



Winter Internship Report

Business Analyst [PMG]

Student ID: 201712091

Student Name: Abhijna Pathak

Supervisor: Prof. Manish Khare

Company Mentor: Ms. Vaarisha Gogdani

University: Dhirubhai Ambani Institute of Information & Communication Technology [DA-IICT]

Company: Mindarray Systems Pvt. Ltd. [Motadata]

Table of Contents

Table of Contents.....	2
1 Acknowledgement:	3
2 Summary	4
3 Introduction:	5
3.1 Purpose:	5
3.2 Background:	5
4 Detailed Use-cases[Majors]:	7
4.1 Weekly Report:	7
4.1.1 Week 1:	7
4.1.2 Week 2:	7
4.1.3 Week 3:	7
4.1.4 Week 4:	8
4.1.5 Week 5:	8
4.1.6 Week 6:	8
4.1.7 Week 7:	8
4.1.8 Week 8:	8
4.1.9 Week 9:	8
4.1.10 Week 10-11:	9
4.1.11 Week 12-13:	9
4.1.12 Week 14:	10
4.1.13 Week 15:	11
4.1.14 Week 16:	14
5 Innovative Contributions:	15
6 Lessons Learnt:	16
7 Conclusion:	17

1 Acknowledgement:

Firstly, I would like to thank the Mr. Amit Shingala(CEO, Motadata), for providing me the precious opportunity and believing in me, within the organization.

I would immensely like to show my intense gratitude towards all the Professors at DA-IICT, without whom it would have been a half-truth for me reaching at this important stage of Life.

Would also from the bottom of the heart, thank all my peers at Motadata, for being readily available to help at all times.

Lastly, to the Almighty, my parents and to all my friends, to provide me with the necessary motivation and strength at times required.

2 Summary:

This report details the winter internship at Mindarray Systems Pvt. Ltd(Motadata), Ahmedabad(Gujarat). I, formerly was appointed as a 'Quality Assurance Engineer', after which was given an opportunity to work in the Project Management Group [PMG] as a '**Business Analyst**'.

3 Introduction:

3.1 Purpose:

To understand and get a good experience of the corporate culture, internship play a major role in accomplishing the objective of project based re-enforcement of the concepts learned in various courses at DA-IICT.

3.2 Background:

The internship was conducted in Mindarray Systems Pvt. Ltd. from 02/01/2019 to 06/05/2019.

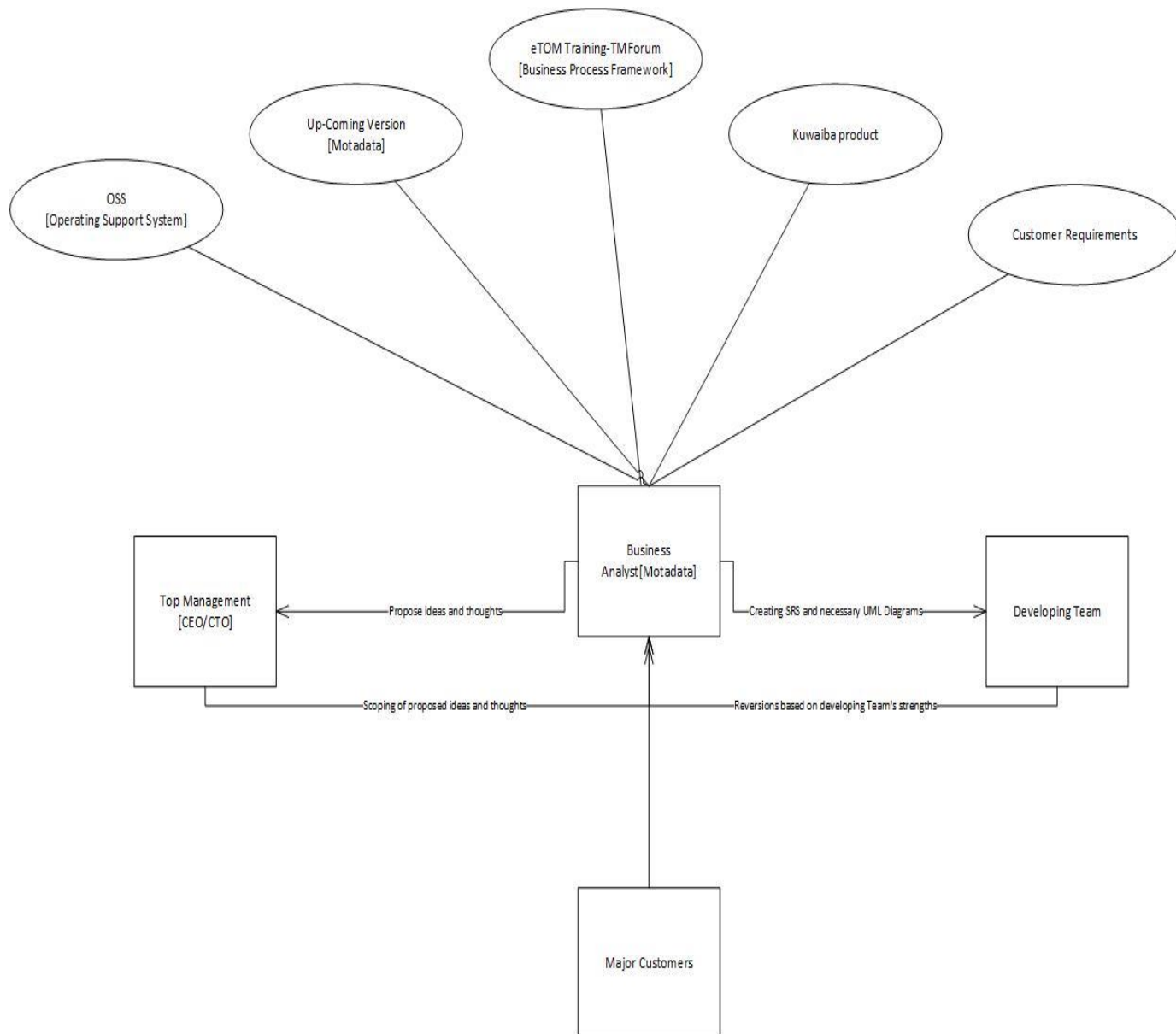
The need to undergo the internship study is to fulfill the requirement of M.Sc[IT] degree course at DA-IICT, Gandhinagar.

The official and complete training was undertaken during January and February with the main aim to know the practical implications in the Telecom Domain and to learn the type of jargons used in this domain, which would ease the working abilities in the future.

During the training, we studied the modules of Networking [Basic Networking as well as Advanced Networking]. **Motadata**, being a product based company, we were supposed to learn and understand as to what actually the product is about and what are the features and functionalities. After which, I was given to study some of the coming projects definition.

The internship undergone helped me in getting great practical exposure, which is very much vital for a fresher, before facing the actual world.

4 Context Diagram:



5 Detailed Use-cases [Majors] :

5.1 Weekly Report:

The attempt here is to transmit the work done as per the weeks, as this might lend an exact idea as to what was accomplished, during the '**Winter Internship**', at the company.

5.1.1 Week 1:

Started exploring all the resources of Motadata, made available to me and started reading of 'Plug-In Manager', of Motadata, from the User-Guide.

5.1.2 Week 2:

Referred modules such as – 'Schedulers', 'NCM[Network Configuration Management]', 'Basic Reports' and 'Flow Visualization' of Motadata, from the User-Guide and the actual product.

5.1.3 Week 3:

Started with the Training Programme, with the module of 'Basic Networking'.

Concepts such as: BGP, Honeypot, Distance Vector, OSI Layers, NAT, DHCP.

Find the below training Program to be followed for the planned training.

For any queries discuss with your Trainer.

Feel free to talk to any of the Leaders in case of any further information required .

Note : We have considered Saturdays (12-JAN,26-JAN) as holiday in the plan.

Topic	Description	Trainer	Reference URL	Study Duration (Days)	Study Start Date	Study End Date	Assignment Start Date	Assignment End Date
Basic Networking	(Ping/DHCP/DNS/Wireshark stuff)	Jignesh	http://www.firebrandtraining.co.uk/pdf/learn/comptia/network-plus-courseware.pdf https://study-ccna.com/dhcp-dns/	4	11-Jan-2019	18-Jan-2019	19-Jan-2019	23-Jan-2019
Advanced Networking	Switching/Routing	Jignesh	https://sites.google.com/site/amitsciscozone/home	4	24-Jan-2019	29-Jan-2019	30-Jan-2019	31-Jan-2019

5.1.4 **Week 4:**

Started exploring 'Wireshark' with VPN, VLAN, Switching/ Routing and got familiarized with the basics of 'Automated Testing'.

Also started exploring Cisco Packet Trace for some implementation purpose.

5.1.5 **Week 5:**

Started exploring OSPF, Bellman-Ford algorithm, static as well as dynamic routing protocols, IS-IS protocol and completed with the second module of the Training Program.

5.1.6 **Week 6:**

Started with the black-box Testing of the 'Motadata Product' (Of the major modules) and further started exploring the 'Selenium Tool' which is a tool used for automated testing, which included Java-Basics, Java-Object Oriented.

5.1.7 **Week 7:**

Continued further exploring the Selenium Tool with writing some of the basic scripts.

Also started with the verification of the User-Guide and the product (as an outsider).

5.1.8 **Week 8:**

Was given an opportunity to upgrade myself based on the working capabilities and was shifted to the 'Project Management Group [PMG]' as a 'Business Analyst'.

Started with the updating of SRS for the up-coming version (8.0) of Motadata.

5.1.9 **Week 9:**

Started with the 'Competitor Study' of the product named as 'Splunk', 'Solar-Winds', 'ManageEngine'.

Started exploring OSS[Operations Support System] and BSS[Business Support System].

5.1.10 Week 10-11:

Started with the 'Competitor Study' of the product named as 'Splunk', 'Solar-Winds', 'ManageEngine'.

Created the wireframes, of different modules for the up-coming version of Motadata, such as –

- 1) Users
- 2) Roles
- 3) Password Settings

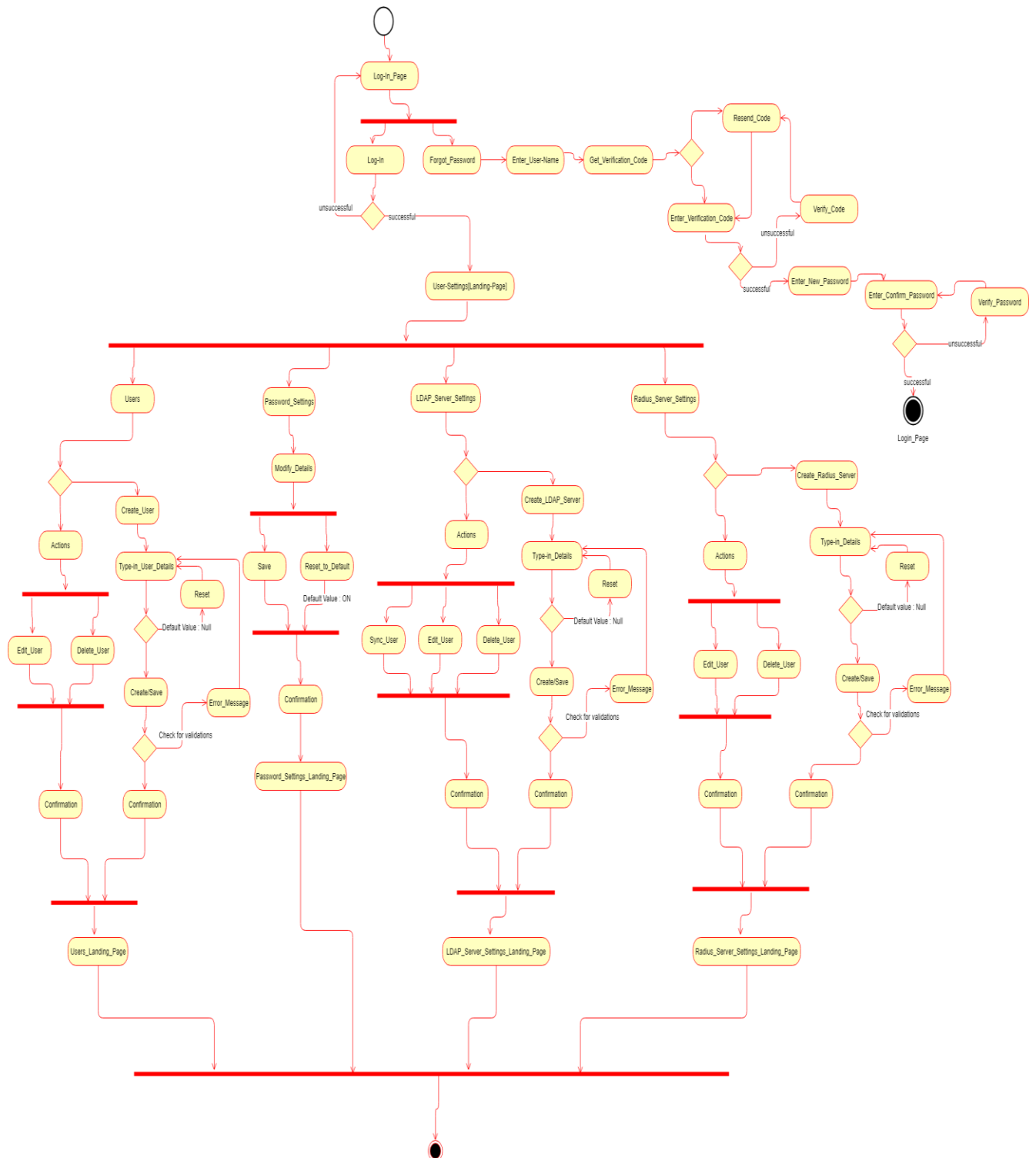
5.1.11 Week 12-13:

Created the wireframes, of different modules for the up-coming version of Motadata, such as – [Due to reversions from the developing team, it took a bit long, for the completion]

- 1) LDAP Server Settings
- 2) Radius Server Settings
- 3) Login Screen

5.1.12 Week 14 :

Started with the creation of Software Requirement Specification(SRS) of the upcoming version of Motadata with some of the necessary UML Diagrams.



5.1.13 Week 15:

Went through an official certification training of **'TMForum'**[eTOM – Business Process Framework].

5.1.13.1 What is TmForum ?

'TmForum' is an industry association for service providers and the suppliers in the telecommunications industry.

Basically, it leads to the **collaboration** between CSPs, technology suppliers, system integrators and consultancies to solve the collective problem of **'Digital Transformation'**.



5.1.13.2 TMForum's Focus:

Some of the major topics of focus in TMForum are:

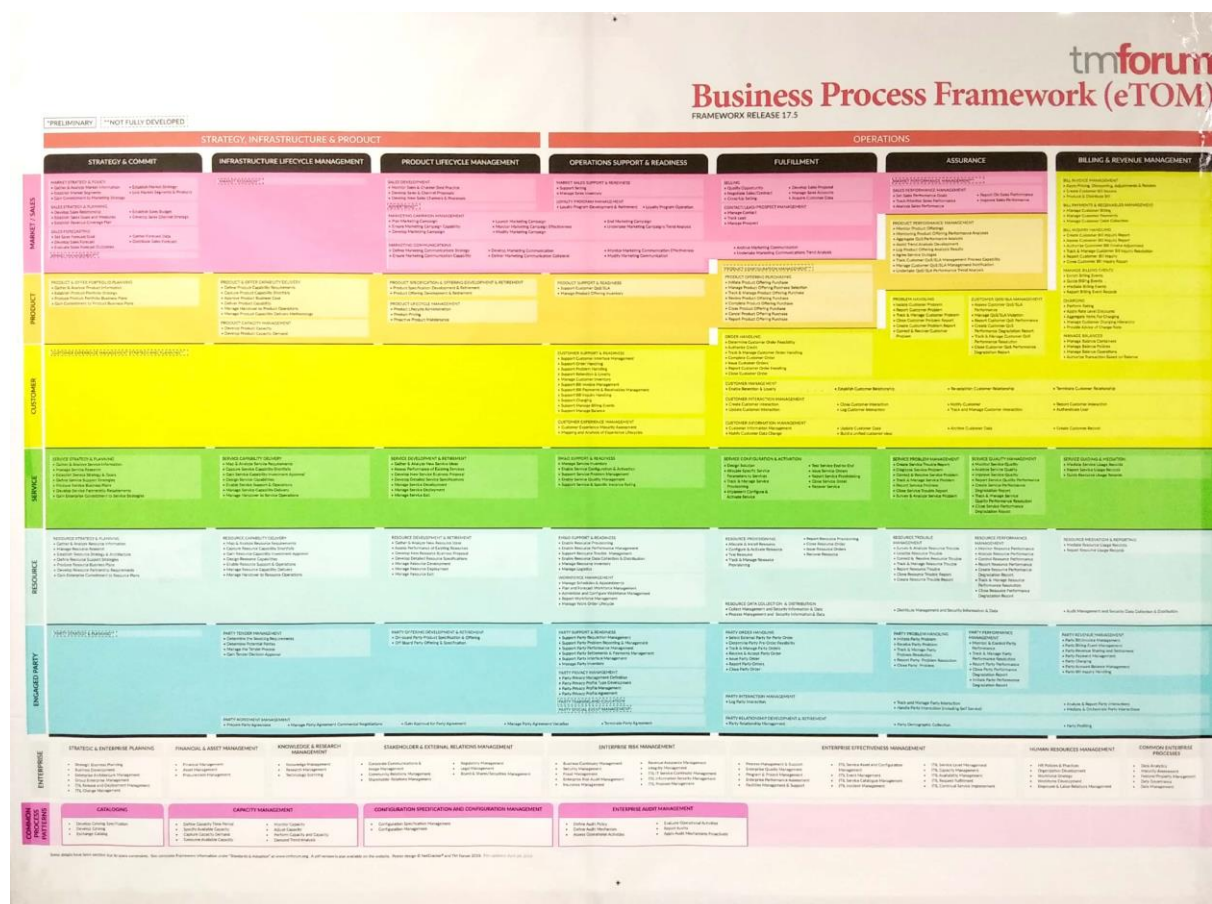
- 1) Digital Transformation & Maturity
- 2) Open APIs
- 3) Blockchain
- 4) 5G
- 5) Smart City
- 6) Data Analytics & Artificial Intelligence
- 7) Agile OSS/BSS
- 8) Agile Operations et cetera

5.1.13.3 TMForum Training:

The training focused on **eTOM[Business Process Framework]**, which is an operating model framework for telecom service providers in the telecommunications industry.

This model basically describes the required business process with the key elements of service providers and the interaction between them.

eTOM[Business Process Framework] is a standard maintained by the TMForum.



5.1.13.4 eTOM Certification:

The main purpose is to leverage the skills that enables to use the Business Process Framework to maximize business efficiency with customer experience satisfaction and leading the enterprise towards being a prosperous and growing **Agile digital business**.

The company chose **12 employees** for this certified training of 'TMForum', fortunate enough to get an opportunity.



5.1.14 Week 16:

Started exploring '**Log Correlation Engine**', as guided by the CTO, that would be useful for the up-coming version of Motadata; in which, all the use-cases are to be studied and based on that should suggest as to what can be incorporated in Motadata, keeping in mind the current scenario; with the competitive study.

6 Innovative Contributions:

- 1) Prepared the exact flow of the probable system, which gives insights of the product.
- 2) Started the EMC[Event Management Committee] with the immense help of HR Manager, at Motadata.

7 Lessons Learnt:

- 1) Knowledge regarding the Telecom domain
- 2) Learnt great Leadership Skills[From Top Management]
- 3) Learnt the roles and responsibilities of Project Management Group[Business Analyst]
- 4) Developed decision making skills
- 5) Segregation of customer-requirements
- 6) Learnt Professional Communication
- 7) Learnt to digest constructive criticism at work-place
- 8) Learnt the exact implementation of Agile Methodology
- 9) Learnt to creatively work under intense pressure
- 10) Learnt to take more and more initiatives for everyone's growth

8 Conclusion:

At large, this winter internship, in great sense was enormously an useful experience.

This internship played a vital role, especially for a Fresher, just out from the academic culture, to gain an experience that may give wings to fly for achieving great success to be greatest of the greatest some day !

This internship really helped me achieve several of my learning goals and received a wonderful insight into professional practice.

Overall, this wonderful experience at Motadata has been a huge '**Success**'. I could not have asked more than this!

Lastly,

"A good start always signifies the opportunity for the best of Success"

Keep in touch

www.motadata.com, sales@motadata.com,

India: +91 79-2680-0900, USA: +1 408-418-5229

About Motadata

Mindarray Systems Pvt. Ltd. a global IT product company, offers state of the art affordable yet powerful product suite - Motadata consisting of Network Management & Monitoring, Log & Flow Management, and IT Service Management Platforms. The platform empowers both IT administrators and CXOs to analyze, track & resolve IT operational issues by effectively monitoring various systems and devices from multiple vendors through a unified and centralized dashboard.

Motadata is industry's first IT ops solution that truly correlates the metric, flow and log events and turns them into actionable insights. Our global customers from Telecom, Government and Enterprise domain, rely on Motadata for proactively monitor their network infrastructure.

For more information, visit www.motadata.com.

© 2018 Mindarray Systems Pvt. Ltd. All rights reserved.

All trademarks, service marks, trade names, tradedress, product names and logos appearing on the document are the property of the irrespective owners. Any rights not expressly granted here in are reserved.

