Report on Internship

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Report on Internship

Course Code: SWE 420

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Internship and Placement Office,

Software Engineering(SWE)

Institute of Information & CommunicationTechnology(IICT),

Shahjalal University of Science & Technology, Sylhet

Submitted by

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Letter of Transmittal

16 July, 2022

The Director,

Internship and Placement Office,

Software Engineering(SWE)

Institute of Information & CommunicationTechnology(IICT),

Shahjalal University of Science & Technology, Sylhet

Subject: Submission of Internship Report

Dear Sir,

The Internship was a great opportunity for me to implement my academic knowledge with industry practices. I am grateful to the software engineering department of Institute of Information & Communication Technology,Shahjalal University of Science & Technology for providing me with this opportunity.

This report is based on my experiences and learning's during my internship at '**KAZ Software Limited**' starting from September 1, 2021 to February 28, 2022. During this whole period I worked under the supervision of Biswajit Panday, Senior Software Engineer, Kaz Software Limited. Also the team lead Md. Hannan Hossain, Senior Software Engineer, Kaz Software Limited.

Please note that the report excludes the core information of the projects I was involved in as it is confidential. I have tried best to present my experiences about working at **KAZ** without breaking any confidentiality of the organization. I offer my sincere apology for any of my mistakes. I would be glad if you consider this aspect and accept the report.

Sincerely yours,

Abdullah-Al-Foysal
2017831032
7th Semester
Software Engineering(SWE)
Institute of Information & Communication Technology(IICT),
Shahjalal University of Science & Technology,Sylhet.

Letter of Endorsement

To Whom It May Concern

Subject: **Approval of the report**

This letter is to certify that all the information mentioned in this document is true and not confidential to the company. The projects mentioned here have had successful involvement Abdullah-Al-Foysal(2017831032) Institute of Information & Communication Technology(IICT), Shahjalal University of Science & Technology, Sylhet. I confirm that the information provided here is authentic and not exaggerated.

I wish him all the best for his career.

Md. Hannan Hossain
Senior Software Engineer and Team Lead
Kaz Software Limited

Acknowledgement

First of all, I would like to thank my department, Software Engineering(SWE) of Institute of Information & Communication Technology,(IICT) for arranging the internship program for me. I am also grateful to **Kaz Software Limited** for recruiting me as an intern. I am very glad to join the team **"Artisan"**.

I am extremely grateful and remain indebted to Nur-a-Shawal Siddique (Shaon), CTO of Kaz Software Ltd. for being a source of inspiration and for his constant support during my internship period.

I take this opportunity to express my profound gratitude and deep regards to my Team Leader Hannan Hossain & my mentor Bishwajit Panday for his exemplary guidance, monitoring and constant encouragement throughout the course of this internship. The blessing, help and guidance given by him from time to time will carry me a long way in the journey of my professional life.

I also want to thank all of my team members - Tulshi Das (Software Engineer), Noban Hasan (Software Engineer), Ebrahim Arshad (Associate Software Engineer) ,Shakirul Hasan khan (Intern) for their cordial support, valuable information and guidance, which helped me in completing this task through various stages.

I'm thankful to them for their continual constructive criticism and invaluable suggestions and help, which benefited me a lot at my internship.

Executive Summary

The internship report highlights the major works carried out by the author in terms of academic perspectives. The scope of this document is to identify and describe the analysis carried out, projects completed, experience gained and focuses on the achievements as an intern.

The author was sent to Kaz Software Limited to complete his internship. The author found himself rather lucky by getting the chance to work in such an environment that Kaz Software Ltd. provided and got introduced to some of the new terms, new Technologies and new Languages. But the most amazing experience was to work in a multicultural work environment. The projects that the author worked in certainly helped him by increasing his practical knowledge depth. The projects were particularly helpful in widening his views regarding different mobile application development frameworks.

Keeping the coding apart, there were also a few more challenges. Some of them were technical and some were non-technical. Coming almost at the end of his internship, the author discovered that some of his communicative and management skills have been improved to a great extent. Besides there were some vital lessons which will obviously help him in his future jobs.

After the internship, the author is more confident, more skilled and more professional than he was before.

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Chapter 1

Introduction

1.1 Preamble

An internship is an opportunity offered by an employer to qualified employees, called interns, to work at a firm or company for a fixed period of time. It can be paid or voluntary. Interns are usually undergraduates or newly graduated. Internships are usually part-time if offered during a university semester and full-time if offered during the vacation periods.

Interns are trained in organization to be a suitable employee for the industry in the upcoming professional life. In this way, both industry and university can understand the gap between those through the interns. It is an opportunity of the students to gather some professional experience before entering the industry.

The Software Engineering(SWE) department of Institute of Information & Communication Technology (IICT), Shahjalal University of Science & Technology provides the opportunity to their students to experience a six-month internship as a part of their academic curriculum in the 7th semester. SWE-IICT always gives emphasis on both academic studies and industry practices to keep up-to-date with the latest technologies. The internship helps to add a great value to personal qualifications and experiences.

Being a student of SWE, after finishing my sixth semester, I was offered to take an internship program at **Kaz Software Limited.**

1.2 Objectives

This report is made to provide its reader information and insights about the following objectives:

1.2.1 Broad objective

To represent the valuable experience gained through an internship program.

1.2.2 Specific Objective

▪ Mentioning the industrial work, I have learnt.

▪ Describe the real-life projects I have been involved in.

▪ Highlighting the technologies and tools used in development process

▪ Describe acquired skills and learning throughout internship

1.3 Scope

The report deals with my experience and knowledge that I have acquired through the internship program. The company profile and culture of **Kaz Software** are also briefly discussed here. How I learned and adapted with the new technologies and working environment is also mentioned here.

1.4 Methodology

The whole report is made by collecting information from websites and documents by company personnel and analyzing my experience as an intern. Followings are the sources of data collection:

1.4.1 Primary data

- Personal experience gathered from internship
- Collaboration with colleagues and team mates during work
- Meetings with CTO and tech talks

1.4.2 Secondary data

- Kaz official website
- Blog of Kaz Software Ltd.
- Official facebook page of Kaz Software Ltd.

1.5 Limitation

The report has some limitations.

- Confidential and sensitive data are not included here
- Report was created by only my personal perception

Chapter 2

Company's Profile

2.1 About Kaz Software

Kaz is a custom software company in Bangladesh. It started as a start-up software outsourcing company in 2004 and it became a limited company in 2005 and has been growing every year. It finds technical solutions for the clients.

Typically this would mean it builds software products for the clients, but sometimes it would be doing something completely different like researching business data or setting up their firewall. It has a group of designers, engineers and content specialists.

Getting software out to its users is the single goal that drives Kaz. Its mix of skills and talent means it has everything to meet that goal in one place. Design, development, content, testing, deployment and anything in between those clearly defined roles - Kaz covers it all.

2.2 Services

Kaz Software provides the following services describes below:

2.2.1 Ideation, Graphics And Interaction Design

Kaz Software Design Team helps its clients through the digital design and strategy maze. It works through the early stages of a project with its clients. Starting with brainstorming ideas to shape a vision, it helps the clients with mockups, demos and presentations to express their ideas. When they are ready to make that vision a reality, the Design Team works out the details - drawing and redrawing ideas into real software interfaces.

2.2.2 Software Development

Kaz software teams help our customers build customized software - everything from web to desktop to enterprise to mobile and beyond.

Kaz culture helps its employees retain their talents and their skill development programs ensure that its employees are always on the top of recent developments. Whether they are in

mobile application development or building web apps or custom desktop tools, their clients get top professionals working for them.

Kaz dev center is based in Bangladesh and their costs are typically less than 30% of similar service costs in the West.

Industry Experience
- Tax and accounting

- Publishing

- International Trade

- eCommerce & Auctions

- Social Network

- Entertainment

- Mobile Applications

- Engineering

2.3 Development Skill And Experience

Kaz Software has wide experience both in development platforms and business domains. It does not specialize in particular technologies, but it is definitely proficient and experienced with a wide array of tools and systems. Every product is unique and it tries to fit the right team with the right skills for that particular product. Its teams have worked on web applications, created desktop applications and built numerous mobile apps.

Some of things that Kaz has built:
- Social app with localization

- Large financial content portal

- Desktop based tax optimization tool

- Corporate data management application

- Document repository

- Database driven file system

- Content rich web application

- LDAP management tool

- iPhone/Android/Windows mobile applications

- Online holiday management tool

- Location content service

- VoIP billing solution

- International trade research and management tool

2.4 Software Quality Assurance

Great design and development goes nowhere without great quality. Its integrated quality assurance approach incorporates all aspects of agile and lean development with the stability and reliability of traditional SQA processes. It believes software quality assurance is only possible with a mixed set of procedures which should involve all members of the team collaborating with a dedicated team of SQA professionals.

Kaz Software super-secret agile SQA recipe
+ MICRO TESTS AT THE DEVELOPER'S DESK
+ INTEGRATION TESTS AT THE SQA DESK
+ UAT AT THE USER'S DESK
+ REGRESSION AT THE AUTOMATION SERVER

2.5 Data, Content And Research

Once the software is done, content is king. It understands this need and helps the customers build up their content. Its research teams have researched, compiled and maintained content in diverse fields and for a variety of applications.

The research team is supported by data specialists who leverage technology to optimize data gathering and ensure that the data is stored and managed efficiently. The data team is also key for services for sifting, extracting and adapting data from various sources and making that usable for the software teams to show within the product.

2.5.1 Research

- Research and compile information

- Categorize existing content

- Meta tag content

- Search and collect publicly available documents

- Professional domain based translation of information

- Statistical and economic analysis

- News gathering and summarizing

2.5.2 Create And Maintain

- Write, edit, proofread content

- Maintain content in blogs, CMS or other systems

- Translate existing content

- Create and maintain structured content like spreadsheets

- Maintain newsletters/news services

2.5.3 Data Services

- Transformation of existing data to and from various formats such as csv, xml, etc.

- Extracting data from unstructured or structured sources

- "Cleaning" data by removing errors, unwanted information etc.

- Storage solutions - Databases, XML, flat file

2.6 Human Resource

Kaz has 100+ employees at this moment and they are planning to recruit more. Since the beginning, Kaz has grown in number of resources and production every year. Kaz doesn't hire developers, designers or QA engineers. Kaz hires people who solve problems. And it hires only the **Best**. Kaz runs regular training and review sessions to keep it on the top.

2.7 Facilities for Employees

According to the two factor theory of job satisfaction, salary is just a hygiene factor. Motivation factors are important for high productivity. Kaz provides several facilities for the employees.

2.7.1 Domestic Environment

Kaz is like one big family. All the current and ex-employees are members of this Kaz family. Work is fun here. Employees consider the company to be their own responsibility.

2.7.2 Indoor and outdoor games

The Kaz compound is dedicated for outdoor games like cricket, badminton etc. Also, it has a table tennis board and a dart board in the sports room.

Figure - 1: Sports Room

2.7.3 Recreation

Kaz has different ways for recreation of employees. Release parties, picnics, CEO party, Pool Party, outings are part of it. Employees are taken out of the country for the anniversary of Kaz every year. I am sure these are only a small fraction of the facilities available at Kaz. In spite of being an internship, I received all these facilities and consider myself lucky.

Figure - 2: CEO Party 2022

2.8 Office Schedule

Office hours for our team starts at 10:00 am and ends at 6:00 am, from Monday to Friday. Most of the team's office hours are 11:00 am to 7:00 pm. There is a 1 hour break from 2:00 pm to 3:00 pm for lunch and sports.

2.9 Scrum

Every team member has to join scrum unless he or she is on leave. Scrum happens every working day at 10:30 am over Google Meet. Team members join the meeting. Everyone has to answer three questions at that meeting. The questions are:

1. What did you do yesterday?

2. What are you planning to do today?

3. Is there any blocking issue?

2.10 Culture

Kaz has a great working environment with a rich culture of fun and professionalism that attracts the best talents. Cultures that I have found in Kaz Software are discussed below:

2.10.1 People

Kaz don't hire developers, designers or QA engineers, they hire people who can solve problems. And it hires only the best. It runs regular training and review sessions to keep employees on the top. And its culture of constructive criticism, learning and sharing expands our horizons and keeps employee level headed.

2.10.2 Culture of fun and creativity

Kaz believes in the simple principle that creative work requires a special kind of work culture. Here, people are very careful to maintain a culture that helps attract talented people and helps them achieve their best performance. This culture starts from workplace structure to operating principles of the development teams. Kaz has a great working environment at our office space

2.10.3 Culture of fun and passion

There is no doubt that there is something wrong with Kaz - but in a good way. Here, people are always obsessed with something. The object of obsession changes over time, sometimes it is just a new programming trick that someone has found, or sometimes it's a game that we are playing. People outside of Kaz point these out as signs of insanity. But Kaz is proud of them.

2.10.4 Sports

Here, people are just crazy about cricket - the game we inherited from the colonial past. Every year in May it has a Kaz premier league (KPL) game and everyone goes crazy preparing for the games or buying players or betting on outcomes. There are huge parties on the final day. This is Crazy but great fun.

2.10.5 Working Environment

Kaz has a great working environment at the office space, totally custom designed for a software development company. From color selection to furniture orientation it has been very careful to create an environment that actively enhances the knowledge exchange and collaborative nature of work.

2.10.6 Helping the Community

Kaz is involved with many efforts in helping the community around us. One of its big long term project is a partnership with an organization called "Prothom Shurjo" that helps street children in the area near us by arranging education, food and shelter for them. They also run various training programs for them to teach them skills that they can use.

Chapter 3

Project Work

3.1 Confidential Project 1

I was involved in this project from its scratch to deployment during my whole internship period of time.I was assigned to this project by my supervisor Biswajit Panday. Actually, the purpose of my involvement in this project is to introduce me with the industry standard projects. It took more than one week to understand the whole skeleton, as it was an industry oriented real production project.

3.1.1 Overview

It's a **Medical & Health service** related Mobile Application (Android & IOS) which is used by the caregiver while providing services to the proper patient's location. As it's a client's project for the sake of confidentiality, I can't describe more of it.

Features are:
- Appointment filtered:
  a) Status wise.
  b) Date wise.
- Location wise Activity:
  a) Checkin
  b) Checkout
  c) verify

- Notification Alert:
  a) Appointment Created
  b) Appointment Update
- Invoice submission:
  a) Request for invoice
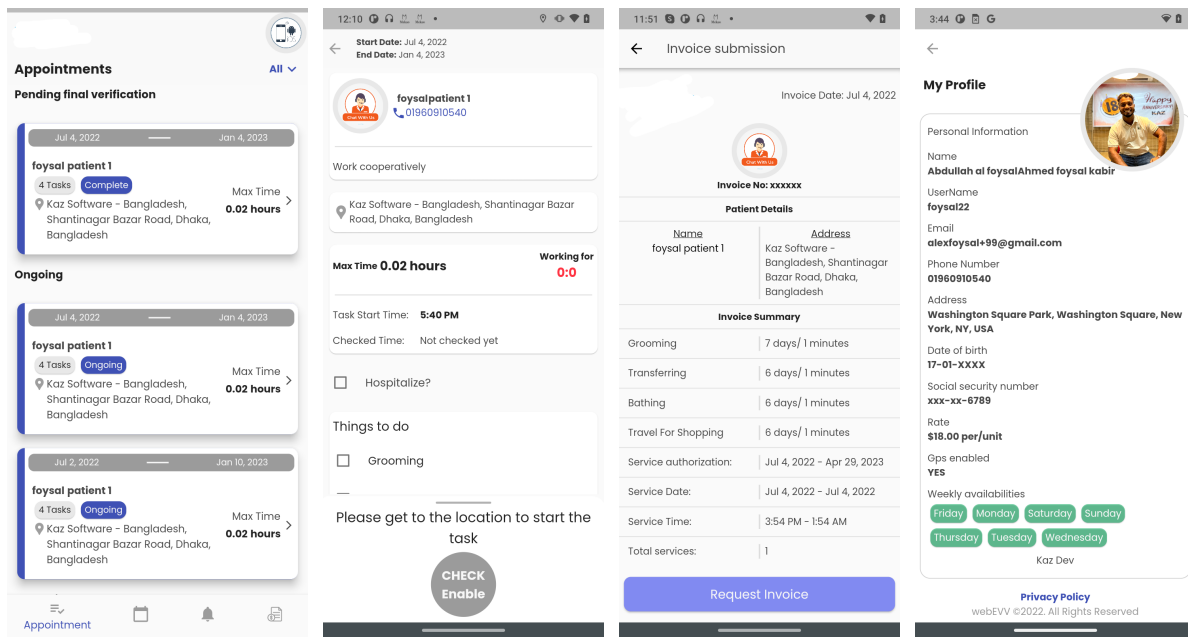
Figure - 3: Medical & Health Related Application UI

3.1.2 Team

From the beginning, my mentor Bishwajit Panday helped me understand the project, if I got stuck at any point.

3.1.3 Technology

- Flutter

- Dart

3.1.4 Developed Features and Solved issues

In this project, I was guided by Biswajit Panday, Senior Software Engineer. Here, I was assigned some confidential features.

I've successfully completed all the assigned tasks.Currently the project work in progress for phase-2 deployment.

3.1.5 Challenges

As it is the first project using the declarative framework, there were some challenges

1. The main challenge of this project was state handling. We successfully handled it later.
2. Requirements changed to multiple tasks.It was hard to cope up with the development.
3. Requirement analysis & time estimation
4. Understanding the requirements
5. Mobile Device oriented issues

In the following days (till the end of my internship),I worked on this project.

3.3 confidential Project 2

After the internship I was offered by the Shawal Siddique Shawon CTO of Kaz Software to Join as Associate Software Engineer and was assigned by my supervisor Ullash Podder to this project. We already had our first official meeting with the project manager.

3.3.1 Overview

It's an application for getting live cricket match updates. It can be used for T-20 and T-10 cricket tournaments. All the feature details can't be explained here for the sake of confidentiality. Some of the features of this application are given below:

- Live score update
- Get scheduled matches and teams
- See player details

3.3.2 Team

For this project, a total of three developers are included.

3.3.3 Technology

The technologies to project this develop :

- Flutter
- Dart

3.3.4 Architecture
- Clean Architecture
- Test Driven Development(TDD)

3.3.5 My Contribution

I was preparing for this project a few days ago. As this project will be done in Flutter, which is a cross platform framework, I needed to learn it to work in this project. I've learned industry standard practices. Then after our first official meeting with the project manager, we are currently doing some experiments before directly jumping into the code.

Last few days, I was working on understanding the flow of this application. After that, I was working to do a planning and estimation for this project under the supervision of my supervisor Ullash Podder. Currently, I along with my teammates are working on making a skeleton for this application.

3.3.6 Challenges

As it is my first time planning and estimating for an industry project, it is quite challenging for me to do this. But my supervisor guided me in every step. That's why I've completed this successfully.

Chapter 4

Professional Growth

4.1 Technologies and Tools

As stated before, Kaz works on multiple platforms. But the team I had been assigned to develop mobile applications(iOS, Android and Cross Platform apps). Therefore most of the things I learned are Native Android application and Cross Platform (using Flutter and Dart) application development.

4.1.1 Tools

Programming tools make development easier. In my internship at Kaz Software I have used the following tools in my daily work.

4.1.1.1 Android Studio

Android Studio is the official Integrated Development Environment (IDE) for Android app development, based on IntelliJ IDEA . On top of IntelliJ's powerful code editor and developer tools, Android Studio offers even more features that enhance your productivity when building Android apps

4.1.1.2 Git

Git is a free and open source distributed version control system designed to handle everything from small to very large projects with speed and efficiency. Git is easy to learn and has a tiny footprint with lightning fast performance.

4.1.1.3 Jira

Jira is a proprietary issue tracking product, developed by Atlassian. It provides bug tracking, issue tracking, and project management functions. In Jira we can add different boards, filters to manage our agile development process. One can see his assigned tasks and the sprint

activities in the agile current sprint dashboard. Maintaining Jira to develop a project provides the whole team and the clients a well-managed view of how the evolving development process works. With its enormous features it eases development and helps all developers, project managers, and quality assurance be coherent with the right track.

4.1.1.4 Trello

Trello is a web-based Kanban-style list-making application which is a subsidiary of Atlassian. Trello lets you work more collaboratively and get more done. Trello's boards, lists, and cards enable you to organize and prioritize your projects in a fun, flexible, and rewarding way.

4.1.2 Technologies

4.1.2.1 Languages

4.1.2.1.1 Kotlin

Kotlin is a modern statically typed programming language used by over 60% of professional Android developers that helps boost productivity, developer satisfaction, and code safety.

4.1.2.1.2 Java

Java is a general-purpose, class-based, object-oriented programming language designed for having lesser implementation dependencies. It is a computing platform for application development. Java is fast, secure, and reliable, therefore. It is widely used for developing Java applications in laptops, data centers, game consoles, scientific supercomputers, mobile phones etc.

4.1.2.1.3 Dart

Dart is a programming language designed for client development, such as for the web and mobile apps. It is developed by Google and can also be used to build server and desktop applications.

4.1.2.2 Frameworks

4.1.2.2.1 Android

Android is an open source, Linux-based software stack created for a wide array of devices and form factors. The following diagram shows the major components of the Android platform. Model View ViewModel (MVVM) architecture is followed in android development at kaz software.

4.1.2.2.2 Flutter

Flutter is an open source framework by Google for building beautiful, natively compiled, multi-platform applications from a single codebase.

4.2 Development Technique

I have learned many software development processes like waterfall model, agile model and many more in IIT. In industry this approach doesn't work now because of changing requirements from clients. To support continuously changing requirements and best fit for a client's agile process is state of art. However, I had little bookish knowledge on the agile development process. Everyday morning there is a scrum meeting where previous day updates are provided and current day tasks are discussed. It helps all team members to be up-to-date with all others' work. Since the scope of the projects is huge and everyone works in different modules, it is difficult for anyone to know everything about the projects.

4.3 Professional Learning

Although technical learning is important, professional learning is the sole purpose of an internship. Kaz is an excellent place to learn professionalism.

4.3.1 No bullying and blaming

Software development is always teamwork. And when there is teamwork, misunderstanding is very common. This is true for Kaz too. However, I have never seen team leaders and

project managers bully people working under their supervision. Personally, I have made a lot of mistakes in the last six months.

4.3.2 Do your work yourself

At Kaz, there is no one to take orders like, "do this work", and "do that work". Everyone is assigned to a particular work and he does his work in his way. At scrum everyone shares their progress to others. All the projects are done in this way.

4.3.3 Appreciate success, do not discourage for failure

In Kaz appreciation for success is a real trend. The team I have been assigned to has taught me the value of appreciation. Here, the members appreciate each other on their successful contribution to the company and also on their success in some other fields.

4.3.4 Attitude

Kaz is a Software company full of fun and creativity and everyone is very much friendly. As an intern these attract me very much and I always try to follow them to be a successful Software Engineer as well as a successful man.

4.3.5 Quality of work

Kaz Software follows a great standard of pure software engineering and their product quality is very high. Time to time code is reviewed so that better quality software is developed. I tried to maintain the standard of work from my side.

4.3.6 Negotiation

Negotiation is an important part of software engineering. At Kaz I have had practical experience of negotiation. We, the developers here, negotiate with our project manager quite often here. I also had such an experience and could create a win-win situation.

4.3.7 Planning Before starting a task

I had always planned how I should approach it. Though those plans only included me, at least I can say that I am habituated with planning.

4.3.8 Organizing

One of the best ways of learning how to organize is to start organizing oneself of his/her own and after spending almost six months at Kaz I should say that I am a much more organized person only by practicing that principle. And now being organized myself, I can say that I am ready to organize others.

4.3.9 Attendance and Punctuality

Punctuality is another important issue in professional life. I have to go to the office at 10:00 am to attend a scrum and alo every month on the first Wednesday we have to join a Team Meeting with the CTO at 3:00 pm. This practice helped me to increase my level of punctuality and I have never missed a single Team Meeting or a scrum meeting(If I'm not on leave).

4.4 Personal Assessment

4.4.1 Overview

In this following chapter I try to represent my perspective and ideas about my achievements as an intern. Here I would assess my capabilities that I have achieved during my internship program.

4.4.2 Attitude

As an intern, I always try to maintain the positive attitudes to represent myself along with my institute. I am accustomed to concentrate on my assigned work. I refine myself from doing anything that may cause any reputation issues for me and my institute

4.4.3 Quality Of Work

The quality of work depends on both my previous study and what I have learned from this company. As I have done some of the important courses at IIT such as software requirements and specification, design pattern, software testing, software design and analysis, it helps me do clean code for meeting the requirement.

4.4.4 Relationship With Colleagues

'Professionalism', 'Excellence' and 'Respect' are mottos of IIT. I have learned many courses and with all of my heart I have followed these in the last three years. I have always respected my supervisor, teammates, and colleagues. In KAZ we all are treated as family so we call it KAZ family.

Figure 4: Colleagues

4.4.5 Judgment

Besides that I need to analyze the task and understand the business logic. Before implementing the task I take decisions in my work quality such as optimization, pattern and approach. However my team lead allows me to share my opinion on any development approach which should be done or should not be done or another better way for implementing the task.

4.4.6 Overall Performance

In my internship I took part in requirement engineering, planning and estimation, developing, and testing. Besides that I took part in different types of programs including workshops, knowledge sharing events, team events, hangouts etc. As an intern I tried my level best to be

generous, to perform best of my capability, to take responsibility. I think it would be a wonderful performance.

Chapter 5

Conclusion

I consider this internship period as the most important part of my BSSE program. It helped to enrich my knowledge, link my academic knowledge with industry experience and find out the scopes for my improvement.

The internship program helped me to gain important knowledge on the software industry, their culture, work environment and all about software development. Participating in monthly team meetings with CTO and other team members and discussing the threats of the projects helped me attain the faith to develop a never give up attitude.

At the same time it helped me learn the software life cycle used in the software industry and inspired me to be striver, responsible and confident. The internship program has increased my team work capabilities as well as respect to the team mate's ideas and suggestions.

Team discussions like brainstorming sessions helped me identify and solve numerous problem issues which would have been impossible to solve otherwise.

I would like to convey my thanks to Institute of Information Technology, University of Dhaka for providing me an opportunity to gain an idea of the competitive environment in the professional field. It has certainly lifted my software development skills in terms of design and coding. I now look forward to facing the upcoming challenges of the world.

Chapter 6

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