INTERNSHIP REPORT

ON

RECRUITMENT& SELECTION PROCESS OF ACCENTURE

BRAC UNIVERSITY

Inspiring Excellence

INTERNSHIP REPORT

ON

RECRUITMENT & SELECTION PROCESS OF ACCENTURE

PREPARED FOR

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BRAC UNIVERSITY

SUBMISSION DATE:

23RD AUGUST, 2015

23rd August, 2015

Rahma Akhter
Lecturer, BBS
BRAC University

Subject: **First Draft Submission of Internship Report**

Dear Madam,

It is really an immense delight that I have got an opportunity from you to submit the report on "Recruitment and Selection Process of Accenture" as a partial requirement of the Internship Program, a prerequisite for the completion of the BBA Course.

Basically Accenture is engaged in outsourcing technology infrastructure and BPO- finance& Accounting. Accenture also maintains a strong professional network across the region and internationally to share skills & expertise to support its clients' growing needs. It believes that the foundation of success, regardless of their chosen field, is attitude and that attitude must be a positive one Accenture emphasizes that a positive attitude implies a way of thinking that is predominantly positive and optimistic.

I have tried my level best to make the report fluent with the information about the topic that I was assigned by. I have also tried to avoid any deficiency and hope my report will satisfy you. I am thankful that you gave me the opportunity to submit this report.

Regards,

Salman Kabir Abid
ID # 11104001
BRAC Business School
BRAC University

Acknowledgement

From its first scrutiny until its final completion, the success of the study rest of many persons who have inspired and guided my work. First of all, I would like to acknowledge my Supervisor and teacher, Rahma Akhter who has provided me continuous constructive counsel and guidance for completing my report. In frequent time, I have contacted her for the purpose of preparing my report and accordingly she has rendered all required support, encouragement, guidelines as well as generous comments and suggestions.

I also wish to express a deep sense of gratitude to Ms. Nadira Afsana Haque, HR Associate of Accenture who helped and guide me throughout my internship period. Also all of my colleagues I felt comfortable to work with, which gave me the enthusiasm to learn about the Recruitment procedures and processes practically. I have taken help from some books, term papers, journals etc. I am really grateful to the authors of those books and journals.

Finally, I would like to take the opportunity to express my wholehearted gratitude to my fellow friends, near and dear ones who offered encouragement, information, inspiration and assistance during the period of constructing the internship report.

Executive summary

As a part of the BBA program, each and every student has an option for spending an internship period of three months in an organization and so have I with Accenture where I observed and learned Human Resources practices and recruitment processes. Accenture is engaged in outsourcing technology infrastructure and BPO- finance& Accounting. Accenture aspires to be the world's one of best leading, consulting, technology and outsourcing is strongly driven by its core values. Accenture has taken over GPIT on 2013. As they are outsourcing technology and BPO, they are hiring a lot of employees. HR recruitment department is playing great rule in searching and selecting of qualified employees which is helping Accenture Bangladesh to remain competitive and serve their best to their clients.

This report basically provides information about the overall recruitment and selection process of Accenture. While discussing different aspects and functions of the firm, Importance has been given to depict the real situation of recruitment & selection process of Accenture. At the same time, different findings and recommendation are also discussed in the report such as they do not have a proper coordination among the departments and have too much people in their HR department. So, organizing their HR department is very important to be more efficient and effective.

Table of Contents

CHAPTER 07 (FINDINGS & ANALYSIS)

CHAPTER 01

1.1   INTRODUCTION

One of the most important things for an organization is to attract, screen and select qualified persons. Such activities are generally done by the HR department of an organization. HR hires good people so that company succeeds, they provide good benefits so that employee wants to remain in the company as long as possible, and they train to protect company from liability and to ensure that employees are producing at highest level. I wanted to be in such part of an organization where I can impact company's performance every day and at the same get to spend a great deal of my time working one on one with employees at all level That is why I have chosen "Recruitment and Selection process of Accenture" as my topic of this report because I want to gather knowledge about the process and practice that organization uses to allocate the right person at the right time for the right position in the organization.

1.2   OBJECTIVE OF THE STUDY

- The analysis is on the recruitment & selection process followed by a multinational organization.
- Steps they follow in order to make a successful recruitment and selection
- HR practices followed by Accenture

1.3   SCOPE

This paper is prepared only based on the Accenture's information and their recruitment & recruitment process. This report will allow to learn about Accenture, their activities around the world, there HR practices and their techniques to make recruitment process efficient. Moreover, the report will help to learn and differentiate between the theoretical knowledge and their practical implication in a multinational organization.

1.4   LIMITATIONS OF THE STUDY

I had to face few difficulties while preparing the report. Limitations those I have faced are mentioned as follows

- As I was working as intern many confidential information were not disclosed to me.

- Improper combination among various departments
- Time limitation
- Accessibility of the information.

1.5   METHODOLOGY OF THE REPORT

In order to collect necessary information I have followed two process of data collection

a) Primary Sources
b) Secondary Sources

a) Primary Data: The primary data has been gathered through following sources
- Face to face discussion with my supervisor and colleagues
- Telephone discussion

b) Secondary Data: Mostly used to find out basic information about the organization. The secondary data has been collected through following sources
- Website of Accenture
- Articles, journals & newspapers

CHAPTER 02

THE ORGANIZATION

(ACCENTURE)

2.1   Company Overview

Accenture is one of the world's leading professional services companies, with capabilities in consulting, strategy, digital, technology and operations and one of the fortune global 500 companies in world. Accenture, with more than 319,500 people is serving clients more than 200 cities in 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture help organizations to maximize their performance and achieve their vision. Accenture collaborates with clients to help them become high-performance businesses and governments.

Accenture has embarked their business in Bangladesh by taking over GPIT by acquiring 51% of its share. This strategic investment allowed Accenture to tap into a very robust pool of skills and capabilities in the country. Currently, they are outsourcing technology and BPO-Finance & Accounting

2.2   ACCENTURE HIERARCHY

Accenture has designed their hierarchy in level of 1-13.

- Level (1-5) – They are called Accenture leadership position; they do not disclose the designation who are of those level.
- Level 06- Senior Manager
- Level 07- Manager
- Level 08- Associate Manager
- Level 09- Specialist/Team Lead
- Level 10-Senior Analyst
- Level 11- Analyst
- Level 12- Associate
- Level 13- New Associate

2.3 CORE VALUES OF ACCENTURE

Accenture's core values shape the culture and define the character and define the character of the company; these core values serve as a foundation in how Accenture act and make decisions. Accenture people live the core values through individual behaviors

- **Stewardship**

Stewardship means building a better company for future generations, acting with an owner mentality, developing their people and helping improve communities and the global environment.

- **Best people**

Best people mean attracting, developing and retaining the best talent for their business, challenging their people, demonstrating a can-do attitude and fostering a collaborative environment.

- **Client Value Creation**

Client value creation means enabling clients to become high performance business and creating long term relationships by being responsive and relevant and by consistently delivering value.

- **One Global Network**

One global network means leveraging the power of global insight, relationships, collaboration and learning to deliver exceptional service to clients wherever they do business

- **Respect for the Individual**

Respect for the Individual means valuing diversity and unique contributions, fostering a trusting, open and inclusive environment and treating each person in a manner that reflects Accenture's values.

- **Integrity**

Integrity means being ethically unyielding and honest and inspiring trust by saying what Accenture mean, matching their behaviors to their words and taking responsibility for their actions

2.4 ACCENTURE BUSINESS INCLUDES

- **ACCENTURE STRATEGY:**

Accenture strategy is where they shape their clients' future, combining deep business insight with the understanding of how technology will impact industry and business models. Accenture operates at the intersection of business and technology, bringing together their capabilities in business, technology, operations and function strategy to help their clients envision and execute industry-specific strategies that support enterprise-wide transformation.

- **ACCENTURE CONSULTING:**

Accenture consulting comprises the people who work in five operating groups: Communications, Media & Technology, Financial Services, Health & Public Service, Products and Resources. They are industry experts with the insights and capabilities to help transform the world's leading companies. Accenture Consulting orchestrates and brings together the best of Accenture from across the organization, and has primary responsibility for building and sustaining long-term client relationships.

- **ACCENTURE DIGITAL:**

It combines their capabilities in digital marketing, analytics and mobility to help clients unleash the power of digital to transform their businesses. They help clients use digital technologies to deliver more meaningful and relevant customer experiences across all channels and customer segments, as well as to create new products and business models and to optimize the efficiency and effectiveness of their internal operations.

- **ACCENTURE TECHNOLOGY:**

This harnesses the power of technology to drive innovation, deliver cutting-edge solutions and increase productivity. It comprises two primary areas: Technology Delivery, which includes

global delivery capabilities as well as application services—spanning systems integration and application outsourcing—and our portfolio of software solutions; and Technology Innovation & Ecosystem, which includes the R&D activities in our Technology Labs and the management of our alliance relationships across the ecosystem.

- **ACCENTURE OPERATIONS:**

This provides business process outsourcing, infrastructure consulting, infrastructure outsourcing, security and cloud services, including the Accenture Cloud Platform. Accenture transform, build and operate IT infrastructure and business processes on behalf of clients to help improve their productivity and performance.

2.5   THINGS THAT DIFFERENTIATES ACCENTURE FROM OTHERS

Accenture is uniquely differentiated in the marketplace through their

- Trusted client relationships
- Industry differentiation
- Global footprint
- Technology leadership
- Operational excellence

- **TRUSTED CLIENT RELATIONSHIPS:**

Accenture operates at the heart of their clients' businesses, helping address their most complex, mission-critical issues. Accenture serve more than three-quarters of the Fortune Global 500 and 89 of the Fortune Global 100. We are proud that 95 of our top 100 clients have been clients for at least 10 years.

- **INDUSTRY DIFFERENTIATION:**

Accenture is known for the depth of our knowledge across more than 40 industries, and more than half of Accenture people have certified industry skills or are aligned with a specific industry. Accenture provides flexible and scalable end-to-end business services that address the business and performance issues unique to a given industry—or for specific enterprise functions across industries.

- **Global footprint:**

Accenture has a broad global footprint aligned around three geographic regions—North America, Europe and Growth Markets—and serve clients in more than 120 countries. Accenture is both extremely global, serving their clients consistently anywhere they operate, and extremely local, bringing local execution and market relevance.

- **TECHNOLOGY LEADERSHIP:**

As the largest independent technology services provider, Accenture has a privileged position in the ecosystem and are the #1 partner of many key players, including SAP, Oracle, Microsoft, HP and Salesforce.com. The scale and scope of Accenture's Global Delivery Network are unmatched, with 237,000 people working from more than 50 delivery centers and at client sites around the world.

- **OPERATIONAL EXCELLENCE:**

Accenture run Accenture itself as a high-performance business. Accenture manage its operations with rigor and discipline to increase our efficiency and enhance our competitiveness, so that they can continue to achieve our ultimate goal of delivering sustainable, profitable growth over the long term.

CHAPTER 03

ACCENTURE BANGLADESH

& THEIR BUSINESS

3.1 ACCENTURE BANGLADESH'S BUSINESSES AND CLIENTS

Accenture provides a huge range of BPO services to enable high performance. These includes function specific services such as procurement, supply chain, learning, HR, finance and accounting, as well as services geared to needs of specific industry such as utilities, insurance and healthcare. Accenture has more than 20 years of experience in infrastructure outsourcing. Infrastructure outsourcing provides ongoing management of companies IT infrastructure capabilities or functions. They provide either discrete skills or fully managed service in which they take complete responsibility to manage end-to-end function of one or more of their infrastructure outsourcing services

Accenture Bangladesh is currently outsourcing BPO- Finance & Accounting and Infrastructure. Accenture Bangladesh's main client is Telenor. They started their outsourcing services in 2013 and their first client was GP Telenor and gradually they expand the client network and providing services to other Telenor around the world
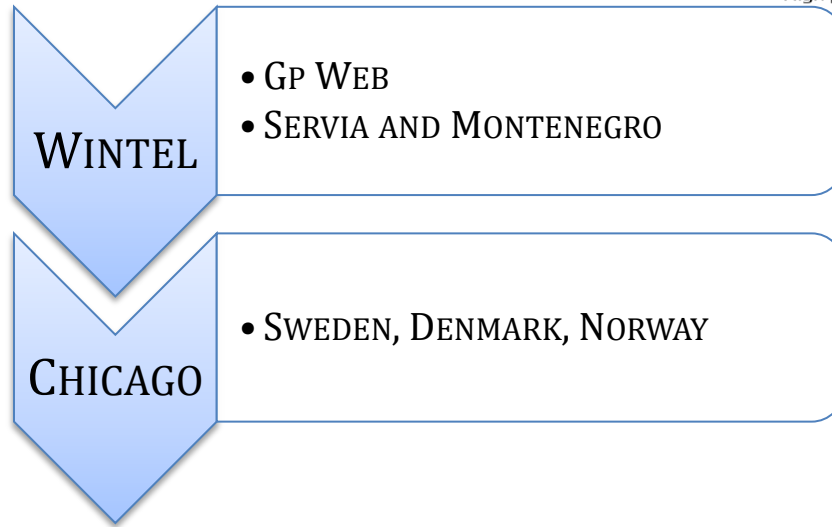
- **BPO-Finance & Accounting Outsourcing**

BPO services that Accenture provide are

1. P2P (procure to pay)

2. R2R (Record to Report)

3. O2C (Order to Cash)

In order to provide these services Accenture Bangladesh have two projects.

1. Winter

2. Chicago

WINTEL
- GP WEB
- SERVIA AND MONTENEGRO

**CHICAGO**
- SWEDEN, DENMARK, NORWAY

Figure 01: Projects & Clients

Under these projects Accenture Bangladesh run their BPO outsourcing and from 2013 they started their BPO outsourcing activity in Bangladesh.

- **INFRASTRUCTURE OUTSOURCING**

Accenture Bangladesh run the infrastructure outsourcing activities under the project called "Project Nucleus". Previously this project was named as TITA. Under this project there are 4 business units.
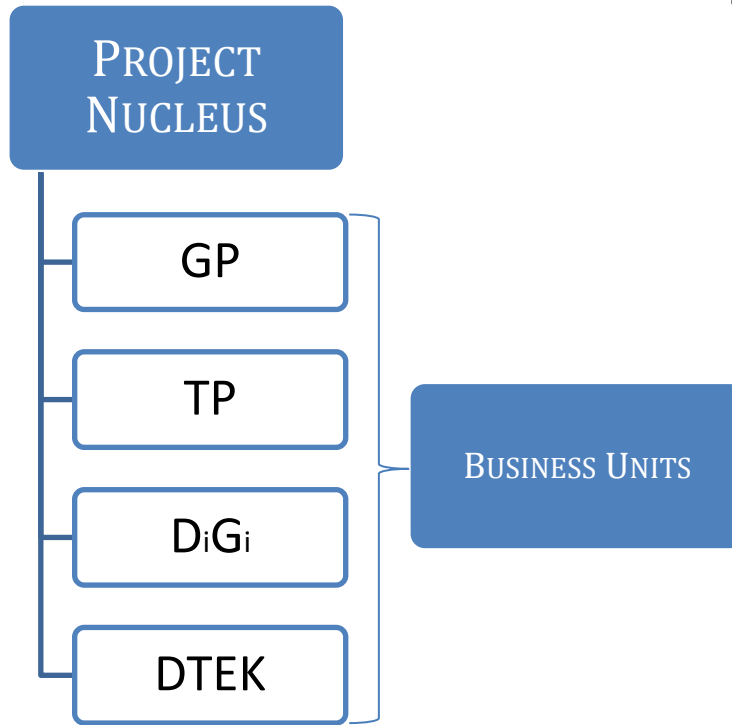
Figure 02: Business Units and Clients

Accenture support their (four business units) activities from Accenture Bangladesh Delivery Centre (ABDC). In order to support to support these activities there are 9 towers.

- Monitoring
- Storage
- Backup
- Network
- Network Securities

- Server (windows & virtualization)
- Linux
- Unix
- Database Administrator

CHAPTER 04

ACCENTURE BANGLADESH

HR DEPARTMENT

4.1   HR ORGANOGRAM

Figure 03: HR Organogram

4.2   HR DEPARTMENTS

- **RECRUITMENT TEAM**

They discuss about the job openings with the department managers, post job ads, collects and sorts CVs, arrange examinations & interviews, take part in in job fairs, promote the company and prepare recruitment reports.

- **TOTAL REWARDS TEAM**

After selection, total reward team proceeds with the offerings, salary negotiation and agreement signing. They also perform the performance appraisal.

- **OPERATION TEAM**

After the agreement signing operation collect all the necessary documents and proceeds with the id creation, certificate verification etc. they also look after payrolls, salary, vacation hours, sickness leaves bonuses etc.

- **FIELD HR**

Field HR is the center person. He is the point of contact of all HR activities. All candidates information starting from who got on-boarded and all of their information are send to the field HR. from joining till leaving all the issues and information goes through the field HR.

- **TRAINING & DEVELOPMENT**

Training & development team occupy themselves to identify the skills those are needed to be developed in the employees, they also discuss about the training needs with the line managers, prepare internal and external training program, contact with the external trainer and arrange an external training program, contact with the internal trainer to conduct internal training program, taking feedback from the participants, and preparing training reports.

CHAPTER 05

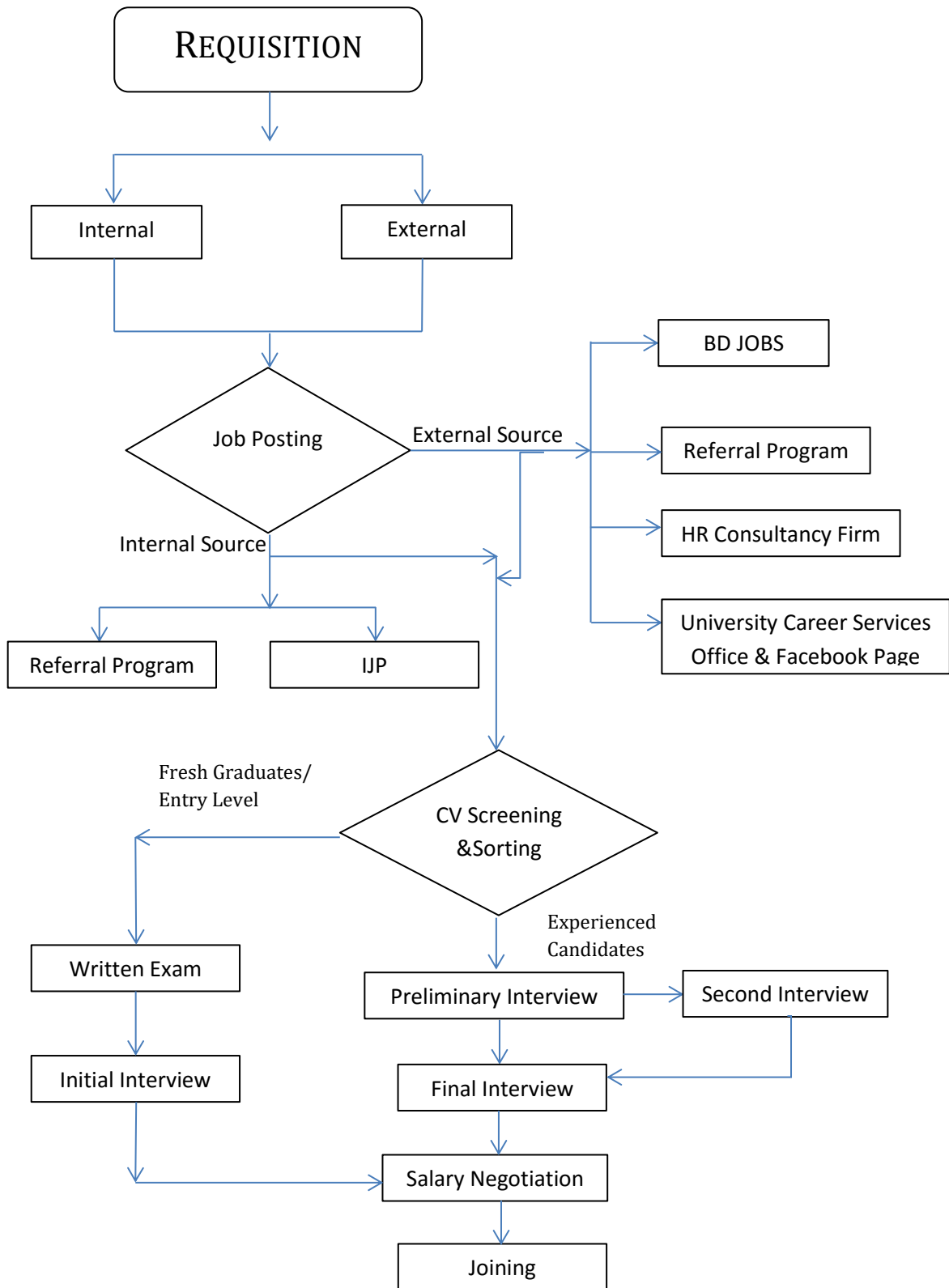# ACCENTURE BANGLADESH

RECRUITMENT & SELECTION PROCESS

RECRUITMENT & SELECTION PROCESS

```
                        ┌─────────────────────────┐
                        │      REQUISITION        │
                        └─────────────────────────┘
                                   │
                    ┌──────────────┴──────────────┐
              ┌──────────┐                   ┌──────────┐
              │ Internal │                   │ External │
              └──────────┘                   └──────────┘
```

Job Posting → External Source → BD JOBS

Job Posting → External Source → Referral Program

Job Posting → External Source → HR Consultancy Firm

Job Posting → External Source → University Career Services Office & Facebook Page

Job Posting → Internal Source → Referral Program

Job Posting → Internal Source → IJP

CV Screening &Sorting

Fresh Graduates/ Entry Level → Written Exam → Initial Interview → Salary Negotiation

Experienced Candidates → Preliminary Interview → Second Interview → Final Interview → Salary Negotiation

Salary Negotiation → Joining

5.1   RECRUITMENT AND SELECTION PROCESS:

Recruitment process begins with the requisition. When there is demand for new employees in any department, the stakeholders send a requisition to the recruitment department. Then, we determine whether it will be an internal or external recruitment. Based on it we proceed with the recruitment and selection process

STEP 01: JOB POSTING

INTERNAL RECRUITMENT:

In terms of internal recruitment we use two sources

- We post a job vacancy post in our internal job portal (IJP). Existing employees who are interested for that position applies there.
- Another one is referral program; here the line managers refer someone from the existing candidates.

EXTERNAL RECRUITMENT:

In terms of external we use different sources for CV collection

- In case of new and fresh graduates we contact with the career service office of different universities in order to get CVs. Beside that we conduct and participate in the Career Fair Program. Also we post in the Career related Facebook pages of different universities to collect CVs as well as in the BD JOBS.
- In case of experienced candidates we give job vacancy post in BD JOBS. We also contact with different 3rd party HR consultancy firm such as Grow N Excel, HR kites etc.

    (**** Two Job Description file has been attached in the Appendix**)

- Referral program; candidates from outside the organization gets referred by company's internal employees

STEP 2: CV SCREENING AND SHORTLISTING

After collecting all the CVs, our next step is CV screening.

- In terms of fresher recruitment department do the CV screening and shortlist the CVs according to the requirements.
- For the experienced candidates stakeholders (department line manager) sort the CVs and send to recruitment department for the next process.

Requirements to be selected

<u>Entry Level/Fresh Graduates</u>

Educational Requirements:

- BSc in CSE/EEE
- BBA in Finance/Accounting
- Professional Certification is preferred

Experience: N/A

<u>For Experienced Professional (Level 11-06)</u>

Educational Requirements:

- BSc/MSc in CSE/EEE
- BBA/MBA in Finance/Accounting

Experience: 03-10 years of experience on the required filed (years of experience depends of the job level)

STEP 03: WRITTEN EXAM AND INTERVIEW

We have different recruitment process for the Fresher/entry level position and experienced candidates.

For Fresher/entry level position:

- First of all we call the selected candidates and arrange a written examination.
- Then, based on the written exam result we call the candidates who did well in the exam for an interview.

For Experienced Professionals:

- Initially, we call them and arrange an interview with the stakeholders.

Step 04: FINAL SELECTION:

After the interview, interviewers send their assessment sheet to the recruitment department. Based on the assessment sheet, we prepare a holistic which shows which candidates are highly recommended. Than we send the results to the stakeholders. Then, they send us confirmation mail that includes the selected candidates list.

- For entry level position, after we get the confirmation mail, we send the selected candidate list to the Rewards team.
- For the experienced candidates we call the selected candidates (from the preliminary interview) for the final interview which is taken by the whole section head. Than we send the selected candidates list to the Total Rewards team.

Total Rewards team then calls the selected candidates and sits for the salary negotiation. Meanwhile, the BGC POC sends an employee Background Checking (BGC) request to their vendor "Foot Prints". After receiving the initial information checking (candidate name, parent's name, date of birth & criminal record) report, BGC POC than sends the information to the Total Reward team. If the information are positive than Total Rewards team arrange a meeting with the candidate and do the contract signing. After that, candidate information are send to Operations

Team and the ops team do all necessary things which are candidate on-boarding, ID creation, certificate verification.

Recruitment tool

Currently Accenture Bangladesh does not have any recruitment tool such as i-recruitment tool which is used by Grameen phone. All of their employee information are kept in the excel files. As a result their work process gets sluggish, harder and time consuming.

It is good news that Accenture Bangladesh is going deploy a new recruitment tool called 'Abacus" at the end of this month and it will help work process to be more efficient and faster. Abacus has been developed in India on a .NET platform and it provides an integrated HR management functionality. Starting from the forecasting of resource requirements to candidate selection to monitoring efficiencies of resource, the software handles it all. Abacus enables companies to manage its human resources better, right from prospective candidates applying for a job online to employee quitting, even a referral can be tracked through this software.

CHAPTER 06

MY JOB & RESPONSIBILITY

AT ACCENTURE

6.1   MY JOB AND CONTRIBUTION AT ACCENTURE

During my internship period I worked in the Recruitment department of Accenture and assisted in the whole recruitment process.

- First of all, after the requisition, when my line manager receives the shortlisted CVs, she sends me the CVs. Afterward, I cross check them in the previous candidate list "Schedule list" whether they have attended before for this position. If there's anyone who attended before for an interview for same position than I keep their CVs aside. Then, talk to the interviewers and I arrange an interview session. After that, I prepare a "signup sheet" and according to that I call all the candidates and confirm them about the interview time & date. Also, I send them an email regarding all the information such as address, interview time & date, job position.

- For the entry level position candidates, I arrange a written exam for the candidates. After the exam I send the exam scripts to the stakeholder and follow up with him till the return of the scripts. Then I input all their scores in "all written score" file. Meanwhile, Stakeholder sends an email mentioning what is the minimum mark to pass to my line manager which she later forwards me. According to that, I send the candidate list (those who passed the exam) to my line manager. Later, I arrange an interview session for them.

- Before every interview I send and attach candidate CVs, assessment also include a table that contains candidate list, domain and their time of interview.

- I coordinate the whole interview session too. After the interview session is done, my line manager receives the assessment sheets which later she sends me in order to compile them and prepare a holistic. I rename all the assessment sheets with the interviewers. Then I put their assessment sheets result in a compilation file and prepare the holistic. After the holistic is done I attaché the holistic along with assessments and mail them to my line manager.

- As part of my work, I also maintained a network with all the Universities Career service office. Collected a lot CVs of the fresh graduate candidates.

- Creating a pool of candidates and keep tracks of them.

- Keeping track of the sources of CVs. If the CVs are collected from BD JOBS, Universities or it was a referral.

- I also coordinated and represented Accenture in different career fairs such at BRAC career fair, BD JOBS career fair at AUST and NSU Boot Camp.

6.2   THINGS THAT I LEARNED AT ACCENTURE

- Learned about recruitment process and the functions of the Recruitment Team.

- Sorting various CVs and keeping track of them.

- Organizational Hierarchy of Accenture Bangladesh

- A lot of about excel and also had detailed training on Excel.

- Learned about our major stakeholders and how to keep a good relationship and importance of it.

- Creating formal and standard Job Advertisements.

- Effective internal and external communication.

- Behave professionally with my colleagues within the organization and also with the external candidates.

- Ability to work under pressure and completing tasks in due time.

- Taking responsibilities and fulfilling them appropriately.

- Maintaining a number of excel sheets properly.

- Lastly, an experience of an amazing and dynamic corporate culture.

6.3   RECRUITMENT FILES THAT I MANAGED

- **Signup Sheet**

Candidate who will be called, we enlist their info (name, email, contact, domain, time& date, position etc.). One of the copy is sent to the reception so that they can keep track who came for interview/written exam.

Accenture Bangladesh

Interview

Position	Infrastructure
Date	29-July-2015,Wednesday
Time	10:30 AM
Venue	Niloy Mansion

Sl.No	Name	Scheduled Time	Email	Phone No	Domain
1	Rana Saha	10:30 AM	ranasaha78@yahoo.com	1710953823	Windows
2	MD. MAZHARUL ISLAM	10:45 AM	kmazharul@yahoo.com	1715899707	HPUX
3	RAJIA SULTANA	11:00 AM	rajis.rahman@gmail.com	1729099803	HPUX
4	ABU TAHER	11:15 AM	at_023057@yahoo.com	1730703770	Wintel

- **All Score List**

In this file I kept all the written exam score list according to the candidate name and highlight the selected or passed candidates. Besides that, I also keep track for which position the exam was held including exam date.

Accenture Bangladesh
Written

```
Position   Infrastructure
Date       29-July-2015,Wednesday
Time       3:30 PM
Venue      Niloy Mansion
```

Sl.No	Name	Email	Phone No	MARKS
1	TANVIR HOSSAIN	tanvir.lussan@gmail.com	1711362209	43
2	Nusrat Zahan	nusrat_tinni@yahoo.com	1740789265	36
3	SAMEER SADMAN URFEE	samsad03@live.com	1711233054	44
4	MD. RAYHAN ALAM	pikul.brac@gmail.com	1922389789	21
5	MALA SARKAR	mala.sarkar86@gmail.com	1737655089	24
6	Md. Saiful Islam	anik_ete28@yahoo.com	1980019761	39
7	FARZANA YASMIN	farzanaihm@gmail.com	1689369550	52
8	Farah Sharmin Obaid	farah.22obaid @gmail.com	1924400837	31
9	LAMIA ALAM	prome.alam@yahoo.com	1677152468	52
10	ABU TAHER	nahid1706@yahoo.com	1911356781	43
11	Md. Abdullah AL- Mamun	mamun.talha@gmail.com	1912004976	55
12	ANNA MOSTARIN	anna.mostarin@gmail.com	1685695069	32
13	S M SHAFI UL ALAM	alam.shafiul25@gmail.com	1727654385	45
14	MD. SAIDUZZAMAN	sajibeece09@yahoo.com	1686886607	46
15	M. M. JASIM UDDIN RONY	mridhakh@yahoo.com	1719195889	51
16	KAUSHIK DAS	kaushikdas073@gmail.com	1962390472	38
17	AKBOR SUSOM	akborsusom@yahoo.com	1672511469	42

- **Schedule List**

This file contains all the candidate information those who has been called for an Interview or written exam. Information contains candidate name, email, contact number, exam venue, and date, attended/absent. Also, who keep track of the reason of absence so that we can call those candidates for the next interview/written exam (if the reasons seems valid).

A	B	C	D	E	F	G	H	I	J
Sl.	Name	ritten/Intervi	Position	Date	Venue	Email	Phone	Absent/Attend	Reasons
5133	Md. Toufiq Zafor	an Interview	IT Service Management	14-July-2015, Tuesday	Niloy Mansion	munna.kubd@gmail.com	1719281945	ATTENDED	
5134	Md. Zonayeed Ul Islam	an Interview	IT Service Management	14-July-2015, Tuesday	Niloy Mansion	zonaeed@yahoo.com	1746396949	ATTENDED	
5135	Md. Yousuf	an Interview	IT Service Management	14-July-2015, Tuesday	Niloy Mansion	modassir.yousuf@gmail.com	1914209915	ABSENT	office meetings
5136	Saad Mahmood	an Interview	IT Service Management	14-July-2015, Tuesday	Niloy Mansion	saadmahmood@gmail.com	1615373750	ATTENDED	
5137	MOHAMMAD RAFIQUL AMIN	an Interview	Infrastructure_LINUX	28-July-2015, Tuesday	Niloy Mansion	otulonio@gmail.com	1755546516	ATTENDED	
5138	Shamsul Arifin	an Interview	Infrastructure_LINUX	28-July-2015, Tuesday	Niloy Mansion	arifin.shamsul@yahoo.com	1673878499	ATTENDED	
5139	Sheikh Wasiu Al Hasib	an Interview	Infrastructure_LINUX	28-July-2015, Tuesday	Niloy Mansion	wasiuhasib@gmail.com	1682860044	ATTENDED	
5140	KAUSHIK DAS	an Interview	Infrastructure_LINUX	28-July-2015, Tuesday	Niloy Mansion	kaushikdastagar@gmail.com	1962390472	ABSENT	JD Mismatch
5141	ANJUMANARA HAQUE	an Interview	Infrastructure_LINUX	28-July-2015, Tuesday	Niloy Mansion	njumanara.haque@gmail.con	1676079571	ATTENDED	
5142	Rana Saha		Infrastructure	29-July-2015, Wednesday	Niloy Mansion	ranasaha78@yahoo.com	1710953823	ATTENDED	
5143	MD. MAZHARUL ISLAM KHAN	an Interview	Infrastructure	29-July-2015, Wednesday	Niloy Mansion	kmazharul@yahoo.com	1715899707	ATTENDED	
5144	RAJIA SULTANA	an Interview	Infrastructure	29-July-2015, Wednesday	Niloy Mansion	rajis.rahman@gmail.com	1729099803	ABSENT	Rescehuled
5145	ABU TAHER	an Interview	Infrastructure	29-July-2015, Wednesday	Niloy Mansion	at_023057@yahoo.com	1730703770	ATTENDED	
5146	MD. MONIRUZZAMAN	Written Exam	Infrastructure	29-July-2015, Wednesday	Niloy Mansion	monir100@gmail.com	1712181406	ATTENDED	
5147	MD. MAHMUDUL HAQUE	Written Exam	Infrastructure	29-July-2015, Wednesday	Niloy Mansion	mmhdalim@yahoo.com	01721878173	ABSENT	not interested
5148	KRISHNA KUMAR (SUMON)	Written Exam	Infrastructure	29-July-2015, Wednesday	Niloy Mansion	krishnoinfo@gmail.com	1825354172	ATTENDED	
5149	MUHAMMED ARIFUL HASAN B	Written Exam	Infrastructure	29-July-2015, Wednesday	Niloy Mansion	sohan_cse@yahoo.com	69796,01716	ATTENDED	
5150	Shohana Chowdhury	Written Exam	Infrastructure	29-July-2015, Wednesday	Niloy Mansion	hanachowdhury007@gmail.c	1755632842	ATTENDED	
5151	I.S.M.SHIHAB-UL-HUQUE	Written Exam	Infrastructure	29-July-2015, Wednesday	Niloy Mansion	shihabulhuque@gmail.com	1675295995	ATTENDED	

- **Assessment Sheet and holistic**

Before the interview I prepare an assessment sheet and send the file to the Interviewers. We Assessment sheet in order to evaluate the candidate for example what are his positive and negative sides, whether the candidate is recommended/not recommended, or potential. Also we give score (1 to 5) to the candidates on different values such as creativity, commitment, communication, leadership.

SCORE=1	Meets few or no essential or desirable requirements
SCORE=2	Does not meet all essential requirements
SCORE=3	Meets all essential requirement
SCORE=4	Meets all essential & some desirable requirement
SCORE=5	Meets all essential & desirable requirement

Based on the assessment result we prepare the holistic that shows how many interviewers recommended/not recommended them, their over strength or development values etc.

Position:	Infrastructure_L09/10			Mandatory field			SCORE=1	Meets few or no essential or desirable requirements
Ref. No	0			Optional field			SCORE=2	Does not meet all essential requirements
Type:	Interview						SCORE=3	Meets all essential requirement
Date:	31-May-2015,Sunday						SCORE=4	Meets all essential & some desirable requirement
Venue:	Niloy Mansion						SCORE=5	Meets all essential & desirable requirement

Cell no. of Assessor			Name of Assessor:			

				Comments and Scores for Values		Comments and Scores for Other Areas					123
SL	Application No	GP ID	Name of Candidate	Values		Specialist Knowledge	Communication	Team-working	Commitment		
5	0	0	RIPON KANTI DUTTA								
				Strength in values		Strength in other areas				Not Recommended	
				Development in values		Development in other areas					
				3	all essential requirements	3	3	3	3		
6	0	0	MD. ABDULLAH-AL KAUSER							Not okay with shift. Could be hired at level	
				Strength in values		Strength in other -----				Not Recommended	
				Development in values		Development in other areas					
				3	all essential requirements	3	3	3	3		82,233
7	0	0	ISTIAQ AHMAD							Level 10, if not level 9.Windows team.	
				Strength in values		Strength in other -----				Recommended	
				Development in values		Development in other areas					

- **Joining Template**

After a candidate is finally selected I put their necessary information in the joining template. Joining template includes information such as candidate name, gender, permanent/contractual, job level, job tittle, department, job location, supervisor name, supervisor's title, supervisors contact number, candidate email and contact, for which project etc.

Sl No.	Candidate Name	Gender	Employment Status	Job Level	Job Title	Supervisor Name	Supervisor's Title	Supervisor No.	Division	Department	Job Location	E-Mail	Mobile No.	Experience in Years	Expected Joining Date	Salary	TGP/TITA

CHAPTER 07

FINDINGS & ANALYSIS

7.1   SWOT ANALYSIS

STRENGTHS OF THE COMPANY:

- Strong brand name
- Strong network
- As previously known as GPIT it has a strong hold in the market
- None of the companies outsourcing technology services like Accenture do

WEAKNESSES OF THE COMPANY

- Newly established business in the market
- Lack of about the company among the people
- Growing demand employee for various projects.
- Still in the transition phase, not fully Acceturized

OPPORTUNITIES OF THE COMPANY

- As people started to know about Accenture, they are willing to join at Accenture
- Bangladesh possesses a huge pool of skilled population

THREATS OF THE COMPANY

- There are a lot of IT based companies in Bangladesh such BRAC IT, LINK 3, and IT departments of mobile operator company.

7.2   FINDINGS

- Accenture Bangladesh is still dependent on Accenture India.
- Do not have proper coordination among the departments
- HR team is overflowed. And the work is not properly distributed.

7.3 RECOMMENDATION

- Interviews must be held on time. Many of the time interviews get delay which makes a negative impression about the company. As they are new in the market and need a huge set of employees, it is an alarming issue as it is said that first impression is the best impression.

- Organize the workforce in a proper way so that there is a proper communication among the departments. This will boost their work flow.

- They should provide intern trainings such as excel training, and provide facilities such provide a cisco at their desk as they need to make continuous phone call.

- They should pay their intern for their hard work.

- HR team needs to keep a proper track of information.

- Some of their HR activities has to be more organized for example employee background ground checking is coordinated by 5 HR personnel which is according to my point of view is too much. This situation shows a disorganized BGC process.

- Accenture Bangladesh is still the transition phase and depended on Accenture India. They need to boost their work process in order to finish the transition phase and get fully Accenturized. This will help the Accenture Bangladesh to be stable.

7.4   CONCLUSION:

Accenture is a global management consulting, technology services and outsourcing company which is providing technology services to Grameen Telenor, along with other Telenor such Pakistan Telenor, Malaysian Telenor, Thailand Telenor etc. They are serving those clients from Accenture Bangladesh Delivery Centre (ABDC). Accenture is currently hiring huge amount of employees which has opened a big door of job opportunities for the skilled labor that we have in our country unused. Accenture has a huge opportunity grow at Bangladesh market but to achieve that management team need to be more efficient and effective. They should speed up their work process to be fully Accenturized as soon as possible. This will help Accenture Bangladesh to stand on their own feet.

7.5   REFERENCES

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3. Accenture.com,   (2015).   Culture   and   Core   Values.   [online]   Available   at: https://www.accenture.com/ng-en/company-corporate-citizenship-diversity.aspx   [Accessed   21   Jul. 2015].

4. Anon, (2015). [online] Available at: http://www.dhakatribune.com/money/2013/sep/03/accenture-takes-over-gpit-management [Accessed 21 Aug. 2015].

Appendix

1. Database Administrator Associate/Analyst/Sr. Analyst

2. Network & Internet Team Lead