

**REPORT**

**ON**

**INDUSTRIAL ORIENTATION**

**WITH**

**DBS BANK LTD**

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# Abstract

The 10-week Industrial Orientation (IO) program is considered a partial fulfilment for the student to obtain a degree in Nanyang Technological University, Bachelor in Computer Science. It aims to supplement the student’s knowledge through real life working experience.

This report illustrates the project the author has undertaken during IO with DBS Bank LTD under T&O-Investment Trading Technology (ITT). It will provide an introduction to the company and the department. It will also highlight the project that was assigned to her and some of the common problems faced. The report will end off with the experience and knowledge gained.

During IO, the author had underwent the several phases in a project cycle such as requirements analysis and gathering(chapter2), design(chapter3), implementation(chapter4), testing and maintenance. The author also had the opportunity to develop and improve her technical, communication and social skills. Precious insights of the real working world were gained.

# Acknowledgement

The author would like to thank the company, DBS BANK LTD, for giving her the opportunity to work for and complete her IO. This internship was made possible thanks to the cooperation and support from a number of people, who have enabled the student to gain a fruitful and enriching experience much more than what scholastic or industrial aspects of the program could have given. She would like to express her appreciation to the following people:

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# Chapter 1: Introduction

The report will cover the knowledge gained and tasks done in the ten weeks of industrial orientation at DBS BANK LTD from the period 18-May-2015 to 24-Jul-2015. It gives a brief background of the company and follow by project’s background and problem.

## DBS’s Background

DBS is a leading financial services group in Asia, with over 280 branches across 17 markets. Headquartered and listed in Singapore, DBS has a growing presence in the three key Asian axes of growth: Greater China, Southeast Asia and South Asia.

## DBS’s values

DBS’s values consist of P.R.I.D.E. P refers to being purpose-driven and creating impact beyond banking. R stands for building long-lasting relationships and strong terms among colleagues and partners. I stands for be innovative and embrace change in order to add value. D stands for being decisive and have the ability to decide and take ownership. E stands for “Everything’s fun” and being energised and being part of a great team.

## DBS’s vision

DBS’s aim is to become “The Asian Bank of Choice for a new Asia”. It focused on harnessing the region’s long-term potential as the centre of economic gravity shifts eastwards to Asia. To differentiate among the competitors, they have developed a unique brand of banking, also known as “Banking the Asian Way”. They seek to provide a kind of banking that is joyful and trustworthy as they help to transform this region that Singaporean live in.

## Project Background

DBS has invested millions of dollars on technology annually. Many new applications has rolled out yearly in order to cater to consumers’ needs and to stay competitive in the banking industry. Servers have to be set up and configure before these applications can deploy to it.

## Problem Statement

In a bank operation, there are many processes to follow and complete before servers can be set up and launch application on it. There are approximate 47 processes to complete before an application can be roll out successfully. Project Managers (PMs) and Infra lead have to fill up several forms or materials for each process.

However, new PM or infra lead often face issues whereby they are not familiar with the entire deployment process and they are unsure of which process must be carried out sequentially or concurrently. Furthermore, all the required forms or materials to be submitted are not hosted or stored at a centralized location. They may even have to email other more experienced PM/infra lead to request for the form. New PM/infra lead also may not know who to contact or escalate issue to when they are facing problem.

## Proposed solutions and objective

The proposed solution to create a wiki that allows PM/Infra lead to have a clear picture of the entire infra deployment process, know what they are supposed to do for each process such as what forms or materials are required to submit and allowing them to adopt some of the good practice such as common challenges for each process will be indicated so that they can avoid making the same error or mistakes. This helps PM/infra lead to save time and effort as making mistake or error in form will cause increase the turnover time for the process which in turn help company to save cost in the long run as more applications can be hosted on servers within a shorter period of time.

# Chapter 2: Requirements analysis and gathering

## Analyzing problem statement provided by the supervisor

The author analysed the problem statement provided by the supervisor and understand the work flow. Through understanding the problem statement, the author was able to develop a suitable program. In addition, the author when in doubt, sought clarification with the supervisor to avoid any misinterpretation of the requirements

## Analyzing existing documentation/ online

The author went through existing documents and

## Conduct interview with stakeholders

The author had considered conducting interviews as a means to gather information. However, this approach was neglected due to time constraints and unavailability of the interviewees.

# Chapter 3: Design

# Chapter 4: Implementation

# Chapter 5: Conclusion

The industrial orientation, which lasted for 10 weeks, has come to an end. The program has greatly enhanced the student’s knowledge on investment trading technology. This chapter discusses the conclusion of the attachment, as well as the experiences and benefits gained by the student.

**4.1 Conclusion and Summary**

The student has undergone a 10-week industrial orientation programme with DBS BANK Ltd, under the T&O – Investment Trading Technology department. Being green to the banking industry, the student managed to pick up from ground zero and learn what was required for the job to be executed and the project to be carried out. From this, she believes that having a positive and willing mindset to learn is the key to succeeding.

In addition, the student also managed to push herself further in her analytical skills and improve on her communication abilities. She is able to articulate a problem encountered clearly and to ask for help. This aspect is provided by the patient guidance by her supervisors and fellow colleagues in the company.

Understudying the technicians in the investment trading technology department allowed the student to gain insights on how to interact tactfully with operators and other department staff such as the management. This interaction skill is of utmost importance when involved in agreements or meetings in the future. Furthermore, the student also learns on how to make a firm decision when situations arise.

To end off, the student learnt that academic ability must be matched by people skills. Although one can gain much knowledge on the subject matters, what is more important is to communicate well in a working environment and that is what working in a team is all about. With that, one would excel in the capacity to learn and adapt well in any changing circumstances. In additional to the technical knowledge that the author had acquired, the author had gained invaluable soft skills such as responsibility and time-management. The author had improved on her communication and presentation skills through many project demonstrations and presentations.

The IA experience had proved to be fruitful and rewarding. The author is grateful to DBS BANK LTD for providing a conducive working and learning environment.