



# INTERNSHIP REPORT

ON

**“Problems and Prospects of IT-support in field level of BRAC”**

Supervised by

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Masters of Business Administration (M.B.A)

ID # 11 164058

Date of Submission: September 14, 2014

## LETTER OF TRANSMITTAL

14<sup>th</sup> September, 2014

Ms. Syeda S. Shahbazi Ahmed

Senior Lecturer

BRAC Business School

BRAC University

66, Mohakhali Dhaka-1212

**Subject: Submission of the Internship Report**

Dear Madam,

Please find herewith my internship report titled “**Problems and Prospects of IT-support in field level of BRAC**”. I have prepared this report as part of my internship program. I have tried my best to fulfill the requirement of the report. This internship project has given me the opportunity to explore one of the most important aspects of the IT-Sector particularly-Problems and Prospects of IT-support in field level of BRAC and expand my knowledge thereby.

The report is worthy to me as it helped me to gain experience from the practical field and it also gave me the chance to explore my knowledge. I must here that extremely grateful to you for your valuable guidance, tireless effort and constant attention as and when required in accomplishing the report.

I apologize in advance if there is any unintentional mistake made in this report. I shall be pleased to answer any query you think necessary as and when needed.

With kind regards,

.....

( Badrunnessa Putul )

ID: 11 164058

## **ACKNOWLEDGEMENT**

First of all I am grateful to almighty Allah for blessing me in completing the report. No noble achievement can be achieved by an individual without help of others. I am indebted to a number of people for their kind recommendation, submission, direction, co operation, and their collaboration.

First I specially thank and appreciate to my honorable supervisor **Ms. Syeda S. Shahbazi Ahmed**, Senior Lecturer, BRAC Business School, BRAC University, for her inspirational guidance, sensible advice and affectionate encouragement to carry out my works as well as in preparing this internship report, without which it would not be possible for me to complete this project.

Very sincerely, my heartfelt thanks go to my supervisor, **Jobayer Almahmud Hossain**, In-charge Infrastructure and Support for his guidance and evocations for this report. This report could not have been completed without his co-operation and valuable guidance.

I am privileged by enjoying assistance and guidance of all the employees of BRAC ICT for supporting and giving me pleasurable working experiences and helping me prepare this report.

Finally I would like to pay my deep gratitude to my husband, MD.Anisuzzaman Khan Ridoy, who continuously supported me to complete this report.

## **Executive Summary:**

The following report is done for my Masters of Business Administration (MBA) program at BRAC University, based on my 4 months job experiences at BRAC. It has three main parts such as a brief introduction about BRAC, a short description about my duties and responsibilities at the institution. The critical observation and recommendation regarding my job are also included in the report. Most importantly, this essay has extendedly described a project based on the topic **“Problems and Prospects of IT-support in field level of BRAC”**

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## **CHAPTER-1**

# **ORGANIZATIONAL PROFILE**

## 1.1 Introduction

**BRAC**, an international development organization based in Bangladesh, is the largest non-governmental development organization in the world, measured by the number of employees and the number of people it has helped, as of November 2012. Established by Sir FazleHasan Abed in 1972 soon after the independence of Bangladesh, BRAC is present in all 64 districts of Bangladesh as well as in Afghanistan, Pakistan, Sri Lanka, Uganda, Tanzania, South Sudan, Sierra Leone, Liberia, Haiti and The Philippines as of 2012.

BRAC employs over 100,000 people, roughly 70 percent of whom are women, reaching more than 126 million people. The organization is 70-80% self-funded through a number of commercial enterprises that include a dairy and food project and a chain of retail handicraft stores called Aarong. BRAC maintains offices in 14 countries throughout the world, including BRAC USA and BRAC UK.

BRAC is a development success story, spreading solutions born in Bangladesh around the world – a global leader in creating opportunity for the world’s poor. What started out as a limited relief operation in 1972 in a remote village of Bangladesh has turned into the largest development organisation in the world. Organising the poor using communities’ own human and material resources, BRAC (formerly Bangladesh Rural Advancement Committee) catalyses lasting change, creating an ecosystem in which the poor have the chance to seize control of their own lives. We do this with a holistic development approach geared toward inclusion, using tools like microfinance, education, healthcare, legal services, community empowerment, social enterprises and BRAC University. Our work now touches the lives of an estimated 135 million people, with staff and BRAC-trained entrepreneurs numbering in the hundreds of thousands, a global movement bringing change to 12 countries in Asia, Africa and the Caribbean.

## 1.2 Background

Known formerly as the **Bangladesh Rehabilitation Assistance Committee** and then as the **Bangladesh Rural Advancement Committee** (currently, BRAC does not represent an acronym), BRAC was initiated in 1972 by Sir FazleHasan Abed at Sulla in the district of Sylhet as a small-scale relief and rehabilitation project to help returning war refugees after the Bangladesh Liberation War of 1971. In nine months, 14 thousand homes were rebuilt as part of the relief effort and several hundred boats were built for the fishermen. Medical centers were opened and other essential services were ensured. At the end of 1972, when the first phase of relief work was over, BRAC turned towards long-term development needs and re-organized itself to focus on the empowerment of the poor and landless, particularly women and children.

By 1974, BRAC had started providing micro credit and had started analyzing the usefulness of credit inputs in the lives of the poor. Until the mid-1970s, BRAC concentrated on community development through village development programmes that included agriculture, fisheries, cooperatives, rural crafts, adult literacy, health and family planning, vocational training for women and construction of community centres. A Research and Evaluation Division (RED) was set up by BRAC in 1975 to analyze and evaluate its activities and provide direction for the organisation to evolve. In 1977, BRAC shifted from community development towards a more targeted approach by organizing village groups called Village Organizations

(VO). This approach targeted the poorest of the poor – the landless, small farmers, artisans, and vulnerable women. Those who own less than half an acre of land and survive by selling manual labor were regarded as BRAC's target group. That same year BRAC set up a commercial printing press to help finance its activities. The handicraft retail chain called Aarong, was established the following year.

### **1.3 Product/service offerings**

**Focus on women** - BRAC places special emphasis on the social and financial empowerment of women. The vast majority of its microloans go to women, while a gender justice programme addresses discrimination and exploitation.

**Grassroots Empowerment** - BRAC's legal rights, community empowerment and advocacy programmes organise the poor at the grassroots level, with 'barefoot lawyers' delivering legal services to the doorsteps of the poor.

**Health and Education** - BRAC provides healthcare and education to millions. Our 97,000 community health workers offer doorstep deliveries of vital medicines and health services to their neighbours. BRAC also runs the world's largest private, secular education system, with 38,000 schools worldwide.

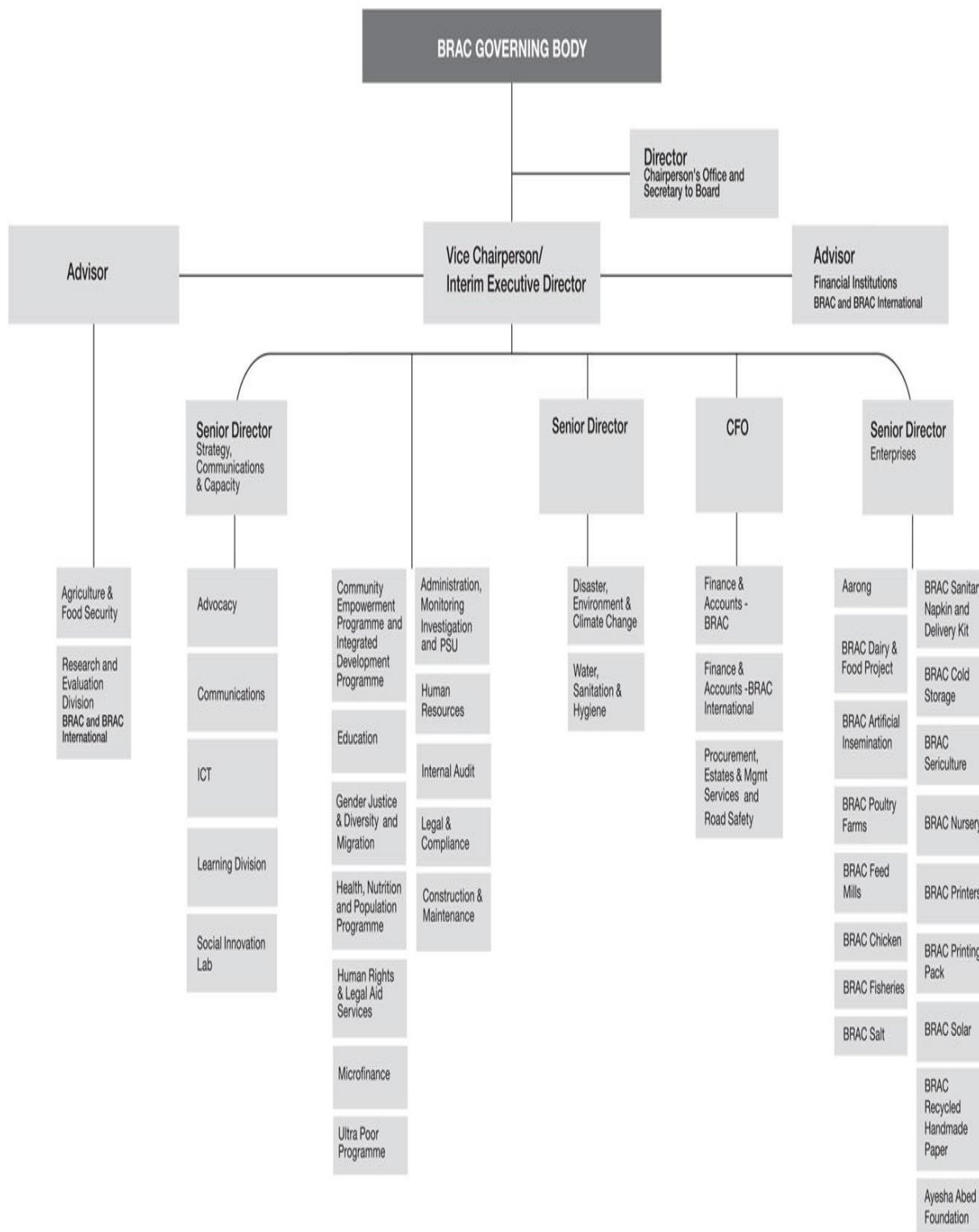
**Empowering farmers** - Operating in eight countries, BRAC's agriculture programmes work with the governments to achieve and sustain food security. This is ensured by producing, distributing and marketing quality seeds at fair prices, conducting research to develop better varieties, offering credit support to poor farmers and using environmentally sustainable practices.

**Inclusive Financial Services** - BRAC attempts to alleviate poverty by providing the services of its community empowerment programme and targeting the ultra poor programme. BRAC's cumulative disbursement is of almost 10 billion dollars in microloans annually, augmenting microfinance with additional services like livelihood and financial literacy training. Farmers get access to seasonal loans, high quality seeds and technical assistance. Millions now have the freedom to take control of their lives.

**Self-Sustaining Solutions** - BRAC's enterprises and investments generate a financial surplus that is reinvested in various development programmes subjected to poverty alleviation.



## 1.4 Operational network organogram

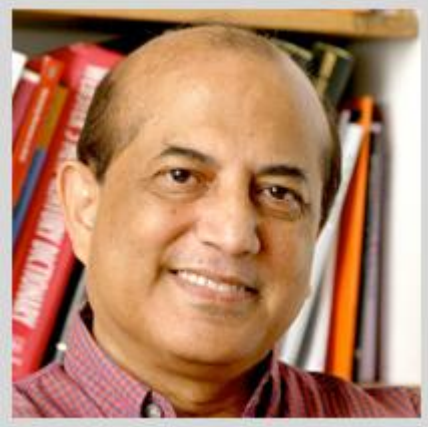


## **Sir Fazle HasanAbed KCMG, Founder & Chairperson**



Sir Fazle was born in 1936 in Bangladesh. He was educated at both Dhaka and Glasgow Universities. He was a professional accountant in his thirties, working as a senior corporate executive at Shell Oil when the 1971 Liberation War had a profound effect on him, dramatically changing the direction of his life. He left his job, moved to London and devoted himself to Bangladesh's war of independence. There, he helped initiate a fundraising and awareness campaign called Help Bangladesh. When the war was over, he returned to the newly independent Bangladesh, finding the economy in ruins. Millions of refugees, who had sought shelter in India during the war, started returning to the country and their relief and rehabilitation called for urgent efforts. It was then that he established BRAC to rehabilitate the returning refugees in a remote area in north-eastern Bangladesh. He directed his policy towards helping the poor develop their capacity to better manage their lives. Thus, BRAC's primary objectives emerged as alleviation of poverty and empowerment of the poor. Under his leadership, in the span of only four decades, BRAC grew to become the largest development organisation in the world in terms of the scale and diversity of its interventions.

## **Executive Body**



### **DrMushtaqueChowdhury Vice-Chairperson and Interim Executive Director, BRAC**

DrChowdhury is the vice-chairperson and interim executive director of BRAC. He is also the advisor to the founder and chairperson. Previously, he was the deputy executive director of BRAC, the founding director of the research and evaluation division and the founding dean of the James P. Grant School of Public Health at BRAC University.



### **MahabubHossain Advisor to the Interim Executive Director**

DrHossain is an internationally renowned development economist. He is currently an advisor to the interim executive director on research activities in BRAC and BRAC International and responsible for the agriculture and food security programme.



**Muhammad A (Rumeel) Ali**  
**Advisor to the Interim Executive Director**

Mr Ali has served at different levels of the local and international banking sectors. He is currently an advisor to the executive director of BRAC and provides oversight of BRAC and BRAC International's financial institutions. Previously, he was the managing director of BRAC Enterprises and Investments.



**Faruque Ahmed**  
**Executive Director**  
**BRAC International**

Mr Ahmed currently serves as the executive director of BRAC International. He previously held the position of senior director at BRAC International. He is also a member of the executive management committee, the organisation's management decision-making committee. Prior to this, he was the director of BRAC's health programme for 10 years and played a critical role in shaping its overall health strategy and scaling up several community-based health and nutrition interventions.



**S N Kairy**  
**Chief Financial Officer**  
**BRAC and BRAC International**

Mr Kairy is the chief financial officer of BRAC and BRAC International. He is also a member of the executive management committee, the organisation's management decision-making committee. Mr Kairy supervises the overall financial control and management over the sources and applications of funds for BRAC activities, both development and commercial. His responsibilities include ensuring effective financial control, transparency and accuracy of financial data and reporting. Mr Kairy is responsible for ensuring the effective procurement and asset management of BRAC. He is currently serving on the board of BRAC Bank Limited and BRAC Lanka Finance Plc (Sri Lanka) as a director nominated by BRAC.



**Asif Saleh**  
**Senior Director**  
**Strategy, Communications and Capacity, BRAC and BRAC International**

Mr Saleh is the senior director of strategy, communications and capacity for BRAC and BRAC International. Prior to joining BRAC, he was an executive director at Goldman Sachs and also worked for GlaxoWellcome, NorTel and IBM. Upon his return to Bangladesh in 2008, he worked as a policy specialist for the UNDP-funded project access to information (a2i) programme at the prime minister's office.



**Tamara Hasan Abed**  
**Senior Director**  
**Enterprises, BRAC**

Ms Abed joined BRAC in 2002 and is currently the senior director of BRAC Enterprises. She heads two of BRAC's most successful social enterprises, namely, Aarong and BRAC Dairy. Ms.Abed is a member of BRAC's executive management committee. Ms Abed serves as director on the board of BRAC Bank Limited since April 2008. She is also a member of the board of trustees of BRAC University and the BRAC University syndicate.

## **Directors**



**Ahmed NajmulHussain**  
**Director**  
**Procurement, Estate and Management Services, BRAC**  
**Road Safety, BRAC**

MrHussain is the director of procurement, estates and management services and of road safety. While at BRAC, MrHussain has been responsible for procurement, advocacy, estate, logistics, transport, security, construction, IT systems, telecommunications, road safety and the central store.



**AbulIqbal Mohammed Monsoor**  
**Director**  
**Construction and Maintenance, BRAC**

MrMonsoor is the director of construction and maintenance at BRAC. He joined the organisation in 2005 and has since been involved in constructing structures that are cost-effective, aesthetically appealing and of improved quality. MrMonsoor has contributed immensely in formulating the BRAC Procurement Guideline and Implementation Procedure for quick purchase of construction material, in updating the maintenance manual and in developing the National Green Building Code.



**Anna Minj**  
**Director**  
**Community Empowerment, BRAC**  
**Integrated Development, BRAC**

MsMinj joined BRAC in April 2009 and she is the director of Community Empowerment Programme, and Integrated Development Programme. She has obtained her Master's degree (MSc) in Zoology and completed her postgraduate level diploma in Project Planning and Management from IDPM, Manchester University, UK. She started her career with Caritas Bangladesh as programme officer of Child Care and Orphanage Management programme from August 1987 to January 1991, after which she served as the project coordinator of Integrated Women's Development Programme for about 12 years (January 1991-April 2002) in the same organisation.



**Faustina Pereira**  
**Director**  
**Human Rights and Legal Aid Services, BRAC**

Dr Pereira joined BRAC in September 2007 as the director of the Human Rights and Legal Aid Services programme.



**KaosarAfsana**  
**Director**  
**Health, Nutrition and Population Programme, BRAC**

DrAfsana has been working for BRAC, for over 21 years. Currently, she is the director of health, nutrition and population. She is a professor in James P Grant School of Public Health, BRAC University, Bangladesh. DrAfsana is an MD with an MPH from Harvard University, USA and a PhD from Edith Cowan University, Australia.





**Major General (Retired) Muhammad Sahool Afzal**  
**Director,**  
**Special Projects**

MG Afzal rejoined BRAC as the director of Special Projects in July 2013. He initially worked for BRAC as the director of information technology in 1998, and became the project head of BRAC University in 1999. He successfully launched the university in 2001 and was appointed as the registrar, member secretary governing board and member secretary academic council until 2007. He was also a member of BRACNET's board of directors.



**Nanda Dulal Saha**  
**Director**  
**Internal Audit, BRAC and BRAC International**

Mr Saha FCA currently holds the position of director of internal audit for BRAC and BRAC International. He also serves on the board of BRAC EPL Investments Limited, having received his nomination by BRAC in 2009. Mr Saha joined BRAC in 2007 as head of internal audit, having more than 13 years of working experience in internal control system, assurance, accounting, compliance management, risk management services, tax matters, and legal affairs.



**Rachel Kabir**  
**Director**  
**Chairperson's Office, BRAC**

MsKabir joined BRAC as the director of the chairperson's office in November 2013. Prior to this, she was responsible for coordinating the labour welfare activities of one of Bangladesh's leading tea companies for three years. This encompassed the provision of housing, safe water, sanitation facilities, primary healthcare, health education, primary education and crèches for pre-school children.



**ReemaSen**  
**Chief People Officer**  
**BRAC International**

MsSen is a human resources professional who joined BRAC International as Chief People Officer in June 2013. She has experience working in more than fifteen countries providing strategic solutions to various organisations in the Asia Pacific region. In 2007, she established her own consulting practice in Hong Kong and Shanghai, focusing on leadership development, talent management, performance and change strategies and executive coaching, and advice on global and regional projects for companies looking to bring about change and establish leading edge HR practices.



**Safiqul Islam**  
**Director**  
**Education, BRAC**

Dr Islam is the director of BRAC's education programme. He received his PhD in economics from the Hungarian Academy of Sciences in 1985.



**SaieedBakthMozumder**  
**Director**  
**Tea Estates**

MrMozumder serves as the director of BRAC's Tea Estates division. He joined James Finlay & Co Ltd while studying History at Dhaka University.



**Sayeda Tahya Hossain**  
**Chief People Officer**  
**Human Resource Division**

Ms Hossain joined BRAC in December 2013 as director of the human resource division, and as of March 2014, she was appointed chief people officer. Prior to joining BRAC, she worked as the director of human resources and corporate affairs at Lafarge Surma Cement Limited.



**Shameran Abed**  
**Director**  
**Microfinance, BRAC and BRAC International**

Mr Abed manages BRAC's microfinance operations, which serves more than five million clients and has total assets exceeding USD 1 billion. He also serves on the boards of BRAC Bank's mobile financial services subsidiary, bKash, and the Delta BRAC Housing Finance Corporation. Additionally, he sits on the Microfinance Network Steering Committee and the World Economic Forum Financial Inclusion Steering Committee. Prior to joining BRAC, Mr Abed was a journalist and wrote primarily on political issues.



**SheepaHafiza**  
**Director**  
**Gender Justice and Diversity, BRAC**  
**Migration Programme, BRAC**

MsHafiza joined BRAC in 1990 and is currently the director of the gender justice and diversity and the migration programmes. MsHafiza is widely recognised for her expertise in areas ranging from social communication and policy advocacy, organisational change process, human resource management and development, gender justice and empowerment, and on the rights of labour migrants. She also has expertise in the area of cross-cutting organisational development, and programme development.



**TanwirRahman**  
**Director**  
**Finance, BRAC and BRAC International**

MrRahman is the director of finance for BRAC and BRAC International.

## 1.5 Visions for the future

### **BRAC's Vision**

A world free from all forms of exploitation and discrimination where everyone has the opportunity to realise their potential.

### **BRAC's Mission**

Our mission is to empower people and communities in situations of poverty, illiteracy, disease and social injustice. Our interventions aim to achieve large scale, positive changes through economic and social programmes that enable men and women to realise their potential.

### **BRAC's Values**

- **Innovation**- BRAC has been an innovator in the creation of opportunities for the poor to lift themselves out of poverty. We value creativity in programme design and strive to display global leadership in groundbreaking development initiatives.

- **Integrity**- We value transparency and accountability in all our professional work, with clear policies and procedures, while displaying the utmost level of honesty in our financial dealings. We hold these to be the most essential elements of our work ethic.

- **Inclusiveness**- We are committed to engaging, supporting and recognising the value of all members of society, regardless of race, religion, gender, nationality, ethnicity, age, physical or mental ability, socioeconomic status and geography.

- **Effectiveness**- We value efficiency and excellence in all our work, constantly challenging ourselves to perform better, to meet and exceed programme targets, and to improve and deepen the impact of our interventions.

## **CHAPTER-2**

### **THE JOB**

## **2.0 Nature of the job**

I have been appointed in the ICT department of BRAC which is situated in BRAC Head office, BRAC Center, 75 mohakhali, Dhaka, Bangladesh. In the entire period of internship my job was to do all kind of works that conduct by the MRC(Mid Range Coverage), Support As well as corresponding with network, software and developing team.

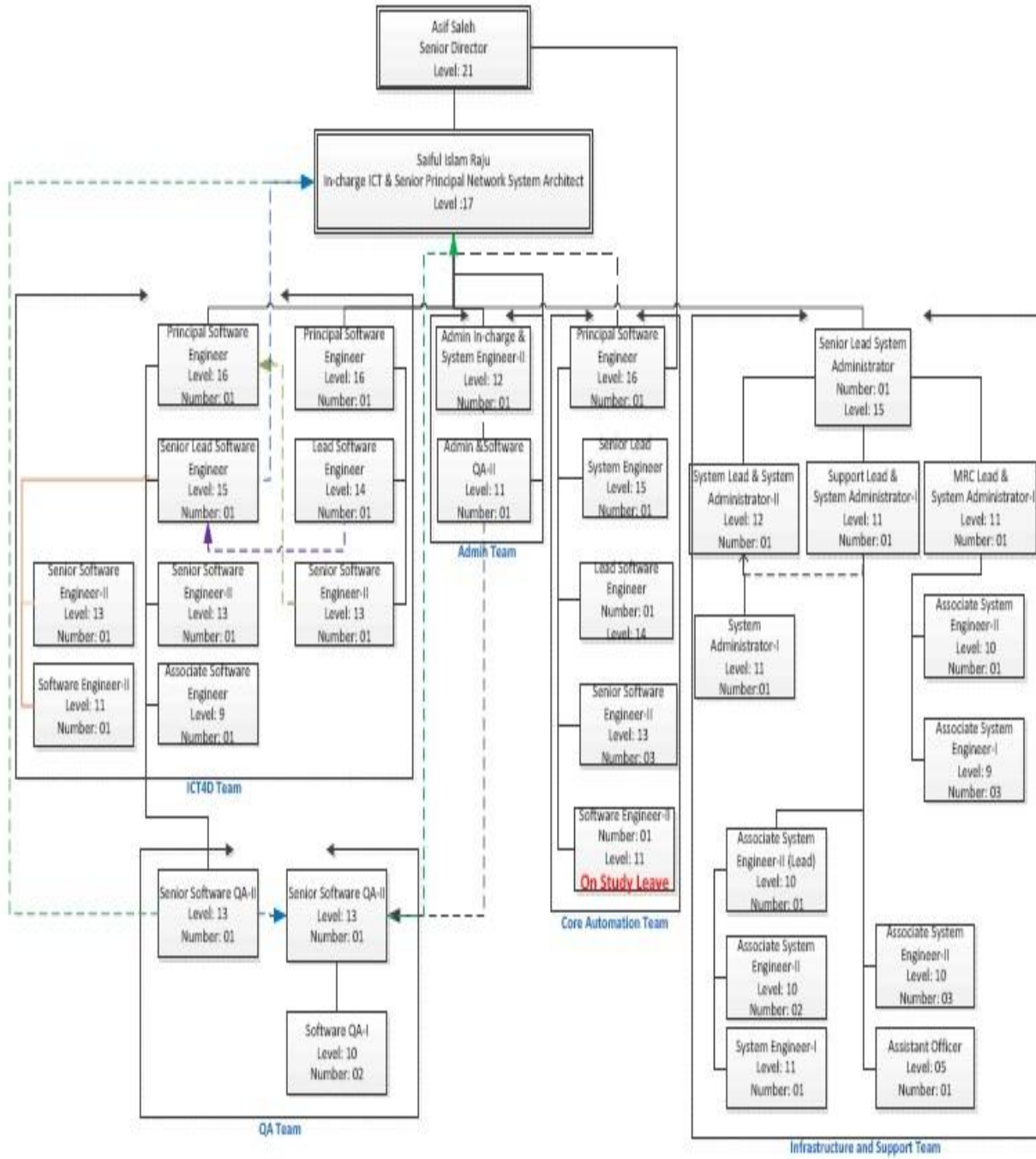
BRAC's information and communications technology (ICT) department is not only making technological interventions to automate the organization's internal business processes, but also increasingly establishing itself as a centre of excellence with innovative and creative solutions to complement BRAC's effort in the local and global development arena. I got an opportunity to work in BRAC ICT from 01 May 2014 to 30 August 2014 as an intern.

## **2.1 Description of ICT Department**

**BRAC ICT** which was previously known as IT Cell, started its journey officially from April, 2010 with a mission to modernize **BRAC** with information technology. Their objective is not only to extend supporting hands to **BRAC**'s different programs but also establish their selves as a "Center of Excellence" with innovative and creative solutions. **BRAC ICT** comprises of four units; software development, network, hardware support and Mid-Range Coverage (MRC) Desk. **BRAC ICT**, are very determined to bring best possible solutions to complement **BRAC**'s effort in local and global arena. I got an opportunity to work with their Mid-Range Coverage (MRC) Desk and also with support team.



## 2.2 ICT ORGANOGRAM



ICT Current Organogram  
Version 3.0

## 2.3 Area of support

BRAC Center  
Kaderia tower  
Gulshan tower  
Siddique tower  
Gulshan BLC  
Niketon Audit building

## 2.4 Specific responsibilities of the jobs

**MRC** means Mid-Range Coverage desk, where few engineers are always dedicated to receive call from a hunting number & receive IT-Support related problem and resolve those issue over phone or with in short time via third party tool like VNC, Remote desktop and team viewer. In this short time I have seen them to perform for following problems:

1. Receiving call in 3200 for taking query regarding IT.
2. Printer Sharing/Printer installation/printing problem
3. Scanner installation/ Scanner problem
4. Lotus mail Installation & configurations
5. All type of troubleshooting regarding lotus
6. All type of webmail related problem
7. Antivirus installation/up gradation/execution problem
8. Internet slow /Internet browsing problem
9. Installation of basic Soft ware's & up gradation
10. Corresponds for creating Domain & Domain related troubleshooting
11. Monitoring MRTG graph for ensuring Bandwidth to correspond with network team
12. Real time monitoring the status of data center correspond with network team
13. Ensuring & monitoring intranet, BPMT, MY BRAC, edine and others website for uninterrupted services.
14. All type of troubleshooting for intranet, BPMT, MY BRAC ,edineetc
15. Windows troubleshooting problem
16. Coincide & give prompt response of [it-support@brac.net](mailto:it-support@brac.net) regarding any mail query
17. Escalate incidents to support Engineers, which need physical assistance or further support
18. R&D for best & quick solution
19. Updating Users database correspond with network team
20. Support on different issues on requirement of different department, like OLT(Online learning tool of BLD)
21. Smooth and flawless performance for any technical issues for BRAC programmes.

## **Supports:**

1. Go for physical IT-support to user end, which incidents are escalated by MRC engineers.
2. Give all type of video conferencing support for online meetings.
3. Give all type of IT support to Program coordinator to chairperson.

### **2.4.1 Critical observation and recommendation**

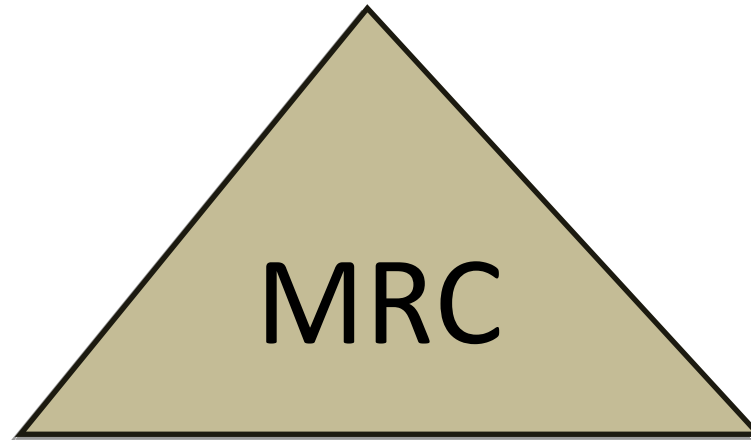
#### **Part 1:**



- i. Taking daily reports about what type of problems are they facing from floors. They can go through their incidents and can give a report about that. That can be submitted in an excel.
- ii. On average support engineers are solving not more than 7/8 incidents per day, so they have the chances to make the solution easier and faster. There should be a discussion session per week depending on the reports and there are the chances to find out the best solution for any particular problem.
- iii. After every discussion, they should upload the best solution and share it with everyone.
- iv. There should be a deadline to give initial response to the clients. After assigning the incidents, they should have response to it quickly.
- v. Lead can ask to the floor managers about the support quality informally and a random visit a week if there is any problem
- vi. Deal things more professionally. There are some engineers who talk over phone like they are friends. That makes people think we are not that sort of people to respect.
- vii. Encouraging who is weak in pronunciation and speaking, if possible arrange a training session.

## Part 2:

### Last but not the least The MRC:



- i. Switching the engineers from first desk to second, as there are four MRC Engineers or going to be four soon then after two/three hours they can switch their chairs. If only two people are receiving the phone, they will never have the time to increase their level of learning. 9 to 1 is the rush hour so front desk engineers can move behind the rest of the day and have some other work to do. Like researching, monitoring, finding solutions, making reports.
- ii. Stop working with new incident after a certain time. Instead of that making priority
- iii. Asking for feedbacks from the users after finishing work. Yes, we are taking it but asking for “is there any more problem” is not going to harm us. There user can see that we are trying to help them with our effort and dedication.
- iv. Taking more professionally to the users. This is not a call center but using professional and strong tone is going to help the users to draw a rough image.
- v. More details should be given in incident report. That can help us in future if user claim that we were not good while gave them the support.
- vi. Calling at the end of the day to the users that we’ve worked for. Asking them if they are facing any problem.  
It is proved, according to human psychology if anyone is caring about you so much you are going to trust him or her. This is a helpful concept to build up a good relation with clients.

**CAPTER-3**

**PROJECT**

### **3.1 Summary of the project**

BRAC's operations are situated in all districts of Bangladesh, covering most of the Thana & region. BRAC ICT working from April 2010 and giving IT-support in BRAC Center, Kaderia tower, Gulshan tower, Siddique tower, Gulshan BLC & Niketon Audit building. BRAC ICT concern with upper management decided to go for field support in every BLC (BRAC learning center) , Divisional office , regional office and branch office. So **ICT is going to give IT-support on field area of BRAC office in whole Bangladesh.**

### **3.2 Introduction of project**

Southtech (Vendor of BRAC) is giving hardware and software IT-support from 2002 to until sep30, 2014. They have built software for Microfinance and also for branch programs, which scheduled maintenance is done by southtech. They are giving hardware and software support to BRAC field from last 12 years and also BRAC microfinance is going to increase their contract for another 2 years.

#### **3.2.1 Objective of the report**

**The primary objective of the report is:**

- To fulfill the partial requirement of the internship program as a non credit subject of the MBA program.
- To know about the IT sector & NGO of Bangladesh.
- To get an overall idea about the operation management policy of BRAC ICT as well as BRAC.

**The secondary objectives of the report are as follows:**

- To know the operation of ICT
- Process mapping On HARDWARE Technical Support
- To suggest a supportive role in the progress of IT support in field.
- To know about the objectives and planning of BRAC.
- To know how the branches are efficiently controlled.
- To identify whether all process are perfectly and effectively practiced or not.

### 3.2.2 Methodology of the report

#### Research Design

This report is based mainly on observations that I experienced during the internship period. Data required for this report were collected from the annual report of BRAC, ICT policy, Physical visit, Meetings. Apart from these, helpful information was collected from online resources.

### 3.2.3 Limitations of this report

- For confidential purpose and policy obligation, few information can not be collected.
- Time period was very short for my report, though the project is vast.
- BRAC's time period for this project are minimum next 2 years of observation, so I get very little time to observe on this project.

### 3.2.4 Analysis

BRAC's main target is To resolve technical issues at field level ensuring optimum utilization of time and manpower at lowest possible cost.

Yearly Maintenance Visit														
Period	June 13	Jul 13	Aug 13	Sept 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	June 14	July 14
Visit Type*														
Scheduled Visit - BDP	475	463	474	476	461	474	477	460	467	475	458	467	475	458
Scheduled Visit - Program	161	145	149	161	145	149	161	149	160	161	149	160	161	149
Scheduled and Revisit (On Request) -	65	89	96	112	93	97	100	77	44	102	75	100	109	97
Scheduled and Revisit (On Request) -		2		3	2	3	1		1	103	1	1	1	3
Total	701	699	719	752	701	723	739	686	672	841	683	728	746	707

They have few agreements with BRAC regarding costs which are in below:

SL	Particulars	Payment Interval	Rate (Taka)	Remarks
01	Maintenance (Hardware and Software per Computer Based, Microfinance Branch)	Monthly	1,850/-	Maintenance will be conducted quarterly
02	Maintenance (Hardware and Software per Computer Based, Programme Branch)	Monthly	1,460/-	Maintenance will be conducted quarterly
03	Software Maintenance for Head Office (TRACKER)	Quarterly	3,07,193/-	
04	Software Maintenance for Head Office (CMS)	Quarterly	1,82,903/-	
05	Preventive Hardware Maintenance for Head Office	Quarterly	2,32,582/-	Only Centralized FC Storage: Dell EMC Ax100
06	Software Maintenance for Fixed Asset Management	Quarterly	51,314/-	
07	Ascend Banking – MFV and FAMS Version 5.0.0 (Branch Application) per branch installation license Fee	Per License	20,000/-	BRAC has already purchased 3,568 licenses. If same branch ID is used again then for up to 3,568 branches, no additional license is required.
08	Software Development [Enhancement] Cost	Per Man-hour	1,220/-	
09	IT Support Service Cost (Data Correction)	Per Man-hour	1,400/-	
10	Additional corrective hardware maintenance [As per demand]	Per Man-hour	1,000/-	
11	IT Support during Weekends/ Holidays	Per Man-hour	1,400/-	
12	Additional Software support [BRAC Bank Remittance]	Per Unit	500/-	
13	Additional corrective hardware maintenance [Generator]	Per Unit	500/-	



**BRAC Automation centers report (last 13 months)**

SL	Problem Type	Support Location	Particulars	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14
1	Software Related	At Automation Centre/Southtech	Software	75	64	87	44	57	47	
2			SQL	9	6	16	5	3	1	
3			Data Correction	5	3	14	7	9	6	
4			Others	14	1	10	14	16	22	
5			<b>Total</b>	<b>103</b>	<b>74</b>	<b>127</b>	<b>70</b>	<b>85</b>	<b>76</b>	<b>1</b>
6		At Branch Office	Software	136	80	124	88	109	147	1
7			Enhancement	7	3	6	6	6	1	
8			Data Correction	41	26	40	37	45	47	
9			Others	0	0	0	1	1	4	
10			<b>Total</b>	<b>184</b>	<b>109</b>	<b>170</b>	<b>132</b>	<b>161</b>	<b>199</b>	<b>1</b>
11	<b>Total Software Related Problems</b>			<b>287</b>	<b>183</b>	<b>297</b>	<b>202</b>	<b>246</b>	<b>275</b>	<b>3</b>
12	Hardware Related	At Automation Centre/Southtech	CPU	210	183	247	172	125	87	1
13			Monitor	37	25	47	25	19	10	
14			Printer	134	81	119	95	97	58	
15			UPS	129	67	162	66	56	38	
16			Voltage Stabilizer	37	11	38	15	19	6	
17			Generator	2	2	2	0	0	0	
18			<b>Total</b>	<b>549</b>	<b>369</b>	<b>615</b>	<b>373</b>	<b>316</b>	<b>199</b>	<b>3</b>
19		At Branch Office (By BAC Field Staff)	CPU	92	95	87	83	105	72	
20			Monitor	7	8	8	11	8	9	
21			Printer	217	145	192	163	175	156	1
22			UPS	20	27	25	29	36	27	
23			Voltage Stabilizer	9	4	7	7	7	6	
25			Generator	69	42	52	39	37	45	
26			<b>Total</b>	<b>414</b>	<b>321</b>	<b>371</b>	<b>332</b>	<b>368</b>	<b>315</b>	<b>3</b>
27	<b>Total Hardware Related Problems</b>			<b>963</b>	<b>690</b>	<b>986</b>	<b>705</b>	<b>684</b>	<b>514</b>	<b>6</b>
28	<b>Total Problems (Software + Hardware)</b>			<b>1250</b>	<b>873</b>	<b>1283</b>	<b>907</b>	<b>930</b>	<b>789</b>	<b>9</b>
29	CPU brought to BAC	Solved at STL	311	250	372	239	368	162	2	
30		Solved at BAC	2	7	2	3	0	1		
31	<b>Total CPU brought to Dhaka</b>			<b>313</b>	<b>257</b>	<b>374</b>	<b>242</b>	<b>210</b>	<b>163</b>	<b>2</b>
32	<b>Total Down Time (i.e. due to unavailability of CPU)</b>			379.5 Days	325 Days	466.5 Days	284 Days	269 Days	126 Days	306.5 D

Down time = Total Down time/Total CPU brought to Dhaka

$$=379.5/313=1.213 \text{ days}$$

**BRAC Microfinance**  
**Automation Centre**  
**Bills Submitted by Southtech Limited to Microfinance**  
**For the period of October 1999 to June 2014**

Period	Paid to Southtech Limited				Total Cost (TK)	Remarks
	S/H Maintenance Cost		Repairing/ Hardware	Remittance/ IT Support/ Enhancement/ BMO Cost		
	Microfinance	Programme				
Oct - Dec 1999	25,000	0	17,388	945,000	987,388	
Jan - Dec 2000	225,000	0	6,794,899	9,868,687	16,888,586	
Jan - Dec 2001	645,680	0	1,165,341	19,301,600	21,112,621	
Jan - Dec 2002	7,123,704	0	10,839,828	7,357,358	25,320,890	
Jan - Dec 2003	8,828,560	0	11,376,315	4,688,532	24,893,407	
Jan - Dec 2004	10,757,798	510,696	13,810,285	49,972,928	75,051,707	Programme automation started
Jan - Dec 2005	13,849,694	977,839	6,127,179	6,721,239	27,675,951	
Jan - Dec 2006	18,036,288	1,590,536	7,500,464	2,063,679	29,190,967	
Jan - Dec 2007	16,603,848	2,567,548	11,086,701	27,997,480	58,255,577	Rapid expansion took place
Jan - Dec 2008	17,039,808	2,710,796	8,885,517	7,430,920	36,067,041	
Jan - Dec 2009	21,188,405	3,641,166	23,406,676	4,420,661	52,656,908	
Jan - Dec 2010	23,653,118	7,331,168	15,261,069	9,848,062	56,093,417	BMO automation started
Jan - Dec 2011	25,293,406	7,706,848	15,638,597	11,276,836	59,915,687	
Jan - Dec 2012	29,523,494	7,625,505	22,802,656	18,264,231	78,215,886	
Jan - Dec 2013	34,256,056	8,969,364	28,426,171	14,603,432	86,255,023	
Jan- June 2014	17,752,706	4,611,172	8,797,155	6,269,175	37,430,208	
<b>Total =</b>	<b><u>244802565</u></b>	<b><u>48242638</u></b>	<b><u>191936241</u></b>	<b><u>201029820</u></b>	<b><u>686011264</u></b>	

## INDICATORS

- ✘ Complain resolution rate.
- ✘ Repeated complain received.
- ✘ Down Time
- ✘ Cost
- ✘ Utilization of Man power

## PROCESSES SHOWN:

### 1. "As Is" MAP

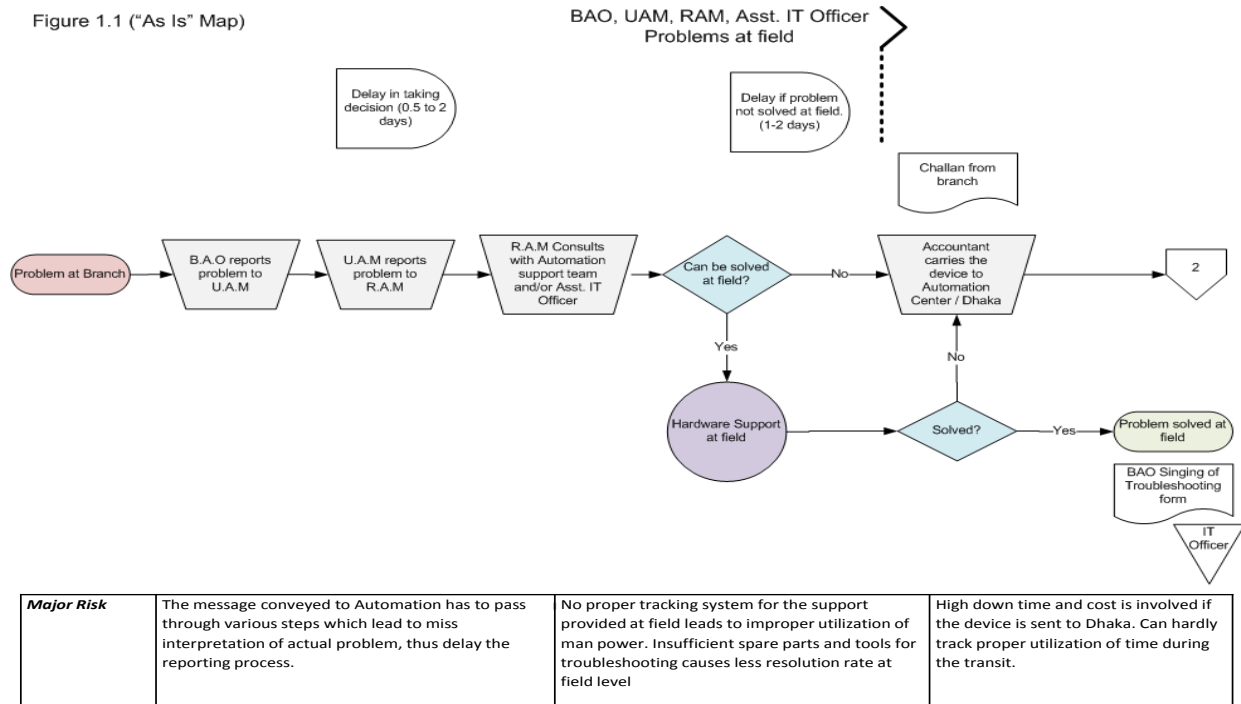
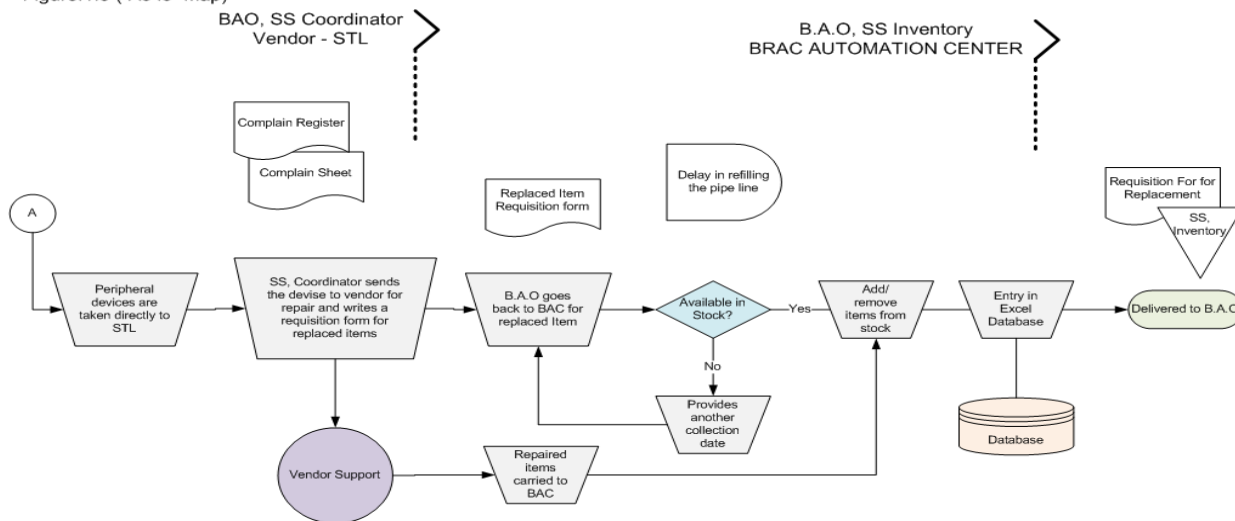


Figure:1.3 ("As Is" Map)



<b>Major Risk</b>	If BAO brings both System unit and peripheral devices, he has to go to STL, and then came back to BAC to collect BAC Complain sheet and return to STL. This doubles the risk and cost. Lose of requisition form.	Rate of resolution of peripheral devices is low compared to demand. High chances of not delivering replaced peripheral device instantly, thus causing delay in process increasing cost and time required, hampering branch activity.	Poor tracking system leads to wrong alternate collection date.
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### 3.2.5 Results and discussion

- The total cost paid to southtech yearly is very high.
- Any device brings for field to southtech via automation and repairing time and back to field down time is very high.
- Cost of transportation & others provided to carried person of BRAC staff, who brings and take back materials like CPU, printer, UPS in DHAKA are also very high.
- The CPUs and that person who bring that CPU's downtime are very high.
- More than 35 crore taka per semi-annual month is provided by BRAC to vendors, where BRAC has their own capable technical team.
- BRAC could not utilize their field's technical team due to not centralize that team with proper corresponding with BRAC ICT.
- The message conveyed to Automation has to pass through various steps which lead to miss interpretation of actual problem, thus delay the reporting process.
- There is no proper tracking system for the support provided at field leads.
- Can hardly track proper utilization of time during the transit.

## Conclusion

I got a huge opportunity to work with BRAC ICT. It has an efficient & effective technical team who work continuously to build BRAC technologically strong. This organization is completing the trek of every employee with the touch of its values and exclusive ideas. With the field work enriches technical knowledge with innovative thoughts to develop the base of BRAC as well as the technological platform of Bangladesh. From the project of field support we can get advantages which are below:

- BRAC can save huge money from this sector and can utilize in others program.
- Can remove their dependency on vendors.
- Can make their own efficient team

## **REFERENCE:**

- 1. Official website of BRAC (<http://www.brac.net>)**
- 2. BRAC Annual report from (2010-2014)**
- 3. BRAC ICT Policy**
- 4. Meeting minutes**
- 5. Field observation by going their physically.**
- 6. Reports provided by microfinance team & southtech.**