



Internship Report on

## **Network Trouble Ticketing System**

Under the Project of SOC at Technology Division

From

**Robi Axiata Ltd.**

**Submission Date**

15<sup>th</sup> May 2014

**Submitted By**

Md. Khalid Saifullah Gazi

ID: 2009-3-55-003

Department of ECE

East West University

**Submitted To**

Dr. Mohamed Ruhul Amin

Professor

Department of ECE

East West University

আজকের মাঝেই  
আগামীর শক্তি



018

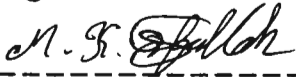
রবি'র সাথে থাকুন আর ক্রমশ পেতে থাকুন সশ্রয়ী বেট  
জ্বলে উঠুন আপন শক্তিতে

**Robi Axiata Ltd.**

## Declaration

I am gratified to announce that this internship report on “Network Trouble Ticketing System” project of SOC, central Operation Department under Technology Division of ‘Robi Axiata Ltd.’ has been prepared by me under the guidance of Dr. Mohamed Ruhul Amin for the partial fulfillment of ETE program from the Department of Electronics & Communication Engineering (ECE), East West University(EWU),under the course Research/Internship (ETE 498). I also affirm that this report is original in nature and has not been submitted elsewhere for any other purpose.

**Signature**



-----  
**(Md. Khalid Saifullah Gazi)**

ID:2009-3-55-003

ECE Department

## **Acknowledgement**

First and foremost with all my heartiest devotion I am grateful to almighty Allah for blessing me with such opportunity of learning and ability to successfully complete the report in due time.

My sincere and deep sense of appreciation goes to all those people who have helped me to prepare this report of 'SOC Technology' on Technology Division of 'Robi'.

My heartfelt gratitude goes to Mr. Imtiaz Ahmed, General Manager of Service Operation Centre (SOC) in Robi Axiata Limited, for his kind consultation and support. His hearty cooperation created the inspiration that made me enthusiastic in accomplishing my internship.

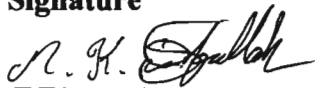
Lastly and most importantly, I would like to express my gratitude to all my colleagues especially the Technology Teams of Robi Axiata Limited for helping me throughout the internship period.

I want to thank my supervisor, Dr. Mohamed Ruhul Amin who is a prestigious faculty of Electronics and Telecommunication Engineering department, for keeping track of my internship progress and giving me valuable advice and suggestions to complete the report in an appropriate manner.

### **Signature**

-----  
**Mr. Imtiaz Ahmed**  
**General Manager**  
**Service Operation Centre (SOC)**

### **Signature**



-----  
**Md. Khalid Saifullah Gazi**  
**ID: 2009-3-55-003**  
**Department of ECE**

## **Abstract**

Mobile phone is becoming a very common measure of telecommunication in Bangladesh. The number of mobile user is increasing day by day. it is very attractive market for the mobile connection providers. Presently there are six companies in the market. Each is trying to maintain & increase their market share. Among them Robi is one of the leading company in this sector. It is joined venture company between Axiata Group Berhad, Malaysia & NTT DOCOMO INC, Japan. Axiata (Bangladesh)limited, formerly known as Telekom Malaysia International (Bangladesh),commenced its operation in 1997 under the brand name Aktel among the pioneer GSM mobile telecommunication service providers in Bangladesh. Later, on 28th March, 2010 the company started its new journey with the Brand name Robi.

In this growing Technological arena to enhance the business prospect in one industry, one company must adopt the state-of-art technologies efficiently & at the same time need to ensure the innovative & ultimate utilization of these technology. Here in this report I have tried to seek out the latest addition of technology of Robi to support and to ensure growth of its overall business. Thus, I have found out significant types of Software & highly speedy Wi-Fi connection in addition of existing wired connection those support its business activities to be on track.

Internship is such a program which makes a student experiences the corporate life for the first time. This report describes Internship responsibilities; earned knowledge on GSM arena. I have added description about the market share of all telecom companies of Bangladesh, about the organization, Robi Axiata Limited. I also talked about the company's principle & purposes, shareholdings, company logo and visual language, company achievements, its product and services. So that anyone who goes through my report gets a detailed idea about the organization. And after completing the project, how I have helped other employees from different departments under SOC Division. The main part of the report where I have written everything about my job responsibilities; the chapter includes what I have done throughout my internship period. Lastly findings and recommendations which I found while working on the whole report. I concluded my report by giving references.

# Table of Content

Contents	Page
<b>Chapter 1</b>	
<b>INTRODUCTION</b>	
<b>1.1 Rationale of the Study .....</b>	<b>1</b>
<b>1.2 Background of the Organization.....</b>	<b>1-2</b>
<b>1.2.1 Mission .....</b>	<b>2</b>
<b>1.2.2 Vision .....</b>	<b>2</b>
<b>1.2.3 Organogram of Robi Axiata Ltd .....</b>	<b>3</b>
<b>1.2.4 Organizational Hierarchy (Chain of Command).....</b>	<b>4</b>
<b>1.2.5 Different Divisions of Robi Axiata Limited .....</b>	<b>4-5</b>
<b>1.2.6 Logo and Visual Language .....</b>	<b>5</b>
<b>1.2.7 Company Achievements.....</b>	<b>6</b>
<b>1.3 Objectives .....</b>	<b>7</b>
<b>1.3.1 Primary Objective.....</b>	<b>7</b>
<b>1.3.2 Secondary Objective.....</b>	<b>7</b>
<b>Chapter Two: Activities Undertaken</b>	
<b>2.0 Activities Undertaken .....</b>	<b>8</b>
<b>2.1 Preventive maintenance (PM).....</b>	<b>8</b>
<b>2.1.1 Ericson alarm checking .....</b>	<b>9</b>
<b>2.1.2 Alcatel alarm checking .....</b>	<b>10-11</b>
<b>2.1.3 Huawei alarm checking.....</b>	<b>11-12</b>
<b>2.1.4 BSC Alarm Process.....</b>	<b>12-13</b>
<b>2.1.5 NSN alarm checking.....</b>	<b>13</b>
<b>2.2 NCR Report .....</b>	<b>14</b>
<b>2.3 Access of Job ID.....</b>	<b>15</b>



<b>2.4 Roster Making.....</b>	<b>16</b>
<b>2.5 Overtime calculation.....</b>	<b>16</b>
<b>2.6 Service Level Assurance (SLA) Making.....</b>	<b>16</b>
<b>2.7 Major Incident Summary.....</b>	<b>16-17</b>

## **Chapter Three: CHALLENGES AND PROPOSED COURSES OF ACTION**

<b>3.1. Challenges and proposed course of action for improvement.....</b>	<b>18</b>
<b>3.2 Academic Preparation.....</b>	<b>19</b>
<b>3.3 Missing knowledge and skills that need to be learned in the university....</b>	<b>19</b>

## **Chapter Four: Lessons learn from Internship**

<b>4.1 Implications to Organization/Company.....</b>	<b>20</b>
<b>4.2 Implications to University's Internship Program.....</b>	<b>20</b>
<b>4.3 Others.....</b>	<b>21</b>

## **Chapter Five: Concluding Statements**

<b>5.1 Conclusion.....</b>	<b>22</b>
<b>5.2 Recommendations for Future Strategic Actions.....</b>	<b>22-23</b>

# CHAPTER ONE

## INTRODUCTION

### **1.1 Rationale of the Study:**

The main reason is doing internship at Robi Axiata introduce myself with corporate world. The study is about **Network Trouble Ticketing System at Technology Department at Robi Axiata Ltd.** Basically this department is considered to be one of their prior concerned departments of Robi Axiata Ltd. Therefore, the activities carried out by the personnel needs to be well acquainted with the customer oriented services. So, being a business graduate it is a challenging experience for me to concentrate on technology services being provided by Robi Network. Apart from the educational knowledge, the study added extra advantage regarding the practical field and real life activities followed in the company. Moreover, the study carried out also added value to the technical mechanisms and operations of the **Robi Axiata Ltd.** Along with my experience, it will be helpful for the company to get their flow of technology and can identify in which sector, the company needs to put extra concentration so that the technology get well acquainted with the desired services offered by the Robi to its customers.

### **1.2 Background of the Organization:**

Robi Axiata Ltd is a dynamic and leading countrywide GSM communication solutions provider. It is a joint venture company between Axiata Group Berhad, Malaysia and NTT DOCOMO INC, Japan. With a mission to meet the communication needs of the people of Bangladesh, Robi Axiata Ltd. formerly known as Telekom Malaysia International (Bangladesh), commenced its operation in 1997 under the brand name of Aktel. Later, on 28<sup>th</sup> March, 2010 the company started its new journey with the new brand name “Robi”.

By serving the urban dwellers and rural people simultaneously, Robi is going to fulfill the country's vision to make communication a basic necessity and with the reach at all levels of the society. Sharing Robi's experience and expertise with people of Bangladesh will not only assist in the development of the telecom infrastructure in the country but most importantly the people of Bangladesh remains connected and closer with each other. Robi is truly a people-oriented brand of Bangladesh. Robi believes in ahead with innovation and creativity. The company is providing the telecommunication services to support national



telecommunication policy for a higher rate of telecommunications ratio and coverage in Bangladesh. Robi is committed to provide warm, friendly approachable service to its valued customers as well as mass society. Robi services its subscribers with the philosophy of the excellence with the limited interconnection.

To ensure leading-edge technology, Robi has the international expertise of Axiata and NTT DOCOMO INC that support 2G voice, CAMEL phase 2 and GPRS/EDGE service with high speed internet connectivity. Its GSM service is based on a robust network architecture and cutting edge technology such as Intelligence Network (IN), which provides peace of mind solutions in terms of voice clarity, extensive nationwide network coverage and multiple global partners for international roaming (IR). It has the widest International roaming coverage in Bangladesh connecting 553 operators across 207 countries. Its customer centric solution includes value added services (VAS), quality customer care, easy access call centers, digital network security and flexible tariff rates. As a customer focused Information Communications Company, Robi believes in providing superior service that leads to good business and good development in the society. Robi believes that quality is continuous and never ending journey. Hence, a step Robi is taking continuously to upgrade and expand their network for better and more efficient services to subscribers.

### **1.2.1 Mission**

“Robi aims to achieve its vision thorough being one not only in terms of market share, but also by being an employer of choice with up to date knowledge and products geared to address the ever changing needs of our budding nation.”

### **1.2.2 Vision**

“To be a leader as a Telecommunication Service provider in Bangladesh.”

### 1.2.3 Organogram of Robi Axiata Ltd :

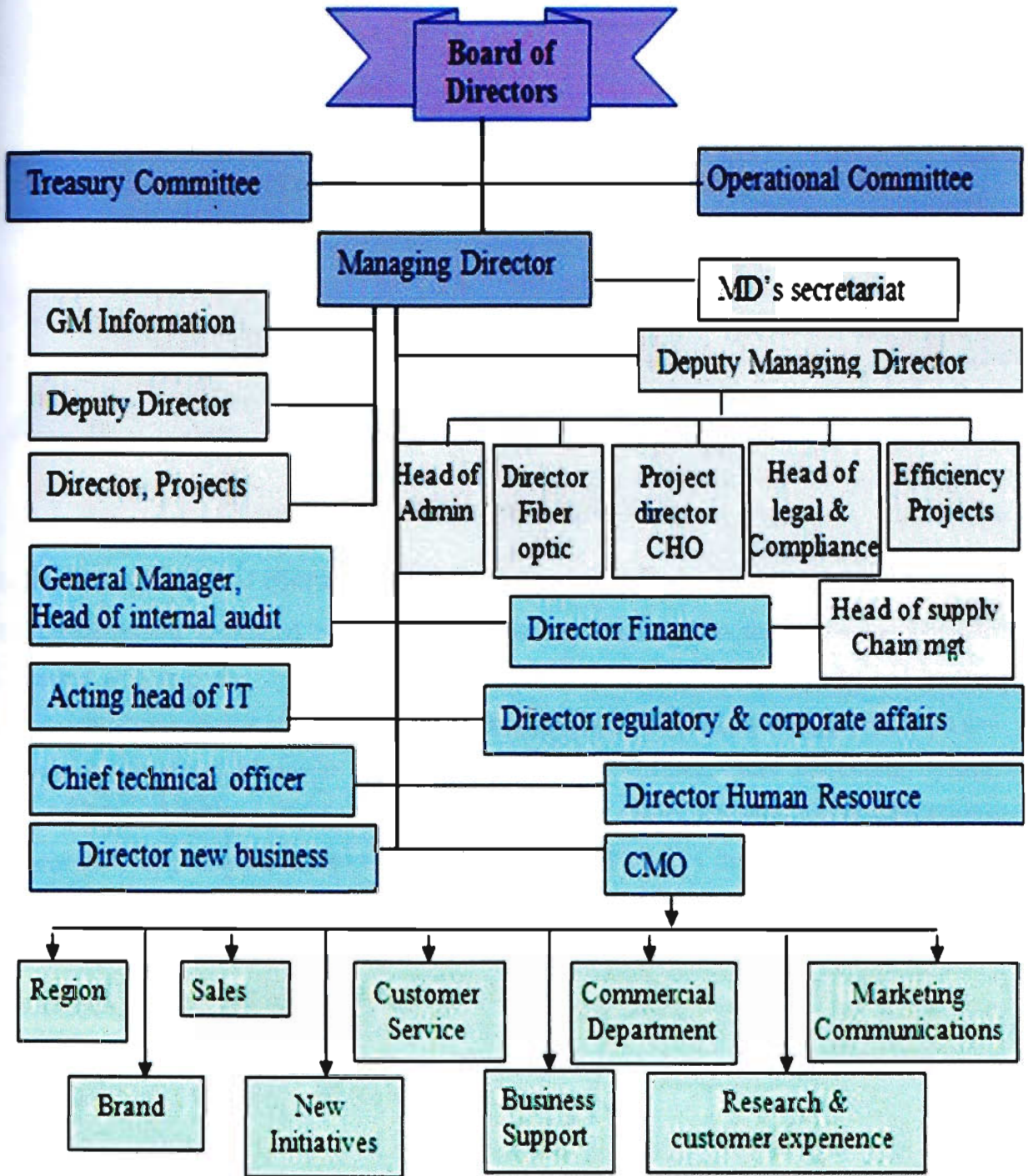
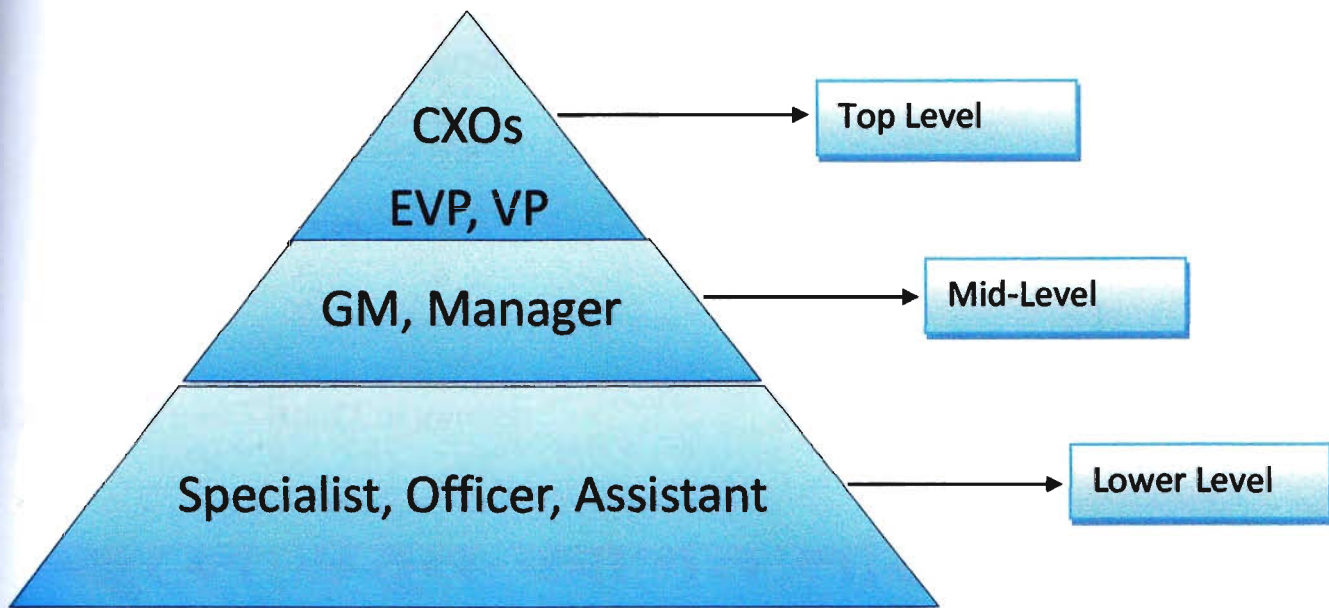


Figure:- Chain of command in Robi (1)



**Figure-2: Chain of command in Robi (2)**

#### **1.2.4 Organizational Hierarchy (Chain of Command):-**

The organization is headed by its Chief Executive designated as the Managing Director entrusted with overall responsibilities of business direction of the organization and leading dynamically towards the attainment of its purpose and principles. In attaining the purpose and principles, the Chief Financial Officer, Chief Strategic Officer, Chief Marketing Officer, Chief Technical Officer, Chief Human Resource Officer assists the MD. Along with CXOs, Executive Vice President (EVP) and Vice President (VP) are in the top level management and they report to their respective CXOs. Then General Manager (GM) and Managers are associated in the mid-level management. Finally in the low level management there are Specialists, Officers and Assistant Officers.

#### **1.2.5 Different Divisions of Robi Axiata Limited**

Robi has the following divisions-

- Administration Division
- Corporate Strategy Division
- Enterprise Program Management Office
- Ethics Office/ Industry Relations
- Finance Division
- Human Resource Division

- Internal Audit Division
- Corporate, Regulatory Affairs & Legal
- Market Operations Division
- MD's Office
- Technology Division

### 1.2.6 Logo and Visual Language:-



The logo of Robi Axiata Ltd. is. It symbolizes balance, movement and change. Their logo should always appear in Bengali. Special authorization is required if logo is presented in English.



Fig: Robi's Alpona

Robi's Alpona motif is uniquely created, especially for them. The Alpona is vibrant and modern. It has a very organic soft feel whilst providing a forward moving direction- one of positivity and focus. The lack of sharp points and use of large curves provides a feeling of warmth and friendliness.

## 1.2.7 Company Achievements:-

- ❖ Robi has been conferred the prestigious Frost & Sullivan Asia Pacific ICT Award 2010 for "Emerging Market Service Provider of the Year".
- ❖ Awarded the prestigious fund grant from GSMA MMU (Mobile Money for the Unbanked) in 2009.
- ❖ Crossing 10 million subscribers mark in 2009.
- ❖ Ranked within top 6 global comparable telcos in A.T. Kearney benchmarking exercise in 2009.
- ❖ Cost optimization project saved 2 times of what was projected.
- ❖ Bangladesh Mobile Phone Businessmen Association (BMBA) Award 2008-2009 as the best service provider in Bangladesh.
- ❖ The Weekly Financial Mirror –Samsung Mobile &Robintex Business Award 2008-2009 as the best Telecommunication Company.
- ❖ TeleLink Telecommunication Award 2007 TeleLink Telecommunication Award 2007" for its excellence in service, corporate social responsibilities and dealership management for the year 2006 in commemoration of WORLD Telecommunication Day 2007.
- ❖ Arthakantha Business Award Given by the national fortnightly business magazine of Bangladesh for its excellence in service in telecom sector.
- ❖ Arthakantha Business Award Given by the national fortnightly business magazine of Bangladesh for its excellence in service in telecom sector.
- ❖ Financial Mirror Businessmen Award Given by the national weekly Tabloid business magazine.
- ❖ Deshbandhu C. R. Das Gold Medal For contribution to telecom sector in Bangladesh.
- ❖ Beatification Award for exceptional contribution to the Dhaka Metropolitan city from Prime Minister Office on 13th SAARC Summit.
- ❖ Standard Chartered - Financial Express Corporate Social Responsibility (CSR) Awards 2006 For contribution in Education, Primary Health, poverty alleviation and ecological impact.
- ❖ Arthokontho Business Award 2006 for better telecom service provider in Bangladesh.
- ❖ Financial Mirror &Robintex Business award 2006 for its excellence in service, corporate social responsibilities activities throughout Bangladesh.
- ❖ Desher Kagoj Business Award 2006 For Corporate Social Responsibilities activities.



## **1.3 Objectives:**

**1.3.1 Primary Objective:** The primary objective of this report is to study the vendors and their corresponding software and preventive maintenance (PM).

### **1.3.2 Secondary Objective:**

- ✓ To elaborate the project I was involved in throughout my internship period.
- ✓ To identify the advantages while implementing the project
- ✓ To identify the problems associated during implementation of the project
- ✓ To identify the problems that may arise in future after the implementation of the project
- ✓ To recommend some guidelines to overcome the problems and provide some suggestions how, in a better way, the system can be developed in future.

# **CHAPTER TWO**

## **ACTIVITIES UNDERTAKEN**

### **2.0 Activities Undertaken:**

I have worked under technology department of the Robi, where all the employees of the organization were generous and helpful in providing information. Overall, I have experienced a very friendly and supporting environment at Robi Axiata, which gave me pleasure and satisfaction to be a part of them for a while.

As an intern I have experienced in the technology department. Followings are the activities I have performed in the bank during my internship affiliation:

- Preventive maintenance (PM)
- BSC alarm checking.
- Network Change Request (NCR)
- Major Incident.
- Access of job ID
- Roster Making.
- Overtime calculation.
- Service Level Assurance (SLA) making.

### **2.1 Preventive maintenance (PM)**

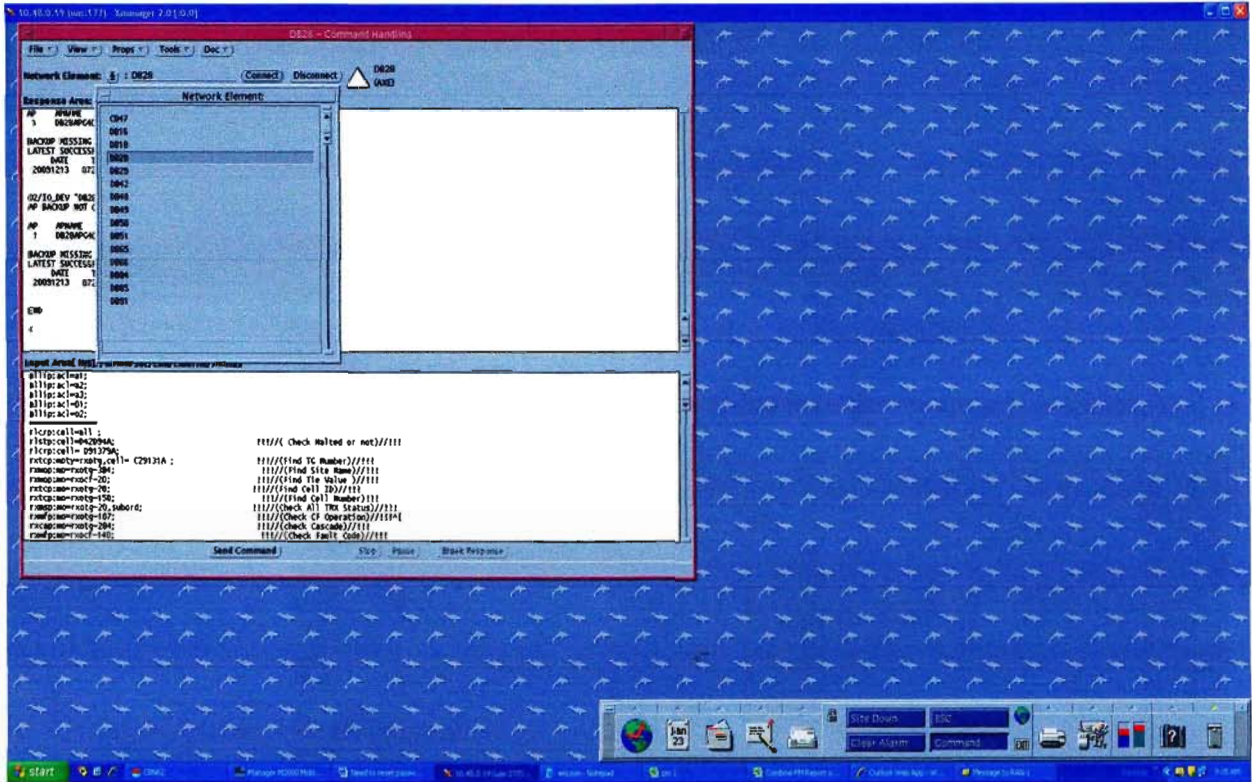
To check the BTS and BSC alarms of all sites if they are ok or not Preventive Maintenance (PM) has been done. When any call for check the alarm then site code is being entered in the excel sheet and according to the data base we get the corresponding BSC, Site name Zone and schedule.

Robi has four vendors for preventive maintenance they are:

- Ericson
- Alcatel
- Huawei
- NSN

## 2.1.1 Ericson:

- Alarm has been checked using BSC code in **Xmanager 3.0[:0.0]**.
- The whole process of checking the alarms has been shown through snapshot.



### Steps:

- ❖ We have to connect the **network element** by clicking in the connect button
- ❖ Then we have to clear the text, from the window of response area.
- ❖ Then we have to run the clip.
- ❖ In response area all alarm will be shown.
- ❖ We have to find out the alarm from responsible site.
- ❖ Sometimes alarms are not found from notepad, and then we have check the alarm by giving command in a1 and a2 where a1 shows the external site alarms and a2 shows the internal alarms.

## 2.1.2 Alcatel:

- Alarm has been checked using site code in Xmanager 3.0[;2.0].

Priority	Alarm Status	Alarm ID	Alarm Name	Alarm Type	Alarm Cause	Alarm Date & Time	Alarm Change	Alarm Status	IM Time
CRITICAL	MAJOR	03004	ENVIRONMENTAL	ENVIRONMENTAL	TEMPERATURE	2011/03/08 11:58:00	03004	MAJOR	2011/03/08 11:58:00
CRITICAL	MAJOR	03004	ENVIRONMENTAL	ENVIRONMENTAL	TEMPERATURE	2011/03/08 11:58:00	03004	MAJOR	2011/03/08 11:58:00
CRITICAL	MAJOR	03004	ENVIRONMENTAL	ENVIRONMENTAL	TEMPERATURE	2011/03/08 11:58:00	03004	MAJOR	2011/03/08 11:58:00
CRITICAL	MAJOR	03004	ENVIRONMENTAL	ENVIRONMENTAL	TEMPERATURE	2011/03/08 11:58:00	03004	MAJOR	2011/03/08 11:58:00
CRITICAL	MAJOR	03004	ENVIRONMENTAL	ENVIRONMENTAL	TEMPERATURE	2011/03/08 11:58:00	03004	MAJOR	2011/03/08 11:58:00
CRITICAL	MAJOR	03004	ENVIRONMENTAL	ENVIRONMENTAL	TEMPERATURE	2011/03/08 11:58:00	03004	MAJOR	2011/03/08 11:58:00
CRITICAL	MAJOR	03004	ENVIRONMENTAL	ENVIRONMENTAL	TEMPERATURE	2011/03/08 11:58:00	03004	MAJOR	2011/03/08 11:58:00
CRITICAL	MAJOR	03004	ENVIRONMENTAL	ENVIRONMENTAL	TEMPERATURE	2011/03/08 11:58:00	03004	MAJOR	2011/03/08 11:58:00
CRITICAL	MAJOR	03004	ENVIRONMENTAL	ENVIRONMENTAL	TEMPERATURE	2011/03/08 11:58:00	03004	MAJOR	2011/03/08 11:58:00
CRITICAL	MAJOR	03004	ENVIRONMENTAL	ENVIRONMENTAL	TEMPERATURE	2011/03/08 11:58:00	03004	MAJOR	2011/03/08 11:58:00

- The whole process of checking the alarms has been shown through snapshot.

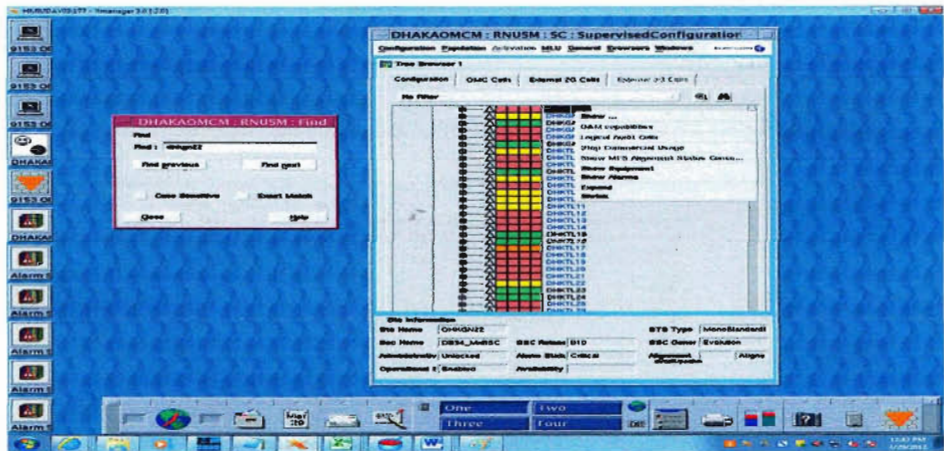
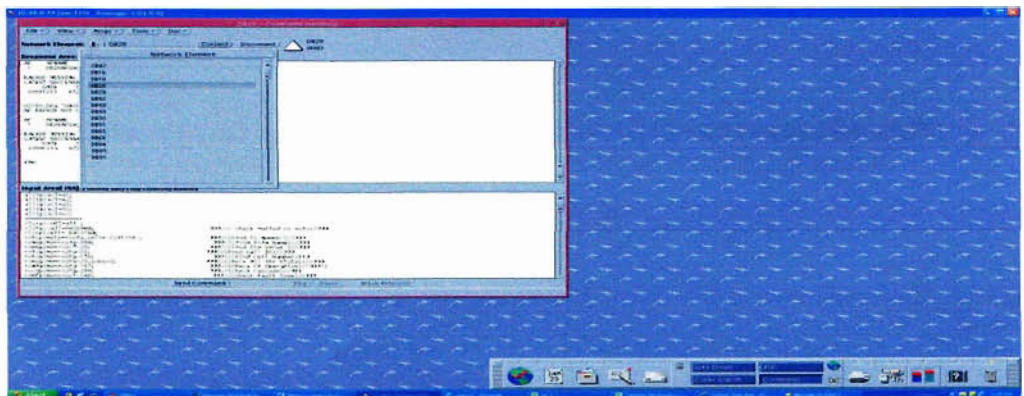


Fig: Alcatel alarm check



### Steps:

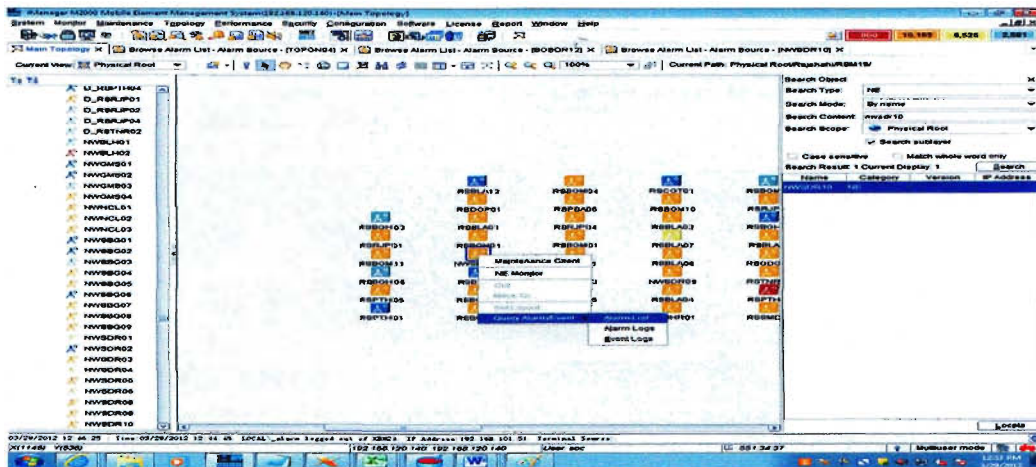
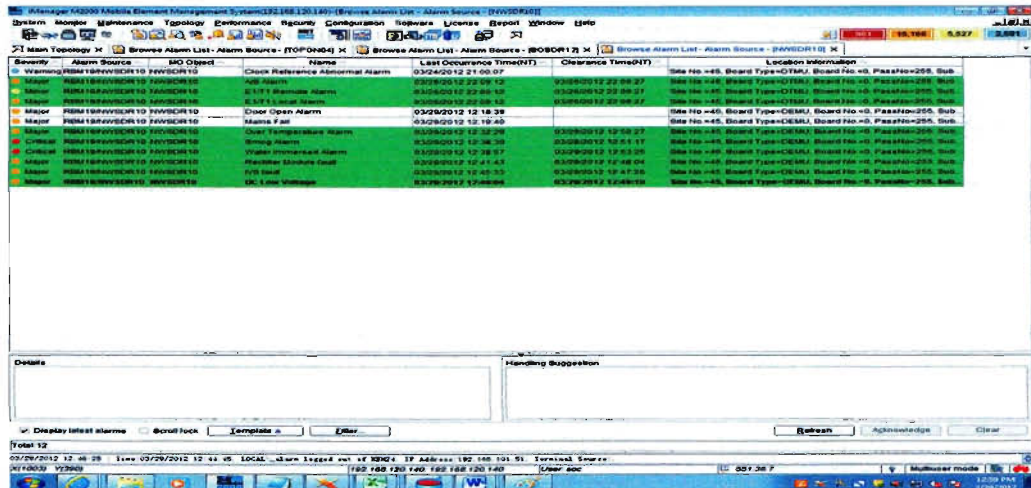
- ❖ We have to put the site code in the search window.
- ❖ Then click **find next**.
- ❖ Then click **show alarms**.



- ❖ All alarms are found from the responsible site.

### 2.1.3 Huawei:

- ✓ **BTS Alarm Process:**
- Alarm has been checked by using site code in **Imanager M2000 Mobile Element management System (192.168.120.140).**



- The whole process of checking the alarms has been shown through snapshot.

**Fig: Huawei alarm check (BTS)**

### Steps:

- ❖ We have to put the site code in the search window.
- ❖ Then click search button.
- ❖ Then software will find the corresponding site automatically
- ❖ Then click **Query alarm/event** then **alarm list**.
- ❖ all alarms are found from the responsible site.

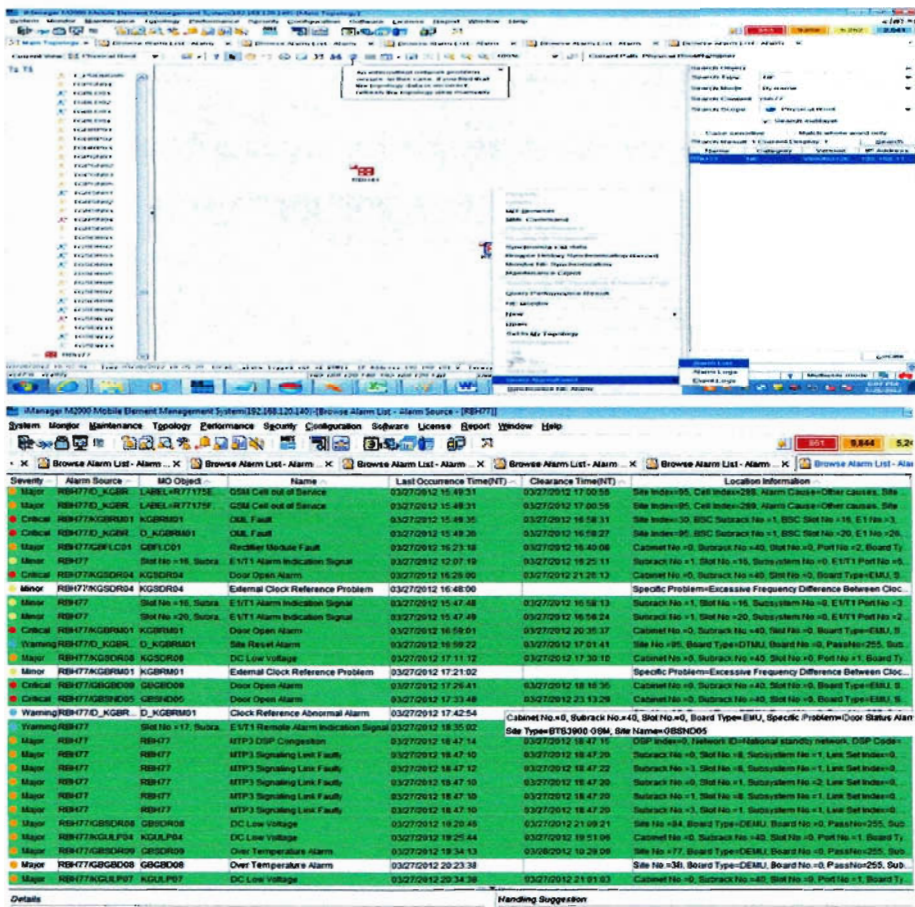


To see the History alarm, the procedure is:

- ❖ We have to put the site code in the search window.
- ❖ Then click search button.
- ❖ Then software will find the corresponding site automatically
- ❖ Then click **Query alarm/event** then **alarm Log**.
- ❖ All alarms are found from the responsible site.

### 2.1.4 BSC Alarm Process:

- Alarm has been checked using site code in **Imanager M2000 Mobile Element management System (192.168.120.140)**.



- The whole process of checking the alarms has been shown through snapshot.

**Fig: Huawei alarm check (BSC)**

### Steps:

- ❖ We have to put the site code in the search window.
- ❖ Then click search button.
- ❖ Then software will find the corresponding site automatically
- ❖ Then click **Query alarm/event** then **alarm list**.

- ❖ All alarms are found from the responsible site.

### 2.1.5 NSN:

#### BTS Alarm Process:

- Alarm has been checked by connecting BSC using the software Tang.
- The whole process of checking the alarms has been shown through snapshot.

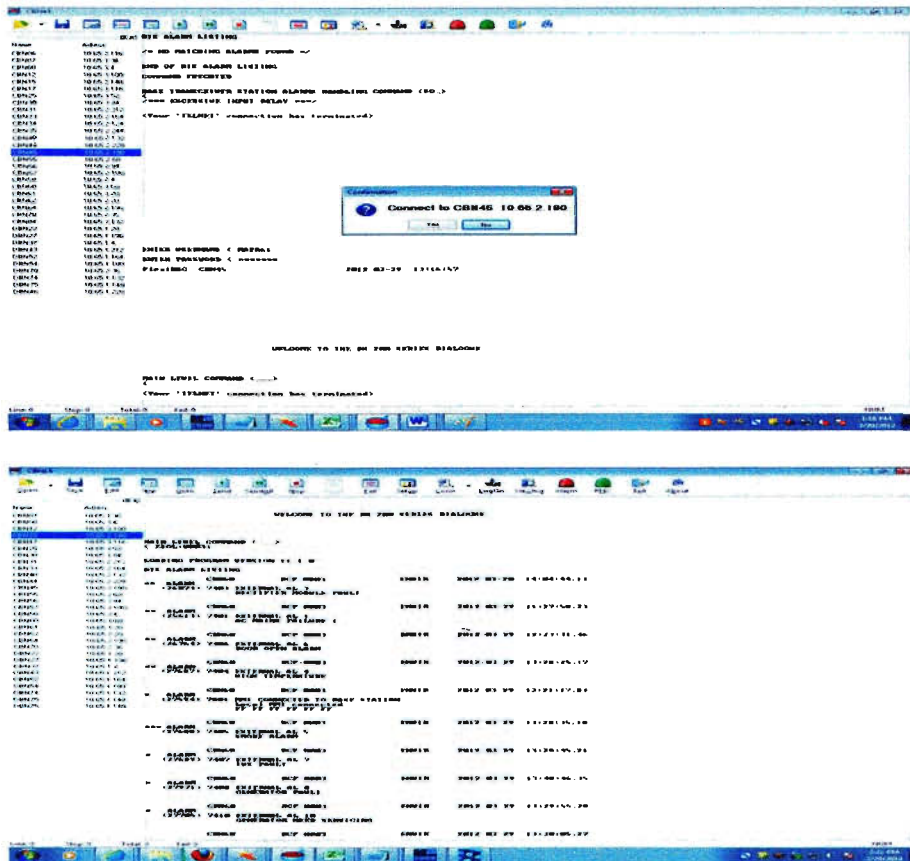


Fig: NSN alarm check

#### Steps:

- ❖ We have connected the BSC.
- ❖ Then give command **ZEOL: 0000**.
- ❖ Then BCF code has been given.
- ❖ All alarms are found from the responsible site.
- ❖

## 2.2 NCR Report:

### Steps:

- ❖ At first we have to go in <http://technical.Robi.com.bd>
- ❖ Then username and password has been given.
- ❖ Then in the search box date is being given
- ❖ Corresponding date NCR is being found.

### Here is the sample of Network change request (NCR):

Date	Time	NCR NO	NCR Title	System Outage	Agreed Down time	Actual Down Time	Results	NCR Owner's name	NCR Owner's Unit Name	Remarks
4/9/2014	0:20	30311	Power on DM36 at Volta	no impact	0:00	0:00	PASS	AFIA	IMP	
4/9/2014	0:00	33366	EL SMSC Final Migration	EL SMS Traffic will be interrupted for 05Mins. If rollback required another 03Mins downtime will be added.	0:05	0:00	PASS	SHOHIDUL	IMP	
4/9/2014	9:31	33383	power connection from existing rectifier for 1800 BTS at NOBGM46(Sonalmuri2) site CBN35	this site will be down for 30min	6:00	0:30	PASS	ASHRAFUL	IMP	
4/8/2014	22:35	33406	AbisoIP Modernization in KBH-36	Per BTS five minute.	0:05	0:00	PASS	MOSHFEK	IMP	
4/9/2014	0:00	33408	UPS Health check and battery change of Masoot_13th fr_ Data Centre	na	0:00	0:00	PASS	RUSSELL	PWR	
4/8/2014	23:00	33437	Sharing DC power to TBL from rectifier	GGSDR08,GGSDR05,NRKL10,GGSDR01,GGSDR02,GGSDR03,GGKOT01,BGMLH01,GGKOT05,GGSDR04,any other newly deployed BTS & Interconnection between Dhaka to Khulna.	1:20	0:00	PASS	SHAMIMALAM	BSS	
4/8/2014	15:00	33440	AFPS Troubleshooting at KBM-13(Jessore BSC)	0	0:00	0:00	PASS	RASHID	PWR	
4/9/2014	0:00	33442	Memory Replacement and FW update activity for RAFM Platform	All RAFM application remain unavailable during activity	6:00	0:00	PASS	DIDER	SYSNDB	
4/8/2014	23:30	33460	RG30 SW upgrade in CBN16 & CBN33	00:20/CTG/Major	0:00	0:15	PASS	SONCHOY	RAN	
4/9/2014	0:10	33466	XRBT plane B integration	00/Dhaka/No	0:00	0:00	PASS	MEHEDI	IPNO	
4/9/2014	3:00	33466	Adding additional vopu in myoffer database server(10.101.10.178)	myoffer application and DB will not be available	0:30	0:30	PASS	ARAFAT	SYSNDB	
4/9/2014	0:10	33467	IP probe terminal integration	00/Dhaka/No	0:00	0:00	PASS	MEHEDI	IPNO	

## 2.3 Access of Job ID

When any call for providing a Job ID then entry of the following information is given;

- **site name:** Is the name of site the person wants to work
- **concern person:** Is the person who work on the site
- **cell no:** Is the phone number of the concern person.

	A	B	C	D	E	F	G	H	I	J	K
	Job ID	Site ID	Site Name	concern Person	Cell No	In Time	Out Time	In Date	Out Date	Purpose	Cont
6990	6998		choumohony chou rasta	rahim	01823063745	13:05	13:45	21-Jan-12	21-Jan-12	ivs	
6991	6999		amanotpur	sajdul	01823063741	13:11	14:04	21-Jan-12	21-Jan-12	ivs	
6992	7000		jubir hat_gp	ahmed hasib	01712007376	13:13	13:46	21-Jan-12	21-Jan-12	trx exp	
6993	7001		Choumohony-2	RAHIM	01823063745	14:08	14:47	21-Jan-12	21-Jan-12	ivs	
6994	7002		farashgonj	ahmed hasib	01712007376	14:31	15:00	21-Jan-12	21-Jan-12	trx exp	
6995	7003		kalikapur	sajdul	01823063741	15:03	16:30	21-Jan-12	21-Jan-12	ivs	
6996	7004		salchor	ahmed hasib	01712007376	16:04	16:41	21-Jan-12	21-Jan-12	trx exp	
6997	7005		timohoni bazar	rafi	01835032903	16:08		21-Jan-12		Genrator check	
6998	7006		vairob gonj bazar	bipul	01684272066	16:14		21-Jan-12		on air	
6999	7007		timohoni bazar	Rafi	01835032903	21:20	21:55	21-Jan-12		alarm check	
7000	7008		ghoshaldanga	abdus sabur	01715951046	10:52		22-Jan-12		sponsor	
7001	7009		boshurhat	rabbi	01718625100	0:00		22-Jan-12		rectification	
7002	7010		shahzadpur	Abdul Karim	01678702642	7:12	20:00	22-Jan-12		share	
7003	7011		Gazipur bazar	ahmed hasib	01712007376	13:35	14:52	22-Jan-12	22-Jan-12	trx exp	
7004	7012		Azad bhabon	habibur rahman	01817181734	13:51		22-Jan-12		pm	
7005	7013		kauli danga	ahmed hasib	01712007376	14:52	15:34	22-Jan-12	22-Jan-12	trx exp	
7006	7014		molla bari	ahmed hasib	01712007376	16:00	17:23	22-Jan-12	22-Jan-12	trx exp	
7007	7015		Halimacottage	lqbal	01819310152			22-Jan-12			
7008	7016							22-Jan-12			
7009	7017							22-Jan-12			
7010	7018							22-Jan-12			
7011	7019							22-Jan-12			
7012	7020							22-Jan-12			
7013	7021							22-Jan-12			
7014	7022							22-Jan-12			
7015	7023							22-Jan-12			
7016	7024							22-Jan-12			
7017	7025							22-Jan-12			
7018	7026							22-Jan-12			
7019	7027							22-Jan-12			

Fig: Access of Job Id sheet



## 2.4 Roster Making:

As I told that I am work at technology department so it is open 24\*7 days. They do their duty as a roster basis. My supervisor gives me to make that roster shit of every month.

## 2.5 Overtime calculation:

In technology department they do also extra overtime. So they get extra salary for that time. I make overtime calculation and also how much get extra salary for that time.

**2.6 Service Level Assurance (SLA) Making:** In Robi there is some enroot employee. So we have to check there service. Basically we are measuring there performance how much accurate they are giving signal of network and how much travel ticket they sand to the authority.

## 2.7 Major Incident Summary:

It is mandatory that within 12 am I have submitted major incident report. Because major incident shows the how many BTS has down last day. The process is given below.

### Steps:

- ❖ At first we have to go in the ip address <http://192.168.88.115/intro/>
- ❖ Then username and password has been given.
- ❖ Then in the search box date is being given
- ❖ Corresponding date incident report has been found.
- ❖ Sometimes a few incidents are being missed out in the incident tracker. So we have to search in Corporate Massaging Portal.

## Here is the sample of major incident report:

### Issue Access:

1. **Paging Success Rate of CBN45 was degraded from 08:00 to 09:15..**

**Duration: 1hr 15min.**

**Affected Links: NA.**

**BTS DOWN: NONE.**



**Serving Area:** Chhagalnaiya, Feni Sadar, Fulgazi, Parshuram and its adjacent.

**Information about the Incident :** Service impact: Monitoring and fault escalation of this node. Serving area: Greater Mymensingh Physical Location: JK Tower, Mymensingh Supporting Unit: IPNO, RO\_MYN. NTTS TT: 309935017.

#### Issue Other:

1. **BSC CBN58 was disconnected from INMS since from 23:11\_09/04 to 23:40\_09/04.**

**Duration:** 29min.

**Affected Links:** CTG.

**BTS DOWN:** NONE.

**Serving Area:** NULL.

**Information about the Incident :** Vendor resolved the issue.

#### Issue Transmission:

1. **20% CKT block under BSC CBN35 was found from 06:45 to 08:40.**

**Duration:** 2 hr 5 min.

**Affected Links:** NA.

**BTS DOWN:** NA.

**Serving Area:** Daganbhuiyan, Senbagh, Sonaimuri and its adjacent.

**Information about the Incident:** Service impact: No impact was observed as no call congestion was found from MSC end during that time. Customer number: 320605

Cause: As per primary investigation the outage was due to an approved NCR 33450 (slogan: RG30 SW upgrade in CBN15 & CBN33). The issue got resolved after main path port switching by TX\_BO team. Supporting unit: RAN, TxBO, RO & vendor NSN Vendor TT: NA05643637.

## CHAPTER THREE

### CHALLENGES AND PROPOSED COURSES OF ACTION

#### 3.1. Challenges and proposed course of action for improvement:

As an internee it was a great opportunity for me to know the network related activities in Robi. From my little experience, I have sorted out the following challenges that might require attention of the bank management.

- ❖ **Dealing with clients:** I had to deal with varieties of clients. Some of them well behave with me and some are not. It is my first experience with customer so it is very challenging for me.
- ❖ **Working with employees:** The employees with whom I work are very experienced I have to come up with them to work properly. As in initial stage it was very difficult for me.
- ❖ **Working hour:** I had to make myself present there at 9:20 am and leave at 6:00 pm. Doing work 5 days in a week is never an easy task.
- ❖ **Making communication:** Maintain contact with university and Robi was very hard for me.
- ❖ **Writing:** Writing is regular work of mine. I had to make lots of writing which is very pain full.
- ❖ **Expression:** whether my mood is good or bad I had to talk always politely by a smile with boss. Time of lunch: the branch I work is always very busy with customers. Some time I did not get to lunch on time because of work pressure.
- ❖ **Political violence:** At the time of political violent it is really hard to reach Robi.

### 3.2 Academic Preparation:

Though my major was telecommunication, I did some electrical course in EWU. So after getting the appointment in Robi, I thought that this type of course will help me in doing the related work in Robi to give knowledge. But the scene was different. Those works were purely practical and not related with my courses. Some courses helped me a lot to do the work in Robi like telecommunication. Some networking and human resource subjects work related subject such were helpful for me to communicate with the boss for giving information about internal activities with my internship report topic to prepare the report paper.

- **Education:** I have learned a lot from my university. Computer Fundamental course was fruitful enough to apply.
- **New things:** I did not have any idea about multinational company. That is why In Robi was totally unknown for me. Many things I did not know before joining here, but when I came here it was difficult for me.
- **Convening clients:** When I was Robi it was difficult to convince clients for giving best service for me.
- **Presentation:** I had to do lots of presentation in my varsity life. This was very fruitful for my internship.

### 3.3 Missing knowledge and skills that need to be learned in the university:

During my internship program I face some problem.

- ✓ **Computer based work:** University should teach students about more computer based work. If learned computer based activities such as MS word, MS excel it will helpful to student.
- ✓ **Practical Knowledge:** University should teach students the more practical things rather than book. If student learn more practical things it will helpful to cope with a new environment. So. It was missing to achieve the practical knowledge.
- ✓ **Practical knowledge about work:** University should give the practical knowledge about work in academic program.
- ✓ **Multinational company activities:** University should teach about MNC activities in curriculum. University should teach different types of MNC activities , student should know about this so it missing in university curriculums.

## CHAPTER FOUR

### Lessons learned from the internship program

#### 4.1 Implications to Organization/Company – Based Affiliation:

- I learned how to check the network and after checking the network, how to report the side engineer and told them to solve the problem of the BTS.
- How to check the alarm of server.
- I also learned about address change, mobile tracking, and endorsement. Basically I have checked from the software just where the call come from and is it properly connect? If it is not properly connected than it shows red signal and if properly connected than it shows blue signal. I checked only savar area.
- Good relationship with clients.
- Time management.
- Corporate culture: I learned from Robi how to behave with the employees and in corporate we are maintaining a team to work properly.

#### 4.2 Implications to University’s Internship Program:

First of all I am proud to be a student of this (East West University) university. There are lot of things I learned from my university and my faculty and this is very helpful for my carrier. Here I learn some extra knowledge beside my curriculum. EWU has given us this opportunity to have a practical job experience before getting into a permanent job as a full time employee. Definitely this internship program will help us a lot in job sectors. Internship helps us to learn lots of things which will be very effective for the near future.

From university’s internship program I have learned

- Some of my faculty teaches us how to start a corporate life.
- How to present work experience in the report.
- Cooperative education experience.
- Concern for integrating experiences and external experiences.
- Way of communication..
- How to manage all the work.
- How to work in under pressure.

### **4.3 Others:**

While doing this internship I have learned lots of new things, which was totally unknown for me.

- ✓ Besides learning from the organization and the university I have learned how to increased trust, confidence and professionalism in the organization.
- ✓ How to improve subject area and discipline knowledge.
- ✓ More of everything how to developing skills and competencies about educational knowledge by practical experience.
- ✓ Well communication to the customer.



# Chapter FIVE

## CONCLUDING STATEMENTS

### 5.1 Conclusion:

SOC Division of Robi is working all the time to ensure 24 X 7 systems and service surveillance. It ensures alarm surveillance of network elements and systems. Here, escalate, follow up and report alarms in 24 X 7 Roster until seizure has been done. In short the whole Robi network based on the SOC division. If monitoring is being off for an hour then it will be a disaster.

As the Service Operation Center (SOC) Division always stays on work pressure, they are trying their level best to improve and develop their ways of communication as well as transactions with their employees, customers and clients.

According to my own experience the working environment of the organization is very inspiring. The senior who are working here are very helpful with the new employee's. From the beginning we got to know about our work from the respective in every position.

RobiAxiata Ltd is a renowned mobile company in Bangladesh. It covers the network all over the country. Many products and services of Robi are available in the market. Robi also doing social work through the project name 'ABAR HOBEI'. So I found myself really lucky and honored to be a part of Robi family. While working here it seems like Robi is the part of my daily life.

### 5.2 Recommendations for Future Strategic Actions:

- **Practical experience:** More and more study tour should be organized to different reputed organizations for giving the students the practical experience.
- **Adapted corporate culture:** If another internship program could be introduced in between the internship program that would give the students a chance to adapt corporate culture earlier and work with the findings.

- **Improving corporate lacings:** The multinational company should emphasize more on different application used in the organizations today.
- **Outdoor activities:** Though our university is reputed university they need to do some outdoor activities like others.
- **Providing Better Network:** RobiAxiata Ltd should providing their network and better service for customer and try to reach maximum rural area.
- **Develop Training program:** Train the employees to work more efficiently and confidently to provide fast & quality service to the client.
- **Efficient worker:** Robi should appoint a number of efficient workers in every department.
- **Emphasize on Advertisement:** RobiAxiata Ltd more emphasis on the advertisement.