



KHWAJA YUNUS ALI UNIVERSITY
QUEST FOR KNOWLEDGE

INTERNSHIP REPORT
ON
INDUSTRIAL ATTACHMENT

Md. Milton Hossain

2015302020001

**DEPARTMENT OF MANAGEMENT
INFORMATION SYSTEMS (MIS)**

Advance Technology Innovation Limited

Submitted Date: 1-Sep-2019

Letter of Transmittal

1-Sep-2019

Mohammad Nasiruzzaman

Assistant Professor & Head

Khwaja Yunus Ali University

Enayetpur, Sirajgonj

Subject: Submission of Industrial Attachment Report

Dear Sir,

It is pleasure for me to submit the industrial attachment report to you for your kind appraisal. I have completed my industrial attachment at the Advance Technology Innovation Limited. During internship, I got huge amount of support from the office for preparing my report in time. The experiences that I have gathered will be very helpful in the professional life. I believe that this Report will be quite interesting and fulfill your expectation. I have tried to give my best efforts to prepare a Comprehensive Report. I will be grateful if you accept my report and your kind consideration will be highly appreciated.

Sincerely Yours,

Md. Milton Hossain

Batch: 5th

ID: 2015302020001

Department of Management Information Systems (MIS)

Khwaja Yunus Ali University

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DECLARATION

I hereby declare that, this industrial attachment has been done by me under the supervision of Mohammad Nasiruzzaman, Assistant Professor, Management Information Systems, Khwaja Yunus Ali University. I also declare that neither this industrial attachment nor any part of this project has been submitted elsewhere for award of any degree.

ACKNOWLEDGEMENT

An industrial attachment cannot be completed without significant help from others. First of all, I thanks to Almighty Allah who gives me patient and power to make the report. I have gotten help and support from our parents, teachers, employers, friends and others, whose support has been invaluable for me. I would like to thank the following people for their contribution in this industrial attachment

- ❖ I am grateful to my honorable CTO Md. Quamruzzaman Morshed, for the official letter to join me at Advance Technology Innovation Limited.
- ❖ I express my gratitude to my honorable academic supervisor, Mohammad Nasiruzzaman, Assistant Professor, who has monitored and directed me for making this report.
- ❖ It was impossible to admit into Advance Technology Innovation (ATI) without our honorable teacher Mohammad Nasiruzzaman, Assistant Professor, KYAU, for his recommendation to the CTO of ATI Limited I am able to join internship.
- ❖ I express my gratitude to Mohammad Nasiruzzaman, Assistant Professor, KYAU, for his supervision of the project and industrial attachment.
- ❖ I thank Md. Quamruzzaman Morshed CTO of ATI Limited for admitting us at Advance Technology Innovation.
- ❖ I also thank Atiqur Rahman, Project Coordinator and Mohammad Hasan, Business Strategy Developer, ATI Limited for their extreme support and guide.
- ❖ I also grateful to Kartic Gharami, Softaware Engineer, ATI Limited.
- ❖ I also grateful to Md. Anisul Rahman, Senior Technoogy Officer, ATI Limited.

PREFACE

Advance Technology Innovation Limited is one of leading software developing company in Bangladesh. They develop innovative and cost effective software services in both commercial and government sectors. With the advent of modern technologies they also incorporate their customers with new application and ideas. They have well trained professional to develop software and meet the customer demand. Their unique approach to train and develop human resources to adapt to the market demands leads them to national as well as international market.

The main focus area of ATI Limited is to provide Business driven solutions, standardized development procedure, IT infrastructure development, data warehousing, data migration and conversion, quality assurance, after sales support service, Research and Development and IT Training.

Information Communication Company has core competence in development application in Service Oriented Architecture.

With the huge support of professional developers ATI is trying to emphasis the newer technologies like Mobile Application Development, Bioinformatics, Microfinance and many more. They have a lot of experience to work with rest of the software industry. They have developed many software solutions to the corporate leaders and government.

1 Background

I was lucky to get the opportunity to complete my industrial attachment at Advance Technology Limited. Since Advance Technology Innovation is a leading software company and it develops software from a long ago in Bangladesh, I consider myself timely to get chance to take a deep look to their development methods, working models, deals and industrial behavior. I visited the head office located at ATI Centre, House # 1, Road # 9/A, Sector # 7, Uttara, Dhaka, almost every week through the semester. I intended to look into the software industry and how it looks like, what are their rules, responsibility and environment. Obviously they work with almost every platform and technologies. I worked with the part of Mobile Application Development team and generated ideas based on smartphones. Mainly I developed three android applications which run on the android devices.

While developing the android apps I tried to follow the coding conventions and user satisfaction criteria to maintain the quality of the software. Software quality assurance is one of the main challenges of the industry.

2 Vision, Values and Mission

2.1 Vision

The Vision of ATI is to be a leading Web Solution company in IT sector and progress in their current position in market. ATI know that Customer's growth is their growth, so they commit their customers to help in achieving their business goals. They believe in work with the accuracy and best quality.

2.2 Values:

- ❖ Customer Satisfaction is permanent to business success so they strive to exceed customer expectations.
- ❖ ATI is result oriented so they seek continuous improvement through aggressive, attainable goals.
- ❖ ATI is committed to innovation because innovations can transform the way customers do business.

- ❖ Great teams build great companies so they seek to attract, develop and retain leading talent.
- ❖ ATI aspires to lead by setting the standards that others emulate.
- ❖ ATI is honest and fair in their dealings with customer, partners, shareholders and each other.

2.3 Mission

- ❖ To maintain the leading software solution provider ensuring benefit of customers, shareholders and employees.
- ❖ Developing, disseminating and exploiting the remarkable experience, expertise and knowledge of all of our people.
- ❖ Developing a distinctive competence in process development and project management.

3 Quality Management Framework

- ❖ Requirement Development
- ❖ Technical Solution
- ❖ Product Integration
- ❖ Verification
- ❖ Validation
- ❖ Organizational Process Focus
- ❖ Organizational Process Definition
- ❖ Organizational Training
- ❖ Integrated Project Management
- ❖ Risk Management
- ❖ Decision Analysis and Resolution

4 Objectives of the Report

The Report has broad and specific objectives.

4.1 Broad Objective:

Theoretical knowledge can never fulfill the knowledge of developing software. The industry has to maintain lot things to reach software to root level users. These workings and thinking can only be achieved by working with them.

4.2 Specific Objectives:

Besides the main or broad objective, the report has some specific objectives, which are given in the following:

- ❖ To know about the problems faced in the software industry.
- ❖ To know how these problems are solved.
- ❖ To know how these problems are solved.
- ❖ To go through the development cycle and models.
- ❖ Working with documentation and customization.
- ❖ Understanding software maintenance.

5 About The Company

ATI Limited is a leading IT solutions provider and ISO certified: 9001: 2008. ATI was founded in 1998 and since then ATI has experience in working with World Bank, in conducting Technology Audit for 2 IFC of World Bank Group funded IT Solution projects developed for Registrar of Joint Stock Companies (RJSC) and Bangladesh Export Processing Zone Authority (BEPZA). ATI was recently selected for Development of an Online Dashboard and Crowd funding platform for the UNDP-UNV Innovation Hub. ATI had also developed web solution for an IFC funded project. ATI Limited is a market leading IT Company both in locally and globally providing the most comprehensive application suite to empower organizations to increase business performance at all levels and to maximize industry mandated compliance and corporate governance programs. ATI Limited has the resources that are some of the most experienced in the Information Communication Technology (ICT) industry in Bangladesh with over 21 years' experience in handling various government, national and international projects. With the latest

in-house equipment facilities, resources and project management skills, the company has the capability to undertake large ‘Turn-key’ software development projects, based on collection of information needs, feasibility study, design, development and implementation.

6 Host Company Advance Technology Innovation (ATI)

ATI Limited has been developing high-quality and reliable software for corporate needs since 1998. It is renowned professionals of software development. ATI is an IT Enable Service Provider (ITESP) company that provides services internationally. ATI experienced in the Information Communication Technology with national and international projects.

7 Organizational Chart

An organizational chart (often called organization chart, org chart, organogram) is a diagram that shows the structure of an organization and the relationships and relative ranks of its parts and positions/jobs.

7.1 Useful of Organizational chart

Organizational charts are useful in a number of ways. Here are a few of the ways your company or group can benefit from an org chart.

1. Show work responsibilities and reporting relationships.
2. Allow leadership to more effectively manage growth or change.
3. Allow employees to better understand how their work fits into the organization's overall scheme.
4. Improve lines of communication.
5. Create a visual employee directory.
6. Present other types of information, such as business entity structures and data hierarchies.

The Organogram of ATI is given below:

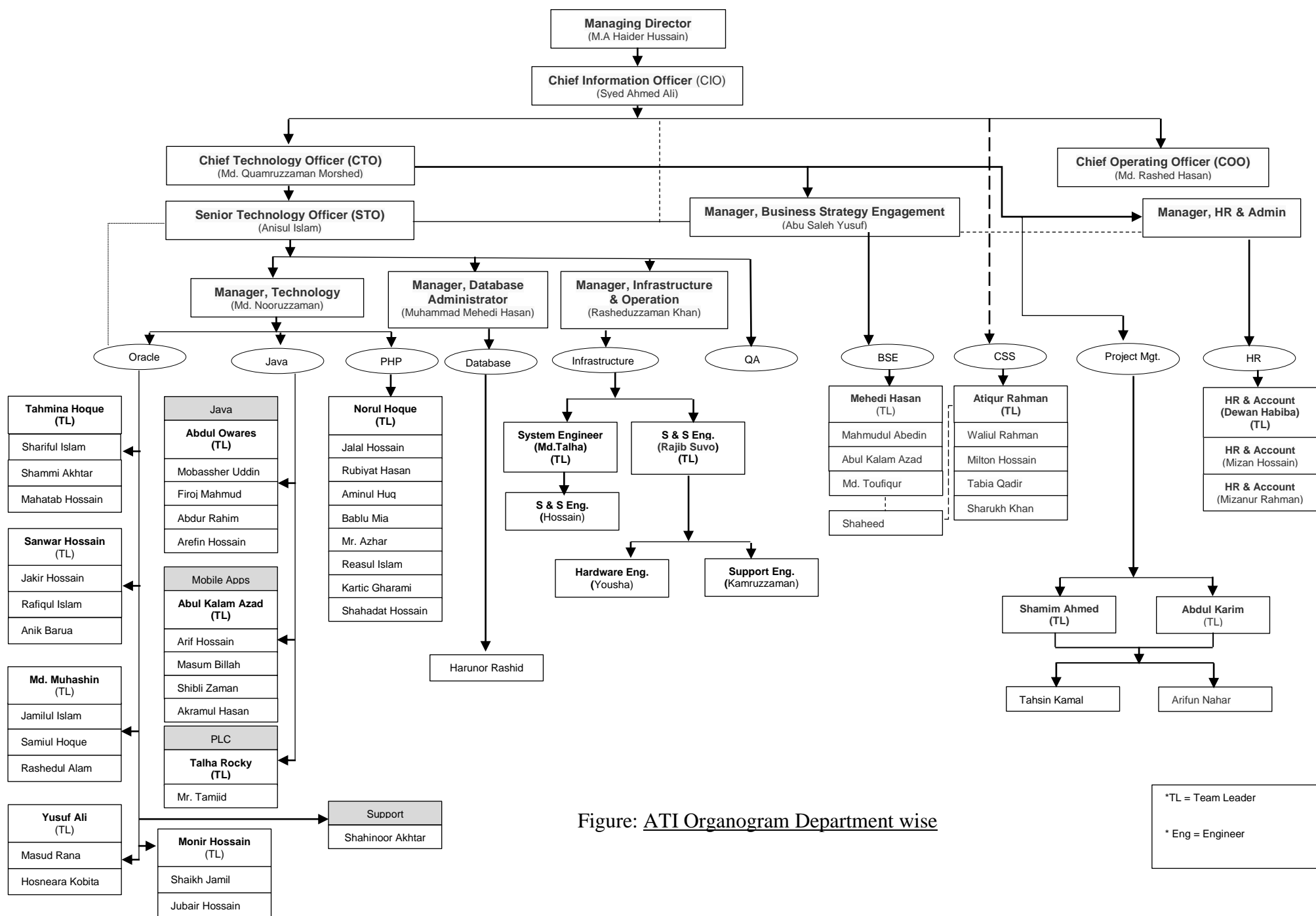


Figure: ATI Organogram Department wise

*TL = Team Leader

* Eng = Engineer

8 Organizational Business

ATI Limited is a software company that provides solution in Public, Private and Non-Profitable organization. The some categories of solution are given below:

- ❖ Healthcare
- ❖ Supply Chain Management
- ❖ Finance & Banking
- ❖ Collaboration & Messaging
- ❖ Business Consulting E-Commerce
- ❖ Software Development
- ❖ Security
- ❖ Chemical Industry Electricity Production & Distribution
- ❖ Wireless & Mobile
- ❖ Telecommunication Information Management
- ❖ Internet Service Provider
- ❖ Portals
- ❖ Microelectronics & Technology
- ❖ Solution for Entertainment

9 Department where I have worked Client Support & Service:

I have worked in Customer Support and Service Department. I have a lot of things from this department.

- ❖ How to convenience customers.
- ❖ Hospital Information System Software Implementation in Universal Medical College & Hospital.
- ❖ Training to ZM, AM and MPO of Drug International Limited.
- ❖ Analyzing and Designing Website of Khwaja Yunus Ali Medical College & Hospital.
- ❖ Analyzing and Designing HR Software of Ministry of Foreign Affairs.
- ❖ Analyzing and Designing Website of Harnest Label Industry.
- ❖ Analyzing and Designing Website of Bangladesh Radial Intervention Course.

10 Software Solution

ATI Limited provides various software solutions according to the demand of clients.

10.1 Business Application

Competitiveness in the global marketplace requires speed and agility at every level. Businesses must respond quickly to meet customer demand, improve speed to market, react swiftly to changing market conditions and constantly seek gains in productivity and profitability. A sophisticated business application platform that is critical to achieve these objectives. Business Application development software to real-world problems requires leading technology and an expert team. Our professional programmers are developing all sorts of application software may need including games, educational software, office applications, internet software, utilities, text and graphics editors, communication software.

10.2 E-Commerce Solution

ATI provides customized E-Commerce solutions for local and international clients. Today e-commerce has revolutionized the system of communication and commerce. It has brought dramatic transformation in the way the consumers purchase and consume the goods and services at the online auction sites. ATI has earned the reputation of being the best provider of internet and e-commerce solutions to a wide range of industries. ATI designs, develops and manage its client's website and all these are done in a productive environment to ensure its client's success.

The client's at ATI gets the personal attention they deserve and because of which the relationship with our clients are maintained even after the work is done. The customer's at ATI gets immense satisfaction when they get the results that far exceed their expectations. ATI provides a wide range of e-commerce solutions to our clients and the positive feedback which I receive from them is a vital ingredient for company success. On the other hand the positive feedback that our clients receive motivates them to establish stronger relationship with us. I make your business grow. Our team of professional designer, web developers and internet market has the capability to deliver easy to use and in expensive solutions that can help bring in excellent profits to our valuable clients company. Some of the services which we provide are:

- ❖ Net Banking
- ❖ Online Transactions
- ❖ Money transfer
- ❖ Online Payments

10.3 MIS Solution

Solutions can guide you to choose and implement the right technology for your business. ATI's MIS solutions integrate disparate business processes and improve productivity and efficiency within enterprises. Customized MIS solutions may include HR & Payroll Management, Customer Relationship Management, Sales Tracking System, Operations Management, Accounting Management, Asset Management, Projects Management and Admin portal etc. For many of our clients, selecting one of our MIS packages is becoming a 'relationship for life'.

10.4 Web Development

In today's market website development plays a vital role for an organization. It is a onetime investment with huge returns. Web development solutions find its way in the implementation of business policies on the web by the use of data services. If you are looking for software consultant to develop your web application or website then ATI is the stoppage for you as it provides practical and reliable advises for your business. ATI is an expert in web development solutions. It provides services across the globe which is within the budget and is customer centric

ATI web development focusing areas are:

- ❖ Web Application Development
- ❖ Web and Enterprise Portal Development
- ❖ Web Design and Development

10.5 Offshore Development

ATI is a fast growing Offshore Software Development Company in Bangladesh. Offshore software development lets you concentrate on your competencies rather than struggling to overcome the learning curve and manage the ever-increasing resource requirements. Being a talent mine, Bangladesh is a hot destination to outsource for many companies from all across globe.

ATI helps client optimize resource utilization, minimize risks and enhance long term profitability.

ATI is a leading provider of Offshore Software Development services to Solutions Software Development services such as:

- ❖ Software development
- ❖ Application development
- ❖ Database integration
- ❖ System integration Client server technology
- ❖ QA / Testing

10.5.1 Benefits of Offshore Development

- ❖ **Cost effectiveness** - Salaries of IT professionals are significantly lower in Bangladesh than those in the west.
- ❖ **Best Practices**– offshore outsourcing companies are focused heavily on quality and continuous process improvement, offshore development centers operate at high levels of efficiency, predictability, and reliability.
- ❖ **Risk minimization**- High process maturity greatly reduces the risk of project failures and provides significant advantage when managing service level agreements.
- ❖ **24x7 operations** - There is a time differential between onshore and offshore destinations which translates into a virtual 24/7 kind of operation for your projects.

10.6 Types of Team in a Software Firm

1. Requirement analysis team
2. Planning team
3. Designing team
4. Coders team
5. Database team
6. Testing team

11 Software development process of ATI

A software development process, also known as a software development life-cycle (SDLC), is a structure imposed on the development of a software product. Similar terms include software life cycle and software process. It is often considered a subset of systems development life cycle.. Some people consider a life-cycle model a more general term and a software development process a more specific term. For example, there are many specific software development processes that 'fit' the spiral life-cycle model. ISO/IEC 12207 is an international standard for software life-cycle processes. It aims to be the standard that defines all the tasks required for developing and maintaining software. The international standard for describing the method of selecting, implementing and monitoring the life cycle for software is ISO/IEC 12207.

11.1 Software development activities

Software development is the process of conceiving, specifying, designing, programming, documenting, testing, and bug fixing involved in creating and maintaining applications, frameworks, or other software components.

11.1.1 Planning

Planning is an objective of each and every activity, where I want to discover things that belong to the project. An important task in creating a software program is extracting the requirements or requirements analysis. Customers typically have an abstract idea of what they want as an end result, but do not know what software should do. Skilled and experienced software engineers recognize incomplete, ambiguous, or even contradictory requirements at this point. Frequently demonstrating live code may help reduce the risk that the requirements are incorrect. Once the

general requirements are gathered from the client, an analysis of the scope of the development should be determined and clearly stated.

11.1.2 Implementation, testing and documenting:

Implementation is the part of the process where software engineers actually program the code for the project. Software testing is an integral and important phase of the software development process. This part of the process ensures that defects are recognized as soon as possible. Documenting the internal design of software for the purpose of future maintenance and enhancement is done throughout development. This may also include the writing of an API, be it external or internal. The software engineering process chosen by the developing team will determine how much internal documentation (if any) is necessary. Plan-driven models (e.g. Waterfall) generally produce more documentation than agile models.

11.1.3 Deployment and maintenance:

Deployment starts directly after the code is appropriately tested, approved for release, and sold or otherwise distributed into a production environment. This may involve installation, customization (such as by setting parameters to the customer's values), testing, and possibly an extended period of evaluation. Software training and support is important, as software is only effective if it is used correctly. Maintaining and enhancing software to cope with newly discovered faults or requirements can take substantial time and effort, as missed requirements may force redesign of the software.

12 Software development models:

ATI uses two software development models based on projects size. Those are Waterfall and Agile Software Development Model. Each one has its pros and cons, and it is up to the development team to adopt the most appropriate one for the project. Sometimes a combination of the models may be more suitable.

12.1 Waterfall model:

The activities of the software development process are represented in the waterfall model. There are several other models to represent this process.

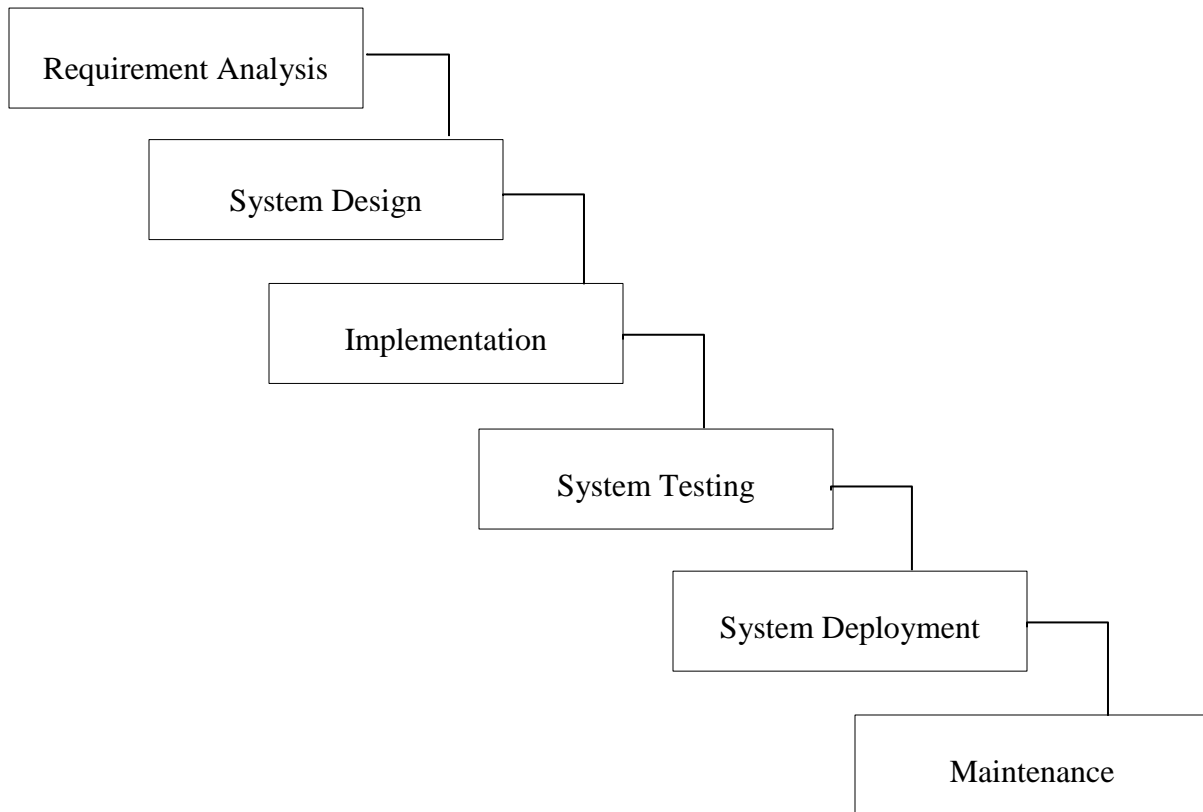


Figure: Waterfall Model

13 The Agile

Along with the rest of the software industry ATI also uses agile method for the development cycle. Here a detail of agile is described.

13.1 Overview

The literal meaning of the word agile, an adjective, is “Characterized by quickness, lightness, and ease of movement.” So this indicates that Agile Software development is about fast delivery of software with more ease of development. Classically, “Agile software development is a style of software development that emphasizes customer satisfaction through continuous delivery of functional software”.

13.2 Key Features of Agile Software Development:

- ❖ **Iterative:** Entire application is distributed in incremental units called as iteration. Development time of each iteration is small (couple of weeks), fixed and strictly adhered to.
- ❖ **Active Customer involvement:** There is lot of client involvement and face-to face interaction. All Iteration are tested and approved by client. The feedback obtained is implemented in subsequent iterations; thus minimizing risk and ensuring higher client satisfaction.
- ❖ **Feature driven:** More emphasis is on providing the required features in the application.
- ❖ **Fixed Time:** Each iteration has a fixed time span in which it is delivered.
- ❖ **Priority based delivery:** Features are prioritized depending on customer need, development risk etc. High priority features are developed first.
- ❖ **Adaptive:** The methodology in general is very adaptive, so that the application that is developed can cater to inflow of new requirements throughout its development.
- ❖ **Empowered Teams:** The project teams are generally small and have lot of interaction and communication.
- ❖ **People Centric:** More emphasis is on using the adequately skilled people to do the development than on following the processes.
- ❖ **Rapid development:** Generally the development is done rapidly using light weight development technologies.
- ❖ **More disciplined:** Being rapid, everything has to be delivered correctly first time.

- ❖ **Simplicity:** Emphasis is on keeping things as simple as possible and being open to change.

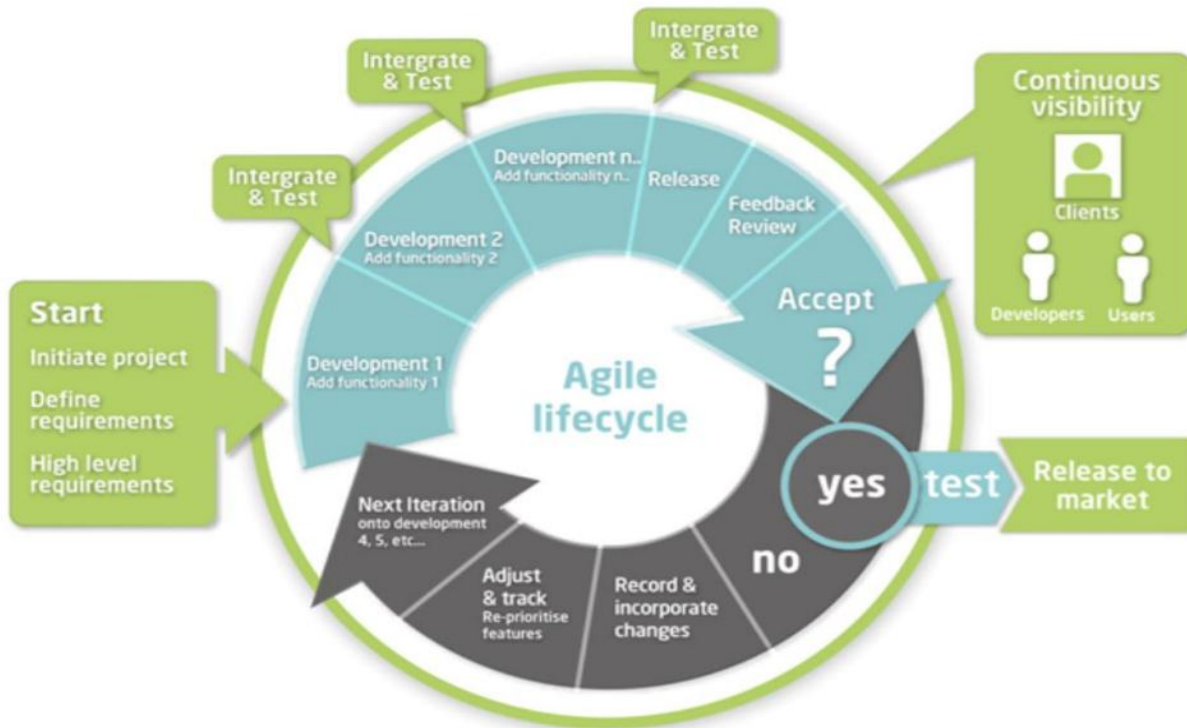


Figure: Agile development cycle

14 Task Assign:

ATI Limited has assigned some tasks those are given below:

- ❖ Website and HRM Software Design.
- ❖ Creating Documentation for ATI ERP.
- ❖ All Registered Doctor of Bangladesh Medical and Dental list in Excel sheet from <https://web.bmdc.org.bd/>
- ❖ Creating Presentation for Myanmar Hospitals.
- ❖ Creating Presentation on Heath Solution.
- ❖ Analyzing all Hospital list in the world.
- ❖ Creating Materials and contents for CSS Department.
- ❖ Contacting with Client and Professional of ATI.
- ❖ Creating Documentation for HIS ERP.

15 Experience

During internship in ATI Limited, I have learned many things and gathered some professional experience.

- ❖ Technical Documentation for project.
- ❖ Work with Team.
- ❖ Work with Client.
- ❖ Cost analysis for project.
- ❖ Proposal Documentation for Client Project.
- ❖ Presentation for Client Project.
- ❖ Training to Client.
- ❖ Analysis and Design Project.
- ❖ Client side Visiting and collecting requirement for project.
- ❖ How to submit Tender.

16 Project Assign

During Internship in ATI Limited, There are some project assign on me.

#	Project Name	Website Address	Client Address
1.	Bangladesh Radial Intervention Course	http://bric.com.bd/bricks/	Sher-E-Bangla Nagar, Dhaka-1207, Bangladesh
2.	Drug International Limited	https://www.drug-international.com/	Khwaja Enayetpuri (R) Tower 17, Bir Uttam K.M. Shafiullah Road (Green Road), Dhaka-1205, Bangladesh
3.	Harnest Label Industry	http://harnest.com/	Plot # 12, Block # A Tongi Industrial Estate Squibb Road, Charag Ali Tongi, Gazipur- 1711
4.	Khawaja Yunus Ali Medical College & Hospital	http://kyamch.org/newsite/	Enayetpur Sharif Sirajgonj, Bangladesh

17 SWOT Analysis

The model is a basic two-by-two table, with strengths and weaknesses laid out in the top two boxes and opportunities and threats in the bottom two.

17.1 Strengths

Strengths are internal, positive attributes and selling points. I have some control over these. There are some my own strengths are given below:

- ❖ Positive personal traits.
- ❖ Commitment, enthusiasm and passion for field.
- ❖ Patient and Careful
- ❖ Team Worker.
- ❖ Quick Learner.

17.2 Weakness

- ❖ Not experienced in SEO field.
- ❖ Easily distracted.
- ❖ Not creative enough
- ❖ No network or a small one
- ❖ A lack of career direction or focus.
- ❖ Favorable industry trends.

17.3 Opportunity

- ❖ Lots of chances to communicate with native speakers in after sales service.
- ❖ Evolving technologies you're unprepared for.
- ❖ Support for professional development opportunities.
- ❖ Online Platform for leaning.

17.4 Threat

- ❖ People with better webpage design skills do better than me.
- ❖ Not a good team leader.
- ❖ Used to work for small company which doesn't offer professional training.
- ❖ Use of a new technology.

18 Suggestion for department of Management Information Systems (MIS)

As a student of MIS, I don't know how much effective the suggestion from me for MIS, from my perspective, I am presenting my opinions.

- ❖ First of All, Students may be taught keep in touch with the job life.
- ❖ Department may focus the main subject of MIS whose students should take which subject for develop their carrier because in the job sector employers want to specific experience in the relevant field.
- ❖ During the student life, Department may arrange the carrier goal program.
- ❖ Department may arrange industrial tour in commercial area so that department connects with industry or company for better benefits.
- ❖ During student life, Students may prepare themselves for learning job techniques and criteria to learn and those things department will help the students.

19 Conclusion

The total period while I was visiting ATI Limited was very pleasant to me. It will help me a lot in future life. Without the practical knowledge it is quite impossible to develop quality software. This industrial tour has paved the way to look into the development environment and market place. The market does not depend on only developing quality application. It is a lot more things than those. First I have to specify what I have to develop, for whom, why and how. Understanding the user's mind and their requirements a software engineer has to think about new software. They gave a lot of good advice that I will take with me as I prepare to enter the workforce after graduation. The age is totally dependent on modern information technologies. Nobody can escape away from it. Our one step to invent new technology can take the whole world a step forward.

20 References

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Ullman, L. (2017). *PHP and MySQL for Dynamic Web sites(5th Edition)*. Bosom: Pearson.

21 Appendices

Basis Fair

Basis Fair 2019 Bangladesh Association of Software and Information Services (BASIS) is the national trade body for Software & IT Enabled Service industry of Bangladesh. Established in 1997, the association has been working with a vision of developing vibrant software & IT service industry in the country.

BASIS started its journey with only 17 charter members. Today the membership stands more than eleven hundred. Members of BASIS account for the lion share of the total software & IT services revenue of the country.

BASIS, through its regular programs and activities, works on the following broad objectives. Domestic market development by creating awareness among potential IT users from both private and public sectors, establishing market places for IT solutions and ensuring level playing field for local software and ITE service industry.

International market development through networking and business linkage events as well as brand promotion of the industry at international level.

Capacity building of the member companies as well as the industry as a whole through management/entrepreneurship development initiatives, technology training and resource sharing Member service development and delivery in different operational and business support areas like financing, tax, export/import, remittance, foreign visit, contract & legal issues, IPR etc.

Advocacy for business friendly and enabling government policies for the development of software and IT enabled service industry.

Social contribution, as responsible citizen group, towards the long term national vision of becoming a technology driven knowledge economy, particularly through engaging with the young generation for motivating and guiding them for becoming future technology leaders

Internship Letter

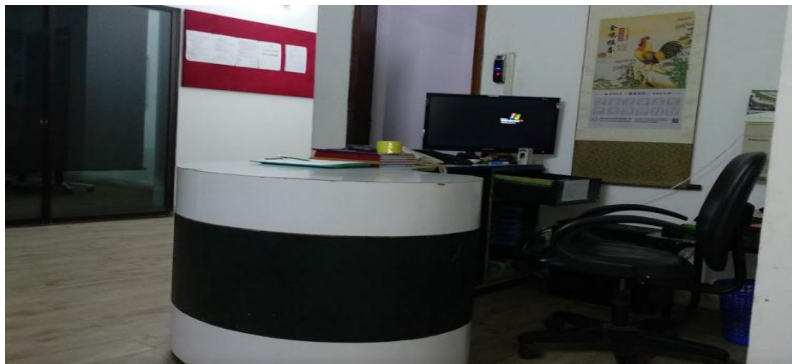


Photographs

ATI Building



Reception Desk



Photograph in Basis Fair 2019



Office Desk

