

Internship Report
On
Training & Development Process of
Star Computer Systems Limited (SCSL)



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December 03, 2015

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Subject: Submission of the Internship Report on “Training & Development Process of Star Computer Systems Limited (SCSL)”

Dear Sir,

It is my great pleasure to submit you my internship report on “**Training & Development Process of Star Computer Systems Limited (SCSL)**”. I have completed my internship program in Star Computer Systems Limited (SCSL) from 24-03-2015 to 30-11-2015 as a part of my MBA Program. I have tried myself to explain my learning and experience I have gathered from my internship program briefly in this report.

I appreciate that this approach really contributes in giving my course learning a lasting shape in me. The entire report is based on my practical experience in this company. I have putted my best effort in completing the report with all the information that I have collected during my stay in Star Computer Systems Limited.

I have great hope that the report will meet your expectation and my academic requirement and aid you in getting a clear idea about the subject.

Sincerely,

.....
Dewan Ashif Reza

ID No.: 13364039

Program: MBA

BRAC University

Supervisor's Certificate

This is to certify that the internship report on “**Training & Development Process of Star Computer Systems Limited (SCSL)**” is an original work by Dewan Ashif Reza, ID No-13364039, major in HRM, MBA Program, BRAC University. He completed this Internship Report under my supervision. So, he is directed to submit this report for the partial requirement of the fulfillment of MBA program from BRAC Business School at BRAC University. The report has been prepared under my guidance and I wish him every success in his future life.

.....
Signature of the Supervisor

Noman Hossain Chowdhury
Senior Lecturer
BRAC Business School
BRAC University

Student's Declaration

I do hereby declare that the work presented in this internship report titled “**Training & Development Process of Star Computer Systems Limited (SCSL)**” is an original work done by me under the supervision of **Mr. Noman Hossain Chowdhury**, Senior Lecturer, BRAC University.

No part of this report has been previously submitted for any academic certificate or Degree. The work I have presented also does not breach any existing copyright and any portion of this report is not copied from any work done by anyone.

.....
Dewan Ashif Reza

ID No.: 13364039

Program: MBA

BRAC University

Acknowledgement

The theoretical knowledge that is gathered from the educational institution is not sufficient to be aware the subject matter rather the practical knowledge. In order to resolve the dichotomy between these two areas, I was assigned as an intern in **Star Computer Systems Limited**.

I, Dewan Ashif Reza, first of all, would like to express my gratitude to almighty Allah for keeping me mentally and physically sound to prepare this report. I am also grateful to my family and friends for giving me valuable advises and suggestions to complete the whole thing in a right manner. No noble achievement can be achieved by individuals without help of others.

I am deeply indebted to my academic supervisor, **Mr. Noman Hossain Chowdhury**, Senior Lecturer, BRAC University for his valuable suggestions, constant encouragement and whole hearted supervision during my internship period. Without his supervision that would have been extremely difficult to accomplish.

I would also like to thank my field supervisor **Mr. Sharif Mohammad Faisal**, System Administrator & Training Coordinator and **Ms. Rezwana Khan**, Director & COO, Star Computer Systems Limited, for their continuous support & inspiration regarding completion of my internship paper.

Finally, I humbly appreciated the endurance & assistance of the entire work force of Star Computer Systems Limited, for their time in making me able to complete my Internship Report. I have tried to prepare this report accurately. However there might be some errors or mistakes. So I seek your kind consideration as I am in the process of learning.

Executive Summary

Information and communication technology is the stewardship of positive change in Bangladesh society for the balanced socio-economic uplift and national well-being. The usage of information and communication technology plays a vital role in achieving a sustainable use of environment and resources. But the industry being very niche and experienced IT professionals is a scarcity.

Thus to make information and communication technology a part of the national culture, the Government's supports is acknowledgeable. The public sectors are transforming in to software based and IT or outsourcing industry is also growing in Bangladesh. Competitors are moving fast and as the demand is growing. Giant companies and group of companies are also stepping into the industry. Customers are moving to the competitors to fulfill their constantly changing requirements, which is a common nature of the industry. But still the unavailability of skilled manpower and fewer resources in small and medium businesses hampering the positive market and customer growth.

Human resource is like the life and blood of IT or software companies as skilful talents are the sources of getting competitive advantages. The dynamic nature of the industry due to the innovative methods of work culture shows the need of HR practices like training and development in this fastest growing industry.

Human resource training and development is the imparting of necessary knowledge and skills to the manpower serving this industry. They need continuous upgrade of their skills, knowledge and attitudes as per the nature of the products and services. Training them to bring them on par with the organization's goals and in tune with the industry trends is necessary, which will also ensures optimal performance from the employees.

Organizational culture means the values, attitudes and beliefs reflected in the mission and goals, and practices of the organization. Training and development of human resource must connect with those to produce best result from the available resources. Each company needs to set a goal of the training and that should include milestones to help taking the employees from where they are to where the firm wants them to see. Setting goals help to evaluate the

training program and also to motivate employees. Allowing employees to participate in setting goals increases the probability of success of the organization too.

Star Computer Systems Limited (SCSL) is one of the leading ICT solutions and services providers in Bangladesh. SCSL has gained outstanding recognitions not only in Bangladesh but in abroad. They already have been very successful with the ‘**ERP OPTIMA™**’ providing the best Enterprise Planning Solution in the country. The company wishes to achieve the strongest growth in the local market whilst operating globally. SCSL has a huge infrastructure for training their employees as well as other interested candidates. Different types of training program held in SCSL office compound.

SCSL defines numerous reasons or goals to conduct training among employees. Their first target is to increase job satisfaction, motivation and morale among employees. Then to increase the efficiencies and the capacity of adopting new technologies and methods among the employees, which will also result in financial gain. SCSL also bring innovative culture in strategies and products through the trainings. Ultimately that will reduce employee turnover and enhanced company image.

SCSL has also owned a very strong and well defined training process. Over the years they have been very successful in implementing the process very effectively. Employees are getting benefited by gaining new skills and knowledge as well as the company. But they should find out a better combination between training and development. Because in SCSL the employees’ career development issue still get ignored, where the main concentration is given only in the training part. So the development part should get more priority and concentration than the present time.

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Chapter 1: Introduction

1.1 Introduction

The ICT sector of Bangladesh is one of the fastest growing sectors of its economy. The Government has declared ICT as the thrust sector. Also gives immense importance to ICT for development for economic growth and poverty reduction. To develop this sector, the government has taken several projects and programs, formulated legal frameworks.

This industry requires innovative human resource which is remarkably different from the manufacturing and other service sector companies. Because any company of this industry needs to upgrade themselves constantly to stay in the competition. Every day the customers' demands are changing and the competitors are also offering upgraded products and services, which is the nature of this industry. So, the success in this industry depends largely on the continuous upgrade of employees' skills and attitudes. Because of that, ICT or software industry consumes relatively high people costs and low capital costs. So the critical resources are employees an IT or Software Company hires, motivates and retains. Because most employees in this industry do not like stay in one company for the long run.

And a strong training and development culture would motivate the employees of IT or software companies to improve and utilize their set own of skills and knowledge, which will also help the company to do better business and retain the employees for the long run. Training will bring the employees on par with the organization's goals and in tune with the industry trends. This approach have the potential to increase employee morale, thereby improving performance through reduction in grievances and through greater effort and diligence. An organization also can develop innovative solution culture as the need arises as well as the job satisfaction, organizational commitment and organizational citizenship behavior among its employees.

SCSL is one of the leading ICT solutions and services providers in Bangladesh. SCSL has a clearly defined strategy and set of objectives that direct and drive all the decisions made especially for training decisions. Which ensures that all the employees (including support group members) are trained in their respective jobs so that they can execute their responsibilities efficiently and effectively. This will generate higher level of productivity and service. Induction training (internal) is also provided to all new recruited employee of the organization.

SCSL has a huge infrastructure for the employee as well as other interested candidates. Different type of training programs are held in the office compound. They bring a positive environment of learning. The learning environment provided by SCSL is a function of their organizational culture.

Most business owners want to succeed, but do not engage in training design that promises to improve their chances of success. A well-conceived training program can help the firm to succeed. A program structured with the company's strategy and objectives in mind has a high probability of improving productivity and other goals that are set in the training mission.

Now a days every leading company has got a good training schedule and make training is a part of their culture. Because they want to breathe some life into the operation, start by investing in people. Employee training and development initiatives can transform organizations with providing extra skills to the employees do not only increase safety and productivity but training leads to higher job satisfaction, which shows up in better corporate performance. Valuable training also includes situational training that provides personnel the skill sets that allow them to make timely, knowledgeable decisions that benefit both the customer and the company.

Now development can be defined as the nature and direction of change taking place among personnel through educational and training processes. The relative amount of training and education changes with the nature of task and the responsibility in the organizational settings. As one goes upward in the organization, the amount of training usually declines and the amount of education enhances. Explicitly, non-managerial personnel require more job and trade related skills than managerial personnel demanding the generalized and conceptual skills and human relations insights.

1.2 Importance of Employee Training and Development

Human Resource training and development should be of such nature that it should oil the human resources machinery making it something that takes the organization forward. If human resource training and development is not professional or appropriate; the result is a bureaucratic setup that is a hindrance to everyone in the organization. Rather than get mired in mindless formalities; HR should facilitate the growth of the organization, for all of which human resource training and development is the foundation.

Human resource training and development is the imparting of necessary knowledge and skills to a human resource professional in any organization. This is necessary for a number of reasons. HR professionals are very important for the organization. They need continuous upgrade of their skills and attitudes. Training them to bring them on par with the organization's goals and in tune with the industry trends is necessary, since well-equipped HR professionals are the means to ensuring optimal performance from the organization's employees.

Extra skills to your employees do not only increase safety and productivity but training leads to higher job satisfaction, which shows up in better corporate performance. Valuable training also includes situational training that provides personnel the skill sets that allow them to make timely, knowledgeable decisions that benefit both the customer and the company.

1.3 Origin of the Report

Master of Business Administration (MBA) is a professional course. The course is designed with an excellent combination of practical and theoretical aspects. After completing MBA courses certain times is preserved for internship which is a curriculum requirement. Master of Business Administration (MBA) requires at least 3 months attachment with an organization followed by a report assigned by the supervisor in the organization and endorsed by the academic supervisor. I took the opportunity to do my internship in **Star Computer Systems Limited**. My academic supervisor is **Mr. Noman Hossain Chowdhury**, Senior Lecturer, BRAC University approved the topic, authorized and supervised me to prepare this report as part of the fulfillment of internship requirement. The report is titled “**training & development Process of Star Computer Systems Limited (SCSL)**”.

1.4 Objectives of Study

The key objectives of the report are as follows:

- ✚ To analyze the training and development process of SCSL.
- ✚ To gather general knowledge and experience of arranging internal training programs.
- ✚ To understand the importance of training and development for an IT or Software based Company.
- ✚ Identify the outcomes and effectiveness of training programs of SCSL.
- ✚ Also to provide some recommendations on the drawbacks related to training and development.

1.5 Scope of Study

SCSL provide a vast scope of gathering knowledge and work experience by taking part in the training and development process. Some of those are discussed below:

- ✚ Understanding the training and development process of SCSL is the main focus of this report. Here I can gather the knowledge and experience about how an IT firm identify their training requirements and conduct those effectively.
- ✚ I can also understand why and how training plays a great role for employee's development.
- ✚ The report also give us the chance to find out the drawbacks or required improvement in the training process.

1.6 Methodology of the Study

In order to make the report more meaningful and presentable, two sources of data & information have been used widely. Both primary & secondary data are used to generate the report.

Primary data:

- ✚ Personal observation.
- ✚ Informal conversation with the supervisor and colleagues.
- ✚ Practical work exposure by taking part in the training process.

Secondary data:

- ✚ The company website.
- ✚ Various review journals were used as sources of relevant secondary data.
- ✚ Other secondary sources were books and articles on the related factors in the conceptual framework of the report.
- ✚ Some formally shared information by the company.
- ✚ Relevant file study as provided by the supervisor.
- ✚ Company manuals.

1.7 Limitations of Study

Like every other report this report also has some limitations but still some serious effort has been made to make the report as comprehensive as possible. The limitations which have been identified are as follows:

- ✚ Because of some valid confidential issues the company did not share some necessary information.
- ✚ Lack of in-depth knowledge and inexperience was one of the most important factors that have constituted the limitation of the study.
- ✚ Many procedural matters of the training process were not communicated under proper supervision. So those part have been written on the bias of own observation, which might vary person to person.
- ✚ The allocated time was not sufficient for me to make the study a complete and fruitful one.

Chapter 2: Overview of SCSL

2.1 Company Profile

SCSL is one of the leading ICT solutions and services providers in Bangladesh having **CMMi Level 3** appraisal and ISO-9001:2008 certification. The Business Application Development services help clients concentrate on evolving business and technology challenges by defining, designing and building applications adapted to meet business requirements.

SCSL implements best practices like BOOT, JV, and Turnkey and SaaS model for its projects. SCSL develops in windows, web and mobile platforms for better accessibility and user friendliness of the user end. SCSL works with **ERP, HRM, e-Commerce, e-Governance Application, Web Portal development** and implementation in an enterprise scale.

SCSL marks success for the strongest product line the "ERP OPTIMA™" providing a stellar Enterprise Planning Solution. Our consultancy services have provided solutions for Capacity Development of Bangladesh and other Ministries of Government of Bangladesh.

SCSL is also consulting-oriented company, intending to fill in the market need for a professional, customer-focused computer company. The company emphasizes service and support to differentiate itself from more price-oriented computer companies. SCSL has located at 70 Green Road, Fattah Plaza 7th Floor, Dhaka. Once the needs and processes are understood and described, leading edge products and best-of-industry skills will be applied to design and develop a fitting solution to enable the client's business in the most cost effective way.

2.2 Vision

SCSL's vision statement is "Define your business and complete your requirement with our solutions on demand."

2.3 Mission

SCSL is a process and performance driven company who accentuate on metrics to continual improvement. They want to empower the business with creativity, up to date and on demand solutions.

2.4 Corporate Objective

The Current corporate objective of Star Computer Systems Ltd is to see itself as the company worth of 100 Crore BDT. (1,000,000,000 BDT or 12.5 million USD) by 2017.

2.5 Business Goal

To stay ahead of the competition by offering high quality ITES Services & Products based on the market demand and technical up gradation which combines efficient performance and continual improvement with value pricing. Establishing a sustainable relationship with the clients by implementing the slogan - “For Quality Excellence”.

2.6 Business Objective

To help clients improve corporate performance by efficiency, business process reengineering, increasing profitability, reducing costs and driving field resources productivity through optimum ICT solutions and thus increasing profitability of own business and performance.

2.7 Values

The greatest potentials for the growth of any company are generated by a commitment to high corporate values. By values, they mean the qualitative goals which the company strives to achieve in all its activities. Values are the key to activating the five growth engines of a company: market, products & services, organization, people and finance. Values raise the quality of corporate energies and elevate work to a higher level. SCSL believes in performance based result. The productivity and convenience of the valued clients encourage SCSL to improve their performance by efficiency, business process reengineering. Therefore, SCSL develops windows, web and mobile platforms for better accessibility and user friendliness of the end user. Furthermore, SCSL is specialized in incorporating the best interactive options and latest technologies to develop websites. Whether the clients need a ready mobile app to get to market fast, or a completely custom app built from scratch designed just for the industry, SCSL can help. SCSL has a high degree of expertise and confidence that their trainings are standards-based, reliable and will accelerate the growth. In addition to, SCSL has a dedicated and experienced team for providing professional IT Consultancy services for the industry.

2.8 Most Important Strengths and Core Competencies

- ✚ Quick understanding and documenting business requirements in a way that facilitates solution design.
- ✚ Choosing tools that solve today's problems and anticipate tomorrow's need.
- ✚ Appropriate development processes with continual improvements.
- ✚ Managing large, low cost, off-side and on-shore developments & implementations.

2.9 Skills and Domain

- ✚ **Web Development Language:** ASP.Net, C#.Net, XML, HTML/HTML5, CSS/CSS3, PHP, JSP, JavaScript
- ✚ **Mobile development Language/SDK:** Phonegap, JAVA
- ✚ **Database:** ORACLE, MS SQL Server, MYSQL, SQLite, Web SQL
- ✚ **Web Server:** Apache Web Server, IIS, Tomcat
- ✚ **Design Pattern:** MVC, ORM
- ✚ **Framework:** .Net, Cake PHP, Zend, codeIgniter, jQuery, AJAX, Angular JS etc.
- ✚ **Web Platform:** MS-Windows 9x/2000/2003/windows 7, Linux
- ✚ **Mobile Platform:** Android, IOS, Windows
- ✚ **Version Control:** Visual SourceSafe, Sub version, TFS
- ✚ **Reporting Tools:** Crystal report, HTML
- ✚ **Content Management System:** Joomla, Drupal, Wordpress, OS commerce, X-Cart, Zen-Cart, Magento-Commerce,
- ✚ **Project Management Tools:** MS Project Management 2007, MS Excel, Podio, Mantis, TFS
- ✚ **Development Tools:**
- ✚ **Web and Desktop:** Dream weaver, Nodepad2, Visual Studio
- ✚ **Mobile:** ECLIPES, Xcode

2.10 Professional Certifications

CORE TECHNOLOGY		CERTIFICATION DETAILS	TOTAL NO. PROFESSIONALS
Oracle		OCP	1
MS		MCSD	3
MS		MCSE	3
MS		MCPD	3
Linux		RHCE	3
Project Management Prof		PMP	1
Microsoft	Windows	MCSE	5
Server 2003/2008			
Microsoft	Exchange	MCSA: Messaging	3
Server 2003/2010			
Cisco		CCNA	1

2.11 Track Records

SCSL has helped the customers launching 200+ successful products/ projects globally, through the superior program management and engineering. Their track records:

- ✚ Delivered 200+ projects spanning servers and tools, collaboration, operating systems, online services and cloud computing for the world's largest software vendor.
- ✚ Achieved 86% reduction in bulk adjustments processing and 40% reduction in price comparison inquiry, through performance benchmarking and optimization
- ✚ Delivered 30+ releases on time, across platforms, technologies and engagement models.
- ✚ One of the first in the country to adopt practices like ISO and CMMI. SCSL is the first ISO 9001:2008 Certified Company in ICT industry of Bangladesh.
- ✚ Part of ISO standard operating companies with large SQA and quality assurance team – under ISO – various standard like 9001:2008 and IT governance framework like COB IT.

2.12 Product & Services

SCSL deliver an end-to-end, integrated platform that enables enterprises to quickly design, build, test, deploy and manage experiences. They provide a suite of customizable and also ready-to-run applications that ensure faster time to market, and provide enterprises the flexibility to evolve at a higher speed.

Following are the specific product & services of SCSL:

Products & Solutions

- ERP OPTIMA™
- HRM OPTIMA™
- CMAS Optima
- Supply Chain Management
- Accounts and Financial Management
- ZWCAD

Services

- Business & Web Application Development
- Mobile Application Development
- Managed Services
- Business Analysis & Consultancy
- E-Commerce Solution
- Professional ICT Training

2.12.1 Products:

- **ERP Optima™**: ERP-Optima with the motto of *Simple Management for Complex Business*.

The best application software streamlines entire business operation of any company. It integrates all the functional departments like account, supply chain management and human resources of the organization. The core feature of ERP-Optima is the single solution operates different business unit. ERP-Optima may not take the decisions but, it definitely helps management in taking some important decisions. In a nutshell, it acts as a Decision Support System in the company with all the Business information stored at the central location.

- **HRM-Optima™**: HRM Optima with the motto of *Managing the Human Assets with our Talent.*

The HR Management System will work virtually to maintain HR Management processes of the organization in an easier way. It will support the organization performing the human resource management process, consultant and contractual employee management process, Payroll Management process, time and attendance process & leave management process more efficiently.

In short, HRM-Optima looks after following activities of the business:

- ❖ Human Resource Management
- ❖ Consultant and Contractual Employee
- ❖ Payroll Management System
- ❖ Time and attendance
- ❖ Leave Management

- **Compliance Management & Audit System (CMAS Optima)**: With the motto of *Smart Management of Your Factory’s Compliance.*

CMAS-Optima Software suggests the improvement of factory activities through compliances and finds out a close relationship between compliance and productivity. This Software offers a secure web-based system to track garment factory’s compliance in an efficient and cost-effective way. It offers a full technology solution to collect, analyze, store and disseminate all compliance related data at a single point of access.

Modules

CMAS-Optima takes care of the following compliance of your Garment Factories

- ❖ Electrics
- ❖ Structure
- ❖ Fire Safety/Health Safety
- ❖ Civil

- ❑ **Accounts & Finance Management:** With the motto of *Transfer the financial work from spreadsheet hell to real time insight.*

SCSL provides a simple solution to keep track of the money and improve financial control, record the cash deposits you pay into the bank in a simple, no nonsense way. It also helps to work more efficiently with the accountant as part of their services. Overall, for monitoring and analyzing the financial and business performance all a client requires is **Accounts and Financial Management Optima.**

- ❑ **SCM-Optima:** With the motto of *Structured & Controlled Solution to the Supply Chain, so is acceptable!*

Supply Chain Management Module is the combination of art and science which looks after the company right from the level when the company finds raw materials it needs to make a product or service and deliver it to the customers. SCSL wants to help the Supply Chain Management to **Plan, Source, Make, Deliver and Return through our Structured, Controlled and so Acceptable Automation.**

Supply Chain Module includes following activities of the business:

- ❖ Purchase/Procurement
- ❖ Inventory
- ❖ Import/LC

- ❑ **ZWCAD:**

ZWCAD+, the next generation of ZWCAD, a wholly-owned subsidiary of ZWSOft. It is a cost-effective, DWG file format compatible CAD solution that provides collaborative, innovative and customizable features for both the AEC and MCAD industries. ZWCAD+ is now available in 15 languages, including simplified and Traditional Chinese, Czech, English, French, Italian, Germany, Japanese, Hungarian, Korean, Polish, Portuguese, Spanish, Russian and Turkish.

2.12.2 Services:

□ **Mobile Application Development:**

SCSL has the tools, processes and experience essential to develop mobile applications for its business applications. From ready-to-run applications to the industry's most powerful open mobility platform, the solutions let a client define, design, build, integrate, deploy, and manage amazing apps at each step of the mobile journey.

SCSL has developed mobile applications for different modules of ERP OPTIMA for different user levels as the market is evolving exponentially due to a greater demand for next-generation technology. They also have promotional apps in the Mobile Platform: Android, IOS, and Windows. Whether we need a ready app to get to market fast, an app designed just for the industry, or a completely custom app built from scratch, SCSL can help. SCSL developed sales app named Mobi Sales.

Features:

- ❖ Sales order posting
- ❖ Sales Order Approval
- ❖ Dashboard
- ❖ Field visit

□ **Customized Business Applications:**

The Customized Business Application Development services help to concentrate on evolving business and technology challenges by defining, designing and building applications adapted to meet the business requirements.

SCSL develops in windows, web and mobile platforms for better accessibility and user friendliness of the user end. SCSL works with ERP, HRM, e-Commerce, Web Portal development and implementation in an enterprise scale.

The service offerings are targeted towards the principle outcomes of increased advocacy, higher end-user productivity, and rapid implementation with a primary focus to help one to boost the aptitude to produce increased business value from the investments.

SCSL offers custom enterprise application development for a range of platforms, architectures, technologies and devices. SCSL's team of IT consultants automate processes, increasing speed, reducing costs and improving quality while adhering to regulatory requirements. Additional gains include substantial improvements in business flexibility, cost savings and speed to market. The methodologies guarantee customized programming solutions that meet the needs and exceed expectations. From requirements gathering to prototyping, functional specifications, database design, software design and development, installation and training, SCSL works with clients to ensure zero error, on-time delivery.

❑ **Web Portals**

SCSL is specialized in incorporating the best interactive options and latest technologies to develop website. SCSL focuses on every single process areas to ensure that they give the client what's best for their business. SCSL takes up full responsibility and ownership of design, development and implementation of the application.

With years of experience and dedicated pool of professionals on the team, SCSL develops scalable applications in a shorter time span. The portfolio includes fully functional and highly interactive applications that have become an asset to the clients and have helped their business scale new heights.

❑ **Software Testing as a Service (STaaS) :**

Manual Testing/ Checking

SCSL offers both functional and non-functional manual testing

Functional Testing

Functional Testing (black box type of testing) is done against the business requirements of application.

Different Types of Functional Testing are done by the team.

- ❖ **Interface Testing:** SCSL Test of product's graphical user interface to ensure it meets its written specifications.
- ❖ **System Testing:** They offer variety of tests on a system to explore functionality and to identify problems.

- ❖ **UAT:** User Acceptance Testing Services validate end-to-end business process, system transactions and user access, confirms the system or application is functionally fit for use and behaves as expected.
- ❖ **Validation testing:** Determines if the system complies with the requirements and performs functions for which it is intended and meets the organization’s goals and user needs.

Non Functional Testing

Non-functional requirements tend to be those that reflect the quality of the product, particularly in the context of the suitability perspective of its users. It can be started after the completion of Functional Testing.

- ❖ **Performance Testing:** Planning, Execution, Reporting
- ❖ **Compatibility Testing:** Ensure compatibility of the system/application/website built with various other objects such as other web browsers, hardware platforms. This type of testing helps find out how well a system performs in a particular environment that includes hardware, network, operating system and other software etc.
- ❖ **Documentation testing:** All documents are tested with User Requirements. Also can verify and ensure that a product or system meets its design specifications and other requirements.
- ❖ **Installation Testing:** It is Installation testing is performed to ensure that all necessary components are installed properly and working as per the requirements.

❑ ICT Training

SCSL has a high degree of competence and expertise with Microsoft/Open Source technologies & ACAD technologies and offers confidence to clients that solutions are standards-based, reliable and will accelerate the business processes.

SCSL boasts a fully qualified experienced team of MCAD (Microsoft Certified Application Developers), MCSA (Microsoft Certified System Administrator), MCSD (Microsoft Certified Solutions Developers), MCDBA (Microsoft Certified Database Administrator), Zend certified, CF Certified, AutoCAD certified, 3DS Max professionals, Revit Architecture professionals.

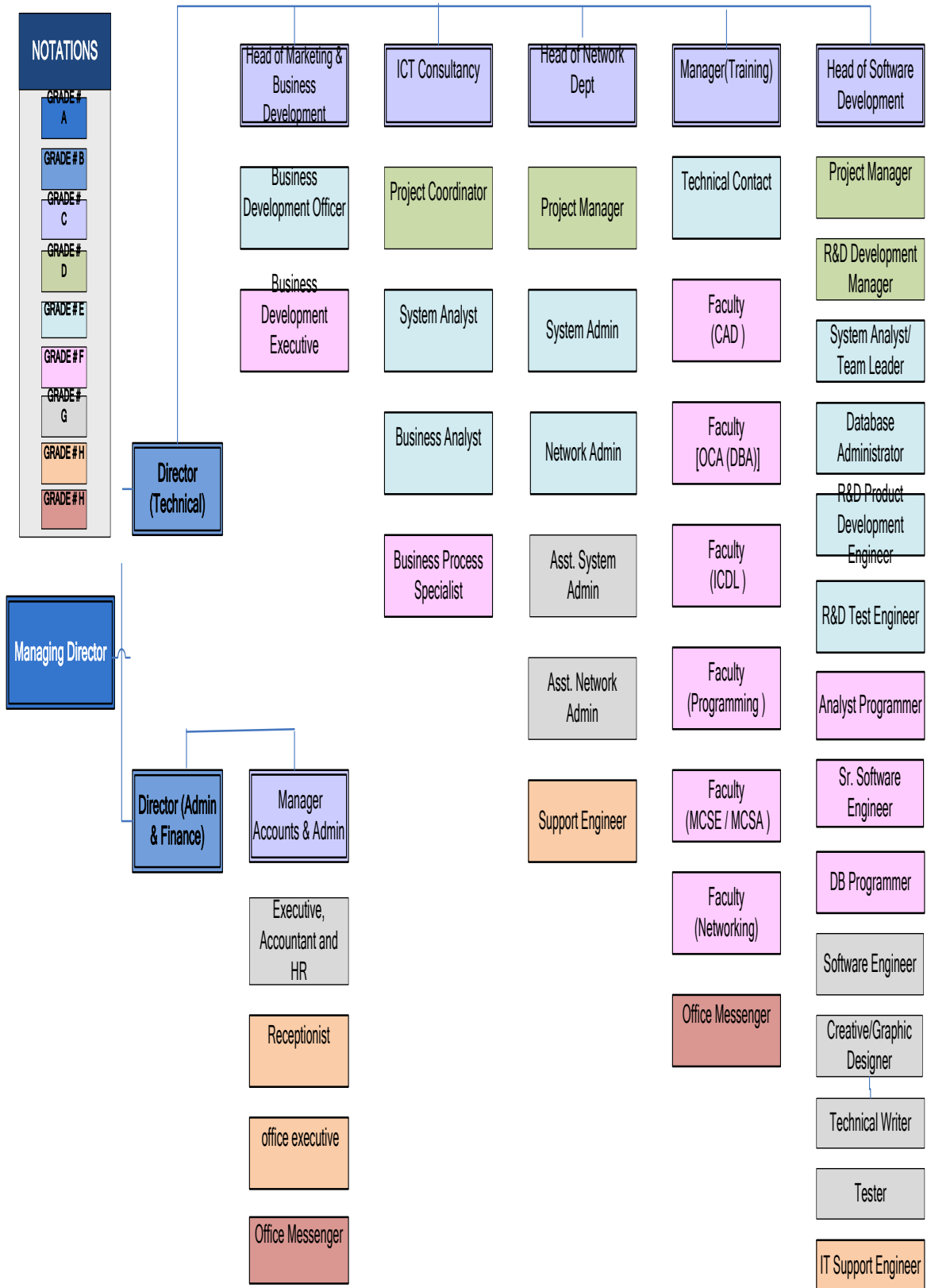
Here in SCSL, we provide training for all Engineers, Drafters and General Professionals, Architecture, Project Planning & Management Professionals, Interior Designers & 3D Modelers, Graphic Designing, Network Engineering, Web Application Development, Web Software Development, Mobile Application Development, Mid-Level Management. Our in-house specialists utilize a standard set of tools and procedures to ensure the delivery of innovative business solutions in a consistent, rigorous and effective manner. As per our record, SCSL conduct training **192 hours** in a month in 1 (one) Lab out of 4 (four) Lab. With such duration SCSL is producing around **120 skilled ICT professionals** every year and the placement record is 100% after successfully completion.

□ **ICT Consultancy**

SCSL has a dedicated and experienced team for providing professional IT Consultancy services for the industry. The IT Consultancy service includes provision Business Process Analysis, System Design and Business Process Reengineering, IT Roadmap Preparation and E Governance Consultancy. SCSL helps its clients to significantly improve their performance by guiding its clientele on how IT/Automation can support their Strategic business targets and agendas. SCSL follows below methodology for ICT Consultancy

- ❖ Identification of Job role and competency requirements
- ❖ Review the existing systems/business process
- ❖ Gap Analysis with Best Practice and BPRE
- ❖ Identification of IT needs and prioritized the needs
- ❖ Estimated Budget Analysis

2.14 SCSL's Organogram



3.8 Implementation of HRM-Optima in SCSL

HRM-Optima is one of the better products of SCSL. And the company also installed this software in the management information system to reduce the cost of monitoring and controlling, improve productivity and communication of the employees.

SCSL keeps employee information like contacts, personal info, medical data, leaves etc. in the system by using the software mostly for flexible scheduling, filtering and easy searching. The employee attendance and leave management is totally automated. The software records the sign-in and sign-out time and calculate the total working hours for every week of each employees. The software has also an option to input the sign-in and out time if anybody forget to punch the official punch card. Only the System Administrator can adjust those if reported by any employee. Every employee can send leave application to the Administration Dept. through the information system and gets the feedback as well. If the taken leave number crosses the budgeted leave, than the system do not respond to the application. An employee can check their budgeted leave and leave balance through the system. If somehow any leave application is not accepted by the authority then the software also sends feedback to the applicant. The HR & Admin Dept. also can publish any notice to the stakeholders by using the software or information system.

Chapter 4: Training and Development Process of SCSL

The principal objective of training and development is to make sure the availability of a skilled and willing workforce to the organization. Employee development is a shared responsibility of management and the individual employee. The responsibility of management is to provide the right resources and an environment that supports the growth and development needs of the individual employee.

Training is a continuous process. It does not stop anywhere. The goals of the training program should relate directly to the need of skills and behavior, which will be gained as a result of the training and should relate to the mission and strategic plan of the company.

Training is an organized activity for increasing the knowledge and skills of the people for a definite purpose. It involves systematic procedures for transferring technical knowhow to the employees so as to increase their knowledge and skills for doing specific jobs with proficiency. In other words, the trainees acquire technical knowledge, skills and problem solving ability by undergoing the training program.

4.1 Purpose of the Training

There are some specific defines training purposes of SCSL. It interprets what the company actually want for this training and development process. And those are:

- ✚ Help in addressing employee weaknesses:
- ✚ Improvement in workers performance Consistency in duty performance
- ✚ Ensuring worker satisfaction
- ✚ Increased productivity
- ✚ Improved quality of services and products
- ✚ Reduced cost Reduction in supervision
- ✚ Increased employee motivation and morale among employees.
- ✚ Increased efficiencies in processes, resulting in financial gain.
- ✚ Increased capacity to adopt new technologies and methods.
- ✚ Increased innovation in strategies and products.
- ✚ Reduced employee turnover.
- ✚ Enhanced company image.

4.2 Preparing Annual Training Strategy (ATS)

The firms who plan their training process are more successful than those who do not. Preparing annual training strategy is the first step of SCSL's training and development process. Most of the time by evaluating the last year ATS, the current year business plan, strategies, goals and specific project requirements ATS is prepared for the current year by the training manager. And in this ATS the main concentration is given on the issues mentioned below:

- ✚ Training Need Analysis
- ✚ Training Methodology
- ✚ Training Budgets
- ✚ Resource Requirements
- ✚ Responsibilities of the Stakeholders
- ✚ Monitoring & Evaluation of Training Activities

4.2.1 Training Need Analysis

The group consists of the training manager, project manager and the team leader is mainly responsible for training need analysis. The management assigns this task to them and gives very specific direction with a clear expectation. Their plan is based upon the need of the employees, the position, ongoing and upcoming project requirements of the organization.

They call for a meeting and ask each employee to write down their ten most important training needs in interesting, achievable, practical and realistic manner. As part of the appraisal process employees are encouraged to consider their training and development needs, to ensure they are able to meet their agreed objectives for the following year and also in order to grow and develop their careers.

The training coordinator submits a summary of the training and development needs to the training manager. The assigned group then finalizes the need analysis which contains the number of training, training hours or duration, probable participants and trainers. Finally the sent it to the Director (technical) for the final approval.

4.2.2 Training Methodology

Training methodology and approach to transferring knowledge is constantly reviewed and updated. The Company ensures the bringing of the most up to date teaching methods and techniques to require training courses. To accomplish our training needs, training could be:

- ✚ Group interaction,
- ✚ Power Point presentation
- ✚ Hand sound session
- ✚ Project implementation
- ✚ Experiential learning,
- ✚ Learning from trainer etc.

4.2.3 Training Budget

Training budget for the year should be prepared by taking care of the costs of external faculty, externally sponsored courses, equipment hiring, infrastructure, PC / hardware, internal faculty & resources, entertainment, external training etc. This budget is prepared by the Training Manager and Finance Manager. They also must take the approval from the management. An individual training budget format is given in Template 1 (Appendix).

4.2.4 Resource Requirements

In the ATS it is also needed to allocate the required resources. Then finding out which resources are currently available and make some assumption on additional resource requirements for the whole year. The resource allocation example is given in Template 2 (Appendix).

4.2.5 Responsibilities of the Stakeholders

There are specific responsibilities for some of the stakeholders. The managing Director is responsible to take care of the overall progress and development. The Director (Technical) is responsible to ensure sponsorship and technical needs to operate training programs. The Project Manager initiates, plan, executes, monitor and control the newly trained employees for multiple projects across all project phases. The Training Manager is responsible for monitoring all activities regarding training and maintaining liaison with top management. And the Training Coordinator mainly execute, co-ordinate and maintain the documentation of all training activities.

4.2.6 Monitoring & Evaluation of Training Activities

Monitoring and evaluation process of training are also specified at the ATS. The Training manager and Coordinator are responsible for that and also responsible to let the management

know the ongoing process. And they do those things by preparing and publishing the training status report, grade sheet or trainer's feedback, skill matrix and post training analysis report. And review meetings also take place if necessary.

4.3 Training Nomination

At the very beginning of the year after preparing the ATS, the Training Manager, Project Manager and the Team Leader nominate the participants for each training. The training nomination form template is given in the appendix (Template 3). To nominate they should consider the learning and implementation ability of each employee to make the most efficient use of the resources. On the basis of that nomination the training calendar for the whole year also published by the Training Manager or Coordinator. Even though this nomination take place at the very beginning of the year but most of the time the nominators make or adjust necessary changes. And the final nomination is published at least one week earlier than each training program.

4.4 Trainer Database & Curriculum Design

The company maintains a very strong trainer database. And the database contains trainer's name, qualification, expertise, experience, hourly rate etc. Training manager and training coordinator also make required adjustment in this database after receiving the feedbacks from the participants. Most of the time these feedbacks put great influence on Trainer's grading. The trainer database format is provided in the appendix (Template 4). The trainer will design the curriculum for the best training session as per requirement to fulfill the training need.

4.5 Training Calendar

Preparing and publishing training calendar to the stakeholders is the next step. The training calendar is published for the whole year. Most of the time the Training Manager(TM) prepare the training calendar according to the ATS. Training manager also adjust the calendar time to time and also make necessary changes if required. Trainer's availability and training nomination have also taken care of while preparing the calendar. In the appendix (Template 5), partial part of a yearly calendar is given.

4.6 Training Schedule

According to the training calendar, Training Manger publish the training schedule through E-mail or official notice after ensuring the availability of the trainer, participants and required resources. The schedule bears the information of the training name, time period, venue, trainer and participant's name and training topics. Both the hard and soft copies are circulated to the stakeholders by the Training Manager or Coordinator. The softcopy layout is given in the Appendix, Template 6.

4.7 Delivery of the Training

At the scheduled day the training coordinator arranges all the required resources of the training. The trainer and the participants are also reconfirmed at the first working hour. The training coordinator also ensures beginning of the program in time. An attendance sheet also provided to the trainer. Training coordinator also takes care of the additional requirements if asked by the trainer or participants. Also let the training manager know about those and provides those by taking training manager's authorization. If required the trainer also deliver on the job training to employees while they are performing their regular job. In this way, they do not lose time while they are learning. After the conduction of the program training coordinator collect the attendance sheet and training materials from the trainer and provide those to the participants. Trainer also let the coordinator know about the evaluation process of the participants and training coordinator also arrange those accordingly in scheduled time.

4.8 Training Status Report

After each training the status report of the training is reported to the management by the Training Manager through E-mail. A defined layout should be maintained in preparing a status report (Template 7, Appendix). This report contains the mainly the progress against the plan and the critical feedbacks if any.

4.9 Trainer's Feedback and Performance Review

After conducting the training the Trainer arranges interviews and examination for the participants and send the feedback or grade sheet to the Training manager. The Passing score for any exam would be at least 60%. Sometime as per the requirements this feedbacks are also given by the Project Manager by evaluating the participants on job performance. Employees will be evaluated by comparing their newly acquired skills with the skills defined by the goals of the training program.

The project manager will review each team member's assigned work activities at the onset of the project and communicate all expectations of work to be performed. The project manager will then evaluate each team member throughout the project to evaluate their performance and how effectively they are completing their assigned work. Prior to releasing project resources, the project manager will provide feedback to the Training Manager on employee project performance. The training managers will then perform a formal performance review on each team member.

And finally the Training Manager publish those to the stakeholders. This results or feedbacks are also recorded to the post training analysis report and the skill ratings will be updated on the basis of those.

4.10 Internal Audit

Audits would be conducted as per the Internal Audit plan for the current year and its records would be maintained accordingly in the training repository. An internal audit will help to point out areas to improve. Internal audit should be made at the end of every month. A partial internal audit checklist outline is shown in Template 8 (Appendix). The Director (Technical) and the project manager conduct those audits. The training manager and training coordinator need to face or pass the audit. If they fail to pass then a review meeting can be called by the auditors.

4.11 Employee Skill Matrix

Updating the skill matrix of the employees is one of the last steps of the training and development process of star Computer Systems Ltd. After publishing the trainer's feedback or the grade sheet and gathering the on job performance feedbacks of the employees from the Project Manager, the training manager updates the skill ratings. A skill matrix layout is given in the appendix (Template 9) as an example. There are also some specific guidelines to do this, which are given bellow:

Skill Rating Guideline			
Competency Rating/ Level	Label/ Grade	Criteria	
4	Master	<ul style="list-style-type: none"> <input type="checkbox"/> Recognized as having excellent knowledge in the competency <input type="checkbox"/> Extensive work experience <input type="checkbox"/> Can work independently <input type="checkbox"/> Can guide/mentor others 	<ul style="list-style-type: none"> <input type="checkbox"/> Has worked on multiple assignments using this competency <input type="checkbox"/> Should have a total working experience of more than 5 years <input type="checkbox"/> Should be currently working in this competency <input type="checkbox"/> Highly desirable to have some professional certifications/ higher technical/ professional qualifications
3	Expert	<ul style="list-style-type: none"> <input type="checkbox"/> Good knowledge and understanding of the competency <input type="checkbox"/> Good work experience <input type="checkbox"/> Can work independently 	<ul style="list-style-type: none"> <input type="checkbox"/> Has worked in this competency on at least two or more assignments <input type="checkbox"/> Should have a total working experience of more than 3 year <input type="checkbox"/> Should have preferably worked in this competency in the last 1 year <input type="checkbox"/> Desirable to have conducted training in his expert areas <input type="checkbox"/> Desirable to have some professional certifications/ higher technical/ professional qualifications
2	Intermediate	<ul style="list-style-type: none"> <input type="checkbox"/> Good understanding of competency <input type="checkbox"/> Limited work experience <input type="checkbox"/> Can work under guidance 	<ul style="list-style-type: none"> <input type="checkbox"/> Has completed at least one assignment using this competency <input type="checkbox"/> Should be currently working in the competence <input type="checkbox"/> May have some professional certifications/ higher technical/ professional qualifications <input type="checkbox"/> Needs further training OR <input type="checkbox"/> Has worked on multiple assignments in this competency but not in the last 1½ year <input type="checkbox"/> May have some professional certifications/ higher technical/ professional qualifications <input type="checkbox"/> Needs further training
1	Beginner	<ul style="list-style-type: none"> <input type="checkbox"/> Has limited knowledge of competency <input type="checkbox"/> No work experience 	<ul style="list-style-type: none"> <input type="checkbox"/> Significant formal training required <input type="checkbox"/> Has minimum required qualifications for the role/ job

4.12 Post Training Analysis Report

Post training analysis report is the summary of trainings. This is published at the end of every month by the Training manager or Training Coordinator to the stakeholders. From this report the stakeholders can have the information of training attendance, participant's performance and feedbacks, evaluation process, new skill rating if earned etc. at a glance. Post training analysis report template can be found in the appendix (Template 10).

4.13 Training & Trainer's Evaluation

After each and every training, feedbacks are collected from the participants by the Training Coordinator within a week. This feedbacks are about the effectiveness of the training, availability of the training materials, trainer's performance and other administrative issues. There is a specific layout or format of the training feedback form (Template 11, Appendix). From the feedbacks, the training manager take corrective actions by consulting with the project Manager, Team Leader as well as the Top Management. Training Manager also summarize the Trainer's performance feedback to update the trainer database and upgrade the ratings also if necessary.

4.14 Training Record

The Training Manager and coordinator need to maintain the training record regularly. It helps them to prepare the status report and action plan. The training record template is given in the appendix (Template 12).

4.15 Training Effectiveness Measurement

At the end of every month, the effectiveness of the trainings are measured. And this effectiveness measured by the evolution summary of the participants. There are some well-defined guideline for that measurement. Here can found the variance of the actual training planned and actually conducted. Percentage of the training effectiveness is also calculated by inputting the threshold and average feedback value. Template 13 (appendix) bears an image of the excel sheet of that measurement.

4.16 Action Plan Status

Here at this part of the training process, the percentage of postponed training is published. And also let the stakeholders know the reason behind it and corrective action planned. Deviation between Actual vs. Planned Trainings must not be more than 10% and average feedback score for all the trainings should be always greater than or equal to 3.0. Action plan status template is given in the appendix part (Template 14).

Chapter 5: Findings of the Study

5. Findings

Over the years training and development plays a very significant role to the betterment of Star Computer Systems Ltd. and their employees. There are lot of positive aspects of this process as well as some drawbacks or concerning issues, which are discussed below:

- ✚ Even though SCSL is an IT firm but still no automated trainings and development tool is available there. Not even other HR functions are operated by the HRM-Optima software apart from the leave management and employees' general information maintenance.
- ✚ The HRM-Optima or information system does not play any role in the training and development process of SCSL.
- ✚ The company relying on too much training and the employees are getting very little time to make those training count in the workplace. Sometime it is necessary to hire new employees because it is not possible all the time for the existing employees to gain new skills by participating in some trainings.
- ✚ Sometime it would be very difficult for the company to retain the well trained employees, unless the company provides them better opportunities to grow.
- ✚ It is a really tuff ask for the participants to balance their job responsibilities by attending training sessions frequently.
- ✚ It would be very difficult to follow the skill rating guideline, because there is no such established procedure to implement those guidelines effectively. So the training manager and coordinator sometime update the skill ratings from their own assumptions, which might not be correct all the time.
- ✚ The company does not give enough priority on the skill rating of the employees in the yearly performance appraisal process. So that might make the trained or skilled employees dissatisfied.

- ✚ So ultimately the company is putting so much effort on training or skill development of employees', but the employees' career development part remains undermined.
- ✚ There are some margin of eras in the internal audit contents of the training process. And internal audit has not taken place consistently at the end of every month, which is a violation of the training policy. So the training manager and coordinator get reluctant sometime to maintain policy or guidelines accordingly.
- ✚ Too much financial discipline is maintained for the training process, because of the limited resources. Which is hampering the projected outcomes.
- ✚ Employees also find it difficult to balance their time with the training programs, when multiple projects are likely to present.

Chapter 6: Recommendations & Conclusion

6.1 Recommendation

SCSL has a very strong and organized training and development process. But there are some margin of eras also. For the short run those drawbacks may not cause any serious problem for the company but for the long run those might cause employee dissatisfaction. So, by taking care of that issue some recommendations are given bellow:

- ✚ SCSL should become more strategic with their core businesses. SCSL should implement own product's core attributes to all their HR functions. The implementation of HRM-Optima has to be vaster. Most importantly the performance evaluation, trainings calendar, training schedule, skill rating, award and benefit management and other related tools should be published, recorded, operated through the HRM-Optima or other relevant software.
- ✚ The company should concentrate more to the career development of the employees rather than skill development to retain them for the long run.
- ✚ SCSL should formalize and standardize the performance reviewing and reporting process of the project manager in the performance evaluation guideline of trainings to ensure equity in the performance appraisal and career development for every employee.
- ✚ Skill ratings should get more priority in the yearly performance appraisal evaluation.
- ✚ Skill rating should be updated in a more meaningful manner and must find some way to implement the guideline properly.
- ✚ Training an employee is expensive, especially when he or she leaves the firm for a better job. So the nominators must nominate the employees carefully who are motivated and have the mindset to serve the company for the long run.
- ✚ Irrelevant documentation should be avoided from the training process.

- ✚ SCSL should also avoid implementation of companywide training effort without concentrating resources where they are needed most.
- ✚ There should be some monetary reward as well as recognition for the successful implementation of trainings in projects for the team members.
- ✚ Upon successful implementation of the new skills in the Software Upgrade Projects, a party should be held to celebrate the success in regular basis.
- ✚ The company also can introduce some training programs with certification to uphold the enthusiasm throughout the year.

6.2 Conclusion

Star Computer Systems Limited has been within the ICT Industry for the last 22 long years. It has observed the change and the uplift of the Industry and foresees the industries future within the country and outside. The products and services as well as their work environment also encourage individual and collective growth. Quick respond to the customers' needs with quality products and services is one of the challenges for SCSL.

So, to absorb and adopt new tools and technologies to deliver innovative solutions to the customers, training programs play the most important role for SCSL. Because of the constant upgrade of the ICT industry, the company cannot afford to stay behind than the competitors. And they also cannot afford to increase their employee size as per the new requirements.

Now to offer the employees an entrepreneurial work environment in which excellence, team work, open communication, innovation, and respect for others and personal growth, implementation of effective training and development programs is the only way.

SCSL is being very consistent and successful in arranging training programs to bring the employees' knowledge and skill level high for quite some time. And the employees are also implementing those skill and knowledge in a professional manner. But now the company needs to create a best combination among the training and development. Because SCSL still suffering to provide better career development opportunities in a meaningful manner to their workforce. If the company can ensure a better career growth for each deserving employees, then they can be the market leader of the ICT industry in the long run. Because they have got every potential to reach that level.

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