in helpdesk and with the development team of the operations Center System. We have done the Meeting Part of the operation Center.

# Achievements

# IT Department

### Writing Software Proposals:

* The IT department needed to buy a Billing based Internet Access Management Software to set employees’ access to a specific time and bandwidth limit and calculate the cost of RAK Chamber’s internet usage .Therefore I wrote a report about one of the two recommended software in the quotation contractor company (ANT Labs SSG III Time Based Billing software).
* Writing a proposal report about Slowdog smart shutdown software that will be used to shut down employee’s PC at a specific hour (4:00 PM) in order to reduce electricity expenses.

### Employees’ Time Attendance and Access Control System:

Employees’ Attendance System is software used by the Personnel Directory Department to keep track of employees’ arrival and departure time. And we have done those procedures regarding the attendance system:

* Attending a demo held by representative from Ocean Company for the configuration and installation of the Attendance Card Printing software (ASURE EXPRESS).
* Making a tutorial of how to install the Employees’ Attendance System.
* Adding new employees information to the system ( Name , ID , card No) and then print a card for them.

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| Figure : Time Attendance and Access Control System |

### Working on Spiceworks (Helpdesk system)

Spiceworks is the software that used in IT department to keep track of the Chamber’s hardware inventory (PCs, servers, printers, etc) and allow us to view a detailed profile for each item in the inventory (Antivirus, users, network Shares, Alerts, software, services, etc).

And those procedures have been taken to update the inventory list:

* Adding the computer name and run a network scan for each computer separately and check whether it passes or fail the test. In the case of failing, we make sure that the PC firewall is switched off.
* Running a network scan on daily basis for all the PCs (60 PCs) of RAK chamber:
* If the PC passes the test then, I edit the information of the computers by writing down the name of the computer’s owner and its location.
* If the PC fails the test, I ping the name of the PC using Windows CMD and check whether it return the correct IP addressor not.

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| Figure : SpiceWorks (Helpdesk System) |

### Organizing RCCI Employees E-mails:

* There are some employees that don’t have emails or they have, but their emails are not included in the RCCI’s Contact list, so in each case they can’t receive emails sent by their colleagues. Therefore, some procedures have been taken to solve that problem.
* Logging in to the RAK chamber account in the aim's delegated administration (Etisalat email service) to:
* Create email addresses for those who have no emails accounts.
* Create new email lists for the chamber’s different department and including the employee’s emails in their department mail list.
* Update the contact list in Microsoft Outlook with changes mentioned above .And we recommends the Helpdesk employee to distribute the new Outlook Contact list as soon as possible in all PC of the Chamber in order to prevent any inconsistency since we delete the previous mail lists and create new ones with different email addresses.

### Formatting Employee’s PCs:

There are some PCs that haven’t been added yet to the Chamber’s domain. Moreover, there are a lot of employees who complains from having viruses or the slowness of their machines. Therefore, we have been asked to format all the chamber’s PCs and do other needed procedures:

* Taking backup for the outlook inbox and contacts and employee’s important files
* Formatting C Drive.
* Installing PC drivers (chipset, Network, Audio and Video).
* Adding the PC to the rakchamber.com domain and configuring IP address of Local Area Connection.
* Installing needed software.
* Turning Off the Firewall.
* Scanning the PC using SpiceWorks and edit it’ information (employee’s name and location).

For more details, see the Group Report (Formatting PCs section).

### Working on Meetings Project:

Meeting project is part of the RCCI Operation Center which is a system that is currently developed by the software development team of the IT department. Working on this project helps us in experiencing the different phases of a Development life Cycle.

For more details, see the Group Report (Meeting Project Section).

### Preparing a Requirements Document

We Prepared the Finance Department Requirements Document for the Operation Center System. First of all we met the Finance department manager in order to know about the way their work is done (the manual way of registering income and outcome). Also, we visit another company with the manager of the Finance department in order to have a look on the accounting software they are using there. Also, we took a copies of all the forms and the reports that they are using (manual registration) to include them in the Requirements document. The document was submitted to the development team of the Operation Center System.

# Other RCCI Departments

### Commercial Services Department (Certificate of Origin Section)

* Issuing the Certificate of Origin for companies or export and import offices who want to export or re-export goods to other countries , by doing those steps:
  + Login to the Chamber System and go to the Certificate of origin page.
  + Entering the company (Export and Import Company) details, origin country, importer country, how the goods will be exported (by air, sea or land), invoice details (Number, date, total price) and the goods details (type, Quantity, Weight).
  + Printing 3 copies of the Certificate (1 facsimile and 2 estreat) and put the chamber’s counterfeit label.
  + Calculating the fees that customer should pay and print the cashing order and the cashing bond, sign and seal them with the chamber’s stamp.
* Checking the data entered by other customers in the previous month and entering the missing information and save the certificate.

# Summary and Conclusion

To sum up, my internship in the RCCI was a rich experience in my life. It let me learn and practice lot of things for the first time. It was a very good opportunity to interact with people from different backgrounds, knowledge or gender whether they were employees or customer. Therefore, my communication skills have been improved. Also, I practiced what I have been taught for 4 years in my college and give a good impression about the skills and knowledge of our college students.

# Acknowledgment

At the end, I want to say thanks for all the employees who shared with me their experience and knowledge and work with me as on of them and not as an internee. Also, I would like to thank Fatima Al Mazrooei and Mahmood Al Mazrooei for the time that they spent in teaching us new things , answering our questions, for being very patient with us and for their help ,support and mentoring. In addition, I want to thanks Dr. Salah Bouktif for his supervision and help.

# References

[1] RAK Chamber of Commerce and Industry. Last accessed on December 25, 2008 by <http://www.rakchamber.ae/>