



College of Computer and Information Science

Academic Year 2023 - 2024

CS199F (CS PRACTICUM) FINAL REPORT

Submitted by
ORTEGA, Domingo III J.

Submitted to
Professor Jonalyn G. EBRON

Submitted to the Faculty Mapúa Malayan Colleges Laguna
In Partial Fulfillment of the Requirements for the degree of

Bachelor of Science in Computer Science

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Introduction

This report will detail my entire experience during my practicum, to be divided into the various parts of the tasks taken corresponding to the projects I was assigned to. Each section will begin with an overview of tasks and the steps taken to complete the task. I will also be providing the outputs of my tasks that are approved by my supervisor as I cannot fully disclose the projects assigned to me due to the security agreement. Lastly, I will provide a synthesis for the entire internship, which encompasses my insights, lessons learned, and remarks.

Overview of Host Company

NTT Data Philippines

NTT DATA is a global IT services provider headquartered in Tokyo, Japan and is a part of NTT Group. The company was established on May 23, 1988 and operates in over 50 countries, serving clients in industries such as finance, healthcare, and telecommunications. NTT DATA Philippines, Inc. is a branch of NTT DATA located in the Philippines with their offices located at Makati.

IBM watsonx

IBM watsonx is IBM's commercial generative AI platform service hosted through cloud. This was one of the main platforms in developing Digital Humans for the dev team I was assigned to. The specific watsonx module that was used is watsonx.ai, which uses several LLMs, such as IBM's Granite series, as well other popular models such as LLaMA 2, Mistral, and several other available LLMs from Hugging Face. This also works with the Digital Human product that NTT Data develops for its' clients and were the main tasks I did during the practicum

Tasks during Practicum

Orientation

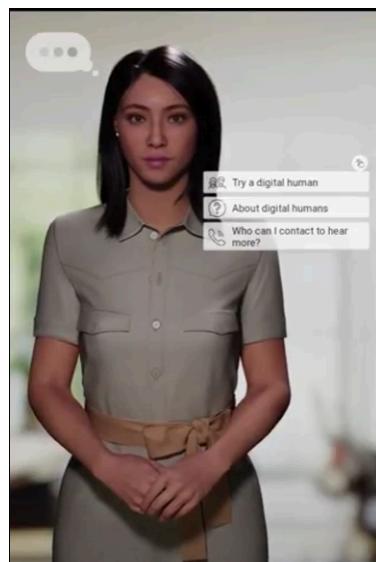
On May 6, I was contacted by one of my supervisors, Sir Timothy Diaz, and interviewed on my interests and skills in relation to the various tasks. After the initial interview, I was assigned to the Digital Human Dev Team and was told that I'd be on standby until tasks were assigned to me. After meeting my supervisors, I was oriented on the history of NTT Data Philippines and the general information about the company.

Watsonx lab

I was initially instructed to test watsonx with an IBM account. Most of my testing was simply with the chatbot and how to implement it as creating my own dialog had additional fees. For most of my initial tasks during the practicum, It was split with self-paced learning as well as resting and recording Digital IT Human demos.

Testing of Digital IT Human

Alongside self-paced learning with watsonx, I was tasked from time to time to test and record Digital Human links for a demonstration. Due to the security agreement signed, I can't disclose the specific dialog flows and can only include screenshots from the recordings.



One common issue during the early testing was that attempts to record demos were stopped due to issues with connecting to the Digital Human site, and I was instructed to coordinate with another intern at the time. Initially, it was thought the issue may stem from the ISP used, but issues were present in both of our ISPs regardless if its on WiFi or LAN. Another point that should be noted is that the time disconnected was not always consistent, where it would span

between 1-5 minutes before disconnecting from the digital human, which gave us difficulties with recording the IT Human demos. After these disconnections were reported, we created a log and sent it to our supervisor.

Time Connected	Time Disconnected	LAN / WIFI:	URL OF IT HUMAN
5:07 PM	5:08 PM	LAN	https://ithuman-web.s3.eu-central-1.amazonaws.com/TEST/
5:08 PM	5:09 PM	LAN	https://ithuman-web.s3.eu-central-1.amazonaws.com/TEST/
5:09 PM	5:10 PM	LAN	https://ithuman-web.s3.eu-central-1.amazonaws.com/TEST/
5:10 PM	5:11 PM	LAN	https://ithuman-web.s3.eu-central-1.amazonaws.com/TEST/
5:11 PM	5:12 PM	LAN	https://ithuman-web.s3.eu-central-1.amazonaws.com/TEST/
5:13 PM	5:14 PM	LAN	https://ithuman-web.s3.eu-central-1.amazonaws.com/TEST/
5:57 PM	5:58 PM	LAN	https://ithuman-web.s3.eu-central-1.amazonaws.com/TEST/
6:01 PM	6:02 PM	LAN	https://ithuman-web.s3.eu-central-1.amazonaws.com/TEST/
6:02 PM	6:03 PM	LAN	https://ithuman-web.s3.eu-central-1.amazonaws.com/TEST/
6:10 PM	6:11 PM	LAN	https://ithuman-web.s3.eu-central-1.amazonaws.com/TEST/
6:11 PM	6:13 PM	LAN	https://ithuman-web.s3.eu-central-1.amazonaws.com/TEST/
6:13 PM	6:15 PM	LAN	https://ithuman-web.s3.eu-central-1.amazonaws.com/TEST/
6:15 PM	6:16 PM	LAN	https://ithuman-web.s3.eu-central-1.amazonaws.com/TEST/
6:16 PM	6:17 PM	LAN	https://ithuman-web.s3.eu-central-1.amazonaws.com/TEST/
6:17 PM	6:18 PM	LAN	https://ithuman-web.s3.eu-central-1.amazonaws.com/TEST/
6:18 PM	6:19 PM	LAN	https://ithuman-web.s3.eu-central-1.amazonaws.com/TEST/
6:21 PM	Did not disconnect	LAN	https://ithuman-web.s3.eu-central-1.amazonaws.com/TEST/
6:26 PM	6:27 PM	LAN	https://ithuman-web.s3.eu-central-1.amazonaws.com/TEST/
5:49 PM	Did not disconnect	WIFI	https://ithuman-web.s3.eu-central-1.amazonaws.com/TEST/
6:01 PM	Did not disconnect	WIFI	https://ithuman-web.s3.eu-central-1.amazonaws.com/TEST/
6:19 PM	6:25 PM	WIFI	https://ithuman-web.s3.eu-central-1.amazonaws.com/TEST/
8:44 PM	8:44 PM	WIFI	https://ithuman-web.s3.eu-central-1.amazonaws.com/TEST/
7:54 AM	Did not disconnect	WIFI	https://ithuman-web.s3.eu-central-1.amazonaws.com/TEST/
8:44 AM	8:45 AM	LAN	https://ithuman-web.s3.eu-central-1.amazonaws.com/TEST/
8:58 AM	8:59 AM	LAN	https://ithuman-web.s3.eu-central-1.amazonaws.com/TEST/
9:04 AM	9:05 AM	WIFI	https://ithuman-web.s3.eu-central-1.amazonaws.com/TEST/

It was further observed that the issues may stem from the location of the hosting service being in Europe, which caused the sites to have a large delay on our end. This was further shown when several links that were hosted in Singapore and Tokyo did not disconnect as much. Out of the several Digital Human links I was tasked to record, I was only capable of fully recording two of the three links given to me, with one of the links having difficulties on recording at desktop as the Digital Human couldn't pick up voice input.

Knowledge Transfer Training

On June 7, I was assigned as part of the team that handled the project on creating the dialog flow. After the orientation on the project, I was assigned to work on the initial dialog flow for the IT Human and since I'm assigned on working on the dialog flow, my supervisor added me to the Knowledge Transfer Training (KTT) on June 10 at the Zuellig office.

Jun

10
Mon

FW: Digital Human Knowledge Transfer ...
[View on Google Calendar](#)

When Mon Jun 10, 2024 10am – 2pm (GMT+8)
Where RM@AP.PH.Zuellig26.Foresight
Who Delos Angeles, Alan Jay, Sanchez, Coco, Pua, Myrtle, Raby, Richelle Jhoi, Diaz, Timothy...

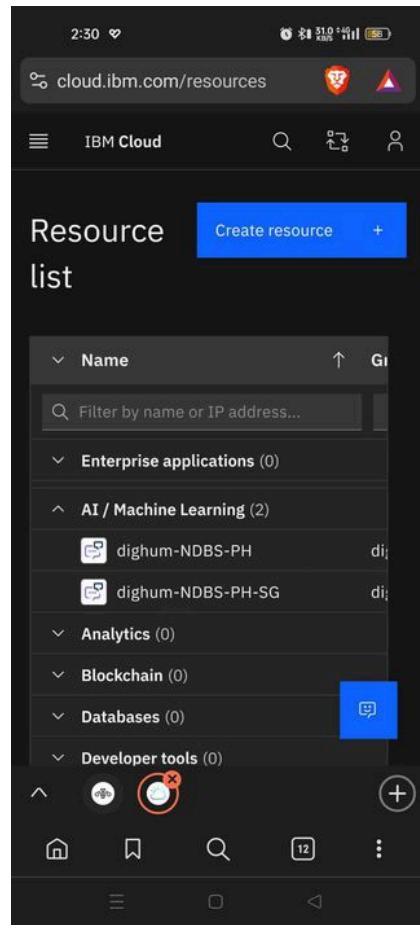
Yes **Maybe** **No** More options

During the KTT, we were taught on the basics of watsonx integration for the project such as how to set up dialogs and the required parts, as well as being sent the documentation for IT Human which included some of the lessons being taught during the meeting. The parts of the project was also assigned to me and I couldn't implement them immediately since at the time of the KTT, my IBM account still had no access to watsonx. I was unable to start progress on my own laptop and assist in creating the flow based on the storyboard given. Image shown below is outside Zuellig Building.



Digital IT Human Development

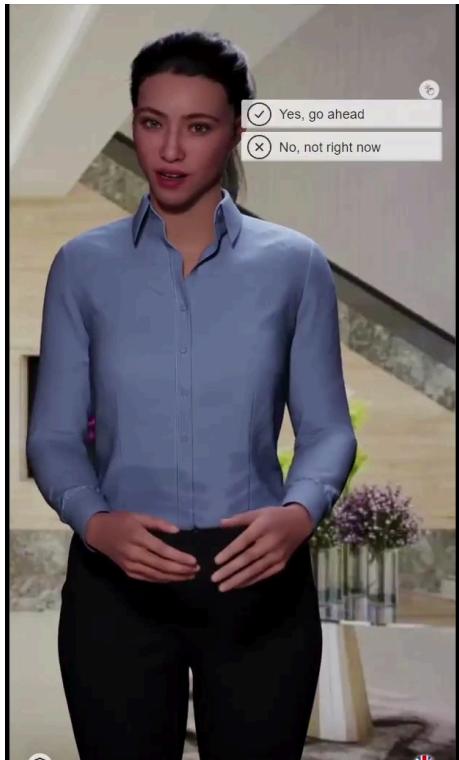
After the Knowledge Transfer Training onsite, I was allowed to go home early to continue work remotely and on the way home, I was informed that my IBM account was given access to the watsonx assistant the department uses. Once I got home, I started work on the project assigned to me, which was to implement the dialogs included in the storyboard sent to me alongside the IT Human documentation.

A screenshot of the IBM Cloud Resource list interface. The top navigation bar shows the URL 'cloud.ibm.com/resources'. Below the header, there's a 'Resource list' section with a 'Create resource' button. A search bar and filter options are also present. The main area displays a list of resources categorized under 'Name'. The categories shown are 'Enterprise applications (0)', 'AI / Machine Learning (2)', 'Analytics (0)', 'Blockchain (0)', 'Databases (0)', and 'Developer tools (0)'. Under 'AI / Machine Learning', two resources named 'dighum-NDBS-PH' and 'dighum-NDBS-PH-SG' are listed. The 'Databases' category has a blue square icon next to it. At the bottom of the list, there are icons for home, search, and more options.

Due to the security agreement for the practicum, I cannot fully disclose the entire process within the IBM watsonx UI for the project since it involves a third-party, namely the client. However, I was given permission to show screenshots of the demo recordings I did for the project, and I'll explain some of the actions taken on implementing the tasks.

The flow for setting up the digital human assistant can be split into two parts, which are mainly managed through watsonx assistant. The first part, which would be the chatbot related to the digital human, is managed through watsonx by setting up the prompts and phrases to be recognized by the chatbot. The phrases are then contained into either intents or entities which is

used to assign them to their respective dialog box. The dialog boxes are organized depending on the project but the overall flow that needs to be understood is that once a phrase inside an intent is recognized, the chatbot replies with the dialog assigned to it. Once a dialog is selected by the chatbot, a payload for the IT human is updated for the digital human UI, which contains information formatted in json such as the text and buttons on the screen. The buttons also contain a callback speech that sends a specific callback to the chatbot to recognize within the intents and entities it is assigned to. An example is attached below



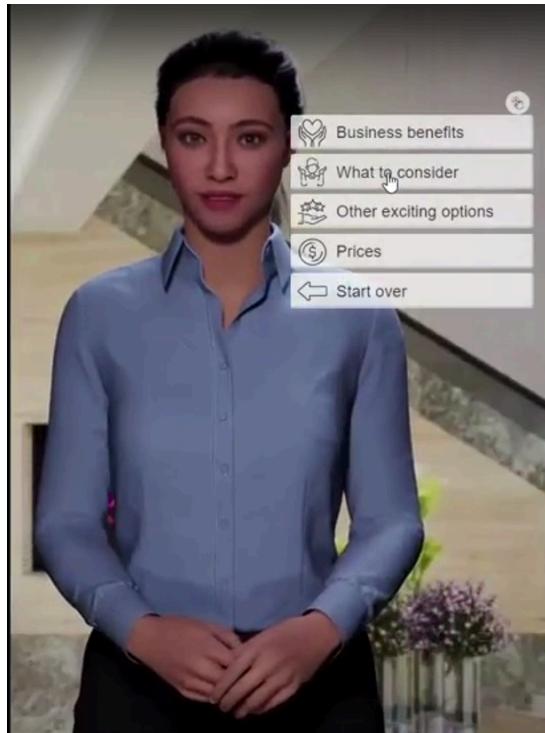
In the screenshot, the buttons of ‘Yes, go ahead’ and ‘No, not right now’ have their respective callback speeches assigned as “yes” and “no”, once the chatbot either hears the user utter the callback speech or recognizes the user pressed a button, they proceed to its respective dialog box. In this scenario, yes will send the user back to the main menu, and no will cause the chatbot to thank the user and hide the UI until the chatbot recognizes an introduction phrase. I’ll further explain different approaches to setting up intents and dialogs based on the two demonstrations I was assigned to create.

Initial Demo

Initially, I was instructed to follow the flow of the storyboard given to me and record the demo once the entire storyboard was implemented. Since the storyboard serves as the flow for the demo to be shown to the client, specific links and information were not added aside from the name of the client. That being said, some issues regarding the payloads were that the internal server for hosting images was down so we could not include the images stated in the storyboard. One persistent issue during the implementation of the storyboard are the similarities of the intents, such as asking for schedules of specific events, and asking for the schedule of the entire event being too similar with their phrases. To solve that, I had to manage the phrases assigned to each intent to ensure it goes to its specific dialog. Initially, I was following the default setup of the dialogue between triggers and responses, which caused me difficulties in tracking subsequent dialog in the storyboard. I started work on this on June 10, and I finished the demo on June 14 and sent it to my supervisors for checking.

Second Demo

After initial feedback from my supervisor, I was tasked to change some of the flow and replicate a specific dialog flow from another Digital IT Human, which had a different structure to how I was building the dialog at the time. The main difference is the use of Dispatch within specific dialog flows. In the previous demo, I was only using dispatch on the end to prompt the user if they would like to return to the main menu. Based on the added flow, I had to create dispatch for specific information and I was also able to learn how to use entities instead of just intents as recognition. Entities allowed me to create specific cases for intents needed, with example screenshots shown below.



On the first screenshot, the user can either ask for any of the three options with their callback speeches, which are assigned in intents, this would then branch off into their separate areas with various options for each area. The second screenshot shown are the options when 'What to consider' is selected from the first screenshot, the payload for the digital human is

updated to display these options, and the callback speeches assigned to each button pertains to each option contained within an entity that lets me assign synonyms for each option. Each option from the first screenshot has their respective entity within the second screenshot. Another detail is that the use of Dispatch as a dialog helped me isolate dialog options for this section. From the previous demo, I saw that Dispatch let the chatbot only recognize ‘yes’ and ‘no’ but based on the IT Human I replicated, Dispatch options was used to assign specific intents and entities recognized by the chatbot instead of every intent. This was mainly done by setting an else condition through the use of the ‘anything_else’ context, which would prompt the chatbot to ask again for information. Additionally, I sorted them outside of triggers and responses and copied the organizational flow from the other IT Human, which had it sorted by prompts. Overall, I learned from developing the second demo to use more tools within watsonx and not to overfill the intents tabs with prompts for each question that may be asked, which lead me to a better understanding of how IT Human and watsonx work.

Overall Synthesis

The tasks I did during my practicum can be divided into various parts, as work was assigned whenever needed. The early parts of my practicum were mostly self-paced as I was added to the Digital IT Human Dev Team while they were working on a project and I was mostly assigned to test and record demonstrations of IT Human links with the issues of disconnection thought to be due to the sites being hosted in Europe causing issues. One thing of note regarding the disconnections, is that they weren't present when we tested the sites at the Zuellig office.

Most of the technical work I've done started when I was given proper access to WatsonX assistant, and I was able to learn how setting up chatbots work in general. I found that a lot of factors were involved and my presumptions on WatsonX and IT Human being the same were proven to be false once I started observing how to set up dialogs for the project assigned to me. This is because when I set up my own WatsonX account, it was a trial account as I wasn't given access yet to the projects at the time and I was searching on how the set up for the Digital Human was done. After the KTT was done on June 10, I found using WatsonX assistant to be smooth and easy as the overall system implemented by IBM made setting up dialogs easy.

The skills I've obtained during the practicum would help me once I join the workforce, as I gain a better understanding of the overall process of creating software for clients such as the steps taken, and coordination for the various tasks needed. Unfortunately, my internship was done before another phase of the project that I could have potentially been involved with as I was initially asked to join at that part. The supervisors at my practicum were helpful whenever I had questions or concerns regarding documentation or the tasks assigned to me.

The work from home nature of my practicum also made me realize the importance of time management for tasks, as my tasks during my practicum would at times overlap with prior commitments. However, I prioritized the tasks at my practicum as my job was on standby until I was assigned tasks. This made me learn to schedule some of my commitments around the hours I was assigned to work in.

All in all, I've learned a lot about the process of deploying products for clients, and my experience with creating and testing demos for IT Humans helped me gain a better understanding of the process in a professional setting. It also helped me learn how much I need to understand in the entire software development process and I hope I can continue to learn and improve in areas that would help me become a Software Engineer in the future.

APPENDIX

Appendix A: Student Liability Waiver



Malayan Colleges Laguna
A MAPUA SCHOOL

REVISION NO.: 00
REVISION DATE: May 10, 2016

STUDENT TRAINING AGREEMENT AND LIABILITY WAIVER

IMPORTANT INFORMATION

- THIS FORM IS TO BE ACCOMPLISHED AND SUBMITTED BY STUDENT TRAINEE TO THE PRACTICUM ADVISER BEFORE STARTING THE PRACTICUM.
- READ AND UNDERSTAND THE PROVISIONS OF THIS AGREEMENT AND WAIVER.
- ENSURE THAT ALL SIGNATORIES SIGN THE FORM.

I, Domingo J. Ortega III, and a student of MALAYAN COLLEGES LAGUNA (hereinafter referred to as "MCL"), do hereby voluntarily undergo on-the-job training at NTT DATA Philippines, Inc., hereinafter referred to as the "Host Company", located at 28 Floor, 88 Corporate Center Salcedo Village, 141 Vito Cruz, Comer Sede, Makati, under the following terms and conditions:

- a. That the practicum training will commence on May 6 and ends on June 30 and will have to complete a minimum of 324 hours required for the on-the-job training;
- b. That I shall observe proper decorum and act professionally at all times and abide by the Company's rules and regulations and comply with those imposed for the training program, otherwise, I shall be excluded from further participation;
- c. That in the course of my training program, I may have access to information which may be of confidential in nature and proprietary to the Company, for which I may be required to execute a confidentiality and non-disclosure agreement as a prerequisite to my participation in the training program;
- d. That the time I will spend on the training program in the completion of my on-the-job training requirements will not and should not be interpreted or construed as working hours and should be regarded as non-compensable. Provided that, the Company may, as a unilateral act of liberality or generosity on their part, provide me with meal, travel, transportation allowances, accommodations, etc.;
- e. That I fully understand that notwithstanding the allowances enumerated in the preceding section which I may receive, there exists no labor-management and/or employer/employee relationship between me and the Company where I will undergo my training;
- f. That I shall exercise due care and diligence in the tasks assigned to me and personally be made answerable for any and all liabilities for damage to property or injury to third person, which may be occasioned by my intentional or negligent acts during the course of my on-the-job training;
- g. That I shall likewise hold the Host Company and MCL free and harmless from any and all liability and responsibility for any sickness or injury to myself and third parties and damage to property which I may sustain and/or may occur at any time during the training program, including time spent in traveling to and from any and all premises and locations where I may be required to go to as part of my training program;
- h. That the Company reserves the right to discontinue my training on reasonable grounds upon written notice to MCL and myself. Additionally, in the event my training program is discontinued for reasons attributable only to myself, I may be made to reimburse the Host Company for any/all the allowances, stipends, etc., which I may have received from them during and prior to the termination of my training program;
- i. That in addition to my liability under section g and for the pre-termination of my training program provided for under section h hereof, I may be subjected further to disciplinary action in accordance with the school's student manual and/or be a ground for disqualification from graduation;

Signed on this 2nd day of May.

Domingo J. Ortega III
Signature over printed name of Student Trainee

WITH OUR CONSENT:

Signature over printed name of Parent/Guardian
(for minors only)

NOTED BY:

5/4/2024

Printed Name and Signature of Practicum Adviser/ Coordinator

CHRISTYNE KLENIE E. TAMPON

Printed Name and Signature of Host Company Representative

Appendix B: Practicum Confirmation and Acceptance Form



Malayan Colleges Laguna
A MAPUA SCHOOL

REVISION NO.: 00
REVISION DATE: May 10, 2016

PRACTICUM CONFIRMATION AND ACCEPTANCE FORM

IMPORTANT INFORMATION

- STUDENTS ACCEPTED FOR PRACTICUM IN A HOST COMPANY WILL HAVE TO ACCOMPLISH THIS FORM.
- ASK THE PRACTICUM SUPERVISOR/ COMPANY REPRESENTATIVE TO FILL IN THE DETAILS OF THE TRAINING.
- SUBMIT TO THE PRACTICUM ADVISER/COORDINATOR PRIOR TO THE START OF TRAINING.

NAME OF STUDENT	DOMINGO J. ORTEGA III	STUDENT NUMBER	2020149203
COURSE CODE	CS199F	SY/TERM ENROLLED	2023-2024/ 3T

This is to certify that Domingo J. Ortega III (name of student-trainee) has been accepted for practicum at NTT DATA Philippines, Inc. 28 Floor, 88 Corporate Center Salcedo Village, 141 Valero, Corner Sedafo, Makati (name and address of establishment) and will be attached to the Business Team SA16 Team department/s for a minimum of, but not limited to 324 hours. Training will commence on May 6 and is expected to end on June 30. Attached is the list of requirements.

COMPANY REPRESENTATIVE

<u>CHARLES YNNIE KENE E. TRINIDAD</u> Signature over Printed Name	<u>HUMAN RESOURCES ASSISTANT MANAGER</u> Official Designation
<u>HUMAN RESOURCES</u> Department	<u>CHES.TRINIDAD@MAPU.NTRDATA.COM 09265430654</u> Email and Contact Number/s

NOTED BY

<u>Joylyn G. Stoer</u> Signature over printed name of Practicum Coordinator	<u>5-9-2024</u> Date
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COPY: (1) STUDENT, (2) HOST COMPANY, (3) PRACTICUM COORDINATOR

FORM OVPAA 030B

THIS FORM IS AVAILABLE AT THE OVPAA.

Appendix C: Student Training Plan



REVISION NO.: 00
REVISION DATE: May 10, 2016

TRAINING PLAN

NAME	Ortega, Domingo III J.	COURSE CODE	CS199F
PROGRAM & STUDENT NO.	BSCS 2020149203	COURSE TITLE	CS Practicum

STUDENT OUTCOMES	
<ul style="list-style-type: none"> Will be involved in our current client use-cases where their skills will be honed and prepare them for their future careers. Will learn how genAI and other AI services that the NTT team is providing to our clients. Will learn and have an idea how our team collaborates and will be at some point requested to have inputs based on their observations. 	
AREAS / PHASES OF TRAINING AND TIME ALLOTMENT	
<ul style="list-style-type: none"> Our development team will share in-depth knowledge of how we implement our AI services. Some documentations will also be shared to the student where she can draft their ideas and provide some valuable insights to our team. Will undergo hands-on training and will be given chance to implement functions that will be used by our actual clients. Time allotment will be at least 4 to 8 hours a day 5 days a week via online or remote work. 	
EVALUATION GUIDELINES & COURSE OUTCOMES	
DEMONSTRATION OF SOFT SKILLS (40%)	DEMONSTRATION OF TECHNICAL SKILLS (60%)
KEY AREAS COMMUNICATION SKILLS (20%) Relate to co-trainees/supervisors terminologies and rules Recite procedures and instructions needed for the tasks Identify and describe safety signs and symbols Ask critical questions related to the tasks Produce well-written regular and incident reports Prepares and presents reports using Information and Communication Technology (ICT) PROFESSIONAL DEPARTMENT (20%) Observes proper grooming and attire Reports to work regularly on time and as necessary, even beyond prescribed working hour Acts according to the job description given by the company Willing to accept new tasks apart from the usual routine and responsibilities Delivers quality output on time Demonstrates respect for different individuals INITIATIVE (+5%) Volunteers to perform tasks beyond routine tasks	KEY AREAS 20 % SKILLS (X%) Complete all self-paced courses that will be provided by SAIG Team 20 % SKILLS (Y%) Complete use-case study, develop, and perform live demo of the AI 20 % SKILLS (Z%) Complete client related task given by SAIG team during work immersion INITIATIVE (+5%) Volunteers to perform tasks beyond routine tasks

CONFORME	CONSENT (FOR MINORS ONLY)	NOTED BY	ENDORSED BY	APPROVED BY
	DOMINGO J. ORTEGA III SIGNATURE OVER PRINTED NAME OF STUDENT / DATE	 CHRISTENING ALMIE E. THOMSON MAY 2, 2024 SIGNATURE OVER PRINTED NAME OF PRACTICUM SUPERVISOR / DATE	 Joseph F. Stord 574 SIGNATURE OVER PRINTED NAME OF PRACTICUM ADVISER / DATE	 Joseph F. Stord 574 SIGNATURE OVER PRINTED NAME OF PROGRAM CHAIR / DATE

COPY: (1) STUDENT; (2) HOST COMPANY; (3) PRACTICUM COORDINATOR

FORM OVPAAC-030D

THIS FORM IS AVAILABLE AT THE OVPAAC

Appendix D: Interns Security Agreement on Employment



Information Type: Restricted
Company: NTT DATA Philippines, Inc.
Information Owner: Human Resources

Security Agreement on Employment

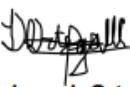
April 30, 2024

To: Manager In-Charge of NTT DATA PHILS.

I, **Domingo J. Ortega III**, pledge to abide by the following in connection of my employment with NTT DATA PHILS. (the "Company") as Chatbot Team Intern from Malayan Colleges Laguna.

1. To abide by the employment rules, information security policy (**in accordance to our IT Security Policy**), and any other rules established by the Company and to sincerely execute my job functions during my employment with the Company.
2. To appropriately protect communication secrets, personal information, business secrets of the Company, and other information that are treated by the Company as secret (the "**Confidential Information**"), which I receive or become privy to by virtue of my employment with the Company, and to abide by the laws and regulations, especially related to the protection of personal information, as well as rules, guidelines and other norms related to them, during my employment.
3. To not disclose the Confidential Information of the Company to the employees of the Company, to persons outside of the Company and to other third parties, and to not use them for my own sake or for the sake of business entities that are in competition with the Company or other third parties without permission of the Company during my employment and after my retirement, resignation or separation from the Company, in perpetuity.
4. To appropriately handle the Confidential Information seriously recognizing that leakage of the Confidential Information leads to a loss of social confidence of the Company.
5. To not disclose trade secrets of third parties in my possession to the Company and to other third parties without an approval of such third parties and to not use them in accomplishing work in the Company.
6. To abide by the Copyright Law, other applicable laws and regulations, and license contracts in handling software and other copyrights of third parties and to refrain from performing acts in violation of laws and contract.
7. To submit a written pledge to the Company prior to my retirement, resignation or separation from the Company regarding the non-disclosure obligation after my retirement or separation.
8. Regardless of the ownership of the smartphone, in case that it is used on business purpose, to appropriately handle it in accordance with our IT Security policy. If any change or new subscription of the device is made, to submit "Attachment B" to IT Security manager.

Acknowledged By:


Domingo J. Ortega III
(Signature or seal)

Witnessed By:


Christrynne Kieme E. Tañada
(Signature or seal)

Appendix E: Acceptance Letter

NTT DATA Philippines, Inc.

28th Floor 88 Corporate Center, Sedeño cor. Valero Sts.,
Salcedo Village, Makati City, Philippines 1227
Tel: +632 8889-6999



May 3, 2024

Ms. Jonalyn G. Ebron
Internship Coordinator
Mapua Malayan Colleges Laguna

Dear Ms. Ebron,

We are pleased to inform you that we will be able to accommodate **Mr. Domingo J. Ortega III**, Bachelor of Science in Computer Science from your school to undergo an On-The-Job Training in our company for 324 hours.

We hope that this on-the-job training can contribute to the objectives of the practicum course in Computer Science

We look forward to a fruitful partnership with your students and your school.

Sincerely,

A handwritten signature in black ink, appearing to read "CKE".

Christerynne Kieme E. Tañada
Assistant Human Resource Manager

Appendix F: Certificate of Completion

NTT DATA Philippines, Inc.
26th Floor, Zuellig Building, Makati Avenue, cor. Paseo de
Roxas, Makati City, 1225 Philippines
T: +632 8 784 7000 F: +632 8 784 7088



CERTIFICATE OF COMPLETION

This is to certify that **Mr. Domingo J. Ortega III** has completed the 344 hours of On the Job Training in **NTT DATA Philippines, Inc.** under **Chatbot Group** from **May 6, 2024 to July 5, 2024**.

This certification is being issued upon the request of Mr. Ortega as part of his school requirements.

Issued this 18th day of July 2024 at Makati City.


AILEEN Q. SOCHAYSENG
HR Business Partner Manager
AP.PH.human.resources@global.ntt

Appendix G: Competency-based CV

Domingo Ortega III

CS Student

Career Objectives

To learn the processes within a workplace environment and improve my skillsets in order to further my career in the industry

Contact

+63 916 483 9951
domingoortegaiii@gmail.com
492 Main St. Sibulo Subd. 1
Brgy. Nueva San Pedro
City, Laguna

Skills

- Web Development
- Game Development
- Database Management

Experience In

- Python
- C#
- PHP
- JavaScript

Language

- English
- Tagalog

Education

(2014 - 2018)
MATER ECCLESIAE SCHOOL
Junior High School

(2018 - 2020)
MAPUA MALAYAN COLLEGES LAGUNA
STEM-M

(2020 - 2024)
MAPUA MALAYAN COLLEGES LAGUNA
BS Computer Science

Organizations

(2022 - 2023)
MAPUA MCL-ACM STUDENT CHAPTER
Membership Committee Chair

- Assisted organizational duties regarding members such as organizing events and general assemblies.

Projects

School Projects

WEB DEVELOPMENT

- Created a website that handles online shopping with modules that help sellers introduce items into the site.
- Primarily handled the back-end of the project with database management and implementation of managing inventory for sellers.

GAME DEVELOPMENT

- Created a platformer game in Unity as a final project in the course
- Primarily handled the main mechanics of the gameplay loop and the scoring system.

Appendix H: Completed Daily Time Record (Taks Section removed due to security agreement)



REVISION NO.: 00
REVISION DATE: May 10, 2016

DAILY TIME RECORD*

NAME OF STUDENT		Domingo J. Ortega III			NAME OF HOST COMPANY/DEPARTMENT ASSIGNED TO		NTT DATA Philippines, Inc. / PL/SQL		
MONTH		May			MONTH		June		
DATE	TIME-IN	TIME-OUT	TOTAL HOURS	MGR/SPVSR INITIALS	DATE	TIME-IN	TIME-OUT	TOTAL HOURS	MGR/SPVSR INITIALS
1					1				
2					2				
3					3	9:00 AM	6:00 PM	8	
4					4	9:00 AM	6:00 PM	8	
5					5	9:00 AM	6:00 PM	8	
6	9:00 AM	6:00 PM	8		6	10:00 AM	7:00 PM	8	
7	9:00 A.M.	6:00 P.M.	8		7	9:00 AM	6:00 PM	8	
8	9:00 AM	6:00 PM	8		8				
9	9:00 AM	6:00 PM	8		9				
10	9:00 AM	6:00 PM	8		10	10:00 AM	8:00 PM	8	
11					11	9:00 AM	6:00 PM	8	
12					12	9:00 AM	6:00 PM	8	
13	9:30 AM	6:30 PM	8		13	9:00 AM	6:00 PM	8	
14	9:00 AM	6:00 PM	8		14	9:00 AM	6:00 PM	8	
15	9:00 AM	6:00 PM	8		15				
16	9:00 AM	6:00 PM	8		16				
17	9:00 AM	6:00 PM	8		17				
18					18	9:00 AM	6:00 PM	8	
19					19	9:00 AM	6:00 PM	8	
20	10:00 AM	7:00 PM	8		20	9:00 AM	6:00 PM	8	
21	9:00 AM	6:00 PM	8		21	9:00 AM	6:00 PM	8	
22	9:30 AM	6:30 PM	8		22				
23	9:00 AM	6:00 PM	8		23				
24	9:00 AM	6:00 PM	8		24	9:00 AM	6:00 PM	8	
25					25	9:00 AM	6:00 PM	8	
26					26	9:00 AM	6:00 PM	8	
27	10:00 AM	7:00 PM	8		27	9:00 AM	6:00 PM	8	
28	9:30 AM	6:30 PM	8		28	9:00 AM	6:00 PM	8	
29	9:00 AM	6:00 PM	8		29				
30	9:00 AM	6:00 PM	8		30				
31	9:00 AM	6:00 PM	8		31				

VERIFIED BY _____ Date _____

Signature over printed name of Practicum Supervisor _____ Date _____

* To be validated once a week by the Practicum Adviser/ Coordinator

** This may be replaced by the DTR officially used by the company

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DAILY TIME RECORD*

NAME OF STUDENT		Domingo J. Ortega III			NAME OF HOST COMPANY/ DEPARTMENT ASSIGNED TO		NTT DATA Philippines, Inc. / PL/SQL		
MONTH		July			MONTH				
DATE	TIME-IN	TIME-OUT	TOTAL HOURS	MGR/SPVSR INITIALS	DATE	TIME-IN	TIME-OUT	TOTAL HOURS	MGR/SPVSR INITIALS
1	9:00 AM	6:00 PM	8		1				
2	9:00 AM	6:00 PM	8		2				
3					3				
4	9:00 AM	6:00 PM	8		4				
5	9:00 AM	6:00 PM	8		5				
6					6				
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31					31				
VERIFIED BY					<small>* To be validated once a week by the Practicum Adviser/ Coordinator ** This may be replaced by the DTR officially used by the company</small>				
Signature over printed name of Practicum Supervisor					Date				

COPY: (1) STUDENT; (2) HOST COMPANY; (3) PRACTICUM ADVISER
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Appendix I: Completed Daily Journal

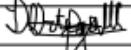
DAILY JOURNAL

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DATE	May 6, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Orientation & Introduction to Dev Team	SHIFT/TIME	9:00 AM - 6:00 PM

For my tasks this day, I was contacted by my supervisor and was asked on my skill sets in programming. Afterwards, I was assigned to the Digital Human Dev team and introduced to my immediate supervisor. I was instructed by my supervisor to create a watsonx account and start on self-paced learning. In the afternoon, I was oriented on the general history of NTT Data & the company's values. My supervisor from the Digital Human Dev Team instructed me that I would be on standby until tasks were assigned to me.



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DATE	May 07, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Record demo IT Human	SHIFT/TIME	9:00 AM - 6:00 PM

For my task for today, I was given the task to record a conversation demo for an IT Human but when I attempted recording, it would frequently disconnect and the digital would have issues with understanding the flow at the time. I reported the issue to my supervisor, and was suggested to see if the issue still persists in the morning.

A rectangular box intended for the trainee's handwritten signature.

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DATE	May 7, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Self-paced Learning	SHIFT/TIME	9:00 AM - 6:00 PM

For my tasks this day, I was not assigned any tasks for the day and I started learning more about watsonx through watsonx lab.

TRAINEE'S SIGNATURE

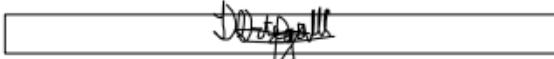
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DATE	May 09, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Continue recording demo	SHIFT/TIME	9:00 AM - 6:00 PM

Following the tasks from the previous day, I tried using the Digital Human at around 9:00 AM with the same issues still persistent. Upon reporting, another suggestion was that I use a different ISP. However, the same issues still persist when I tried using Globe through a mobile hotspot.



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DATE	May 13, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Continue recording demo	SHIFT/TIME	9:00 AM - 6:00 PM

I was instructed to work with other intern on recording the demo, with similar issues occurring for both of us. We also created an excel sheet that contained all the information of the disconnections. One thing we observed is that the time for the disconnects commonly occurs 1 minute after loading the IT Human, with a few exceptions that it'll sometimes disconnect after 3-5 minutes. Additionally, we were given more IT Human links to test the disconnection issues and they were not consistent with the times of disconnecting despite all of the links being hosted in Europe.

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DATE	May 14, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Continue attempting recording demo	SHIFT/TIME	9:00 PM - 6:00 PM

After continued attempts from previous days, same issues still persist, with disconnections being inconsistent

Afterwards, we forwarded disconnection log to supervisors to report to the team handling the hosting of the Digital Human links.

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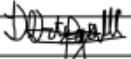
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DATE	May 15, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Continued attempt on demos	SHIFT/TIME	9:00 AM - 6:00 PM

Continued attempts, but mostly tried self-paced study with watsonx



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DATE	May 16, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Self-paced study / Attempts on demo	SHIFT/TIME	9:00 AM - 6:00 PM

Further attempts on the demo, mixed with testing on watsonx account

A handwritten signature is placed over a rectangular box.

TRINEE'S SIGNATURE



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DATE	May 17, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Self-paced study / Recording demos	SHIFT/TIME	9:00 AM - 6:00 PM

Instructed to record on another demo link, no disconnects for this link but voice inputs aren't recognized
recorded the demo on my phone since the voice input gets picked up on mobile. Sent recording
to my supervisors

Trainee's Signature

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DATE	May 20, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Recorded demo	SHIFT/TIME	10:00 AM - 7:00 PM

Recorded another demo from the same link that had issues on pc. Other intern also noted that voice input issues were on his end as well. Sent mobile recording of demo to supervisors.

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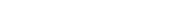
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DATE	May 21, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Record Demo	SHIFT/TIME	9:00 AM - 6:00 PM

Attempted to record a demo for another IT Human, was instructed to try it with touch only since voice input is not recognized with this link


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DATE	May 22, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Recorded and sent demo	SHIFT/TIME	9:30 AM - 6:30 PM

Sent video demonstration for previous recording. Recorded from PC at a friend's place since my ISP would disconnect frequently.

Digitized by srujanika@gmail.com

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DATE	May 23, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Record demo	SHIFT/TIME	9:00 AM - 6:00 PM

instructed to create demo using scenarios from one of the 17 humans, initially recorded for hospital demos, but was informed to create another one for hospitality / receptionist demo.

Douglas

Trainee's Signature



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DATE	May 24, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Record Demo	SHIFT/TIME	9:00 AM - 6:00 PM

Sent demos for hospitality industry from the IT human, demo became touch based as same issue with picking up microphone input.

D. St. John

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DATE	May 27, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Standby / Self-paced study	SHIFT/TIME	10:00 AM - 7:00 PM

Read up on some documentation with watsonx and tested on watsonx while on standby.

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DATE	May 28, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Self-paced study / Standby	SHIFT/TIME	9:00 AM - 6:00 PM

Read up on some documentation with watsonx and tested on watsonx lab while on standby

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DATE	May 29, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Self-paced study / standby	SHIFT/TIME	9:00 AM - 6:00 PM

Read up on some documentation with watsonx and tested on watsonx lab while on standby

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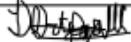
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DATE	May 30, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Standby / Passed DTR to supervisor	SHIFT/TIME	9:00 AM - 6:00 PM

Read up on some documentation with watsonx and tested on watsonx lab while on standby
Additionally, passed DTR for the month of May to supervisor for confirmation of details



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DATE	May 31, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Standby / Self-paced study	SHIFT/TIME	9:00 AM - 6:00 PM

Mostly on standby and testing with watsonx lab.

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DATE	June 3, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Standby / Self-paced study	SHIFT/TIME	9:00 AM - 6:00 PM

Tested more on watsonx lab while on standby



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DATE	June 4, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Standby / Self-paced study	SHIFT/TIME	9:00 AM - 6:00 PM

Mainly on standby while testing with watsonx lab.

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DATE	June 5, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Standby / Self-paced study	SHIFT/TIME	9:00 AM - 6:00 PM

Read up on some documentation with watsonx while on standby

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DATE	June 6, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Standby / Self-paced study	SHIFT/TIME	10:00 AM - 7:00 PM

My watsonx trial account expired as of 04:15 PM, reported it to supervisor, was added as part of dev team for a project, orientation for the project is tomorrow.

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DATE	June 7, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Orientation for new project	SHIFT/TIME	9:00 AM - 6:00 PM

Supervisor assisted with setting up my ibm account to work w/ watsonx, included in team for new project
Instructed to attend onsite on June 10 for Knowledge Transfer Training on IBM watsonx assistant

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DATE	June 10, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	KT Onsite	SHIFT/TIME	10:00 AM - 8:00 PM

Was instructed to go to NTT data office around 9 am. knowledge transfer training session occurred at 10 am. Unfortunately, my IBM account didn't have WatsonX during the KTT and I went home early to start work as the account was still being set up. Around 2:30 PM, my account received access, and I started to work on the WatsonX platform at around 5 PM.

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DATE	June 11, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Watsonx dialog implementation	SHIFT/TIME	9:00 AM - 6:00 PM

WatsonX access given to my account around 2pm yesterday, started to work on dialog for the project and learned proper implementation for intents and dialog nodes.

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DATE	June 12, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Watsonx dialog implementation	SHIFT/TIME	9:00 AM - 6:00 PM

Was informed that I can continue with tasks on holiday and the hours are tracked as long as I implement work, so I continued with the dialog flow

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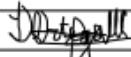
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DATE	Jun 13, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Watsonx implementation / demo recording	SHIFT/TIME	9:00 AM - 6:00 PM

Finished the dialogs in the storyboard and sent the recording to supervisors for confirmation



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DATE	June 14, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Standby for Feedback	SHIFT/TIME	9:00 AM - 6:00 PM

Mostly studied some parts while I waited for feedback while I was on standby.

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DATE	June 18, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Implement feedback	SHIFT/TIME	9:00 AM - 6:00 PM

Feedback from dialogs included changing some phrases and porting over the digital human info from a different it human project. Continued work on porting dialogs as flow is different from what I've used so far. Fixed dialog flow on some areas based on feedback.


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DATE	June 19, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Watsonx feedback changes	SHIFT/TIME	9:00 AM - 6:00 PM

Finished implementing changes from feedback, started recording demo.

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DATE	June 20, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Recorded demo of watsonx	SHIFT/TIME	9:00 AM - 6:00 PM

Sent updated demo of project based on feedback given.

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DATE	June 21, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Standby for feedback	SHIFT/TIME	9:00 AM - 6:00 PM

Fixed additional dialogs based on flow, but mostly standby for feedback.

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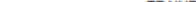
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DATE	June 24, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Assist in watsonx dialog and record demo	SHIFT/TIME	9:00 AM - 6:00 PM

I was instructed to fix and record flow for a different project in tagalog, finished recording demo after implementing changes.


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DATE	June 25, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Standby	SHIFT/TIME	9:00 AM - 6:00 PM

Studied more on the parts with WatsonX based on the projects taken so far as well as documentation of some areas

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DATE	June 26, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Standby	SHIFT/TIME	9:00 AM - 6:00 PM

Studied more on the parts with WatsonX based on the projects taken so far as well as documentation of some areas

Debra M. Bell

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DATE	June 27, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Standby	SHIFT/TIME	9:00 AM - 6:00 PM

Studied more on the parts with watsonx based on the projects taken so far as well as documentation of some areas

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DATE	June 28, 2024	AREA ASSIGNMENT	Digital IT Human Dev Team
TASK	Standby / Extension for hours required	SHIFT/TIME	9:00 AM - 6:00 PM

Studied more on the parts with WatsonX based on the projects taken so far as well as documentation of some areas

Additionally, I extended my internship for the following week as I need 14 more hours to meet the required amount of hours.

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Additionally, I extended my internship for the following week as I need 14 more hours to meet the required amount of hours.

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