INTRA Report 2021

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Abstract

Accenture Limited is a multinational company headquartered in Dublin Ireland that offers Strategy and Consulting, Interactive, Technology and Operations services. The company has over 500,000 employees worldwide serving clients in more than 120 countries, and as the biggest independent technology services provider, the company is in a good position in the industry sector and are a leading partner of many key players such as SAP, Oracle, Microsoft, Workday and Salesforce. During my internship with Accenture Limited, my role was with Technology but I mainly did Consulting with my client. I primarily worked with the SAP system in WM (warehouse management) with my team in order to manage business operations and customer relationships. SAP consists of highly integrated modules that cover every aspect of business management. It is the market leader in providing ERP (Enterprise Resource Planning). It involved integrating all the processes in one system and providing information across the departments in real-time, eliminating duplication, discontinuity and redundancy of data, give control over business processes to optimize them, and increasing productivity and efficiency. Since I was working from home due to travel restrictions, we communicated via online meetings with Microsoft Teams. During my internship, I experienced my team's leadership, support, and workflow which inspired me to continue learning the key fundamentals of working with Accenture Limited. The overall experience led me to become a better communicator and leader, as well as improving some of my technical skills. I have learned a lot from working with teams in a professional environment given it was online, and it has definitely expanded my comfort zone. Given this was my first role in the industry, it was interesting for me to see how things were done at a professional level and apply what I have learned so far to my role.

Introduction

During my INTRA internship, I worked with Accenture Limited. Given one of their main offices are based in Grand Canal Square, I was working from home due to COVID travel restrictions. I was given the role of Business and Technology Delivery Intern and my purpose was to help my team with implementing the SAP system for the client in order to help replace their current MAPICS system and implement a more efficient solution for their business processes and needs. I took part in online meetings with my team to get some exposure and a better understanding of what kind of things are done throughout the process. We had weekly meetings to summarise the team progress via RAG reports in PowerPoint slides (Red, Amber, Green). RAG reports are used for project status reporting which is employed by project managers to showcase how well a particular project/task is performing.

One of the first tasks I was assigned was obtaining client site maps in order to load them to Microsoft Teams Whiteboard to see if it would be beneficial to do walkthroughs or warehouse Staging demos on it. This tested my organisation and communication skills to ensure that I was handling client data appropriately. I was also involved in helping the superuser (who was on a client site) with UAT (User Acceptance Testing) where the superuser would test various scenario scripts with the SAP system. I ensured that the superuser understood the processes and guided them along the way if there were any issues. This was all done online

via online call and my direct line manager was involved too if there were any issues or any scenarios that were to be covered which I was not yet familiar with.

I also helped out with creating a document in which our client would use as a guide which showed a list of all review points that all sites should do on a regular basis after they complete their SAP project rollout. The purpose of this was to ensure more reliable stock accuracy and more efficient stock transactions in the warehouses. I was also involved with creating summary documents of the outputs from the weekly workshop sessions with a new client looking to use SAP for their business needs, and also helped out my buddy (who was assigned to me as someone I can seek help/guidance from during my internship experience) with an MS Planner project which I found quite interesting given it involved automation of workflow on Microsoft applications using apps like Power Automate.

Company Structure

Accenture Limited is a global management consulting, technology services and outsourcing company that collaborates with clients to help them become high-performance businesses. The company is headquartered in Grand Canal Dublin. Accenture Limited has over 500,000, with over 3,500 employees in Ireland, they serve clients in over 120 countries and their clients span the full range of global industries including the 92 of Fortune Global 100 and over three-quarters of Fortune Global 500. They have offices and operations in over 200 cities in 50 countries and spread across geographic regions including Europe, North America, and Growth Markets. The company is also listed on the New York Stock Exchange. They provide products and services in relation to Strategy and Consulting, Interactive, Technology, and Operations. One of the key factors influencing the success of Accenture is the people who value their clients and each other. Accenture Limited core values help shape their culture and define their character with CORBIS (Client value creation, One global network, Respect for the individual, Best people, Integrity, and Stewardship). These core values drive their growth and make the company about the people.

Accenture Limited is a leading partner of several fundamental players including Oracle, SAP, Workday, Salesforce, and Microsoft. The company use various technology services in areas such as Artificial Intelligence, Automation, Cloud, Data and Analytics, and several others. Accenture Limited anticipates revenues for the fourth quarter of FY21 to be within the range of $13.1 billion to $13.5 billion, 17% to 21% growth in local currency, symbolising the company's assumption of a positive 4% foreign-exchange impact in comparison with the fourth quarter of fiscal 2020. The company has many competitors in the consulting industry such as McKinsey & Co., Boston Consulting Group, Inc., and Bain & Co. Some other top competitors include Synnex, CGI, Atos, KPMG, and PwC. My work mainly revolved around IPS (Intelligent Platform Services) which is useful for clients to decide which enterprise platform to use, for example, Enterprise Resource Planning with SAP. My office hours were 10.00-17:30 Monday to Friday with lunch in between.

Duties Performed

During my internship, I was mainly working in WM (Warehouse Management), one of many modules in SAP. At first, I was expecting my role to involve coding and development but it was more consulting related rather than software development. It was still interesting to get involved with and get a better understanding of the industry given this was my first role in the industry. We would have regular meetings throughout the week and a weekly review meeting with the team discussing the progress made over the last week or so. Initially, I was present in online team meetings to get a better understanding of what things are done and get a flavour of what I could possibly be doing moving forward.

Upon starting my internship, I was involved in the induction process for the first two days to introduce the interns to Accenture and help them get comfortable with settling in by getting to know each other and giving advice moving forward. There are various websites Accenture has for keeping employees up to date with things like work schedules as well as time and expenses. We had to complete some ethics and compliances training courses to help us understand the importance of security protocols and general work practices. I learned a lot about how important it is to adopt these security practices from these online lessons and will continue to apply them. There were some other training courses on Accenture's learning site which I had to complete too to understand the types of products and services Accenture provides.

My first task during my internship was to obtain warehouse site maps from each site within a specific release from our client. I had to contact each of those site's primary contacts to obtain these layouts. The purpose of this was to load them up to Microsoft Teams Whiteboard to see if it would be better for warehouse Staging demos and walkthrough videos moving forward. Whiteboard is a drawing tool integrated within Microsoft Teams. Given Accenture people had limited access to the Whiteboard tool on their client account, I couldn't load the layouts myself since I was using Citrix to access my client account for viewing the whiteboard in MS Teams. Therefore I had to send these layouts to one of the client employees whom I would contact regularly if there were any more maps available which I could send to him. This tested my organisational and communication skills in order to appropriately handle sensitive client information.

During my internship, I also helped out my team with producing an SAP PGLS tracker document in which our client would utilise as a guide which displayed a list of all review points that all sites should do on a routine basis after they finish their SAP project rollout. PGLS means Post Go-Live Support, which means the client begins using SAP for their daily business transactions. The objective of this was to ensure more reliable stock accuracy and more efficient stock transactions in the warehouses. I was in contact with my line manager throughout this task for assistance and clarification as to what needed to be done next. I shared the document with my team upon completing and confirming that the tracker was ok for usage.

I also got involved with UAT (User Acceptance Testing) by supporting the superuser (who was on a client site) where the superuser would examine several scenario scripts with the SAP system. Upon being assigned this task, I was given training by my direct line manager

daily to ensure that I understood the simple and common processes done in the SAP system. I studied the material which my line manager provided me with and I researched online for more information about the SAP processes. The processes I covered revolved around IM (Inventory Management) and WM (Warehouse Management) for inbounds, internal movements, and cycle counting of warehouse stocks. User Acceptance Testing is done with the superusers(s) to determine that the scenarios being tested are as expected and the system is working ok. It involved regular catch-up meetings to discuss progress and goals. It seemed like at times, certain users/teams would need another team to test a scenario in order for them to progress with their scenarios. My role in this was to walk through the steps with the superuser for WM and IM processes (inbounds, internal movements, and cycle counting). During the UAT session, I ensured that the superuser followed the processes correctly and guided them throughout if any issues arose. My direct line manager was there to support if there were any issues or any scenarios that were to be covered with the superuser which I was not yet familiar with. I believe this tested my communication and leadership skills because I had to ensure the processes were easy to understand and went smoothly.

My line manager also offered me to help him during workshop sessions with another client looking to use the SAP system for their business needs. Essentially I had to help in creating Excel and PowerPoint documents which consisted of the outputs from weekly workshop sessions, and I also had to take the attendance of each session. Myself, my line manager, and a Business Strategy Senior Manager had catch-up sessions soon after each workshop session to discuss what went well, what could be improved, and the next steps moving forward. This was an interesting assignment for me because it was more to do with the business side of things and this tested my interpersonal skills since I had to actively pay attention to the discussions as well as the outputs provided by the client during the workshop calls. I had to be very organised and efficient with creating these documents while monitoring the discussions. Given my background in technology, it was also interesting to see the business side too to better understand how client requirements were gathered and discussed. The workshop sessions reminded me of Agile methodology where we would discuss the requirements, business and people impacts, opportunities, and organisational impacts. My role here was important because we had to carefully analyse the client requirements and value levers to understand how important these opportunities and impacts were to them.

As a side project, my buddy offered me a task to help out with. It revolved around the use of automation with MS Apps which I found quite interesting and never knew about before. I did research to clear things up that I wasn't sure about and looked into how to get a real-time dashboard working in Power BI. As a first task to keep things simple, I was asked if I could get a simple MS Form made to automatically append the responses to an Excel spreadsheet. After some research on how to get this done, I managed to successfully get it working and shared it with my colleague. This tested my researching skills because I always do my best to research into something as to how to get a task done or better understand a topic.

Throughout my internship, I participated in online meetings for data/error reports, SAP training sessions which were done between my direct line manager and a client site lead, as well as a weekly review meeting which was done via RAG status reports (Red, Amber,

Green). RAG reports are utilised for project status reporting which is used by project managers to better understand how well a particular project/task is performing. A team member would discuss the RAG report they made to summarise their progress over the last week or so. Error reporting is the process of taking data from the legacy system and this may be data that is missing, out of scope, data conversion errors, missing storage locations, config missing, data SAP needs missing, syntax errors (like using uppercase instead of lowercase, and vice versa), etc. The data calls I was involved in were touching on these points and I was there to better understand how data is handled in SAP. These data calls also touched on data migration, which is the process of moving data from one section to another, one format to another, or one application to another. Commonly, this is the result of including a new system or location for the data. The business driver is usually an application migration or consolidation that replaces legacy systems or is expanded by new applications that will yield the same dataset. Nowadays, data migrations are frequently initiated as firms move from on-premises infrastructure and applications to cloud-based storage and applications to optimize or modify their company.

Knowledge Gained

Given that this was my first time working in the industry, I have obtained invaluable skills and knowledge throughout my INTRA internship. At the start of my internship, I had much learning to do as well as settling in and getting used to the working-from-home environment. I learned the importance of security protocols especially since I was working from home, for instance keeping my work laptop safe and not leaking any important client information. My productivity increased as I progressed through my internship as I started to better understand how things were done especially from an online perspective. By participating in online meetings, I gained more skills and knowledge and kept up to date with my team regarding our progress. It wasn't easy working from home as I would have preferred to work in the offices, just as I would prefer on-campus learning because I feel that I am much more productive in a more serious environment without any distractions. I had no personal or employment issues during my internship as overall, I enjoyed every bit of it since it was my first time working.

Initially, I expected to be doing more development and coding related work, but my role was more associated with consulting. It was interesting to get involved with nonetheless since I learned a lot from how things are done when negotiating with clients regarding requirements, etc and meeting business needs. I never used Excel before for making Excel spreadsheets, but during my internship, it tested my skills and pushed me outside of my comfort zone to get used to using it. It improved my organisation skills and I found it to be beneficial for future use for storing data. There is still room for improvement however as I still need to learn more about Excel. My presentation skills were also tested given we were on online calls weekly. I had weekly checkpoints with my direct line manager for discussing my progress throughout my internship in order to better understand what kind of tasks fit my role and what interested me so far. I also had monthly catch-up meetings with my line manager to summarise those weekly meetings with my direct line manager. I found this to be very helpful as they seemed very flexible with the kind of work I could do and offered lots of support throughout the internship. My communication skills improved a lot given I was in those calls with my team.

During UAT, I feel like that really tested my communication skills as I had to ensure the superuser understood the SAP WM and IM processes and that the scripts ran as expected.

During the induction process, we were told that there are various acronyms used. It took me a while to get used to but by using them myself in emails and MS Teams messaging, I better understood them. This in a way also improved my communication skills. The most interesting thing I think I learned about was the WM and IM process in the SAP system. While participating in the SAP training sessions between my direct line manager and the site superuser, I didn't quite fully understand how the processes worked as well as the acronyms used. The data and error report calls between the two was also something I had to get used to when they discussed the data. Eventually, my knowledge improved on these things as I was able to lead some of the UAT sessions with the superuser. This improved my technical skills too. My direct line manager provided me with some study material that I would regularly read and research into for future use during my internship. I learned a lot about teamwork as I feel like I'm the type of person who prefers working by myself rather than with a group. However, it is important to learn other people's points of view when solving problems and also to improve workflow and productivity.

Theory vs Practice

During my internship, I noticed how some things related to what I've learned in practice in my course, such as the regular meetings we'd have been similar to Scrum or Agile methodologies I learned in my course. We would discuss our progress using RAG reports and this would involve reviewing what's been done, what's currently being worked on, and what needs to be done. Our main source of communication was through Microsoft Teams and Outlook. We would store files on Sharepoint and OneDrive adopting appropriate security measures. When I participated in UAT, I noticed how it related to the Unit Testing module I did in my second year. I understood how this was done from an industry perspective as well as the importance of ensuring that bugs were reported and the client's needs were met. I think the gap in my degree here would be the way the module was taught, in particular, the practical side of it when we were learning how to write up unit test scripts. Nonetheless, I learned a lot from it seeing how important it is to catch out things that don't work and reporting them as soon as possible to the team.

Overall, I believe that this had relevance to my degree since there were technical, business, and communication tasks involved. I think a personal gap that could have been filled that would have better prepared me for the work involved was to get exposure to the industry sooner at a younger age. Since this was my first role in the industry, perhaps that is why I didn't do much of the development or coding related work, but regardless, I still learned a lot and enjoyed it overall. Perhaps one gap in my degree that if filled, could've improved my performance was presentation related work.

Reflective Journal

<u>My first day on the INTRA job:</u>

On the first 2 days of my internship, we went through the induction process to help us interns settle in, get to know each other, and get an insight into what working in Accenture is like. Given we worked from home, we didn't get the full office experience but it was still enjoyable nonetheless. After the induction, my first proper day of work began. I was getting to know my team, explored the Accenture sites, and undergone training exercises to understand the fundamentals and processes of working from home, security protocols, and working with Accenture in general. I also had to set up my work laptop in order to have proper access to the tools I'd need for my internship. I could have acted differently in some aspects such as being more interactive with the other interns rather than listening most of the time, as well as asking questions regularly. I would prepare for such situations in future by having questions prepared prior to meetings. My performance on this occasion differed from other similar occasions slightly mainly because this was my first time working, let alone working from home, so it was interesting to see how things are done formally compared to prior occasions. I sought guidance from my line manager and buddy when I was not sure of something I may have come across. One main area of my performance in this instance I need to improve on is acting first rather than waiting for others to act first when we're all asked to, for instance, answer a question. I could answer first in order to get others talking too. This would improve my communication skills. I learned the importance of not being afraid to ask questions or speak up because, since we were interns, they would expect questions from us and us not fully understand something.

<u>Being expected to undertake a completely new area of knowledge or a complex task:</u>

One of the tasks I was assigned to do during my internship was to guide the superuser of one of the client sites during UAT (User Acceptance Testing), which required knowledge of the IM and WM processes in the SAP system. I could have acted differently by deeply understanding the WM and IM processes rather than mainly focusing on how to do the technical process in the SAP system (i.e explaining the scenarios in a real-life situation). My direct line manager was present during these UAT sessions to assist me or help the superuser to complete and understand the scenarios. I would prepare for such a situation in future by asking more questions and ensuring that I fully understood the processes in order to fully be able to undertake this task without assistance. My performance on this occasion definitely differed from other similar occasions because this was from an industry perspective whereas, in other similar occasions, it was in a college environment where I had to explain something to a student for them to understand it better. The UAT sessions were formal as it was done in an industry level. I sought guidance from my direct supervisor prior to and during the UAT sessions to better prepare myself for the UAT scripts to be run with the superuser. This helped me a lot as I learned and obtained much knowledge from my training. One main area I need to improve on from my performance here is my communication skills since I felt like at times, I could have better explained things to the superuser. I learned how to be a better leader and also how the WM and IM processes work in the SAP system during my training prior to the UAT sessions.

During my time in Accenture Limited, I also had to help my line manager with gathering the outputs made during the workshop sessions we had with another client who was seeking to use SAP for their business. My role was to capture the attendance and document the outputs made in the MURAL workshops after which I would forward to my line manager for further approval and sent to the clients and other stakeholders to discuss the people/business needs, opportunities, and impacts. The feedback I received from my line manager was positive. I was told I helped a lot during the workshop sessions with making these documents, but that I also could've asked him regarding the format of the documents rather than assuming what the layout, fonts, etc needed to be like. It is important to always ask questions when unsure of what is required and that was what I learned from this. My performance here differed from other occasions since I never used Excel that much before whereas here, I had to use it for every workshop session to gather the user outputs. I sought guidance from my line manager at times to review the documentation I created prior to sending it on to the team for approval for further discussions. One area in my performance I could have improved on here was to have better Excel skills for creating spreadsheets, as well as communication skills for asking questions. I gained invaluable experience during this task because since it was more business rather than technology-related, I learned how client requirements were gathered from a business perspective.

Self Evaluation of Performance

I was expecting to be doing coding or some development-related work. I did do some technical tasks with the SAP system such as going through the IM and WM processes. My expectations for software development were not exactly met since I did not do any coding, but I am still happy with the work I did given this was my first role in the industry. I acquired some new skills during my time with Accenture Limited, especially when using the SAP system for UAT as this was perhaps the most technical work I did. The work I undertook was relevant to what I am studying at DCU, for instance, doing UAT with the superuser as it related to the unit testing module I studied in my second year. My performance overall went really well because my feedback from superiors was positive given that this was my first time working in a formal and industrial environment. I believe I have greatly improved during my internship in various aspects, particularly my communication and presentation skills. It was great to get an experience of how things are done in the industry and to see how it relates to what I am studying at DCU.

Self-development Plan

My plan going forward during my final year of college is to acquire the new skills and knowledge from the final year modules as I feel like those will greatly help me for future career opportunities. I do plan to take a break after college so I can learn new things during that time too. I have gained an interest in cybersecurity, full-stack development,

frontend/backend development, testing, and game development. These would require a lot of learning and experience however and given my INTRA internship was my first role in the industry, I will be focusing a lot during my final year to enhance my skills to apply to these potential areas of work. During my final year, I will not be working as I feel like the balance may be quite intense especially during a shorter semester with potentially more assignments to get through. This is one of the reasons why I want to take a break after graduation. I will have a good balance between college and social activities though I don't participate much in social events during college as I feel the need to get work done and get my degree.

Conclusions

I believe that what I have learned with my education has related to my work in various ways. The skills I have learned during my education have been tested during my internship and I believe that they have improved and helped me a lot too. It definitely relates to my future work I would like to pursue or explore into such as cybersecurity or some other development-related field. I am planning on taking a break upon completion of my studies in order to explore and learn more about things that can help me further my career. I have been offered an interview for the Grad Programme in Accenture, but I have informed them of my plan for taking a break. I would definitely consider going back to Accenture sometime in the future and would highly recommend working there for future students as the people there are amazing, they're a very big and successful company, and they have many fields in the industry.

I feel that Computer Applications has helped me prepare well for the working world given I have listed above the skills I have applied throughout my internship. It was interesting to see how it played out during the pandemic and having to work online, but hopefully, everything resumes back to normal soon. I think one thing that can help students for the working world in Computer Applications is to learn how to explain code rather than simply solving the problem without comments. When learning Assembly Language in my second year, I realised how important it is to comment code as this can help you when looking back at your code and can help others understand the logic too. Also, working on side projects or personal projects can greatly benefit students as it displays a student's enthusiasm for applying their knowledge to real-world problems. This attracts recruiters for landing students a role in the industry.

Overall, I enjoyed my experience with Accenture Limited and would love to continue exploring roles in the industry to further my skills.