# Chapter 1:

# Introduction

This chapter depicts the preamble, origin, objective, scope, methodology, limitation and overview of the report.

## Preamble

Internship is the process of on-the-job training, which particularly beneficial for students.

It is a wonderful and effective way to connect academic experience with the professional work arena. It allows to gain valuable exposure to the workplace, provides the opportunity for skill development, and gives a competitive edge in the job search [1]. Internship is an opportunity to bridge the gap between academics and industry expectations. It provides the students an opportunity to relate their academic knowledge with the industry trend. It also helps the academic institutions to get up-to-date with the new industry trends. Industries also get the idea about the research and development fields of the academia. So, we may call it a two-way communication between academia and industry.

Institute of Information Technology (IIT), University of Dhaka provides such a delightful opportunity to their students within their bachelor program. The main purpose of internship is to get the student exposed to the job market. IIT sent students in various companies on the 7th semester. IIT introduces the internship program for the following purposes:

* To help the students to implement the knowledge gathered at IIT in professional work.
* To make students aware of the industry trends and working environment.
* To prudent the real-world experience.
* To fulfill the requirements of the Bachelor of Science in Software Engineering (BSSE) program.

As a part of the internship program, I was placed in Orion Informatics Ltd. To complete my internship. I was placed in the development department of the Orion, under the direct supervision of Shafqat Ahmed, Principal Software Architect of Orion Informatics Limited. With having a job count of zero, I started my journey of internship in Orion Informatics Ltd as an intern from 18th January, 2018. The expectations were high and now almost nearing the end of my internship I must admit that it was really an amazing experience.

## Origin

The report has been prepared as a fulfillment of the partial requirement of the internship program. The Bachelor of Science in Software Engineering (BSSE) program of Institute of Information Technology requires a 6-month internship program in the 7th semester. A student must have to be industrially attached to complete the 18 credit of internship program. As IIT provides us the opportunity to take part in the internship program, IIT expects feedback from the students regarding what they have learned in the industry and their experience.

I have tried to complete the report with full details about what I have learned, my experiences, my contribution in the company, professional and non-professional skills that I have achieved and about my self-assessment.

## Objective

This report is the documented result of my six months long internship program in Orion Informatics Limited and is prepared as a requirement for the completion of the Bachelor of Science and Software Engineering (BSSE) program of Dhaka University at IIT. The objective of the report can be classified into two parts. These are-

* Broad Objective
* Specific Objective

### 1.3.1 Broad Objective

The broad objective of this report is to fulfill the partial requirement of the internship program of BSSE degree under the Institute of Information Technology, University of Dhaka.

### 1.3.2 Specific Objective

Besides the broad objective, this report has some of the specific objectives which are given below:

* To provide a broad description about my internship journey in Orion Informatics Ltd.
* To give an overview of Orion Informatics Limited.
* To focus on the products, services, work environment and facilities provided to employees of Orion Informatics Limited.
* To discuss the Standards and Effects of Employee Satisfaction of Orion.
* To reflect my achievements, project works, professional growth and challenges during my internship.
* To enrich the knowledge of the students from upcoming batches regarding the workplace environment and other things.

## Methodology

The report is prepared in a systematic procedure starting from the very beginning. The integral challenge was to collect information from different sources. Different kinds of information are presented in this report. I divided the information into different types of category based on the source of information. These are-

* Primary Source
* Secondary Source

Information which have I collected by my inspection during intern period are defined as the information from primary sources and I mentioned those as secondary which I collected from any written document such as internet or from another person. I will describe more specifically about those sources in the following part:

### 1.4.1 Primary Source

* Observation and experience during the internship program.
* Conversation with my supervisor and other employees.
* Participation in various in-house activities.
* Observation of other’s job and work.

### 1.4.2 Secondary Source

* Website of Orion Informatics Ltd.
* Website of clients.
* Internet

## Scope

This report provides an insight of my internship journey in Orion Informatics Ltd. It also provides an overview of challenges that I have faced during my internship period. It gives an idea about how I adapted with the working environment. A brief discussion about Orion Informatics Ltd. is also given in this report so that teachers and students from upcoming batches can get an idea about the organization and working environment. A description about the working environment is also added to the report. A broad discussion about my works in the company is also provided here. Experiences that I have achieved is described more specifically in this report. It also summarizes the outcomes of the internship period.

An internship may not run as smoothly as it is expected. There may be a lot of challenges but there also a lot of learning things are available. The skills which include both technical and non-technical ones are also a vital part of this report. A comparison of my skills before and after internship is also provided which will justify my achievements. And last but not the least, some recommendations are proposed which if worked out may provide some benefits to the future interns going to Orion Informatics Ltd.

## Limitations

While preparing the report, I’ve encountered with many challenges. I’ve tried to overcome those challenges but still there are some limitations in this report.

The company has many confidential information. That’s why all contents can’t be shared with everybody.

Time is a major constraint while making the document. Busy long hours in office made it difficult to give time on the report. I’ve to prepare the report while performing my duty in the organization.

All data given in this report could not be validated. My supervisor is a busy person. He has to manage several projects. So, it was not possible for him to validate all the information that I’ve given about the company and on-going projects in this report.

I only worked on a particular project. So, it is not possible for me to provide proper justification of the firm. I analyzed the information mainly from the feedbacks from my team mates and my co-workers, so some opinions may be biased.

Collecting information from my co-workers was a difficult job because it was hard to get free time from their busy schedule. I’ve tried to collect maximum information from them in their leisure time. So, full information must not be available in this report.

## Overview

In this chapter, I have discussed about the internship program, the origin of the report, scope, limitation and objective of this report, the methodology used to prepare the report.

In the next chapter, the organization’s profile is discussed briefly. Company’s background, mission, vision, values, the services and solutions that the company provide, the methodology used in the development of the software, the ongoing projects and many more things are explained in chapter two.

Chapter three illustrates the detail information of the working environment in Orion Informatics Ltd.

Chapter four and five described my contribution and my contribution in the company respectively. These chapters illustrate a brief discussion about what I’ve done and what experiences I’ve achieved during the internship period.

Chapter six demonstrates about my professional growth. Technical, communication, management, problem solving, intra personal skills that I’ve achieved during these six months are discussed. Tools and technologies that I’ve learned also described here.

In chapter seven, various kinds of non-professional skills are presented.

Chapter eight demonstrates my self-assessment during the internship. A comparison of myself before and after the internship is presented in this section.

In the last chapter, my personal recommendation for the internship program and for the students of the upcoming batches is given shortly.

## Conclusion

In this chapter, I have discussed about the internship program in IIT, the origin of the internship report, reasons behind the preparation of the report, scope and limitation of it, objectives that worked behind the preparation of the report, the methodology used to prepare the report, a short description about different type of data source and finally a short overview of the whole report.

I have discussed about the overview of the internship experience, document purpose, and overview of this whole document which will provide a clear view to the reader of this document about the purpose of this document.

# Chapter 2: Organization’s Profile

This chapter emphasizes on the historical background of the company, overview of the company, its product, services, clients and market condition.

## 2.1 Background of Orion Informatics Ltd.

**Orion Informatics Ltd.** is a global IT solution provider with extensive experience in software development in multiple industries. They have a successful track record of delivering on-time, on-budget IT solutions encompassing a broad range of industry verticals. From single problem applications to enterprise-wide solutions, Orion offers mission-critical software services for national and international customers [2].

Orion has more than 22 years of industry experiences. It was established in 1996. Then it was named as **Onirban Informatics Ltd.** It became a registered software company of Bangladesh in January, 2006 and reformed as Orion Informatics Ltd. There is an interesting history behind its name. As most of the clients of the company were from abroad, it was difficult for them to pronounce the name “Onirban”. So, the company was renamed as “Orion Informatics Ltd.”. Though Orion had a long list of clients in home and abroad, from 2001 PCI Corporation, USA was the only respective client of Orion. Later, Wolters Kluwer Financial, USA bought PCI Corporation and became the main client of Orion. At present, Orion Informatics Ltd. is used as main offshore development house of Wolters Kluwer (WK).

Orion provides:

* Cost-effective solutions across a number of industry verticals.
* Proven and mature process based upon industry best practices.
* Dedicated professionals focused on client requirements and concerns.
* Transparency of execution, thereby minimizing execution risk.

## 2.2 Main Client

**Wolters Kluwer (WK)** is the main client of Orion Informatics Ltd. It is a global information services company. The company is headquartered in Alphen aan den Rijn, Netherlands. It was founded in 1836. Wolters Kluwer in its current form was founded in 1987 with a merger between Kluwer Publishers and Wolters Samson. The company serves legal, business, tax, accounting, finance, audit, risk, compliance, and healthcare markets. It operates in over 150 countries. About 19000 employees work for WK [3]. Employees of Orion informatics Ltd. are included in the employee list of Wolters Kluwer. Orion Informatics Ltd. mainly works on the banking software sector of WK.

## 2.3 Description

Orion is one of the leading software company in Bangladesh. It has a good relation with IIT. IIT had been sending intern there from BSSE 2nd Batch. Orion Informatics Ltd. is situated in Dhanmondi-7, Dhaka. 30 employees are working there on different projects. Orion is mainly working for WK, a global software company. Almost all employees are listed as employee of WK. Orion mainly works on WK’s project. Besides, there are some R&D (Research and Development) project under the direct supervision of the owner of the company.