

Final Placement Report

Name	S. A. Nanduni Kaveesha
Degree	Computer Science BSc (Hons)
Organisation I work during my placement year	LOLC Technologies Ltd.
Time period of the placement	2021/11/02 - present

Content

1. Introduction.

This is the final report of my placement year. This report summarizes my entire experience that I had during my industrial year, that includes the company experience and development of the role I played during the time and also my personal developments.

2. Placement Background.

LOLC Technologies Ltd. is incorporated as a fully owned subsidiary of LOITS. The company collaborates with principles such as Oracle, Microsoft, ACL Corporation and VMWare to provide integrated solutions as a service provider while maintaining strategic alliances with other delivery partners such as Oracle Fusion and Cloud stack and Microsoft O365. LOLC Technologies also have its own award winning cloud based service management system OASYS which is flagship product of the company. Newest addition to the portfolio of products is the Governance, Risk and Compliance Management Solutions under the partnership of ACL and Oracle. LOLC Technologies also focus on consultancy services especially on the Cybersecurity with state of the art Security Operations Center and the partnership with the world renowned vendors and service providers such as FireEye. Company's consultancy services portfolio also includes ICT Strategy development, ICT security Standard Implementation including Disaster Recovery, Governance and Risk Management, ERP Implementation Services, Business Intelligent and Analytics and IT project management.

In the industrial placement I got my position in the **QA (Quality Assurance) Department as a RPA UiPath Developer**. As an automation developer my main role is to make UiPath automations, testcases and testdata to test newly developed functions in projects, such as "Fusion X". I also worked also as an UiPath developer in not only for web functions but also for mobile functions for a couple of months, during the year.

3. Role(s) and activities.

- I worked as an **QA UIPath RPA developer** intern in several projects in LOLC Technologies company. “Fusion x” is the main projects I worked through out the year again and again, and in between I also worked in “iPay”, “LODF” mobile app projects. My main role in all of these projects is to create UIPath automations, testcases and testdata to test each software functions that the project manager assigns us to do.
- Before getting the intern position, company advised to complete the “**Basics of UIPath Automation Studio**” course contributed by “UIPath academy”. After completing the course and accepting the intern position we also got a training around QA, UIPath automations, and how to make testcases and testdata. Before getting into mobile projects, project managers advised us to do some individual researches about mobile UIPath automations, according to that we gain some knowledge with the help of “**UIPath academy**” including some practical training during the automations development time.

4. Skills development.

QA knowledge – In the beginning of the placement our supervisor gave us a very good and basic knowledge about QA (Quality Assurance) intermittently before getting into the automations and it helped a lot to gain a basic idea about what we have to do, what kind of a responsibility we hold and what we have to contribute to the project team.

UIPath automation skills – from the basics to rapidly advanced knowledge about automations development using UIPath is gained by us during the placement year in a small period of time.

Testcase knowledge – testcases are an essential part in Quality Assurance. During this placement I gained an incredible knowledge about how testcases are important to the automations and project itself indeed also how differently developers have to build testcases according to the projects.

Time management – Since the supervisors assign the tasks or projects to do during an exact time period, it became our responsibility to learn how to manage the time and hand over the tasks before the due date. It's a valuable lesson for a life time.

Tasks management – when supervisors assign multiple tasks at once it's our responsibility to manage all those tasks and give each task an order to complete and hand over them in that order while managing our time also.

Group skills – During the placement I worked in multiple teams such as “RPA - team”, “COB – QA Automation team”, “iPay – RPA Automation team” and “Automation team (QA)” etc. in those groups sometimes supervisors want us to work as a group by dividing the tasks by our own and communicating,

making decisions as a team. During those times as an individual my group skills developed exceedingly.

5. Challenges.

Remote working – Since we are working on projects it's an essential to work as a team. With the start of the pandemic we had to learn all communications, decision makings and project's tasks combinations remotely from home. With the help of "microsoft teams", "jira", "zoom meetings", "whatsapp", daily regular meeting schedules and tasks schedules we successfully faced that challenge. And gain an incredible amount of knowledge about how "work from home" has to be done successfully even as a team.

Power cutting schedules – With the rise of ongoing economic crisis in our country, government released a time schedule for power cutting. There are some time periods in this time table which crosses with the office times also. This is a huge challenge for us as remote workers since we have to keep an ongoing communication with the team and company. To face this issue, we decided to plan our own time slots for each individuals during our daily morning meeting for certain tasks according to the power cutting schedule.

6. Academic context.

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My placement year role was mostly about software functions testing, but during my first two years I was more into software developments and web developments as a student. With that been said there was some modules that helped a lot throughout the placement. "**Software Development Group Project**", "**Professional Development**" and "**Object Oriented Programming**" are the most useful modules for me through this whole year.

"**Professional Development**" module gave me a basic, important knowledge about the how the IT industry work as a profession and how do we have to face interviews, how industry's team projects' work, how we should function as a team member/team leader and what are the main qualities we should have as an intern. Not only that but what are the qualities and talents we have to improve before going into the industry. This is a valuable module for me as an undergraduate, hoping to climb the IT industry's ladder.

"**Software Development Group Project**" is the module that we have to do a lot as groups. Since we always worked as individuals in our first two years this was a new, important experience for us to work as teams. It improved my communication and team work abilities to a next level which is a valuable support for me to face my industrial placement successfully.

My industrial placement's most works are around software function's testings. So as an intern I must have atleast a basic level of knowledge about what is software testing and how it works. This knowledge was covered by "**Object Oriented Programming**" module successfully. It gave me a basic but clear idea about software testing with Java developments and also an essential knowledge around Quality Assurance (QA).

- **QA (Quality Assurance)** is becoming a new developing section in IT industry with UIPath automations and RPA developments. In the past Quality Assurance was only one small section in software development but now it is one of the growing sections in the industry even worldwide. And since there were a lot of placements offered around QA (Quality Assurance) and UIPath Automations even in IIT. I would like to suggest a module which contributes from basics knowledge to advanced level in Quality Assurance. It would be a valuable hand for future interns who would love to work in QA section, and it also would be a great awareness for other students also about this new section.

I would also love to suggest an **UIPath automation RPA development** module. That would be a great encouragement for students to gain comprehension of automation and work as an intern in the automation industry.

7. Future development and career.

After a successful industrial placement role in QA, RPA development section and with all the knowledge I gain throughout the year even though in first two years my interest was more into software and web development section, I would love to pursue a career in Quality Assurance (QA) / in RPA UIPath automation development section.

To pursue that kind of section as a career only my experience in this year would not be enough. I should also gain an advanced level knowledge about above mentioned sections. "Usability Testing" is one of the modules, that I think will give me an incredible knowledge about Quality Assurance overall. And I would be very grateful if I could choose it as an optional module that I could follow in my 4th year. It'll contribute me a valuable knowledge about **QA field**.

8. Overall placement evaluation.

- My personal goals to achieve from my placement year was to have a **great industrial experience**, which can deliver me an **important start for my future career** in company while improving my team abilities such as communication skills, decision making skills. With the great support from Company's team leaders, project managers and fellow interns from step to step I manage achieving these goals to this day. Not only my personal goals but also an enormous knowledge in QA field I have achieved through this whole year.
- After knowing I'll be get into a QA field role, I expected to learn a lot about software testing, software functioning and how it needed to be done before starting my placement. And my main expectation also was to contribute a great service for the company in my role also as a team member while gaining a great perspective about how the industry's IT companies work. I am proud to declare that I lived up to those expectations successfully as I was expected, also I believe that I deliver my service successfully as an intern to the company also. More than that I was able to gain necessary amount of knowledge about UIPath automation not only in web software section but also in mobile app section too.

During my first two years as I said before I was more into software development and web development side, even though I am still interested in software developing after my experience of this year in QA section I am much more knowledgeable in RPA developments and UIPath automations. With the realisation of the importance and uniqueness in this section I would like to continue my career in the QA section as an RPA UIPath automation developer or QA Engineer, if I get any chance. So with that being said this year experience really inspired me on a next level to make my career decisions in the IT field.
- Before I get into this placement I was neither confident nor that skillful or confident in my abilities around my IT knowledge and talents. As an example during my second year I would possibly take as step back from a simple team work challenge due to my less confidence in the role. Even though I got some leadership qualities, communication skills during my first two years they all required some essential developments to perform quite nicely, with my laid back personality it was a challenge to develop them individually during that last two years. During the placement period I didn't have to try so hard to consider and improve my skills or qualities one by one, with all the tasks and team works that has been assigned to us all qualities, skills which needed to be improved automatically developed without even noticing. The placement really helped to improve my communication and team working qualities during the time period. With all those skill developments and ability improvements my confidence in the working environment sky rocketed naturally all due to the industrial placement experience.
- There were a few lessons I gained from this placement and one lesson is that no matter how much knowledge we have about certain subjects if we couldn't put those into a practical sense that knowledge is invaluable and we haven't learned them very well. There were a few bumps in the first months because of this issue in the placement because of this. But after learning those modules again and more practically I

was able to conquer the challenge. And another one is the ability to work on a team and the ability to work with people as an individual is much more important in any industry we choose to work on. It is an essential ability and art to learn how to work with people in a professional, industrial manner. Some people have this talent naturally despite that this industrial experience had become a great opportunity to learn and improve this talent.

Considering all four years that included for this degree program, in my opinion third year industrial experience is the most essential, important and valuable experience out of all years. It gives every undergraduate a clear perspective about how the IT industry and each individual role in the industry works. It also gives the student a clear view about what path each of them should take. Placement year is not only important because of the industrial placement but also because of all those interviews and the before processes we had to take before getting into the intern role. All thanks for those processes directly goes to our University's Career Services. Since the very beginning they crucially and patiently considered all of our CVs and pointed out if there's any improvements that we needed to be done, before sending them to any company. And since then day after day we had interviews in many respected companies. Even though we can only get into one intern role it was an great opportunity to gain for our future careers. Those company interviews are much more diversified than any of us expected, it improved, tested and encouraged us to gain more knowledge in our subjects. According to my knowledge there's not one student who hasn't been granted an intern role, by the University's 'Career Services. I am really fortunate to follow a degree program under such a good university services and I appeal to keep up the good work for the future also.

9. Conclusion.

In conclusion I am really proud and happy to work, learn and be a part of the teams in **LOLC technologies Ltd.** company. This is the final placement report and this includes all my experiences, lessons, my opinions on certain aspects and conclusion of the experience I gained through out this year.