



**Internship report on
The Administrative Systems and Procedures
Of
BRAC IT Services Ltd.**

Submitted to:

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Letter of Transmittal

June 24, 2015

To

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Subject: Submission of the Internship Report.

I am submitting my internship report on “The Administrative System and Procedure of BRAC IT Services Ltd.” as it is a partial requirement of the internship course under BBA program.

I would like to thank you for assigning this report as it provided me the opportunity to venture into the real life scenario and broaden my understanding on the Administration system of a company. I hope that my work comes up to the level of your expectation.

It will be my pleasure to answer any queries you have.

Sincerely Yours,

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Acknowledgement

The success of this Internship report is for the involvement of number of people without whom it would have been tough enough for me to accomplish. It is difficult for me to thank all those people who have some contribution in this report. But there are some special people those are must to be mentioned.

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Then, I express my sincere gratitude to Mrs. Dilruba Sharmin Khan, Head of Human Resource, BRAC IT Services Ltd. for her sincere support.

But, I would like to thank specially my internship Supervisor Mr. Mahbub A. Alahi, Senior Manager, Administration, BRAC IT Services Ltd., without whom I would not have been able to learn how an Administration department works on which I was able to do my report. I was also constantly supported by the Administration team who taught me different aspects of the department. I am highly grateful to all the people who made this report possible.

Lastly, I would like to say that from this internship program I believe the experience that is gathered will definitely help me in the future.

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Executive Summary

BRAC IT Services Ltd. (biTS) is one of the leading IT solution & service providers in Bangladesh. It is a concern of BRAC Bank and eminent member of BRAC family. They are providing IT solutions & services from educational institutes to manufacturing organizations throughout the country. As BRAC has a brand value in the country, which is why it did not take much time to get the popularity in the IT market.

Administration department of any organization is very important as it is their responsibilities to maintain and take care of the organization especially to maintain the working environment. To do such duties there are procedures and systems that need to be followed which results in dealing with critical situations and to bring any changes requires approval from the top management. While doing internship in this organization I have learnt such procedures and systems and found few critical problems.

Working in the Administration department of an IT firm is really difficult especially which consist of more than 350 employees in the organization. But overall it was a very good experience working for such organization which is always working to provide better services to their clients.

Chapter 1: The Organization

1.1 Introduction

BRAC IT Services Limited (biTS) is an IT Solution and Services company and is a subsidiary jointly owned by BRAC Bank and BRAC. biTS was been formed in 2013 through the merger of a subsidiary IT company owned by BRAC and the IT Division of BRAC Bank. biTS strives to become the most trustworthy company in Bangladesh providing technology solutions and managing IT services.

Initially it was founded as documenta™ Ltd., a digital archiving company owned by BRAC back in 1999. Documenta™ Limited started its journey into the realm with a couple of overseas software development projects and executed them with great success & customer satisfaction. Later in 2013 BRAC Bank Limited took over 51% of the company and merged it with its IT Division renaming it as BRAC IT Services Limited. The Idea was to consolidate and outsource most of the IT functions of the group bringing in synergy and efficiency while making it a profitable venture.

Since the inception, biTS has been providing quality IT solutions to various organizations and solving their problems of aligning IT with business directions. They offer Software Solution Development & Deployment Services, Technology Outsourcing Services, Consultancy Services, and Managed IT Services which include Infrastructure Management, Deployment, and System Integration services to the clients. They currently focus on Financial Sector, Education Sector, Development Sector, SME's, Manufacturing & Service sectors of Bangladesh.

biTS provides end-to-end solutions for industries like Banks, Non-Banking Financial Institutes, Educational Institutes, Micro-Finance, NGOs, FMCG etc. biTS has a team of highly capable and professional individuals committed to deliver high productivity, efficiency as well as creativity. They are committed to help their customers to achieve operational efficiency through transforming their (the customers') existing operations using their best valued solutions and services.

1.2 Mission

BRAC IT Services Ltd. believes it will attain success by achieving the following missions:

- 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.

1.3 Vision

They exist to make their customers perform their business more efficiently and effectively by providing innovative technology-based solutions.

1.4 BRAC IT Values

They set some values for the organization known as **CRISP**:

- **Caring**
- **Reliable**
- **Innovative**
- **Simple**
- **Positive**

1.5 Corporate Philosophy

To bring about positive differences to clients across all operations by delivering service and solution excellence.

- Understand Client's Business & Philosophies
- Investigate Business Performance
- Locate Business Bottlenecks & Inefficiencies
- Provide Appropriate & Efficient System Solution
- Deliver Customer Satisfaction and Goodwill

There is always high-quality professional interaction between their service resources and valued customers.

1.6 Corporate Profile

| | |
|--|--|
| Name of the Company | BRAC IT Services Limited |
| Name of Chairman | Muhammad A. (Rume) Ali |
| Name of Chief Executive Officer | Nawed Iqbal |
| Number of Board of Director | 3 |
| Number of Employees on HR & Admin Department | 13 |
| Number of Employees | 350+ |
| Corporate Office | Road 5, House 115, Block B, Niketan Society, Gulshan, Dhaka-1212, Bangladesh |

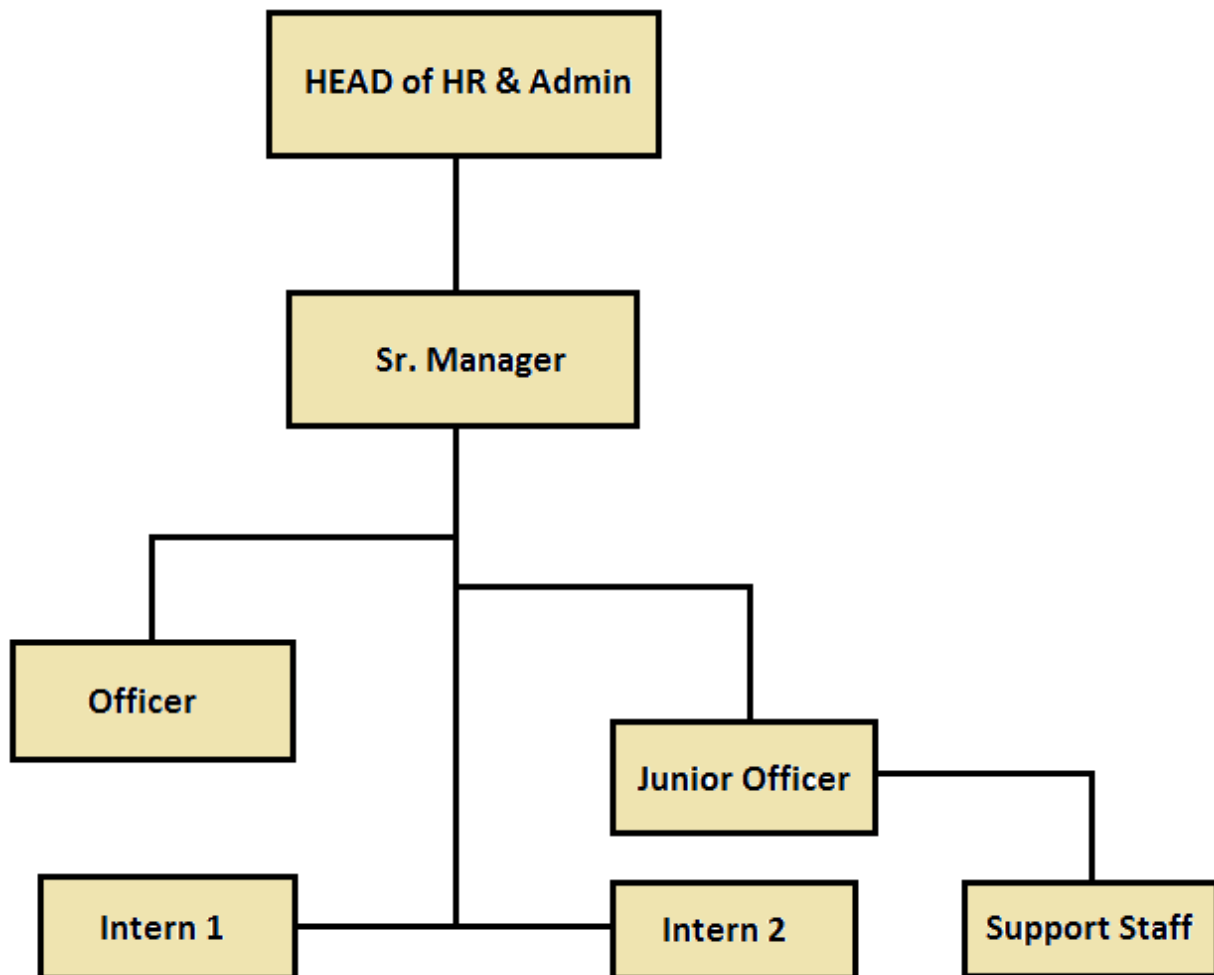
Table 1: Company Profile at a glance

1.7 Products and Services of the Company

| <u>Products</u> | <u>Services</u> |
|---|--|
| <u>Enterprise Management Solution</u> <ul style="list-style-type: none"> ▪ RONGDHONU – <i>Enterprise Resource Planning</i> ▪ JONOBOL – <i>Human Resource Management</i> ▪ BETON – <i>Payroll Management</i> ▪ HISHAB – <i>Accounts & Financial Management</i> ▪ KROY – <i>Procurement Management</i> ▪ TALIKA – <i>Inventory Management</i> | <u>Managed IT Services</u> <ul style="list-style-type: none"> ▪ E-mail Services ▪ MS Windows, File & Printing Services ▪ Managed Network Services ▪ Managed Database Administration Services ▪ Managed DC/DR Services ▪ Infrastructure Leasing Services ▪ Application Maintenance Services ▪ Managed IT Helpdesk Service ▪ Banking ADC Services |

| | |
|---|---|
| <ul style="list-style-type: none"> ▪ SHOMPOD – <i>Fixed Asset Management</i> | <ul style="list-style-type: none"> ▪ Managed Server & Storage Services |
| <u>Education Management Solution</u> <ul style="list-style-type: none"> ▪ PORUA VMS – <i>Varsity Management Solution</i> ▪ PORUA CMS – <i>College Management Solution</i> ▪ PORUA SMS – <i>School Management Solution</i> ▪ PUTHIGHOR – <i>Library Management Software</i> | <u>Consultancy Services</u> <ul style="list-style-type: none"> ▪ ISO Consultation & Implementation ▪ Software & Payment Industry Standard Implementation ▪ IT Governance & Service Management Consultation |
| <u>Financial Management Solution</u> <ul style="list-style-type: none"> ▪ PRONALI – <i>Remittance Process Management</i> ▪ PRERON – <i>Online Remittance Transfer</i> ▪ TOHOBIL – <i>Brokerage House Back Office Management</i> ▪ BINIYOG – <i>Online Stock Share Management Portal</i> | |

1.8 Hierarchy of Administration Department



Chapter 2: The Job

2.1 Nature of the job

I joined BRAC IT Services Ltd. as an intern in the Administration department of HR & Admin Division. I was hired to mainly do the day to day activities of the Administration department and assist HR department whenever needed. Administration department is the one who maintains and provides support to the office employees. This department is responsible to keep everything together of the office. As it is an IT firm with a number of employees of 350+, it is seen every now and then there is issue that administration needs to look after. However, any decision that is needed to be taken regarding a major issue has to be taken by the Head of HR & Admin. Also any sort of approval needs to be done by the same person. Senior Manager of the Admin department handles all the major matters and just seeks for approval from Head of HR & Admin. It is also job of Admin to provide any sort of support to the employees be it from providing tissue box to Business Card.

Administration department looks after the office premises and whatever comes along with it which includes dealing with purchase of anything required in the office, SIM requisition, Business Card requisition, various sort of bills (BTCL, WASA, DESCO, Cable, etc), etc. The list of tasks/jobs of Admin is as follows:

- Travel Logistics Management
- Working Environment Management
- Inventory control management
- Dispatch Management
- Couriers handling
- Staff Facility Management
- Communication Facility
- Events for employee
- Maintenance of office equipment's/furniture/fixtures
- Manages Office Premises
- Purchase initiative and maintain office equipment and supplies
- Pest Control Management
- Physical Security Management,
- SIM card requisition

- Car requisition
- Mobile bill
- BTCL Bill,
- Lift service bill,
- Internet Activation
- Stationary requisition

2.2 Specific responsibilities of the job

After I joined BRAC IT Services Ltd. it took me a while to understand the working culture and pattern as well as to be assigned with jobs. I joined with the terms of doing day to day job and whatever is assigned. My job was to take care of the core jobs of Administration and closely work with supervisor, officer, junior officer and the HR team.

List of my jobs:

1) Life Insurance Management

- i) Comparison of cost of different Insurance company (Guardian Life Insurance Ltd, Progoti Life Insurance Ltd., and Sunlife Insurance)

2) Mobile SIM Management

- i) SIM card distribution to the employees (Data Centre)
- ii) GP Modem and SIM management and distribution
- iii) Assist Admin Officer with the mobile bill management
- iv) Assist employees with information and tag them with Admin Officer for any further information
- v) Cost comparison of Grameen Phone and Banglalink to figure out which one provides better call tariff

3) Premises Management

- i) Visiting all floors to find out problems (ex: water leakage from wall or ceiling, lights that has faults, etc.)
- ii) Visit to Parveen Villa and Annex Building for site inspection and assist engineers for various purpose

- iii) Assist engineers for PABX and Earthing of biTS Head Office

4) Event Management

- i) Pohela Boishakh arrangement
- ii) Unilever PureIt stall management
- iii) Vaccination program organizing

5) Day to day Activity

- i) Logistic Support to employees
- ii) Assist HR at times
 - Invigilate written exam of candidates
 - Organize internal training on “Customer Service”
- iii) Support services to Employees

6) Documentation management

- i) Month wise cost file (daily basis update)
- ii) ID Card Requisition file maintain (time to time update)
- iii) Various Bill document maintain (BTCL bill, Employee Conveyance bill, BRACU OT, etc)
- iv) Material Requisition file maintain (Stationeries)
- v) Warranty Card of Electronic goods file maintain

2.3 Critical Observation

As I have worked in the Administration department it gave me the whole idea of the company and the culture of it. Though it took time to know about the organization, the departments, the employees, the system, the procedure, the hierarchy, its values, and norms but in time everything got into my understanding. Since I have worked closely with HR team I got to know a lot of HR policies and also assisted HR team at times when needed.

Working in the Admin department gave me a clear picture of how an organization is run internally. Admin's main purpose is to fulfill employees demanded requirements and make sure employees are getting whatever they are needed to work freely and meet their performance objectives through their required items and providing a good working environment. In order to

provide such or to bring such changes in the organization, everything needs to go in a process and final approval of the Head of HR and that particular Head of department. As I have been observing this process usually takes long time as it needs to go at different level of approval by the Sr. Manager, Admin and needs to go through verification. For example, if new chairs and tables need to be bought, it needs to be verified where it is needed, how many is needed and for which department it is needed. This verification takes up a lot of time and too much manpower. Firstly the intern follow it up and informs the Admin Officer about the follow up and then the officer goes for verification after that the officer informs the Sr. Manager of Admin. After the verification process is complete, an approval e-mail is sent to the Head of HR that a particular department requires certain amount of chairs or tables. Based on the verification the approval may be accepted or may not be accepted depending further clarification.

In my observation this process is too lengthy and time consuming. It is seen that to fulfill this requisition it takes up to a month sometimes more than that to provide the desired requisite material. Whereas, this process can be shortened and time saving by removing two-three steps that is, the verification can be done when the decision of buying something is finalized and then the intern can go for a thorough verification and report to the Sr. Manager and he can later move forward to get approval from the Head based on the intern's report. This way process can be shortened and less time consuming.

Chapter 3: The Project

3.1 Summary

BRAC IT Services Ltd. hired me as an Intern from 12th of March, 2015 till 12th June, 2015, a three month program in the Administration department of this IT firm. BRAC IT Services Ltd. is known to be one of the largest IT firms in Bangladesh which is a concern of BRAC Bank. So now that I have worked for three months in this company I have gathered some knowledge about corporate world as well as Administrative system. Working in the Administration department showed me how an organization is maintained and keep things going in the right direction. I have seen closely and been a part of various assignments of this department in order to make sure employees get the proper environment to work make the business run successfully.

My supervisor has helped and guided me to learn things of an organization which made me excel faster and understand the organization in quick time. I have also closely seen HR work and assisted them at various times. Providing support service to the employees was one of the main jobs I was assigned. Support services include providing employees with logistics, technical support, SIM card requisition information, business card, stationeries, and providing information on related matters. Administration department tries hard to fulfill all queries and demands of the employees.

3.2 Objective of the Project

The objective of the project is:

- To know the system and procedure of the Administrative process
- To learn how an organization maintains its working environment
- To know how an organization provides support services to its employees
- To know how to maintain Administrative documents

- To assist Admin personnel on their tasks
- To increase my knowledge on corporate culture

3.3 Methodology

While doing the report I have gathered information from different sources. These information were both from primary and secondary sources. Primary sources include information from my supervisor and seniors of the department. Some of the information for this report I have gathered from my internship experience while working for biTS. This report also consists of secondary information which includes sources such as biTS website, biTS Corporate Profile brochure, and other various internet sources.

3.4 Limitations

For this report the information that I have gathered was easy to get as I was closely observing the whole system and its processes. But a major setback was that, as I was preparing and deciding what my report should be on, I was informed from the HR department that I have to select topics for the report within the department I was working for. That is why I was bind with limited topics within the Admin department.

Chapter 4: Findings and Analysis

BRAC IT Services Ltd. is an organization that provides IT solution and software services to their clients. In this organization I joined in the HR & Admin division. I was told that due to confidentiality I cannot use information for my report from any other departments but only of the department I worked for. That is why I have limited information regarding my findings and analysis. Despite of all these limitations, after working for three months in this organization under the administration department I was given some major tasks depending on which decisions were to be taken by the top management. Among these tasks two major assignments were very important as it was for the employees of biTS' Benefit Remuneration.

Life Insurance benefit plan:

The first assignment was to prepare Life Insurance benefit plan which is provided by the company and it fall under the category of Benefit Remuneration for the employees of biTS. Currently biTS is in contract with Pragati Life Insurance Company Ltd. from whom the employees are being beneficiated. But recently the management has decided to change their contractor as they feel that other insurance companies are providing better benefits also that at a lower premium rate. I was included in the meetings that held with insurance companies regarding their benefits and policies so that it also comes to my understanding and prepare a report out of it and submit it to the Sr. Manager of Admin. Like that I gathered information of two other insurance companies and make a comparison file regarding costs, premium rates, hospitalization benefit, maternity benefit, consultancy benefit, abroad check up benefit, etc. The insurance companies include Guardian Life Insurance Ltd, Sunlife Insurance Ltd and Pragati Life Insurance Ltd. I had to find out which company provides better service in terms of cost, rates and other general benefits. After preparing the report I figured out that Guardian Life Insurance Ltd. is offering better services along with the cost and premium rates.

After doing the analysis of this life insurance assignment I figured out that a portion of the employee's salary is being deducted in order to receive the services of life insurance. Suppose a low earning employee receives insurance benefit but every month a portion of the salary is deducted due to payment of premium fees which results in decrease in salary. It seen that

employees seem to be unhappy with the fact of salary being deducted for the premium charge whereas some employees do not require to use the insurance benefits as they are fine health wise. I believe this insurance premium charge should be paid by biTS atleast 50% of it for their employees so that the employees feel a satisfaction that their company cares for them. Employees always like to work for those companies who care for their staff. If it is seen that in spite of paying the premium charge for the insurance and not getting the proper benefit of it on time then it becomes pointless. That is why companies should make their employees think that the company cares for their people.

Telecom Management:

The next major task I was assigned that employees of Data Center (DC), which is situated in Gulshan 1, was facing mobile phone network problem of Grameen Phone. Every employee is given a phone number provided by biTS and also the bill is paid by the company. Recently employees were facing difficulties in making calls especially. That is the why the management decided to change their mobile operator SIM. Changing from one operator to another is not an easy task. Yet for the betterment of the employees they have considered to take such step.

In the same way I made a report on the comparison between Banglalink's offer and Grameen Phone's current services which includes cost of both the companies, services they provide, internet packages, network facilities, etc. After making the report I submitted it to my Sr. Manager who would then discuss the matter with Head of Finance and Head of HR. As they were facing problems regarding the network as well as the call tariff of Banglalink is comparatively lower than any other mobile operator that is why deciding to move to Banglalink was easy.

But shifting from one number to another is not easy. When someone uses a phone number for a long time and everyone is familiar with that number and all of a sudden moving to another number this transition takes some time and resulting is miscommunication and delay in finding the right contact details. It is also difficult to update all the new contact numbers and send them to the necessary contact person. HR always needs the updated contact number for their personal file. It is also a hassle for them to update the database one by one.

The thing that could have been done was that biTS should have contacted Grameen Phone to put a small network server on the floor where Data Center is situated. By doing such the employees would not need to change the numbers and there would not be any hassle to update the database one by one.

Inventory Management:

In biTS managing the stores is quite a difficult task. There are more than 350 employees working in this organization. Every week there is requisition for materials department wise like stationeries, toiletries, kitchen materials, tables, chairs, lights, other electrical materials. All these materials are kept in the stores till distribution. There are also extra materials kept in the store than the required ones in case of emergency. It is seen that some stuff are being taken from the store without prior notice and it becomes hard to maintain track of it. Especially it is difficult to maintain proper record of the stationeries item as it is required the most to the employees. There is no electrical system to record or no database for inventory management system is available at the moment.

It is necessary that the management take proper initiative to bring it in control. So that unnecessary use and missing of materials can be taken care of. To do such it is necessary that the management decides to appoint a store keeper who will be in full control of the stores and its inventory and keep proper record of it. Doing such will help to prevent the materials to go missing as well as no one can take anything off the record.

Chapter 5: Conclusion

IT sector of Bangladesh is booming at the moment because technology will be advanced day by day that is it also necessary for us to be updated with the latest world. If we do not do that then our country will always fall behind.

BRAC IT Services Ltd provides IT solutions to their clients through various software products or technical services. Being a part of this organization helped me to understand how the tech firms are doing. BRAC IT Services Ltd. started their venture two years back with its own name but before that it was within the BRAC Bank Ltd.

Administration department is such a department of the organization that takes care of the full office from every brick to the full office building and whatever along comes with it and makes sure everyone gets a proper working environment. Admin department closely works with the HR department as both are working for the employees of the office. That is why seeing them I have observed some of their working techniques which helped me to relate with my education. Also, time to time I have assisted HR team with few tasks like being an invigilator during the written exam of the candidates and organizing internal training session on “Customer Service”.

It was an honor for me to have worked as an Intern in this organization which taught me so much about corporate culture, norms, behavior, values and strategies. The knowledge that is learnt from this organization would help me enough to keep up with the organization culture.

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