

Sincerely answer the following:

1. State any acknowledgment:

I would like to thank Dr. Ayesha for providing me with tips and advice on training and preparing the company-required training form. I am grateful to Mr. Hashim for guiding me to find the company and assigning me tasks. My thanks also go to Mr. Ali Ebrahim Rashid for supervising me, assigning me a project like a senior project outside my major, closely monitoring my progress, and educating me about the restaurant system, which helped me start my project. I also appreciate the support from AI tools, which assisted with my code and helped me understand software development concepts during my internship, providing valuable IT knowledge.

**2. Provide an executive summary of your industrial training: (5 Marks)
(CILO 3, 4)**

I have been tasked with building a website like Google's, linking it to my main project that I worked on by adding navigation from that page to this project. This project is about building a restaurant app for customers as a business. The project consists of a website and a GUI application of a restaurant for customers to use. The system that is being built is intended to keep the customer satisfied with the services they receive. By the end of the internship, I expect to build a realistic restaurant system for customers to use.

**3. Describe your employer: (5 Marks)
(CILO 3, 4)**

He is kind and knowledgeable in the field of IT, especially the IT basics. Therefore, he understands me well and knows what he is doing when giving me a project to work on. He helped me with some steps of my project and is willing to help me throughout all the steps of the project. His coworker introduced me to this company and explained to me the duties and the environment to work in this company. In addition, his coworker gave me advice to be aware of before starting to work at this company. He works in a production team in the technical department. His job is to communicate with his team and the stakeholders. He works with his team to develop a new system or software for the stakeholders or edit the existing system or software given by the stakeholders. His team is trying to make the stakeholders understand the system or software and its usage. Global iTS ensures that the stakeholders are aware of the security and concurrency of the system or software. His team tries their best to make the system or software of the stakeholders secure and accessible to the users of those stakeholders. These users could be the customers or the employees working at the company of those stakeholders. Global iTS educated the business startups about IT and software development to help them build a successful market for their business. Global iTS mission: "Global iTS aims to empower businesses globally through innovative IT solutions, particularly leveraging Microsoft Dynamics 365, to drive digital transformation and operational excellence. The company specializes in the financial sector, helping clients in banking, insurance, and investment management optimize their operations with tailored, industry-specific solutions. Their mission emphasizes becoming the world's most trusted technology partner for businesses." Global iTS vision: "Global iTS aspires to be a global leader in IT consulting and digital transformation, particularly in the financial services industry." The company has 201–500 employees globally, as indicated across multiple LinkedIn profiles and company descriptions. In global iTS, it consists of development, production, finance, cybersecurity, business, and technician teams. The development team receives requirements from the manager to develop a system. After testing the system, the development team sends their

system to the production team to make the final, real system from the system they sent. The HR department is responsible for hiring employees at Global iTS. The business team handles the calls from customers, which is known as “customer service”. The finance team measures and calculates the income of the system of this company and the system of their stakeholders to make sure that the money is handled well between them. The production team needs to continuously monitor their systems once they go live to ensure the smoothness of those systems. According to the number of staff, it is not many due to the size of the environment of the company which can handle a small number of staff. I found out that the company uses multiple software programs at the same time. Some of their software is Visual Studio, Microsoft SQL Server, and JetBrains Software. The responsibility of the company and its employees is to follow SDLC and Software models while working on software for building systems.

4. Describe your training program and assigned tasks: (10 Marks)
(CILO 1-6)

The training program I have been part of tasked me with designing a website like Google Search. After completing this task, I was assigned a larger project to build a business startup intended to simulate the company's work environment. For this, I was directed to develop a restaurant application called “AQWE Restaurant.” I began by researching the topic and documenting my findings, then designed an ER diagram for the project database. I enhanced the diagram into a format suitable for database creation and built the database with proper connections. With the database ready, I coded an application in C# to interact with it and created a user-friendly website interface. I used Microsoft Power Apps to plan the site design and define its behavioral features. The final application is secure, easy to use, connects to the database and my C# code, and includes both a website and a GUI for installation. Through this project, I simulated the process customers would use to place food or drink orders, which could then be picked up or delivered as per their preferences.

These are the tasks that were tackled during the internship program:

1. Build a Google website design – individual.
2. Make the Google search bar functional – individual.
3. Learn about restaurant systems – individual.
4. Create database diagrams for building the system – individual.
5. Create a database connection for the system – individual.
6. Connect the system to the database – individual.
7. Build a system interface as a website – individual.
8. Create a connection between the website and the system – individual.
9. Perform different tests on the system - team.

5. Provide details about the projects that you have been involved in: (10 Marks)
CILO 1,2,6)

First Project

Project title: Creating a restaurant as a business

Project duration: 6 weeks

Project objectives: To build a website for customers to interact with and to provide services at the restaurant upon the customer's request from the website

Project description: The restaurant is at the service to help customers look for food and drink to order. The system verifies the customer before interacting with it. This system allows the customer to create an order with a specified quantity and multiple items

associated with that order. Once the order is complete, it gets added to the queue so that it can be processed for the customer. Once the order is processed, the customer receives all the items that are associated with that order and applies the quantity to each item so that the customer receives the item once or more than once, depending on the quantity.

Discussion: *The discussion started with receiving introduction of the project from my supervisor. We started discussing business. Then my supervisor offered me two choices to specify the business. I chose to build a restaurant system. We started discussing the restaurant system that I am planning to build. Then my supervisor offered me two choices to specify the scope of the system. I chose to build a restaurant system for customers. We started discussing the system within the scope of the customers. Then my supervisor gave me a task to build the diagram for the database. Once I built the diagram, we started discussing the diagram and made changes to it later. Later, we discussed the diagram I created. I started working on my project once my diagram had been approved. We discussed the project in each step of the project, and I made progress in it until my project was completed. The challenge I face is to implement a special case in my project for duplicated items in the system. I demonstrated my work on this project, and my supervisor was satisfied with it. After that, my instructor told me that he would show it to some instructors from the University of Bahrain and close this project to mark it as complete. Once this project is completed, it will be the end of my internship program. My supervisor congratulated me on my achievements, which I was able to achieve during the duration of my internship program. When I am done with this project and the previous one, I am tasked to link them together.*

Second Project

Project title: *Designing Google Home Page*

Project duration: *3 weeks*

Project objective: *To design a website page to look like the Google home page and let the user feel comfortable while interacting with the website.*

Project description: *The Google website is designed to practice building and designing websites. The website that is designed should be similar to the original website of Google. On the website I designed, I needed to include a search function that would show suggestions while typing in the search bar to help the user generate search ideas. It is expected to make the user think that my designed website is the original Google website.*

Discussion: *The discussion started with my supervisor giving me a coding task to do. My supervisor showed me a website that I would refer to while coding to learn about the languages I used to design the Google website. My supervisor told me to go through multiple lessons of specified programming languages for the website. As time passed, I showed my supervisor the progress I had made on the website, and he suggested changes to work on the website until he is satisfied with the design I implemented on my website. Once I completed the designing part, I was tasked to make my search bar design functional. I added a text field to the search bar and showed it to my supervisor. He told me to hide it and make it work in a way that it displays suggestions while typing. Once I completed my task, I demonstrated my work to my supervisor. He suggested the changes that needed to be made on that website, and I did. Once my supervisor saw that my website was completed, he decided to close this project and mark it as completed. He marked this project as complete, as he was satisfied with my work on this project. In the end, my supervisor introduced me to another project to work on since my internship duration had not been completed yet, and my end of my internship duration is still far from reaching it. The challenge that I faced in this project was to edit the images that I kept on the website and align them as I see the alignment from the original website, along with the elements of the website I included in my website, as I see it from the original*

website. The challenge is to use the right styling method and use the right code to be able to make the website match the original website. I am not required to function my website as the original website behaves. The scope of the website of this project is the user. The user's satisfaction with the interactions of the website is very important. The user should be satisfied with at least the design of the website that I made. I need to make sure that the user can type something in the search bar. When that user types something in the search bar, that user should see the events happening on the website while typing, and it is the suggestions that appear under the search bar that would help the user to generate search terms and ideas to include in the search bar while typing. When I am done with this project and the next one, I am tasked to link them together by navigation.

6. Provide details about the knowledge obtained, technical and communication skills: (5 Marks)

I learned new concepts of the C# programming language while working on the project. I learned about the environment of the company. I learned to connect my code to a database engine. I learned to interact with a web application with C# in the backend. I learned to make my application visible and executable to customers. I learned about the graphical user interface with C#. The design method I used for my system is straightforward. I used HTML, CSS, and JavaScript to build an interactive design website. With the help of the internship, I figured out a way to learn new concepts in programming and have the courage to do it. I learned about application deployment with the C# programming language while I was working in my internship program. I learned a way to deploy my website, but I prefer to learn another way for my website deployment. I learned about .NET framework and .NET technology from Microsoft, which is being used in the C# programming language, while I was working at my internship program, and I got the chance to use them in one of the projects that I was working on. I learned about the software development lifecycle in detail and applied it in real life successfully.

7. Internship Evaluation and Assessment: (5 Marks)

Assess the overall internship experience by answering the following questions.

- *What goals were met during the training experience? What goals were not met and why?*

The goal that is met is using the knowledge I learned throughout my major and applying it in the real world by putting it to work. In addition, I was able to apply for SDLC in real real-life project and linked two projects together with connectors. The goal that is not met is using the system of the company, having an email associated with the company, and teamwork. They were not met because the company lacked interns who had the same major as my major, and they did not have time to register me in their system and set up the company's resources for me to use. In addition, I was not able to host my website and my application so that users could use my software.

- *Which courses and topics were helpful in completing your tasks in the training?*

I used an AI and the help of my supervisor to complete my tasks at the internship. In addition, I referred to the websites that my supervisor shared with me for my project. The website that I was referred to is w3schools.

- *Would you recommend this internship to future students and why?*

Yes, because the environment of the company for the internship is related to the major, and

the company gave me the opportunity to work on a senior project and apply the software development lifecycle in real real-life project.

- *What were your contribution to your employer?*

Building a restaurant system and website for the employer to prove the skills I learned. In addition, I showed my employer the way I design my website and the templates used in it. Proving to my supervisor about applying SDLC in a real-life project.

- *What were the missing skills, knowledge, and competencies that are necessary for your project and you believe that you had not had sufficient background?*

I am missing some soft skills, like leadership and collaboration. I missed the opportunity to work in a team. I missed the knowledge of using the defined APIs in the most secure way. I missed the opportunity to build my Intelligent System. I also missed the opportunity to create a mobile application and create a graphical user interface (GUI) design of an actual application and deploy it. I am not tasked to show my system on mobiles. I missed the opportunity to have my company email for communication regarding the tasks I was given.

8. Language and Presentation: (5 Marks)

- *The language of the report should be at high caliber with clear and organized sentences.*
- *The layout of the report should be professional and should include page numbering, proper headings and consistent font, format and layout.*
- *Proper margins should be maintained across the report.*
- *Figures, tables, and any appendices should be referenced in the report and numbered.*
- *The report length is expected to be around 4000 words excluding any appendices. Minimum word count is 3500 with a maximum word count of 5000, excluding cover sheet, references and appendices.*
- *References should be cited properly, including the use of the establishment website and documents. Refer for the Privacy Policy and Sensitive Information section below.*

Note that you may include any additional information about your training in an appendix.

Privacy Policy and Sensitive Information

- *Before including any information about your establishment ensure that it does not violate any privacy or confidentiality policies. This includes information from the establishment employers, their stakeholder and clients, their projects, and any internal documents. You can refer to your direct manager or the training supervisor or alternatively the Human Resources departments in that establishment for clarification.*
- *The Department will ensure that all reports submitted will be only used for the evaluation and assessment purposes.*

Deadline

- *The deadline, unless specified otherwise, is two weeks after the end of the internship or the last day of semester, whatever is first.*