

Report On
“The Recruitment Process of BRAC IT Services Ltd. (biTS)

By

Mim Amy Khan
ID- 15304009

An internship report submitted to the BRAC Business School in partial fulfillment of the
requirements for the degree of
Bachelor of Business Administration (BBA)

BRAC Business School
BRAC University
April 2020

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Declaration

It is hereby declared that

1. The internship report submitted is my/our own original work while completing degree at BRAC University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I/We have acknowledged all main sources of help.

Student's Full Name & Signature:

Mim Amy Khan
ID - 15304009

Supervisor's Full Name & Signature:

Mr. Feihan Ahsan
Lecturer
BRAC Business School
BRAC University

Letter of Transmittal

Mr. Feihan Ahsan
Lecturer,
BRAC Business School
BRAC University
66 Mohakhali, Dhaka-1212

Subject: Submission of “Internship Report” on “The Recruitment Process of BRAC IT Services Ltd.”

Dear Sir,

With humble respect, this is my pleasure to submit the internship report on 'Recruitment Process of 'BRAC IT Services Ltd' to you which is a requirement of BUS400. I have prepared my report as per instruction and tried my level best to make it as informative as I can.

I have done my Internship at BRAC IT Services Ltd. (biTS). I have attempted my best to finish the report with the essential data and recommended proposition in a significant compact and comprehensive manner as possible.

I trust that the report will meet the desires.

Sincerely yours,

Mim Amy Khan
ID- 15304009
BRAC Business School
BRAC University
Date: April 21, 2020

Non-Disclosure Agreement

This agreement is made and entered into by and between BRAC IT Services Ltd. (biTS) and the undersigned student at BRAC University.

Acknowledgement

Primarily, I would like to convey my deepest thankfulness to the Almighty Allah for permitting me arrive at such state where I can finish my internship report after these four years of Undergraduate life at BRAC University.

An Appropriate appreciation and obligation to my supervisor faculty, Mr. Feihan Ahsan, Lecturer, BRAC Business School, BRAC University for his boundless support, direction, consolation and suggestion during the readiness of my internship report. I cheerfully express gratitude toward him for being so helpful through the entire procedure and under his supervision I felt increasingly certain to finish my internship report easily.

Lastly I would like to pass on my sincere acknowledgement to A. K. Sabbir Mahbub, CEO; Sohana Mahmud, Senior Business Analyst and the HR team of BRAC IT Services Ltd, (biTS) for their guidance, constants backing and supervision. Without his assistance, I would not have wound up being an intern at biTS.

Executive Summary

BRAC IT Services Limited is basically a software industry which is satisfied with the conspicuous BRAC family and is one of the fundamental IT courses of action and expert organization in Bangladesh invest noteworthy energy in giving a wide extent of programming game plans and through and through advancement organization the administrators. Any organization has its own procedure of enlistment. Nonetheless, the fundamental procedure is constantly identified with the general HR recruitment process. biTS fundamentally follow the essential recruitment procedure of BRAC however it fluctuates a ton as a result of the position required for what it's worth under the product business. They generally care about their representatives and we as a whole realize that the BRAC family has extraordinary compared to other workplaces all through Bangladesh. In this period, innovation and programming is the pivotal thing and should be increasingly sorted out and made sure about.

As an intern, I accept that BRAC has particularly edified and smoothed procedures on their HR arrangements. Again it has some fewer systems administration directs regarding distributing promotion for work. As I have worked with such settled non-benefit association, I feel truly respected to talk about the world's number one NGO and altogether it was an extraordinary experience to have the presentation of learning openings in BRAC. In spite of the fact that I had a few impediments on gathering information since BRAC International HR keeps up severe standard to remove the information and it is energetically prescribed by BRAC HR to keep up privacy on any of their pieces of information.

Keywords: HR recruitment process, software industry, IT Services, Report, Technologies, Procedures.

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Chapter 1: Overview of Internship

The computer software industry experiencing rapid growth in terms of Information Technology and service solutions and management. Bangladesh has built up a great deal in the sector of IT and software industry. In most recent couple of decades there has been a huge improvement right now time has brought the ongoing result. It picks up development with such improvement which was very unfortunate at a specific period.

In any case, not any longer it will be overlooked or maintained a strategic distance from by its commitment in the national income. Day by day it is making more extensions for work alongside assuming an essential job in dissipating the unemployment issues of the young graduates.

My internship time has started basically from 1st March till 31st May 2020. As we all know that the recent circumstances are really going bad due to **COVID-19**, so likewise BRAC, biTS also have started the work from home system. In line with the direction from the government, biTS management is continuing to **Work from Home during regular office days**.

In continuing the efforts to contain and combat the coronavirus situation, biTS is really into the safety actions. Thus, to avoid risk of the COVID-19 all employees along with the interns are instructed to stay at home and work remotely from 22nd March until the situation is under control.

After all this, my internship period has gone very well so far. I could easily get connected with the employees whenever I needed. The remote working process did not generally influence my functioning as each work was going easily.

1.1 Background of the Report

The competition among software solutions and developing companies is increasing at a more prominent rate. All these requires a proceeded with good management support. Undertaking new and effective techniques and managing and controlling of the present condition is also significant. Both present and future strategies need inside and out perception and supervision.

I am lucky to get the opportunity to complete my internship report with industrial attachment at biTS. Since biTS is a leading software solution company and developing software from a long ago in Bangladesh I consider timely to get chance to take a deep look to the company's development methods, working models, deals and industrial behavior.

I expected to look into the software industry and how it looks like, their rules and responsibilities and also the environment. The management committee of biTS is very noticeable. Each and every department come up with their initiative ideas for the improvement of the company and to serve the best quality to the people.

This report "Enrollment and Selection Procedure of biTS is a prerequisite of the BBA Internship Program and incorporates three months down to earth working involvement with a branch office in the individual association.

The report has been managed by Mr. Feihan Ahsan, Faculty of BRAC Business School, BRAC University. The report contains intern's involvement in the organization and furthermore has allowed a chance to know the organization and its business.

1.2 Objectives of the Report

The primary objective of composing this report is to share my reasonable working involvement with the biTS and give a fair analysis about their recruitment procedures. Additionally bringing up their upsides and downsides of the procedure and arriving at a resolution how efficient their hiring procedure is by some examination.

The report has broad and specific targets to follow.

Broad Objective:

Hypothetical information can never satisfy the information on software solution companies. The industry has to keep up part things to arrive at programming to root level clients. These activities and thinking must be accomplished by working with them.

Specific Objectives:

Other than the principle or specific target, the report has some particular goals, which are given in the following:

- ✚ To think about the issues looked in the software industry.
- ✚ To know how these issues are explained and solved.
- ✚ To realize the style of the business
- ✚ To experience the advancement cycle and models
- ✚ Working with documentation and customization
- ✚ Understanding HR maintenance on software companies

1.3 Meeting Participations

Apart from HR tasks, I got the chance to work in a different types of projects such as business analysis, employee analysis of BRAC. For this type of project, I had to visit the BRAC center to participate in meetings with the BRAC employees of the procurement department. In BRAC Center, I went several times with the Senior Business Analyst (Sohana Mahmud) of biTS. Due to the recent situation in Bangladesh, as we are working remotely, all the meetings were being held online via online meeting apps such as Zoom, Skype for Business, Google Hangouts, WhatsApp etc.

Besides, I have done a few courses about basic business analysis and approaches, design thinking process and human-centered design through online with the help of the CEO (A.K. Sabbir Mahbub) of biTS. Besides, my Line Manager A. K. Sabbir Mahbub also gave me the grand opportunity to meet the Management committee of biTS personally and it was very overwhelming for me.

1.4 Problem Statement

The analysis is for the most part about the enlistment procedure. To see if biTS is following an appropriate recruitment process or not. Regardless of whether they adhere to standard enrollment process steps or they have their own system. Provided that this is true, how efficient the method is. Just an appropriate recruitment procedure can assist the association with hiring the best candidate.

1.5 Methodology

I worked with BRAC for a quarter of a year in their Head Office. So I was lucky enough to gather information from both essential and auxiliary sources. My manager and other staff of Human Resource Department helped me a ton to gather my information.

Primary Sources: My primary sources are,

- ✓ The coordinators of HRD.
- ✓ The present employees of biTS.
- ✓ Previous records of recruitment.
- ✓ My feasible work involvement and observation.

Secondary Sources: Secondary Sources are,

- ✓ biTS official Webpage.
- ✓ Human Resource Policies.
- ✓ Annual Report.
- ✓ Other Web based sources.

1.6 Timeline

The length of internship is three months. All through the period, I have given such a significant number of duties and projects which integrate HR and Business Analysis. In any case, as I would see it three months isn't sufficient to accumulate findings of such a great organization. Be that as it may, I attempted to get however much as could reasonably be expected to make my report conceivable enough.

1.7 Limitations

The employees of biTS were very supportive and cooperative. Data on the software solution business is vast and along these lines, troubles must be managed while setting up this report. In addition, as an intern, I did not have the approach of all the records and files in view of the organization's confidential arrangements and I have a limited extension to uncover monetary information in this report.

Moreover, the company is based on IT related and it is obvious that the information should be secured enough to survive in the industry. So some of their works with confidential frameworks that are made by them and just they have the entrance to those frameworks. They utilize the confidential framework to recognize extortion exercises which they never need to uncover those to other people, not even to the different employees of the organization and it is also common for all the companies to secure their confidential information.

Furthermore, as a business graduate understudy it was hard to comprehend software terms and works they do, the programming they work with. To get them, I have to lead a coordinated meeting.

It is obvious that their employees are very busy with their work which leads to a brief period to talk with me. Then again, the current situation in Bangladesh is very bad and we have to do our work from home so sometimes I felt some difficulties while working as we know that there is a difference between working in the office and working from home.

As an intern, I did not get access to necessary devices to work from home as it was not mentioned before that they would provide their interns working devices to work from home. However, we are hoping for the best that the COVID-19 will go away and the companies will continue their regular work in their offices and everything will be better.

Chapter 2: Literature Review

Human Resources are the individuals that work for a company or an organization. Management is the procedure of productively accomplishing the destinations of the company with or through people.

Human Resource Management is engaged with about how these individuals are overseen. People are different from different resources that work for an association. They have different thoughts and feelings, desires and requirements. The term Human Resource Management has in this way come to an approach, which takes into an explanation both-

1. The requirements of the organization
2. The necessities of its people.

Some different meanings of Human Resource Management are expressed beneath-

“Human Resource Management is the function performed in organizations’ that facilitate the most effective use of people (employees) to achieve organizational and individual goals.” – Ivancevich and Glueck

“Human Resources Management is concerned with the ‘people’ dimensions in management.” – Gary Dessler

“Human Resources Management is the process of recruiting, selecting, inducting employees, providing orientation, imparting training and development, appraising the performance of employees, deciding compensation and providing benefits, motivating employees, maintaining proper relations with employees and their trade unions, ensuring employees safety, welfare and healthy measure in compliance with labor laws of the land.”

2.1 The activities of HRM

The major activities under Human Resource Management mainly performed by HRM professionals. Those are-

- ✓ Strategic HR Planning and Analysis
- ✓ Equal Employment Opportunity
- ✓ Selecting and hiring employees
- ✓ Paperwork and Orientation
- ✓ Performance Management and Appraisal
- ✓ Compensation and benefits
- ✓ Health, Safety and Security
- ✓ Managing legal issues

2.2 Process of HRM

Human Resource Management Process is a precise procedure of managing people working in the company.

- HR Planning
- Enlistment/ Recruitment
- Selection
- Orientation
- Training & Development
- Performance Appraisal
- Compensation & Benefits
- Labor Relation

2.3 Recruitment and Selection

Recruitment as a human asset the executives work, is one of the exercises that impact most basic on the exhibition of an association. Recruitment alludes to the procedure of attracting, screening, selecting, and onboarding a certified individual for an occupation or a position. At the strategic level it might include the advancement of a business brand which incorporates an "employee offering".

The phases of the recruitment procedure include: job analysis and building up some person specification; the sourcing of the candidates by networking, publicizing, and other search methods; matching contender to work necessities and screening people utilizing testing (skills or personality assessment); appraisal of candidates' inspirations and their fit with organizational requirements by talking and other evaluation strategies. The enrollment procedure also includes the creation and concluding of employment propositions and the acceptance and on boarding of new employees.

Selection is the following degree of filtration, aims at short posting up-and-comers who are the closest match in terms of qualifications, aptitude and the potential for a specific activity. The way to worker determination is to pick the individuals who are destined to play out their occupations with max-adequacy and pattern to remain with the Organ. Determination is the way toward choosing which competitor, out of the pool of applicants created in selecting has the capacities.

2.4 Different Types of Recruitment

Internal:

Internal Recruitment alludes to the procedure of a competitor being selected inside their present work environment, from another group or division of a similar association. A preferred position of this is the organization's recognition with the worker, their skills and their reliability.

External:

The competitor who employ from outside the association by various sources.

2.5 Recruitment Process

Job analysis

In circumstances where various new openings are made and enlisted just because, work examination and additionally at times an assignment investigation may be attempted to report the genuine and planned necessities of the activity. Regularly an organization will as of now have sets of expectations that speak to a recorded assortment of undertakings performed.

Sourcing

Sourcing is the utilization of at least one procedure to pull in or recognize a contender to fill work opportunities. It might include interior as well as outside publicizing, utilizing fitting media, for example, nearby or national papers, pro enlistment media, proficient distributions, window promotions, work focuses, or in an assortment of ways through the web.

Screening and Selection

Sustainability for work is ordinarily evaluated by searching for important abilities, information, bent, capabilities and instructive or work-related understanding. These can be resolved through screening resumes (also known as CVs); requests for employment; interviews. Increasingly proactive recognizable proof techniques incorporate execution appraisals, mental, fitness,

numeracy, physical and education testing. Businesses are probably going to perceive the estimation of competitors who include "delicate aptitudes, for example, relational or group initiative and can fortify the organization brand through conduct and mentality depiction to clients and providers.

In-house Recruitment

Numerous businesses attempt probably their very own portion in-house enlistment, utilizing their HR office, bleeding-edge employing administrators and enrollment workforce who handle focused on capacities and populaces.

Internal Recruitment

An internal recruitment specialist is an individual from an organization or association and normally works in the HR division. Interior scouts might be multifunctional, serving in an HR generalist job or in a particular job concentrating all their time on enlisting.

Employee Referral

A representative referral program is where existing workers prescribe imminent possibility for the activity offered, and if the recommended competitor is contracted, the representative gets a money reward.

Traditional agency

Otherwise called business offices, enlistment organizations have generally had a physical area. An applicant visits a nearby office for a short meeting and an appraisal before being taken onto the agency's books. Enlistment advisors at that point work to coordinate their pool of possibility of their customers' vacant positions. Appropriate applicants are short-recorded and advanced for a meeting with potential bosses on an agreement or an immediate premise.

Outsourcing

An outside enlistment supplier may suit little associations without the offices to enlist. Normally in huge associations, a proper agreement for administrations is haggled with an

authority enrollment consultancy. These are referred to in the business as Recruitment Process Outsourcing. Enrollment process redistributing may include key counseling for ability obtaining.

On-Campus Recruitment

Selection representatives will in general structure a positive or negative impression about a candidate's capabilities in an initial couple of moments of a meeting, which is not really adequate time to gather data on which to base an enlisting choice.

Employment Agencies

The business enrollment industry depends on the objective of giving a possibility to a customer for a cost. Toward one side of the range, there are organizations that are paid just in the event that they convey an applicant that effectively remains with the customer past the concurred trial time frame.

Internet Recruitment Services- Recruitment Websites

Such locales have two primary highlights: worksheets and a list of qualifications/educational program vitae (CV) database. Occupation sheets permit part organizations to post work opportunities. On the other hand, applicants can transfer a resume to be remembered to a look by part organizations. Expenses are charged for work postings and access to look through resumes. Since the late 1990s, the enrollment site has developed to incorporate start to finish enlistment. Sites catch applicant subtleties and afterward pool them in customer got to competitor the executives' interfaces (likewise online).

Chapter 3: Company Overview

3.1 Company Profile

BRAC IT Services Limited (biTS) is a pleased individual from the prominent BRAC family and is one of the main IT arrangements and specialist organizations in



Bangladesh spend significant time in giving a wide scope of programming arrangements and start to finish innovation administration the executives.

At first, it was established as documenta™ Ltd., a computerized filing organization possessed by BRAC in 1999. documenta™ Limited began its excursion into the domain with two or three abroad programming advancement extends and executed them with extraordinary achievement and consumer loyalty. In October 2017, BRAC has assumed control over the larger part portions of BRAC IT Services Limited and the organization has gotten one of the BRAC's backups. The thought was to solidify and re-appropriate a large portion of the IT elements of the gathering getting cooperative energy and proficiency while making it a gainful endeavor serving outer clients too.

Since the beginning, biTS has been giving quality IT answers for different associations and taking care of their issues of adjusting IT to business headings. The organization offers Software Solution Development and Deployment Services, Technology Outsourcing Services, Consultancy Services, and Managed IT Services which incorporate Infrastructure Management, Deployment, and System Integration administrations to the customers. They right now center on the Financial Sector, Education Sector, Development Sector, SME's, Manufacturing and Service segments of Bangladesh.

biTS is one of the biggest IT-based assistance giving associations in Bangladesh, exceptionally qualified, effective and inventive representatives hand-picked by the administration of the

association. They are focused on Quality Management according to ISO/IEC 9001 QMS rule and keep up data security standard according to ISO/IEC 27001.

Their master assets offer types of assistance for the plan, improvement, and organization of any redid programming or application.

3.2 Board of Directors



Figure 1: Figure of Board of Directors

3.3 Vision, Mission and Values

Vision

Their existence is to cause their clients to perform their business all the more proficiently and adequately by giving imaginative technology-based arrangements and solutions.

Mission

- To create flexible, easy, secured and affordable solutions locally and globally
- To be known for understanding its customers' business
- To remain as the dream destination for IT professionals

Value

- ✓ Caring
- ✓ Reliable
- ✓ Innovative
- ✓ Simple
- ✓ Positive

3.4 HR Standards

Right People in Right Place

They hire dynamic, driven, proficient individuals concentrated on conveying greatness with client-centricity on the mind. Administration characteristics and correspondence are likewise all around looked for.

Standard Working Environment

They sustain thoughts, grasp contrasts and enable with acknowledgment to build a moving, compassionate, inspiring and effective workplace.

Individual Learning & Development

They put up information and expertise inside to control the association through both limit and intellectual development of their employees. They assist professional development and support yearnings with a sharp spotlight on consistent improvement.

Performance Management & Compensation

They give ambitious and remunerating pay and advantages bundle driven absolutely by dedication of work and enthusiasm to amplifying estimations of customer and company stakeholders.

People Engagement

They enlist in workers over numerous cross-capacities and maintain estimations of group playing and participation to make a successful institution.

3.5 Managed IT Services

360° Managed IT Services

They offer to start to finish Managed Infrastructure Service that helps operating to change their business flawlessly, utilizing the developing innovation. Their Managed Infrastructure Services empower customers keeping up wanted help levels, meeting business change needs while cutting down Total Cost of Ownership (TCO) essentially

E-Mail Services

Adaptable email services consider the basic and proactive correspondence between and inside associations. In light of customer's requests, they can cook a scope of email services with different control levels, confirmation plan or territory proprietorship.

MS Windows, File & Printing Services

Company systems must permit consistent exchange and correspondence of data using Microsoft's Office stages and capacities. They can set up record sharing, printing and capacity frameworks inside their customer's frameworks.

Managed Network Services

System reliance is a major factor for ventures with significant effects on income and income creating the market base. Their industry-standard Network Monitoring Services give day in and day out checking with quick and remote investigating, notice and acceleration. This takes into consideration essential dynamic information dependent on arranging accessibility and status. Its vital systems with driving innovation providers and remote innovation suppliers have given them aptitude on framework plan, asset the executives and checking, Using this mastery they guarantee the greatest throughput and use of their services alongside careful observing nonstop.

Managed Database Administration Services

They offer progressive checking and the board of server farms empowering customers with more noteworthy authority over their information assets, diminish multifaceted nature and stimulate server farm execution with elevated expectations. Their readjustment center situated outside Dhaka likewise take into account information back up and information recovery guaranteeing a pressure-free answer for their customers.

Managed DC/DR Services

Advanced server farms are the foundation of multi-million dollar associations and organizations around the world. Their cutting edge, solid and adjustable information the executives' frameworks for, permit people to screen, control and continue complex server farms and data frameworks.

Infrastructure Leasing Services

Creating one of a kind, claim foundation is a significant endeavor for different organizations with gigantic cost responsibility and long haul speculation. biTS gives high caliber, readymade framework equipment, and programming on rent for organizations searching for a transient equipment reliance inside cost viability.

Application Maintenance Services

More than 12 years of involvement with creating, building and keeping up complex information application foundation and applications for banking, training, microfinance, NGO, SME areas have furnished them with unmatched item information and astuteness.

Managed IT Helpdesk Services

Their administration work areas serve a large number of clients regularly stressing on settling inquiries and issues on the first contact. Their Enterprise Service Desk Management Services incorporate.

IT Helpdesk Management Service

Industry Standard helpdesk the executive's administration joining hotline administrations, remote work area support just as on-location support for customers.

IT Asset Management Services

IT Assets are the most important resources for innovation subordinate associations require to master the executives of equipment and programming for support and inspecting purposes. Their capable groups are serving more than 10,000 clients across the nation.

3.6 Consultancy Services

ISO Consultation & Implementation

ISO 9001 Quality Management

Dealing with the quality of sigma essays math schoolwork help business of any size with ISO standard is perceived and rehearsed everywhere throughout the world. With ISO 9001 Quality Management associations can;

- Save cash
- Increase benefit
- Win more business

At biTS, they have a committed group of ISO 9001 lead examiners/Implementers to assist associations with guaranteeing accreditation and key arrangement with guidelines.

ISO 27001 Information Security Management

Data is an advantage for a single man postulation of any association. Executing the ISO group of norms will assist any association with protecting and oversee data resources.

biTS IT Governance group causes associations to get ready for ISO 27001 accreditation that guarantees their clients, workers, accomplices, and partners with the information that their administration data and frameworks are secure.

ISO 20000 IT Service Management

Present-day adaptable organizations depend on successful IT administration the executives paying little mind to area or capacity. A financially savvy, dependable, reliable and effective arrangement is significant to progress. biTS can enable the customer to accomplish the entirety

of this with ISO/IEC 20000 confirmation, either in the event that they oversee inward IT benefits or give IT benefits as a re-appropriated specialist organization.

ISO 14000 Environmental Management

The ISO 14000 family tends to different parts of ecological administration. It gives down to earth instruments to organizations and associations hoping to distinguish and control their ecological effect and continually improve their natural execution. biTS guarantees that with its devoted, skilled inside and outside specialists their customers become ISO 14000 consistent.

IT Governance & Service Management Consultation

Vulnerability Assessment (VA) of IT Systems

Helplessness examination, otherwise called defenselessness appraisal, is a procedure that characterizes and distinguishes the security gaps (vulnerabilities) in a PC, system, or correspondence framework. biTS can assist associations with their weakness appraisal so they can figure the viability of proposed countermeasures and assess their real adequacy post-dispatch.

Penetration Testing (PT) of IT Systems

biTS assists organizations with guaranteeing their data security with our master groups. We offer an exhaustive cluster of entrance testing administrations to approve that all roads of access the basic information are made sure about.

Information Security Audit

biTS Information security reviews and appraisals help recognize, oversee, and lessen information and data related dangers. As Certified Information Systems Auditors, biTS offer a full scope of security reviews and appraisals

IT Service Management Plan and Review

Our devoted biTS group gives industry driving IT administration and backing to lift customers to arrive at their key objectives, improve operational effectiveness and drive world-class levels of execution while improving consumer loyalty and satisfaction.

Business Continuity Management (BCM) Review

biTS assists associations with actualizing and deal with a powerful business coherence intend to empower consistent recuperation from any help or operational interruption and debacle. We endeavor to give an incorporated and adaptable system for implanting BCP in the hazard the board model, streamlining the BCP lifecycle, and robotizing asset escalated work processes.

Enterprise IT Governance Planning & Implementation

Associations rely upon secure, tried and dependable IT administration to arrive at business execution targets and operational prevalence. biTS assist associations with arranging and set up a solid IT Governance group right now.

3.7 Products

Enterprise Management Solution

RONGDHONU

ERP - Enterprise Resource Planning

RONGDHONU is one of the most impressive and effective Enterprise Resource Planning arrangements accessible in the market. This ERP arrangement is created to profit medium and huge endeavors by its segment based business applications. Associations are boundlessly profited by the arrangement as it is evolved utilizing



the cutting edge advancements and completely cloud-based figuring office. RONGDHONU gives clients bit by bit development to the all-encompassing undertaking with e-business arrangements that offer accomplice, client, and provider coordinated effort.

JONOBOL

Human Resource Management



JONOBOL is made to help the Human Resource needs and exercises of the association. These exercises manage the enlistment process, corporate advantages, get-away days, pay, worker data, and execution. JONOBOL can lessen huge numbers of pointless manual procedures which thusly decreases overhead expenses. It gives the required apparatuses to make any human asset division increasingly proficient and compelling.

BETON

Payroll Management

BETON is independent finance the executives' arrangement that is pointed towards dealing with the installment and compensation of ordinary just as legally binding representatives. It tracks and screens worker



installments and computerizes the way toward supporting finance and creating paychecks. It computes occasions, rewards, charge count just as commissions. It is a finished device to help the association to complete finance-related exercises effectively and with exactness.

KROY

Procurement Management

KROY is made to play out the total procurement procedure in a basic and easy way. It incorporates the entire authoritative prerequisites in a single spot and plans the buying appropriately. It fuses providers' data, the organization demands and computerizes the way toward producing a letter of credit, buy requests, bill and receipts and so on along these lines making the buying procedure cost proficient, less tedious and bother free.



SHOMPOD

Fixed Asset Management

SHOMPOD is intended to deal with the fixed resources of an association in a productive and successful way. It can work autonomously and can likewise be effectively interfaced with any front office framework. The application has an all-around planned securing and support usefulness. Appropriate observing chronicle, assignment, usage, deterioration, and upkeep of new and existing resources are incorporated into SHOMPOD to make resources the board smooth and consistent.



Education Management Solution:

PORUA VMS

Varsity Management Solution

PORUA VMS is an exhaustive training the executives answer for open credit colleges. It is an exceptionally adjustable cloud-based answer for overseeing understudies and scholarly exercises. PORUA VMS gives and across the board interface to incorporate all the working elements of the college to empower joint effort, coordination and uniform progression of data. It is stuffed with highlights that help colleges achieve a significant level of computerization and powerful execution of the managerial procedures.



biTS Activities:



Figure 2: Different Activities of biTS

biTS Clients:

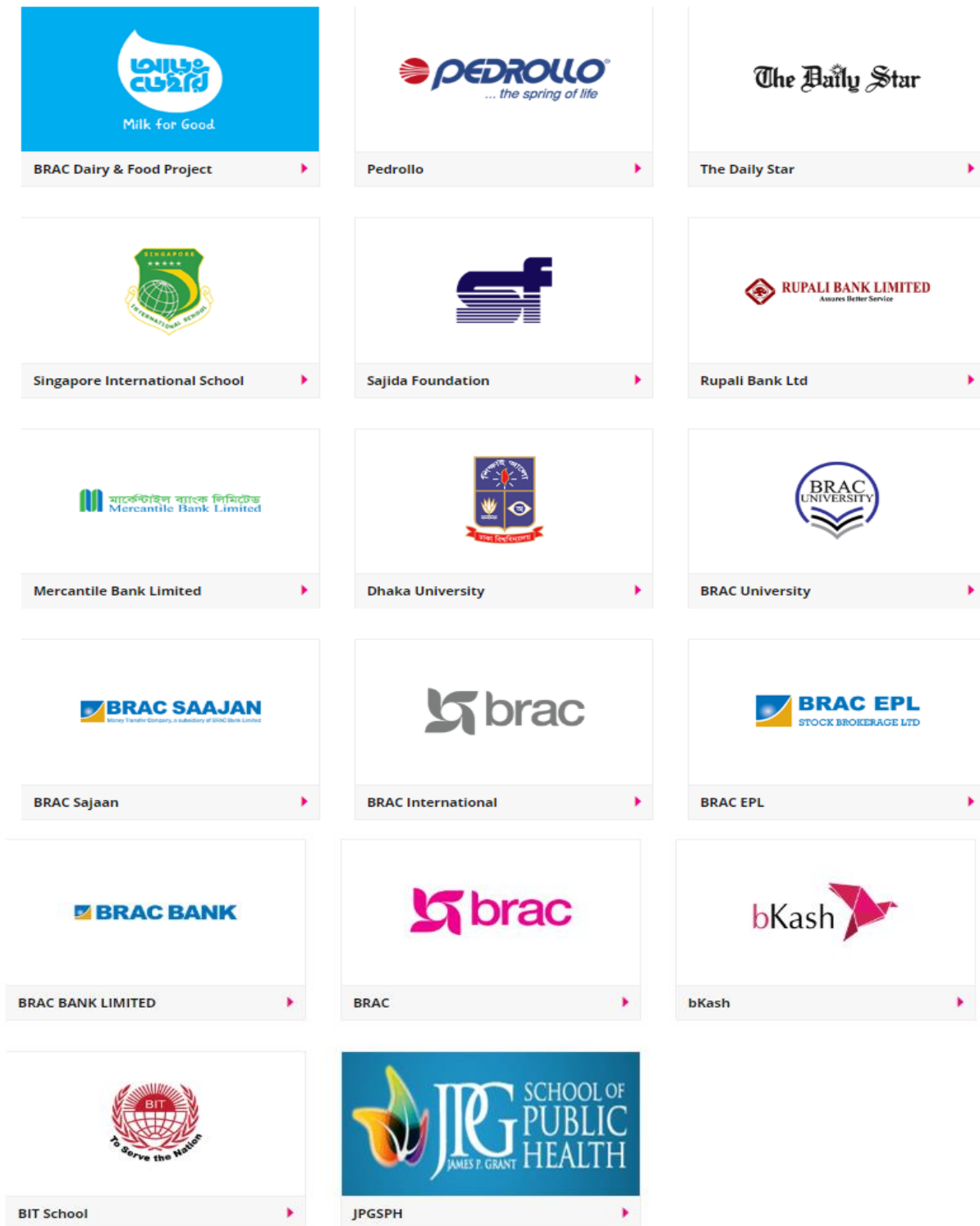


Figure 3: List of Clients

Chapter 4

Recruitment Process of BRAC IT Services Ltd. (biTS)

Any company has its own process of recruitment. However, the main process is always related to the general HR recruitment process. biTS basically follow the basic recruitment process of BRAC though it varies a lot because of the position needed as it is under a software industry.

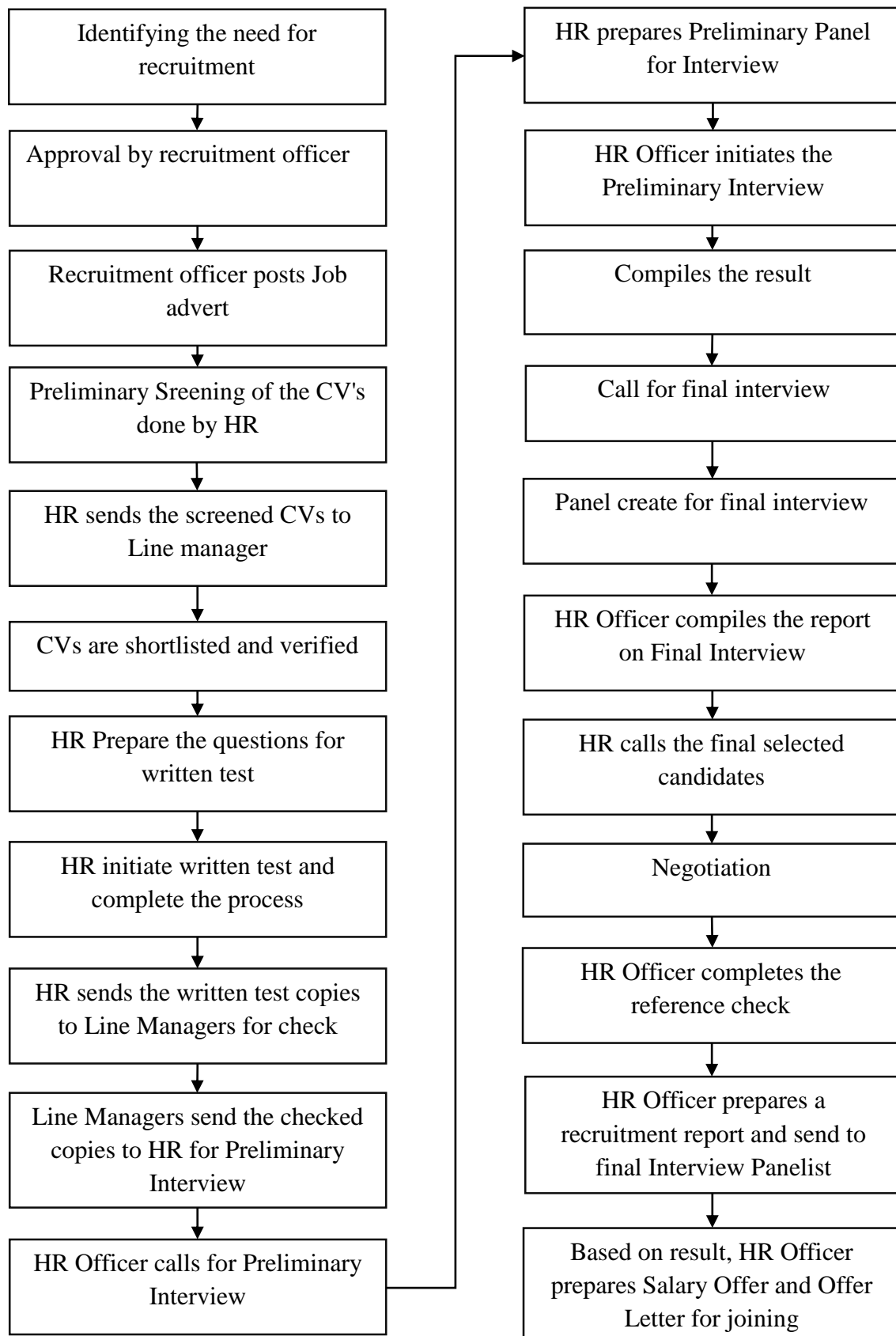
In contrast to the general form of recruitment, biTS has somewhat extraordinary recruitment and choice procedure. BI lead meeting to enlist nearby and oversea up-and-comer. The HRD of BRAC IT Services Limited is not quite the same as BRAC Bangladesh. biTS additionally employ a contender for their oversea workplaces. biTS HR group has a piece approach contrasted with nearby strategy.

4.1 HR Recruitment Process

The general HR Recruitment Process are-

- Identify the Hiring Needs
- Preparing the Job Description
- Talent Search
- Screening and Shortlisting
- Interviewing
- Evaluation and Offer of Employment
- Introduction and Induction of the New Employee

4.2 biTS Recruitment Process:



4.3 Description of biTS Recruitment Process:

Identifying the Need for Recruitment: At first, there is a need arises whether the recruitment is needed for Existing Position Replacement, or it is needed for New Opening Position. Then the Line Manager who feels the need for recruitment, sends the Recruitment Requisition Form (RRF) attached with Job Description and Approved Organogram with HoD's signature to Recruitment Officer.

Approval by Recruitment Officer: Recruitment Officer takes Approval from Head of HR and CEO within two days.

Posting Job Advert: Recruitment Officer posts Job Advertisement at Recruitment Sources Platforms based on Recruitment Requisition Form (RRF) within ten days.

Preliminary CV Screening: HR completes the preliminary Screening of the CVs from recruitment sources within five days.

Shortlisted CVs for Written Test: HR sends the screened CVs to Line Manager for short listing. After that, Line Managers send shortlisted CVs to HR for written test call within seven days.

Initiate Written Test: For written test, HR or the Line Managers prepare the questions and HR calls the candidates through mail/phone calls and initiates written test and completes the process within three days.

Checking of Written Test: HR sends the written test copies to Line Managers for check. It may took one day. The Line Managers check and send them to HR for Preliminary Interview within five days.

Preliminary Interview: HR Officer calls the selected candidates from written test for Preliminary Interview within one day. Besides, HR prepares Preliminary Panel for Interview. In this panel, there could be other interviewers along with the Line Manager and HR.

Initiation of the Preliminary Interview: HR Officer compiles the Preliminary Interview Initiation and Completion within two days. After that, HR Officer compiles the Preliminary Interview results.

Call for Final Interview: In this stage, HR Officer calls candidates who are selected for Final Interview within one day.

Final Interview Initiation: HR Officer create Panel for Final Interview and initiate the interview with other interviewers. Then they compiles the report on Final Interview within two days.

Final Selected Candidates Confirmation: HR calls the candidates who are finally selected to send pay slip, salary certificate of previous jobs within two days.

Negotiation: After the calling process, HR does the negotiation off the remunerations that the company can offer specific amount based on the designation or position of that employee candidates.

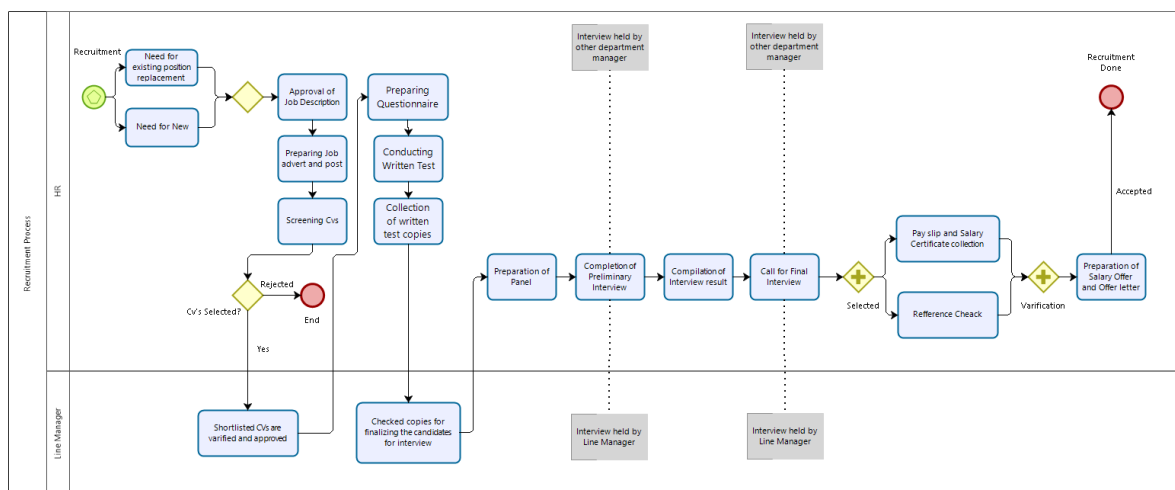
Reference Check: HR Officer completes the reference check by contacting them through calls or emails within two days.

Recruitment Report Preparation: Within four days, HR Officer then prepares a recruitment report and sends to final interview panelist for keeping it safely.

Offering Joining Letter: Based on the interview result, HR Officer prepares Salary Offer and Offer Letter for Joining within three days.

While carrying out the responsibility I was very glad to work with the CEO of biTS. I adopted so many influential things that I can utilize it throughout my life. All through my learning experience, the most special and exciting learning was making business process model. I had the option to learn about business analysis with the help of the CEO (A.K. Sabbir Mahbub) and Senior Business Analyst (Sohana Mahmud) of biTS.

From my learnings, here is the recruitment process model that I endured it through a process modeler software with the help of my Line Managers. This kind of model is made with the goal that it tends to be effectively visible to anyone that what is going on in the process.



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Figure 4: Recruitment Process Model

4.4 Recruitment Process Mapping:

Through my learnings, I would now be able to plan mind mapping for any underlying works. I had the option to find out about mind mapping from the CEO of biTS and it helped me a great deal to make it pragmatic. So here is the example of what I have learned about mind mapping and made a Recruitment procedures mapping on it.

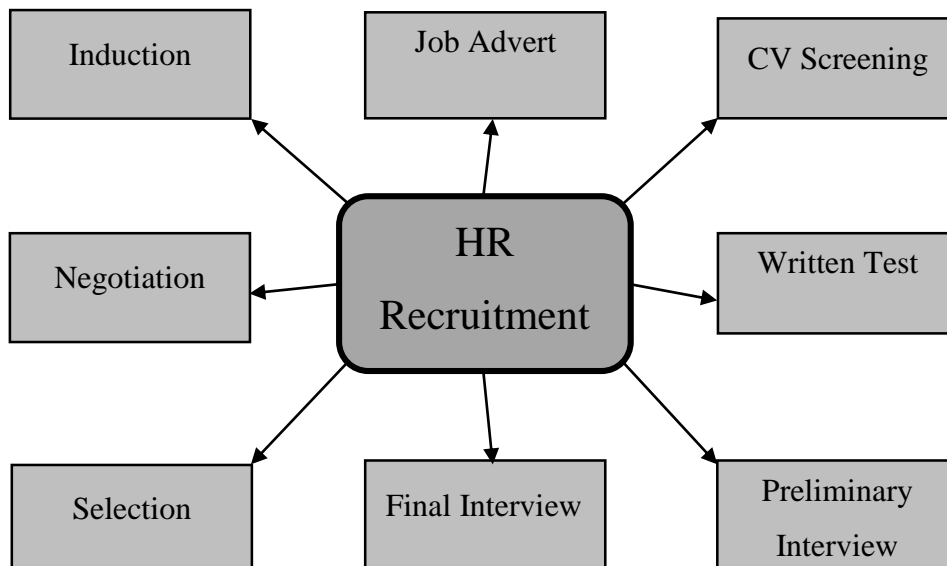


Figure 5: Recruitment Process Mapping

Chapter 5

Findings, Recommendation and Conclusion

5.1 Findings

biTS has an organized hiring strategy. The HR coordinators are entirely reasonable and diligent. Other than that, the HRD is exceptionally bustling division, in reality, busiest of all. They know very well how to correspondent with other offices. I won't be right in the event that I state it is likewise the most trained office. I have an extraordinary encounter and I have taken in a great deal. I worked in the floor in which there was HRD and near the Management Department. So it was a great experience for to work with them as I learned a lot from them.

biTS is a very tremendous and a detailed segment of by and large administration process. Behind each achievement or failure, HR exercises are viewed as a definitive choosing factor. Here is the reason that biTS consistently gives high need to the HR practices. In the procedure of examining the issue, the following perspectives have been distinguished and merit clarification:

- The recruitment procedure of biTS indicates more on who fits the company, instead of who fits the job. In this way, it has made an exceptional organizational culture and the entire management has guaranteed a beneficial and friendly working place.
- biTS progression of business increment is very good.
- The recruitment is very equitable. Everybody at the HR department is genuine and fair-minded which encourages the surroundings of responsibility.
- No research is led to defend the potency of their hiring tests.

- biTS's HR arranging can be made progressively successful in the event that it is modified all the more frequently as indicated by the adjustment right now an industry.
- They usually first identify the need for the recruitment if it is needed for the new position or the existing position that needs replacement.
- biTS enrolls newly graduates for the entry level. For mid-level and more elevated level they prefer both internal and external recruitment. On the off chance that the capable applicant isn't accessible at that point, it initiates experience individuals from a similar industry.
- biTS generally check references appropriately, which is good for the organization to know about its employee even better.
- biTS follows procedures for recruitment properly introductory screening, composed test, Intelligence level test, clinical assessment, reference checks, and arrangement.
- The management of EXIM Bank thinks about the quality of services just as the quality of its human resources.
- Both the line directors and HR supervisors assume a diverse job in the choice procedure. For introductory screening, fundamental interviews, Reference Checks are performed by HRD. The departmental meeting is performed by HRD also. However, other department managers are also into this processes if needed.
- biTS cares about its employees and they highly follow the labor law system in Bangladesh.

5.2 Recommendation

In BRAC IT Services Limited I assemble the basic factual learning on human resource management working system and also how to do business analysis. Being a part of the BRAC family, biTS is able to earn the title due to their proficient and enthusiastic labor. Without a doubt, they have an organized and refined recruitment framework. Else they would not have earned the title. Thus, it was somewhat hard for finding issues and recommendation. The time allotment of my internship is likewise short to discover something major. However, I figure out how to discover hardly any suggestions.

They are,

- **Internal and External Recruitment:** I have identified an alternate pattern in biTS in terms of selecting an applicant. The vast majority of the organization choose internal recruitment if that is the applicable preference as internal candidates are as of now acquainted with the organization and can endorse a lot quicker than the external candidates. On the other hand, biTS goes for external candidates over the internal ones which is really overwhelming for the external candidates because they will have such a great opportunity to work in a satisfying working environment. I think for some specific positions, internal candidates ought to be given more inclination if the alternative is accessible.
- **Website Development:** The official website of biTS is not easily reachable if we want to search it from Google. All we have to do to visit the official website through their Facebook or LinkedIn page. So I think the website should be more developed so that it can be easily accessible.

- **Multiple Sources for Advertisement:** In request to get more candidates, they have to expand the sources. They need to post the announcement notice for recruitment in any event four to five prestigious sources to get enough CVs. So they can get more potential candidates.
- **Make Employee Analysis:** biTS should do the employee survey more often as it is important know about the satisfaction level of the employees. Recently they are doing worker overview once every year which isn't sufficient to discover the issues. They should complete the review, in any event, two times every year.
- **Opportunity for Fresh Graduates:** As they follow BRAC instructions as well so they sometimes prefer only experienced employees. They should offer more chances to the new graduates so as to bring new thoughts that can truly change the picture of the company.
- **Instant Review System:** Candidates are extremely ambitious to know how they have done in the meeting. What were the things questioners like and what didn't, where they expected to improve? So the applicants got chose or not a moment input can be given for the development of the candidates that on this side he/she can improve a great deal. Or it could be a positive review that the candidate was so good at the interview session.
- **Competitive Salary Structure:** Though the salary system of biTS is very congruous, they could make it more systematic by making a competitive salary structure. For example, while hiring a candidate they can offer them a competitive salary so that the candidate will be more magnetized to them and have more interest to work in there.

5.3 Conclusion

As a software company, biTS has already earned its fame. They always care about their employees and we all know that the BRAC family has one of the best working environment throughout Bangladesh. In this era, technology and software is the crucial thing and need to be more organized and secured. To keep the company more structured and efficient, the organization needs to focus on more potential employees for hiring. The recruitment process seems as simple as we learned from the text books or theories. Each progression should have been finished in an exceptionally productive manner since one stage influences another. Assume in the event that we do botches for CV arranging, we won't get qualified possibility for the interview which will bring about employing under-qualified competitors or fragmented enrollment. Again on the off chance that we don't make a legitimate expected set of responsibilities, great CVs won't be posted or we won't find what we are really searching for. So every progression is significant in light of the fact that they are associated with one another. During my internship period, I have taken in a ton from biTS. I have come to understand that why everybody consistently stresses on down to earth experience since it really changes the learning and our observation too. BRAC is the world's biggest NGO. It is holding its title on account of its organized managerial framework and same goes for biTS as well. Their recruitment system is refined and orderly. They generally attempt to follow each progression with flawlessness and keep up a timetable however much as could be expected.

BRAC IT Services Limited is a part of BRAC however their HRD is not the exact same as BRAC Bangladesh. Truth be told all their areas of expertise is unique. They have alternate money, planning, correspondence, crisis reaction office for them. We manage nine different nations from here though BRAC Bangladesh manages just neighborhood activities. That is the reason their recruitment system is a bit extraordinary. Assume we have to employ competitors

from other nations. So often I was advised to organize a Skype meeting or Skype meeting to contact the HRD of the nation.

I will see myself as fortunate in light of the fact that I got the chance to work with their ERP group. I took a great deal about the Human Resource Information System. I worked with the group chief of ERP on a Myanmar venture and got a firsthand encounter of how an ERP framework functions with HR process mapping.

To finish up, I will say it was an incredible learning experience for me. I got the chance to see the corporate culture of BRAC and got the chance to work with different offices. BI HRD is the most productive and busiest division of all I would state. I attempted my best put my learning involvement with my report alongside the finding and examination I did during my temporary job period. At long last, it very well may be said that BI has an organized and effective enlistment framework.

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