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| **SCHOOL OF INFOCOMM** | | |
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| **Diploma in Information Technology** | | |
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| **C936 INDUSTRY IMMERSION PROGRAMME II (IIP2) REPORT** | | |
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| Student Name | Darrel Dominic Lim De Xiang |  |
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| Student ID | 22030316 |  |
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| Internship Period | 13th March 2024 to 10th Jan 2025 |  |
|  | | |
| Company Name | NCS |  |
|  | | |
| Supervisor Name | Xander Lumapac |  |
|  | |  |
| Supervisor Email Address | xander.lumapac@ncs.com.sg |  |
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**TABLE OF CONTENTS**

|  |  |
| --- | --- |
|  | **PAGE** |
| ACKNOWLEDGMENTS | **TODO** |
| EXECUTIVE SUMMARY |  |
| 1. INTRODUCTION |  |
| 1. BACKGROUND INFORMATION OF ORGANISATION |  |
| 1. MAIN TASKS DONE AND SKILLS ACQUIRED IN C935 IIP1 AND C936 IIP2 |  |
| 1. ELABORATION ON TRAINING AND WORK ASSIGNMENTS FOR C936 IIP2 |  |
| 1. REFLECTIONS |  |
| 1. CONCLUSIONS |  |
| REFERENCES |  |
| APPENDIXES |  |
| 1. Internship Report Clearance Form |  |

**Guidelines on writing the IIP2 Report**

1. **All guidelines provided in the document (identified with a red font) must be removed from the final report.**
2. Students are required to submit a minimum 1000-words report on their industry immersion experience by the submission deadline. Extensions for late submissions must be approved in advance. Additionally, students must obtain clearance for their report from their company supervisor using the ***Internship Report Clearance Form*** and should factor this into their timeline to meet the submission deadline.
3. Section requirements are given below. Guidelines for each section are provided at each section where necessary.

* Cover Page and Table of Contents
* Acknowledgements
* Executive Summary
* Main Text - Introduction, Background Information of Organisation, Main Tasks Done and Skills Acquired in C935 IIP1 and C936 IIP2, Elaboration on Training and Work Assignments for C936 IIP2, Reflections and Conclusions
* References
* Appendixes

1. Font and formatting requirements:

* Font - **Times New Roman**, size **12**, color **Black**.
* Formatting - line spacing of **1.5 lines** between lines and double-spaced between paragraphs.

1. The report must be presented with the following in mind:

* **Adherence to the requirements** (required sections, font and formatting).
* **Clarity and conciseness** - Adopt a straightforward and functional writing style; describe all relevant facts, experiences, and observations without including extraneous information.
* **Structure** - report is well-organized and content is presented coherently.
* **Readability** - Ensure sentences are grammatically correct, words are spelled correctly, and punctuation marks are properly placed. The report should not be written in point form.

1. Other requirements:

* Figures and tables may be used to enhance clarity, structure and / or readability.
* Additional appendixes, if required, should be brief and contain information that supports the main text but is too detailed for inclusion in the body of the report. This could be graphs, charts, tables or additional data that was referenced in the report. References to the appendixes should be made in the main text where relevant.
* Students are required to save their report as a Microsoft Word Document. The filename of the document must follow the format given below:

*C936-IIP2-Student ID-Student Name (e.g. C936-IIP2-22001234-Alfred Tan)*

**ACKNOWLEDGEMENTS**

Throughout my 1 Year Internship, I have received many helps and guidance in my IRAS IRIN3 project and would like to thank the following people:  
From NCS TA Team: Sithu, Velan and Bryan

From NCS DevOps Team: Naveen, Rajesh, Kiran, Surya, Fernando, Shafeeq, Kai Xiong, Maha and Xander

From ACN: Yee May, Rakesh and Pirathepan  
From IRAS: Jonathan, Jun Feng, Mervyn and Xiao Jing  
  
All of the people listed above have 1 way or another play a massive role in guiding me and giving me knowledge in different areas, and without them I would not be where I am today.  
Amongst the listed, I will specifically like to thank Xander, Fernando, Jonathan, Jun Feng and Sithu. These are the people that always offer their help and answer all my queries and encourage my curiosity, and offer food for thoughts to broaden my view and in return, allow me to think my critically.

Lastly, I would once again like to thank Republic Polytechnic and NCS for presenting this internship opportunity to me.

**EXECUTIVE SUMMARY**

< Provide a summary (one page or less) that captures the key points of your report. Mention the main aspects of your internship, including the organization, your role, main responsibilities, major learnings, and your overall evaluation of the experience.

You may make improvements and updates to the text you submitted for your C935 IIP1 report.

This section should be done last as it summarises the completed report. >

**I INTRODUCTION**

The purpose of this report is to consolidate and reflect on my experiences during my internship at NCS, where I was contracted to IRAS to work on the IRIN3 project. This project went live on August 6th, 2 days before national day. Afterwards, I was transferred to the second phase of the IRIN3 project, titled CDE.

So, what is NCS and what do they do? NCS (Formerly known as National Computer System) provides a wide range of technological services to its partners, including cloud solutions, cybersecurity, engineering, and infrastructure.   
  
 IRAS oversees tax collection and regulation, ensuring compliance and efficient tax management in Singapore.

As a DSO Engineer, my team was responsible for ensuring that the pipelines and build agents were operational and available for application team to use for code deployment and scanning. We maintain and upgrade these systems, ensuring that the pipeline is always up to date and able to deploy the application code free of vulnerabilities to deploy to various environments. We also work with other departments in IRAS to ensure that the tools, extensions, and software that we use are free of vulnerabilities and are patched if there are any before incorporating it into our project, as well as troubleshooting services when there are deployment failures or raising service request.

**II BACKGROUND INFORMATION OF ORGANISATION**

<Describe the organization’s mission, industry sector, customer base, and organizational structure. Highlight relevant historical details and current market position.

This section should be one page or less and should be used to provide context for the role of your department and your work within the organisation.

You may make improvements and updates to the text you submitted for your C935 IIP1 report. >

NCS was founded in 1981 and has a strong presence in the Asia-Pacific region, delivering end-to-end ICT solutions to various sectors. Its mission is to advance communities and business by harnessing the power of technology to improve lives and drive business success, by bring people together to make the extraordinary happen. NCS has grown significantly, establishing itself as a trusted partner for digital transformation initiatives. Its market position over the years is reinforced by strategic partnerships, continuous innovation, and a commitment to customer satisfaction.

Currently, it has over 13,000 talents across Singapore, Australia, Hong Kong, China, and India, with more than 4,000 active projects, 57 areas of specialization, and operations in more than 20 countries within the Asia-Pacific region.

In 2023, NCS was the Market Leader in IT services in Singapore with a 6.4% in Market Shares, and 16% Market Shares in Southeast Asia.

NCS company organisational structure is broken down into 8 different sections:

Product & Engineering, Finance, HR, Legal, Marketing, Health, Operations and Sales

The Inland Revenue Authority of Singapore (IRAS) was established in 1960 as a statutory board under the Ministry of Finance (MOF) and plays a critical role in ensuring the efficient and effective collection of taxes to fund the government in developing Singapore. Their mission is to act as an agent of the Government and provide services in the administration of taxes and enterprise disbursements, as well as to represent Singapore internationally on matters related to taxation.

IRAS has evolved to become a modern tax administration, leveraging technology and data analytics to enhance its services and ensure a high level of compliance. Its proactive approach and focus on innovation have positioned IRAS as a model tax authority globally, with a vision to be the leading revenue authority in the world. Provided below is the organizational structure taken from their webpage.A diagram of a company's company's company

Description automatically generated

**III MAIN TASKS DONE AND SKILLS ACQUIRED IN C935 IIP1 AND C936 IIP2**

< List the main tasks done and skills acquired in C935 IIP1 and C936 IIP2. For each main task, list the skill(s) acquired to perform that main task and a brief description of the training done / provided to acquire the skill(s) >

|  |  |  |
| --- | --- | --- |
| **C935 IIP1** | | |
| **Main tasks** | **Skills acquired** | **Brief description of training** |
| * Main task #1 | * Skill acquired #1 * Skill acquired #n |  |
| * Main task #2 | * Skill acquired #1 * Skill acquired #n |  |
| * ... | * Skill acquired #1 * Skill acquired #n |  |
| * Main task #n | * Skill acquired #1 * Skill acquired #n |  |
|  | | |
| **C936 IIP2** | | |
| **Main tasks** | **Skills acquired** | **Description of training** |
| * Main task #1 | * Skill acquired #1 * Skill acquired #n |  |
| * Main task #2 | * Skill acquired #1 * Skill acquired #n |  |
| * ... | * Skill acquired #1 * Skill acquired #n |  |
| * Main task #n | * Skill acquired #1 * Skill acquired #n |  |

**IV ELABORATION ON TRAINING AND WORK ASSIGNMENTS FOR C936 IIP2**

< Your report must address all the guidelines given below.

Provide a summary of the work assignments for C935 IIP1 **as context** for the subsequent elaboration on training and work assignments for C936 IIP2.

**With respect to the main tasks done and skills acquired in C936 IIP2**:

* Identification of prior knowledge - describe the knowledge and skills that you acquired in RP. Use broad descriptive categories where possible.
* Identification of knowledge gaps - describe the knowledge and skills gap that you had. Use specific examples where possible.
* Description of learning - report on the training and learning processes you underwent to acquire the necessary skills and knowledge.
* Application of learning - report on how you applied your prior knowledge and new learning to your job role, work responsibilities and tasks. This includes describing your major contributions. For each major contribution, explain why:
  1. the contribution is of value to the company
  2. the contribution is of value to you as an individual >

**V REFLECTIONS**

< Your report must address these reflections:

* With respect to your personal, education and professional career goals, reflect on the value and impact of the internship experience gained in C936 **compared to** the internship experience gained in C935
* Evaluate if your performance in C936 IIP2 was better / unchanged / worse than your performance in C935 IIP1, and elaborate on your evaluation
* Discuss 3 things you could have done to extract more value from the internship experience

You may provide any other meaningful insights and reflections here. >

**VI CONCLUSIONS**

< This section is to provide your conclusions on the overall internship experience with respect to your:

* work responsibilities
* work experience gained
* training received
* learning achieved >

**REFERENCES**

<References in your report to manuals and other pertinent literature, if any, should be listed here.>

**APPENDIXES**

<At a minimum, you are required to attach the following documents:

* Internship Report Clearance Form

Additional appendixes, if required, should be brief and contain information that supports the main text but is too detailed for inclusion in the body of the report. This could be graphs, charts, tables or additional data that was referenced in the report. References to the appendixes should be made in the main text where relevant.

>

Internship Report Clearance Form

<Attach file here>