University of Bahrain
College of Information Technology

Industrial Training Report Form

Prepare your Industrial Training report by completing this form.

To be completed by the student*:

Student ID	**202105103**	Department	**Department of Computer Engineering**
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Industrial Training semester	First ☐	Second ☐	Summer ✔
Training Interval	From **15-06-2025**	to	**14-08-2025**
Program		Associate Diploma in Information Technology	

This report is original and has not previously submitted as part of another subject/course. I understand the consequences for engaging in plagiarism as described in University of Bahrain regulation. I certify that I have not plagiarized the work of others or participated in unauthorized collusion when preparing this report.

Signature		Date	**13-8-2025**

Establishment Name	Global iTS
Department / Division	Development
Supervisor Name	Ali Ebrahim Rashid
Supervisor Job Title	Senior Developer
Supervisor Contact	Phone +97332021883 Email arashed@globalits.bh

To be completed the Industrial Training Instructor:

Title		Department	
Family Name			
Given Name			
e-mail			
Phone			

☐	I approve the student report
☐	I do not approve the student's report for the following grounds(Kindly indicate all reasons for not approving the report.)

Other Comments or recommendations:

Mark out of 45%	
Signature	Date

*The information on this form is collected for the primary purpose of assessing your Industrial Training. Other purposes for collection include accreditation matters, administration requirements, corresponding with you, and statistical analysis. Therefore, it is important to complete all questions. For any further information kindly contact the Training's Coordinator at your Department.

University of Bahrain
College of Information Technology
Department of Computer Science

Industrial Training Report

Student Name: *Ali Mohamed Ali Hassan AbdAli*
Student ID: *202105103*
Degree: *Associate Diploma in Information Technology*

Supervisor: *Dr. Aysha Al-Sayed*

Employer*: Ali Ebrahim Rashid*
Jeera I, Floor 5

Duration: *from 15-6-2025 to 14-8-2025*

Date: *13-8-2025*

Sincerely answer the following:

1. **State any acknowledgment:**

I would like to thank Dr. Ayesha for providing me with tips and advice about training and preparing the training form that the company required to offer me a place to train. I would like to thank Mr. Hashim for guiding me to find the company and giving me tasks to complete. I would like to thank Mr. Ali Ebrahim Rashid for supervising me throughout the entire training duration and allowing me to work in an environment like that of a senior project, despite not being in my major, by assigning me a project to work on and closely monitoring my progress to ensure that I did every step of the project right creatively. In addition, I would like to also thank him for educating me about the restaurant system that gave me a better fresh start for my project. I would like to thank AI for helping me with my code of the system during the internship. I would like to also thank AI for educating me about different concepts in software development during my internship period that would give me more knowledge about IT while developing software in my project.

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

I have been given the task to build a website like Google's website and link 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 consist of a website and a GUI application of a restaurant for customers to use it. The system that is built is intended to keep the customer satisfied with the services they received. By the end of the internship, I expect to build a realistic restaurant system for customers to use it.

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 in some steps of my project and is willing to help me throughout all of the steps of the project. His coworker introduced me to this company and explained to me that duties and the environment to work on this company. In addition, his coworker gave me advice to take note 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 about 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 to be secured and accessible to the users of those stakeholders. These users could be the customer 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 from 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 production team to make 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 to work 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 need 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 being able to handle the small number of staff. I found out that the company uses multiple software at the same time. Some of their software are VS, MS SQL Server, and Jetbrains Software. The responsibility of the company and their 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 that I have been a part of is that I was tasked to design a website like Google search. Once I am done with this task, I was given a bigger task to work on. I was given a project to build my own business startup. This project should teach me about the experience of working at the company. It is giving me an opportunity to work in an environment like the ones that the employees at the company are working on. The restaurant is chosen for me to be built. I started this project by searching about the topic and make documentation from it. As long I learn about the topic, I started to build the structure of my project by designing ER diagram for the database. This project is to build an application that is meant for customers to use it and interact with it by creating and using orders at the restaurant. Once I created that diagram, I need to transform this diagram into a more suitable and enhanced diagram that matches the format of databases and make it easier for me to create the database with its connections. As long as I have database ready on my side, I decided to code an application in C# that would interact with the database. I needed to create the interface that would make my system easy to use by the customers, so I created a website that have connections with my code in C# and database that I created it by using SQL. In order to have a good design for my website. I decided to use Microsoft Power App to plan the design for my website and learn about the behavior to be implemented into my website from that plan. In the end, I was able to make an application that is easy to understand and easy to use by customers while it have connection with the database and my C# code. I made sure that my application is secured. I built a GUI application to give the customer an opportunity to install my application and interact with it along with having website of my restaurant business. The project that I worked on during my internship program is building a restaurant application for customers to use. The customer request an order of food or drink as item through the

application and it will be prepared for them. Once their order is ready, either the customer arrive at the restaurant to pick up their order or have their order to be delivered to them. Once the customer picked up their order, they can eat at the restaurant or eat outside the restaurant up to their preference. The items in their order can be any food or drink as per their request. The order will be processed up to any items mentioned by them. The name of the restaurant that I would give for this project is "AQWE Restaurant".

These are the tasks that were tackled during the internship program:
1. *Build google website design – individual.*
2. *Make google search bar functional – individual.*
3. *Learn about restaurant systems – individual.*
4. *Create database diagrams for building the system – individual.*
5. *Create database connection for the system – individual.*
6. *Connect the system to the database – individual.*
7. *Build system interface as a website – individual.*
8. *Create connection between the website and the system – individual.*
9. *Perform different tests to 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: 1 month and 2 weeks
Project objectives: To build a website for customers to interact with it and to provide services at the restaurant upon the customer's request from the website
Project description: The restaurant is at service to help the customers to 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 specified quantity and multiple items associated with that order. The once the order is complete, it gets added to the queue so that it be processed for the customer. Once the order is processed, the customer receives all of the items that are associated with that order and apply 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 by receiving introduction of the project from my supervisor. We started discussing about a business. Then my supervisor offered me two choices to specify the business. I choose to build a restaurant system. We started discussing about the restaurant system that I am planning to build. Then my supervisor offered me two choices to specify the scope of the system. I choose to build the restaurant system for customers. We started discussing about the system within the scope of the customers. Then my supervisor gave me a task to build the diagram for the database. Once I build the diagram, we started discussing about the diagram and made changes to it later on. Later on, we discussed about the diagram I created it. I started working on my project once my diagram have been approved. We discussed about the project in each step of the project that I made progress in it until my project is completed. The challenge I faces is to implement a special case in my project for duplicated items in the system. I demonstrated my work of this project and my supervisor was satisfied with it. After that, my instructor told me that he would show it to some instructors from University of Bahrain and close this project to mark it as complete. Once this project is completed, it was the end of my internship program. My supervisor congratulated me for my

achievements that I was able to achieve it 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:__ 4 weeks
__Project objective:__ To design a website page to look like google home page and let the user feel comfortable while interacting with the website.
__Project description:__ The google website that is designed is to practice building and designing websites. The website that is design 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 it while coding to learn about the languages I used to design that google website. My supervisor told me to go through multiple lessons of specified programming languages for the website. As time passes, I showed my supervisor the progress I made in the website and he suggested me 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 on that 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 to be done in that website and I did. Once my supervisor saw that my website is 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 of this project. In the end, my supervisor introduced me to another project to work on since my internship duration have not completed yet and my end of my internship duration is still far to reach it. The challenge that I faced in this project is to edit the images that I kept it in 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 let the website to have a lot of matches with 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 type something in the search bar, that user should see the events happening in the website while typing and it is the suggestions that appears under the search bar that would help the user to generate search terms and ideas to include it 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 designing method I used for my system is straight forwarded. I used HTML, CSS, and JavaScript languages 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 C# programming language while I was working at 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 that is being used in C# programming language while I was working at my internship program and I got the chance to use them in once of the projects that I was working on. I learned about the software development lifecycle in details and apply 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 real world by putting it in the work. In addition, I was able to apply SDLC in real life project and linked two projects together with connectors. The goal that is not meet 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 that have the same major as my major and they do not have time to register me in their system and setup the company's resources for me to use it. In addition, I was not able to host my website and my application so that the users can 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.

- *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 in senior project and apply software development lifecycle in 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 templates used in it. Proving to my supervisor about applying SDLC in 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 a most secured way. I missed the opportunity to build my Intelligent System. I also missed the opportunity to create a mobile application and create GUI design of an actual application and deploy it. I am not tasked to show my system on mobiles.

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.*
- *Failure to submit by the deadline will risk getting a grade of Incomplete (I) and effectively postponing the graduation or expected to graduate status.*
- *Submit your report in two versions:*
  - *Electronic copy as a PDF document named as Name-University ID*
  - *Printed copy placed in the course coordinator pigeonhole mailbox.*