

**Internship Report on  
Core Hub Site Activities and Management at  
ROBI AXIATA LIMITED**

Submitted to




**Islamic University of Technology**

in partial fulfilment of the requirements for the degree of  
**BBA in Business and Technology Management (BTM)**

Submitted by

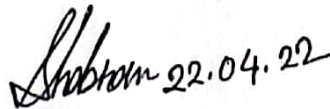
**I understand that my final report will become part of the permanent collection of the Islamic University of Technology BBA in Business and Technology Management Program. My signature below authorizes release of my final report to any reader upon request**

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## **Acknowledgement**

Firstly, I would like to express my sincere gratitude towards my advisor, Shobnom Munira, Assistant Professor, Islamic University of Technology for providing me guidance constantly throughout my internship tenure.

My utmost thankfulness goes to my line manager Ajoy Kumar Bhowmick, manager, Technology Division at Robi Axiata Limited, for providing me an in-depth knowledge, suggestions and supervision about the daily activities of the passive part of a telecommunication company. I would also like to thank all other seniors and members of my team for providing the necessary support in the organization. Both my line manager and team members had been tremendously affable, sympathetic and expectant with me from the day I joined.

I consider myself fortunate for the support of these amazing people and enjoyed their company thoroughly while working on the report.

## **Executive Summary**

This report contains the company overview and market analysis of ROBI Axiata Limited in the telecommunication industry of Bangladesh. And the experience is discussed here which I received in the Internship period of 4 months in the Technology Division. This Opportunity allowed me to enhance my skills and knowledge as well as gave me a first-hand experience in the corporate environment along with the telecommunication industry.

The detailed breakdown of activities dictates the activities and responsibilities I had during the Internship tenure and the further analysis dictates the challenges mentioning how my academic knowledge helped over the internship tenure.

This internship course allowed me to not only get a experience but also provided me a great opportunity where I could demonstrate my capabilities and take my skills to a better level. This experience will be a thrive in building my career and update my skillset further ahead assisting me to get the dream career fulfilled.

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## **Chapter 1: Introduction**

This report is a part of my Internship Course requirements. It is a core requirement to complete the Internship where we share our experience and analysis along with the professional experience with the corporate environment. As a student of Department of Business and Technology Management from the Islamic University of Technology, we have to complete a total credit of 150.75 in this four-year undergrad program. And we have 9 credits for this internship course. Currently in this semester, I have completed my internship from Robi Axiata Limited to fulfil my graduation process.

I started the Internship from 01 October 2021, which was the 3<sup>rd</sup> batch for internship of the following year. And my internship ended on 31<sup>st</sup> January, 2022 after an extension of a month. I was appointed in the Technology Division. I was given some supportive responsibility with the Core Hub Sites Operation Department, who are responsible for maintaining a continuous power backup to the active part of the network.

Robi Axiata Limited is the second major telecom brand in Bangladesh. It began with a little community yet now is one global brand. I worked in the Technology Division. The Technology Division mainly works with the Rectifiers, Cooling system, Fire Extinguish, Generators, and Electric connection established to maintain the active net and data connection nationwide.

This report contains the breakdown of activities and the analysis of the activities. Also, the indication of how my academic knowledge helped in the internship period with the task and responsibilities, helping me to grow in the corporate environment at the same time, contributing to the team and leaving an impact.

This Internship opportunity was not only a course work for me, but also a boost in the learning process allowing me to implement my theoretical knowledge in the real-life experience. At the same time, I could gain knowledge about the Telecom Industry and their activities. On the other hand, this was a first-hand experience in the corporate world and the introduction of how to interact in the formal world and grow along the time with the sense of responsibilities enhancing my skills and capability.



## **Chapter 2: Company Overview**



## **Robi Axiata Limited**

Bangladesh's telecommunications sector is one of the fastest-growing and most important in the country. Every day, people need to communicate with each other. In our country, the number of people using mobile phones is on the rise. It's a great opportunity for the mobile phone service provider to get into. Currently, there are five companies competing in the market place. Maintaining and increasing market share is a goal for each of them. Robi Axiata Limited is one of the most prominent companies in the industry. Robi's success can be attributed to the efforts of many other companies in a variety of industries. Robi and I worked together in the Market Operations Buying Department. Robi's procurement department is responsible for procuring goods and services for the company's market operations. Grameenphone dominates this sector, making it one of Bangladesh's largest industries. Second place in this market has been given to Robi, which has 46.88Mn shares.

Malaysia's Axiata Group Berhad owns 61.82 percent, India's Bharti Airtel owns 28.18 percent, and the general public owns the remaining ten percent of Robi Axiata Limited, a public limited company. The company debuted on the country's twin stock markets of Dhaka and Chattogram on December 24, 2020, with its largest-ever initial public offering (IPO).

Telekom Malaysia International (Bangladesh) was launched in 1997 and was known as Aktel. In 2010, the company was renamed Robi Axiata Limited and rebranded as "Robi." Robi was Bangladesh's second-largest mobile network operator as of September 30, 2021, with 53 million users, 22.5 million of them were 4G subscribers. Furthermore, the firm claims to have the industry's most significant data users (74 percent). Following the merger with Airtel Bangladesh, the newly formed company, Robi Axiata Limited (Robi), began commercial operations on November 16, 2016. This is the largest merger in the country's history and the country's first in the mobile communications sector.

It is the country's first company to provide 4.5G service in all 64 districts. In truth, Robi hit this momentous milestone on February 20, 2018, the first day of the service's commercial launch. It is the first mobile carrier to deploy 4.5G technology across all of its network sites. By the end of September 2021, Robi's 4.5G network, which has over 14,231 locations, will have covered 98 percent of the population. The company is credited with pioneering the supply of mobile financial services to underserved groups in rural and semi-urban areas and developing

several first-of-their-kind digital services. It is Bangladesh's only mobile operator to conduct a 5G testing and the first to implement Voice over LTE technology on its 4.5G network.

Robi has launched the world's largest online school, Robi-10 Minute School, and has partnered with Aspire to Information (a2i) to launch the 333-contact centre, which provides information on government services.



*Figure 1 Activities Highlighted of Robi*

Robi has also been a market leader in introducing cutting-edge digital solutions. Noor, the first comprehensive Islamic lifestyle app in the country; Binge, a digital entertainment platform; My Sports, a sports entertainment app; My Health, a mobile-based health insurance digital service; My Robi, a customer's digital self-service window; and Splash, a comprehensive audio-visual digital music platform, are just a few examples.

In January 2020, Robi unveiled a new corporate identity, aiming to develop innovative experiences in the lives of its customers through revolutionary digital products and services. It has created an agile delivery culture that supports cooperation due to its focus on innovation. As a result, when it comes to using data analytics, artificial intelligence, IoT, cloud solutions, and other digital technologies to innovate in every part of its business, Robi currently has a substantial competitive advantage in the industry.

There are several international roaming options available through the organization, making it the most comprehensive in Bangladesh. Operators represent more than 145 nations. In addition, there is a customer loyalty program in place at the business, 'Dhonnobad' is the name given to this.

## Innovation helps deliver New Experiences for Robi Customers

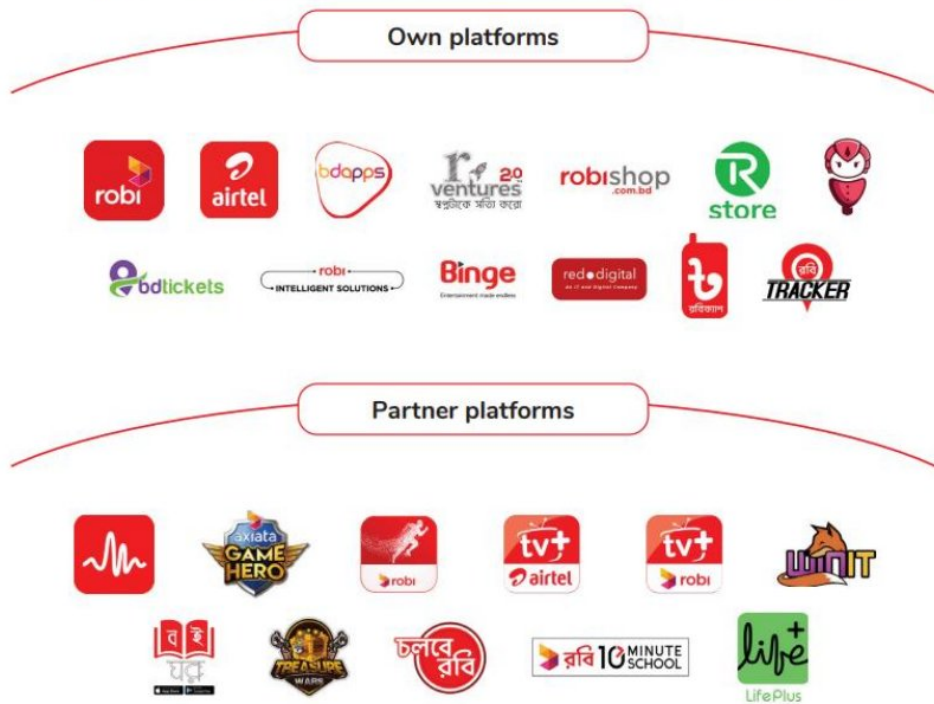


Figure 2 Platforms of Robi

Robi's numerous networks ensure continuous phone service and high-speed internet access across the country. Services and products on offer. In this case, the numbering system is 018\*\*\*\*\*. Robi believes that it will succeed and enable digital lives for a brighter future for everybody, as promised.

### Logo and Tagline

Robi Axiata Limited has adopted the new tagline in order to advertise itself with a full-fledged digital brand name. Mahtab Uddin Ahmed, Robi's Managing Director and CEO, unveiled the new tagline "Life-e notun experience," as well as a completely new appearance and feel just at Robi Corporate Office. The firm's long-term commitment to turn itself into a filled digital

company that aims to provide a better future for everybody through digitalisation is reflected in the unveiling of the new tagline.



*Figure 3 Logo and Tagline of Robi*

As the digital lifestyle becomes more widespread, an increasing number of people are utilizing digital technology in a variety of ways. People's need for a new experience in life, aided by digital solutions, is the driving force behind this. Robi has been quick to respond to the new trend in the industry by adopting a new tagline "Life-e notun experience" as a customer-centric firm.

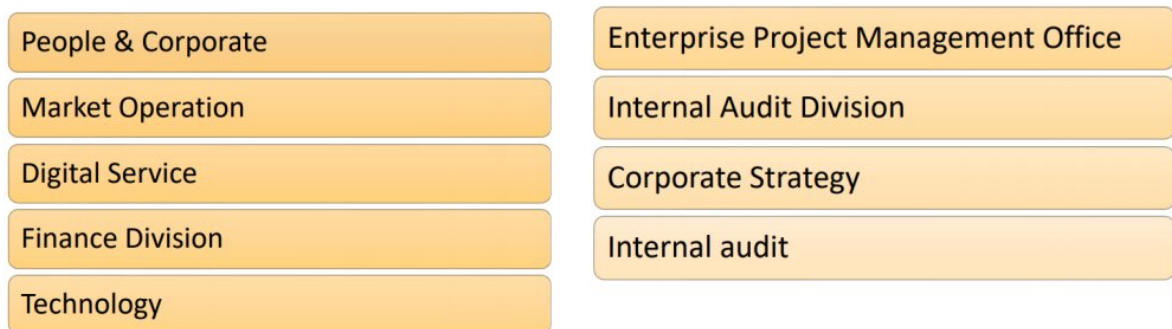
The combination of both Bangla and English in the slogan also reflects the shifting face of society, with people more comfortable using both languages interchangeably. As a result, the new motto aims to give the organization a more modern outlook in keeping with current societal trends.

The old tagline, "Jole Uthun Apon Shoktite," will be retired that now Robi has adopted a different one. The former slogan referred to a time when the company's major purpose was to enable people to reach their full potential by utilizing the company's mobile connectivity. People's aspirations have shifted as the country has made tremendous strides toward becoming a digital society; the new slogan expresses the people's new aspiration for the digital future.

Robi claimed that the current motto will boost the company's vitality. Given the company's dominant position in 4G service, the new look and feel of both the brand will assist it in building a stronger engagement with its customers.

### Division of ROBI

Robi is divided into nine divisions, each with its own set of responsibilities and working on various floors of the corporate office. So that each person may deal with their particular departmental crisis on their own. I worked as an intern in the Technology Division.



*Figure 4 Division List of Robi*

### Organogram of ROBI

The organization is headed by the CEO designed as the Managing Director entrusted with the 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 CFO, General Managers and department Heads assists the MD. Robi has established a strong formidable sales channel, which consists of direct dealers and its own sales force.

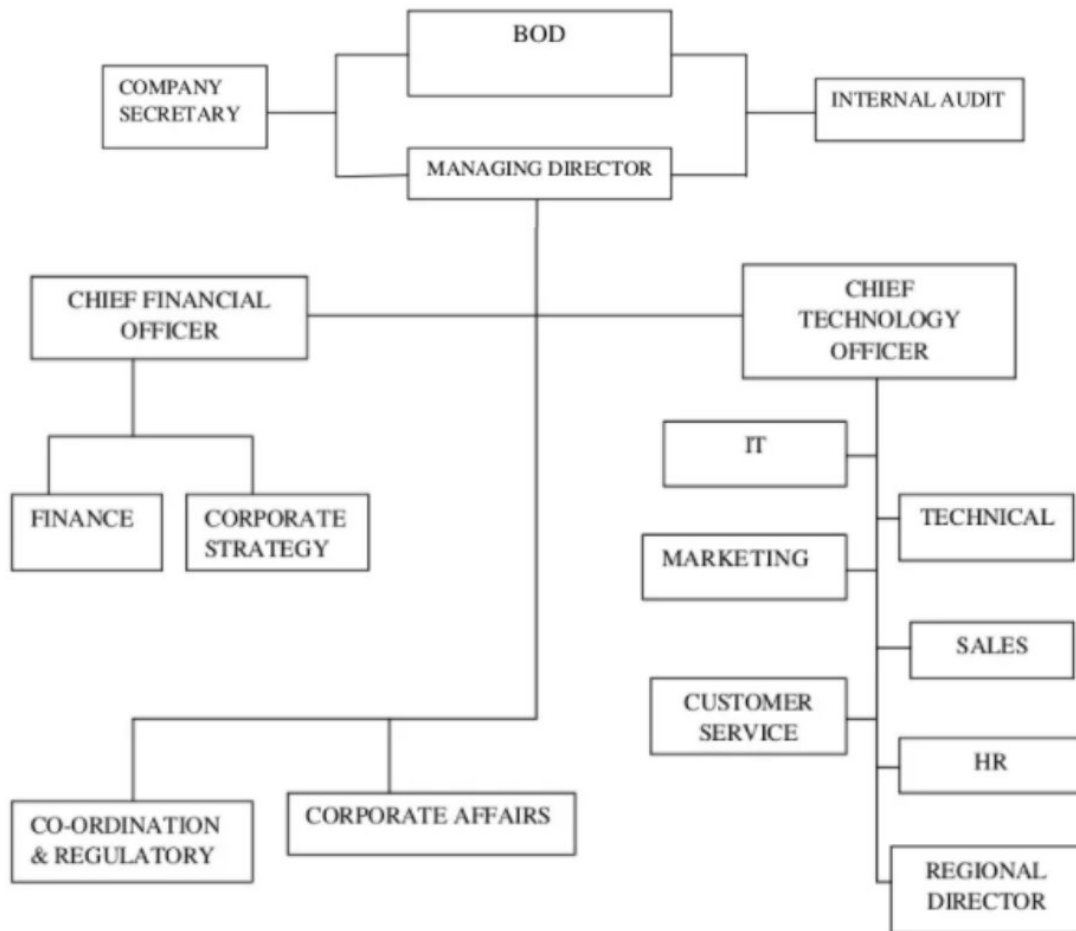


Figure 5 Organogram of Robi

### Entry in the Share Market

In the December 24 of 2020 Robi Entered the Share Market. Robi received regulatory approval from the Bangladesh Securities and Exchange Commission (BSEC) in September to raise Tk 5.2 billion as from capital market through a public offering (IPO), the country's largest ever, to expand its network. Then, in November, investors applied, and on December 10, Robi staged a lottery draw. On December 20, Robi's stake was uploaded to investor accounts.

Robi had aimed to generate far beyond Tk 5.23 billion by selling more than 523 million shares at Tk 10 apiece. By selling 136 million shares to its employees, it raised Tk 1.36 billion. It distributed Tk 1.55 billion in shares to shareholders and the rest to the general public. A signing ceremony for the agreement will take held in DSE's Nikunja headquarters prior to the company's stock market debut. The management of Robi and DSE will sign the agreement.

Market Closed  
**₹36.40**  
 ROBI -0.30 -0.82%  
 Feb 24, 2022 12:00 a.m. BDST  
 Real Time Quote

**About Robi Axiata Ltd.**  
 Robi Axiata Ltd. provides telecommunications services. It offers voice and high speed Internet services to tailor-made telecommunications solutions. The company provides prepaid, postpaid, international roaming, business solutions, video calls and Internet, Wi-Fi support, and value added services. The company was founded on October 22, 1995 and is headquartered i...  
[See Full Profile >](#)

**Analyst Ratings >**

Average price target from ratings: \$

Open	₹36.60	Previous Close	36.70
YTD Change	5.20%	12 Month Change	-16.70%
Day Range	36.20 - 37.00	52 Wk Range	33.80 - 53.50
Volume	692.14K (62.04% of Avg)	65 Day Avg	1.12M
Volume			1.12M
Market Value			₹190.66B
Shares Outstanding			5.24B
EPS (TTM)			₹0.39
P/E Ratio (TTM)			92.25

Figure 6 Stock Market Entry by Robi

**Share Holders**

Robi Axiata Limited is a public limited company in which Malaysia's Axiata Group Berhad owns 61.82 percent, India's Bharti Airtel owns 28.18 percent, and the general public owns the remaining ten percent. On the 24th of December, 2020, the firm made its debut in the country's twin stock exchanges of Dhaka and Chattogram with the country's largest ever initial public offering (IPO). (Robi Axiata Limited, 2022)

- Axiata Group Berhad
- Bharti Airtel of India
- Sponsors/Directors, Institutions, General Shareholders.

1. Details of shareholding (segregate with sponsors/directors, institutions and general Shareholders and percentage of holding) as on end of January 2022

Sl. No.	Shareholders' Group	No. of Shares held	% of Total Shares
1	Sponsors/directors	4,714,139,961	90.00%
2	Institutions	87,398,188	1.67%
3	General Shareholders	436,394,746	8.33%

Figure 7 Shareholders' Distribution

## Values and Principles

### Core Values

At Robi, we work with a firm commitment of Exceptional Performance and Uncompromising Integrity (UI-EP) to ensure creation of value, putting the Customer at the Centre.

### Guiding Principles:

Keeping pace with the evolving digital landscape of the country, we aim to establish ourselves as leader in providing customer centric data and digital services with our four Guiding Principles acting as a beacon of light to pave the path. The Guiding Principles are:

#### ***Be Agile***

- Encourage questions to gain clarity
- Value and share information and analytics to gain perspective
- Seek trends to spot opportunities and solutions
- Learn from Failures for future success

#### ***Inspire to Innovate***

- Focus on customers to understand their problems and unearth their desires
- Innovate to ensure customer satisfaction
- Constantly improvise on processes to ensure speed to catering to customers
- Create an authentic sense of purpose among people

#### ***Collaborate to Deliver***

- Demonstrate respect for all you interact with
- Build Trust and Transparency around communication
- Cultivate Diversity and Inclusion
- Collaborate and engage with all stakeholders to achieve

#### ***Do Digital***

- Pursue employee ideas to develop entrepreneurial mindset
- Take financial risk to foster innovation
- Learn from failures and identify learnings for future success
- Demand consistent quality

(Robi Axiata Limited, 2022)





### **Chapter 3: Industry Analysis**

As a leading Bangladeshi telecom company, ROBI has to contend with an ever-changing industry. The company has stayed on top of industry developments and made required changes to be relevant. They've invested time and money in the past to stay ahead of the competition.

Extending the scope of the Internet and making it faster will be achievable through the modernization of network infrastructure. ROBI Axiata Limited currently holds the second-highest revenue position in the market. It comes in third in terms of revenue and third in terms of subscribers. In the Telecommunication industry ROBI is leaving its footsteps every year towards a greater position and success.

### Highlights of Insights from 2020

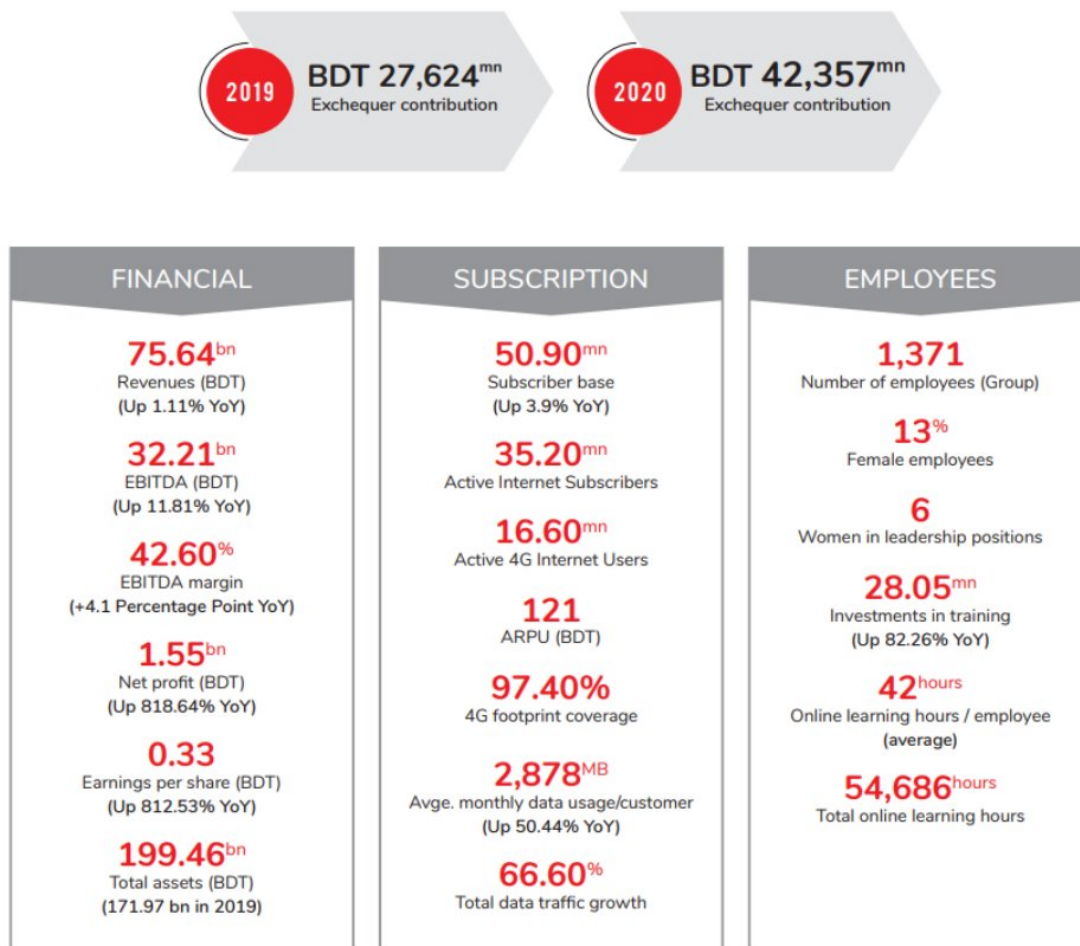


Figure 8 Highlights from 2020

(Robi Axiata Limited, 2021)

## Highlights from April, 2021

- 5 Crore 18 lakhs active subscribers with 29.4% subscriber market share
- 3 Crore 75 lakhs internet subscribers, which is 72.4% of the total subscriber base
- Revenue: 2,031 crore taka, which is 2.5% higher than last quarter
- EBITDA: 854 crore taka with 42.1% margin; EBITDA grew by 5.2% compared to the last quarter
- Capex investment: 584 crore taka
- Profit After Tax (PAT): 47 crore taka
- Contribution to the Government Exchequer: 1,138 crore taka, which is 56% of Robi's total revenue for the quarter

(Robi Axiata Limited, 2021)

Robi concluded the second quarter with a PAT of 47 crore taka. The company's PAT for first half of the year was 81 crore taka, driven by increased revenue and cost control. Robi published its Q2'21 financial results today via a virtual press meeting.

In Q2'21, Robi's 4G subscriber base climbed 7.5% compared to Q1'21, but 65% compared to Q2'20. Nearly 2 crore of the 5 crore 18 lakh subscribers are 4G. The company's subscribers now consume data at a rate of 72.4%, the most in the market; monthly data use per user has risen to 3.9GB, demonstrating that Robi's powerful 4.5G network is gaining over digitally aware clients.

Despite an 8.1% increase year-on-year, Robi's subscriber base fell 0.2% quarter-on-quarter in Q2'21. Robi has a 29.4% market share of subscribers at the ending of Q2'21.

Despite the pandemic-related shutdown, Robi's income increased 2.5 percent to 2,031 crore taka in Q2'21. Robi's revenue increased 15.2% year-on-year. Voice revenue climbed by 1.4 percent in Q2'21, but by 13.7 percent compared with the same period last year.

Data revenue, on the other hand, grew 3.6 percent in Q2'21 over the previous quarter. Robi's data revenue increased by 21.9 percent year-on-year.

Robi's EBITDA in Q2'21 was 854 crore takas, up 5.2 percent from the previous quarter, but down 3.2 percent from the same qtr last year. Q2'21 EBITDA margin was 42.1%.

EPS reached 0.09 taka at the end of Q2'21, up 36% from last quarter and up 17.8% from the same period last year. Organic EBITDA growth drives growing EPS.

In Q2'21, Robi invested 584 crore BDT in 4G network expansion. At the conclusion of Q2'21, the firm has 13,545 4G stations, covering 98 percent of the population. Robi paid the government 1,138 crore taka, or 56% of its quarterly revenue.

### SWOT Analysis

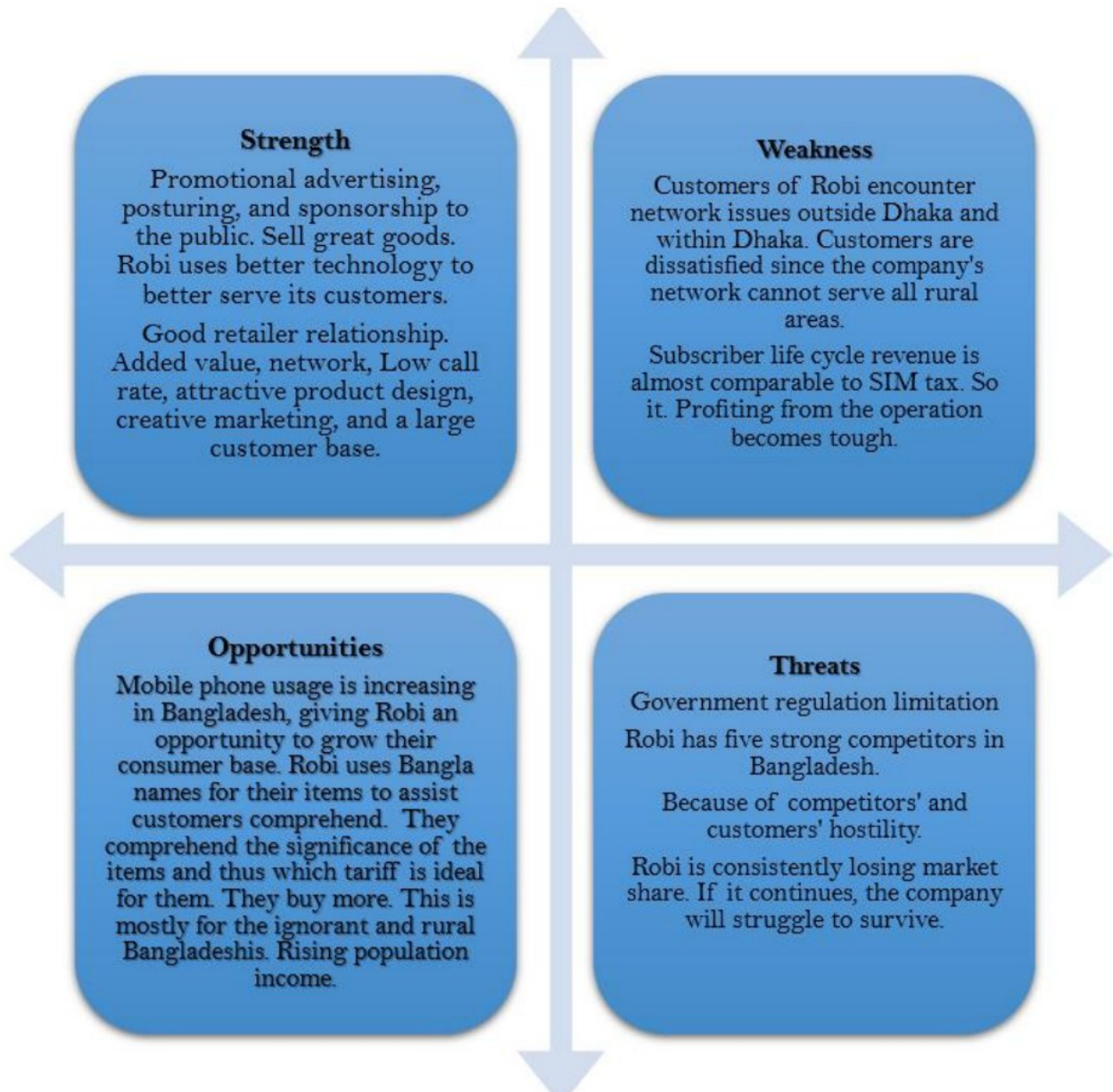
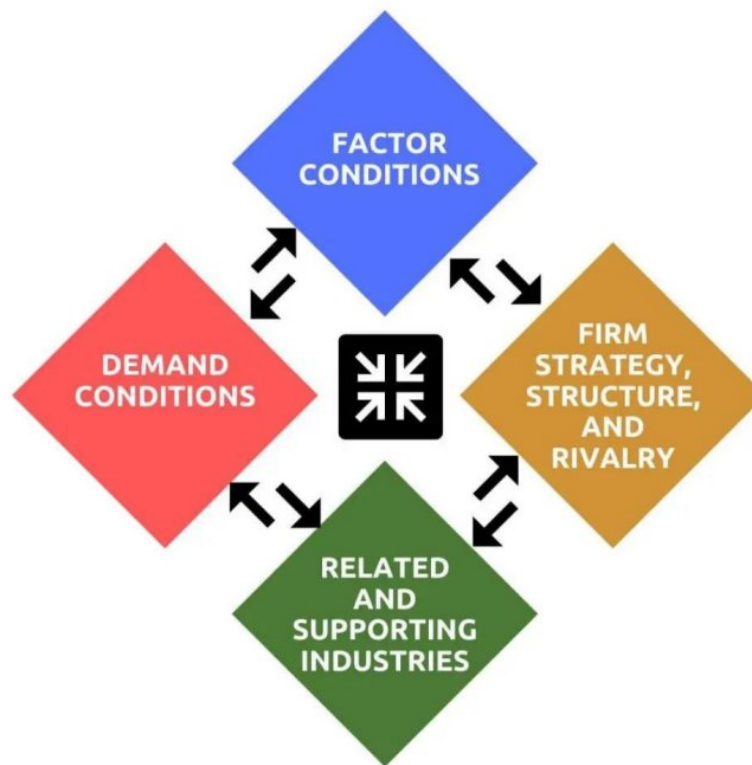


Figure 9 SWOT Analysis of Robi

## Porter's Diamond Theory Analysis



*Figure 10 Porter's Diamond Theory Analysis*

Michael Porter's theory of nation-state competitive advantage offers a comprehensive perspective on competitiveness and its ramifications. Porter's thesis aids in comprehending a country's competitive advantage in the international trade and industry. Its core, on the other hand, focuses on specific industries or clusters of businesses where competitive advantage ideas are used. His hypothesis starts with particular industry and works its way up to the entire economy. Because the paper is focused on Bangladesh's telecom business, the focus is on conducting an analysis of the industry using Porter's Diamond Theory.

### Factors Endowments:

Porter distinguishes among basic and advanced elements by identifying hierarchies among them. Natural resources, climate, location, and demography are basic elements, whereas communication network, educated and qualified labour, research facilities, and technological

know-how are advanced factors. The developed factor for comparative edge is the most important component. Bangladesh's telecommunications business holds promise for effective reforms, job creation, industrial growth, and substantial pullovers to other sectors, as well as improved governance and inclusivity. The industry has a significant number of professional resources and a technology basis, both of which are upgraded and deployed to fulfil demand over time. Operators fight for competent employees and modern technology, but there is still room for improvement. Before seizing the opportunity, one must upgrade oneself to gain a competitive edge over other operator.

#### Demand Conditions:

The function of home demand in advancing competitive advantages is important. Home demand features are particularly essential in establishing the qualities of domestically created items and intense pressure on innovation and research. If domestic producers are sophisticated and demanding, a nation's enterprises can gain competitive advantages, resulting in a national advantage. Local enterprises can predict global trends with the support of a strong trend-setting local market. Bangladesh's rapidly expanding telecommunications business has a lot of room for expansion. The demand for this is quite great, as the pressure for technological advancement grows, which will undoubtedly result in enormous revolutionary changes in people's living standards, as well as accelerating economic development and improving connection between rural and urban areas.

#### Related and Supporting Industries:

Linking and supporting industries might invest in modern tools of the trade, which could help a sector become more competitive in the world market. Local rivalry fosters cost-effectiveness and innovation. This puts further pressure on local providers to improve their performance. Bangladesh's linked and supporting industries, such as chip, hardware, and the Internet, are thriving. Because the support industry is booming and has a lot of room to grow, all of the hardware required for operating enterprises is now obtainable at a cost-effective price. Bangladesh has established a large number of call centres, each with a large capacity of seats. Bangladesh's Internet market has grown at an exponential rate since 2007. Since 2007, two

primary factors have fuelled this rapid increase in Internet penetration: lower tariffs and the advent of high-Speed internet technology. But now Smartphones and 4G technology have taken over, it's developing at a quicker rate every day, with new innovations appearing all the time

#### Firm strategy, structure, and rivalry:

In the first place, each country has different managerial ideas that help or hurt the development of its national competitive advantages. When there is a lot of intense, local competition, it can help a business become more competitive. Businesses have to think outside the box to compete in their area. People in Bangladesh use telecommunications from six different companies. This explosive growth of the mobile telephone services has had a massive influence on the business in terms of absolute investment, foreign direct investment, and productivity, not to mention improved communication, networking, and social cohesion. All of these operators' tactics and structures are evolving in tandem with the growth of new technologies, resulting in healthy competition and domestic rivalry.

#### The Executive Branch:

All policies and regulations enacted by politicians at any and all levels of the government can help or hurt a country's and industry's competitiveness. Bangladesh's emergence of a telecommunications industry is unavoidable. The government implements a variety of congruent policies in the early stages, which undoubtedly helps to bring about a revolutionary transformation in this area. The government should focus on infrastructure development because it creates an opportunity to enhance this sector. Government-defined infrastructure development is a critical component of becoming "Digital Bangladesh," thus an initiative must be taken at the same time to improve by combining unavoidable resources such as skilled labor forces, administrative arrangements, policy formation, and so on. A number of steps have been done to regard 2015 as a medium-term plan and 2021 as a long-term plan. Although the government has imposed a 15 percent VAT on Internet services, which is a high rate, the government intends to cut it in order to increase the number of Internet users.



## **Chapter 4: Breakdown of Activities**



### **Designation:** Intern at Technology Division (Core Hub Site Operation)

My division was the Technology Division, and I worked under the Core Hub Sites Operation Department. Here the primary function is to provide passive support for the data centers and hub sites. This department offers backup and control support to maintain a stable connection in the active network.

The Technology Division mainly works with the Rectifiers, Cooling system, Fire Extinguish, Generators, and Electric connection established to maintain the active net and data connection nationwide. Working and assembling with the tasks and the people here was an excellent experience with the vast opportunity of developing personal skills and thinking beyond the borders.

The activities include some daily tasks, and some situation demands as well. The daily grind was usually to update the everyday workflow and check on any support for any job. My Line Manager was in charge of 39 Hub sites, and I worked with 17 of them.

### **Specific responsibilities:**

I worked for 120 days under this specific department. Over this tenure, I performed various duties and task, but there were some tasks, I had to attend to on a regular basis.

The main maintenance tasks and components are mentioned here shortly-

#### The PM (Preventive Measures)

Preventive Measures, shortly known as PMs, are done regularly to maintain the standard workflow and attend to any situation. They are usually circulated for 30 days, 90 days, 182 days, or 365 days. PMs are also considered for regular equipment check-ups and particular activities for proper functioning. Robi had gone in partnership with some vendors who are helping to maintain the operational activities in supporting the continuous power backup to the active part of the network. A specific schedule is maintained to attend the PMs serially.

I used to check the PM issue date and completion date along with the schedule and also take update on the regular basis for proper workflow as per requirements. The PMs reports were checked and compiled every month and quarter.

#### Vendors

While many vendors are associated with Robi, I worked directly with SHARK and ICON. SHARK helped maintain us with 10 Hub sites, while ICON helped us with 7 Hub Sites. Many other vendors are associated with Robi with the supply of equipment and maintenance of the passive part of the network.

I contacted them frequently in order to keep the update of tasks and request for feedback and the reports to check and compile afterwards.

#### NCR

This is a serial number issued before the starting of any task, and without this serial, no task can be proceeded. The NCR number is requested before the arrival of the task date from the higher authorities who are appointed to provide instructions and attend the request for any actions at the Hub Sites. After the NCR is issued, specific team is sent at the location and the work is conducted. After the completion of the task, on further notice, the NCR is closed.

I had to look over the NCR request and issue date as per schedule; and mention any issue observed.

#### **Other tasks:**

##### Checked the generator oil consumption

Then generator fuel is restored timely as per need. They oil level is maintained generally from 30 percent to 70 percent on the basis of the generator capacity. And the refuelling is observed with great care and attention.

I revised the previous refuelling level of the Q3, 2021 and reported after mentioning the observation and further procedure.

✚ Dealt with a warranty issue

An AC was installed by one of the vendors of ROBI as our Dhak-1 Hub site. But it did not meet the requirement and the standard of ROBI Hub sites. On further information they denied to redo the work and asked ICON to take the responsibility. ICON mentioned that, we had the warranty and it is our right to get it fixed. I was appointed by my line Manager to look for this issue.

I contacted the vendor afterwards. Though initially they denied to redo the work. But on further clarification and contact, they agreed to redo the task as per required and the task was also done pretty well.

✚ Checked the payment of Electric Bills.

Every month Electric Bill is issued at every Hub Sites. This has to be cleared in due time in order to avoid the fee, and also if the bill is not maintained the total finance of that particular site is disturbed and can even lead the situation to issue a show cause for the mismanagement.

I checked and confirmed the payment of bills for the Hub Sites I was working with for the month of October. Later on E.Co took over the payment of electric bills.

✚ Manage the security issue

Once, a security issue was reported by one of our vendors. And I was instructed to look for the reasons and contact for further clarification and management of the issue

✚ Hub Site visits

Though the tasks were conducted online. I consider myself lucky to get the opportunity to visit the Hub Sites in person and gain more knowledge about the Hub Sites, its management and components as well.

On 3<sup>rd</sup> December, 2021 I visited a Hub Site for the first time. On that day, I visited the Mascot Plaza and Dhaka-1 Hub Sites as well as the towers of that building. After the

visit, I reported about the observations and requested for any further instructions and considerations.

On December 28,2021; I visited the Firoz Tower Hub Site and observed the total condition and overall management at the Hub Site. The AC and the room temperature was as per the instruction. After visit, the observations were reported accordingly.

#### ✚ Check the efficiency of Snags

Snags are the problems reported at the Hub Sites. They are considered as either minor or major. These are to be attended and solved as per demand and quickly as possible. Some of the Snags seems to be unsolvable, though their number is quite low.

I was taught to analyse the efficiency of Snags solved from the previous year for the appointed Hub Sites through Vlookups in the Excel. I analysed the Snag efficiency for the mentioned Hub Sites, and the efficiency was more than 98% which is considered as standard.

#### ✚ Visited Data- centre and Shakti Industries at Pubail

On January 25, 2022, I visited the data centre and Shakti Industries Limited at Pubail. At Shakti industries, we had ordered many pieces of equipment and distribution boxes. During the visit, we first went to the Shakti industries to look at the products we ordered to see if the products matched our requirements and instructions. We also checked the products about their authenticity.

And on further inquiry and discussion, the products were told to reconsider and place the orders rightly and also requested them to deliver the products timely as per the required instructions.

After that, we went to the data centre at the Pubail. Firstly, we roamed around the Data Center on the ground floor. Its machines, surroundings, and generator queries are solved and checked simultaneously. After a while, all the vendor employees working at the data centre were asked to meet. And they were asked some simple questions about their duties. Some case scenarios were also mentioned to see if their knowledge was adequate or not, or they needed any instruction or management managerial help at the same time.

After that, we went up through all the data center compartments and looked for the machines and their operation.

The temperature and or is or the cooling system were observed with precision. Some adjustments were made as necessary.

the cooling systems in the data centre or the Hub Sites are Containment cooling systems, where the cooling system is arranged in such a way that the efficiency of the AC is higher than then in the classic set up cooling systems; which help to regulate the air inside the room with more precision giving the required temperature with a lower number of AC units

Afterward, the UPS and other distribution box boxes are noticed and checked how their conditions were, and other machineries are also observed with time.

It was an excellent opportunity to visit that data centre and gain first-hand knowledge about many of the items associated with the managers of ROBI Axiata Limited.

#### ✚ Manage interview schedule for the next intern batch

Though this was not a task of my assigned department, I was appointed by the HR manager to call the candidates for the interview for the next internship batch accordingly. So, I was sent the CVs. I used CVs and put the information in the excel sheet as per the instruction. Later I called the candidates who would sit for the interview, and I mentioned the procedure and the timing. I was granted the opportunity to work with freedom and had the authority to make and maintain this schedule.

Discussing with the candidates, I would have preferred a time and enlighten them with the required information for this interview. I had to call 60 candidates in two days.

On the interview day, I maintained communication and attended to the queries of the candidates.

#### ✚ Suggested a project

I suggested a project on holding remote interactive sessions for the vendors for ice breaking and improving the quality of management and their training. During the visit of the Data Center and interacting with the vendor employees, I thought of an issue to

develop the training sessions and holding remote meeting with vendors to develop the interaction between the authority and the vending employee.

After discussion and further instruction, I prepared a written form of the plan and reported to the Line Manager.

### Project

**Concept:** Arranging interactive remote training sessions for vendor employees through some online games allowing them to demonstrate their expertise at the same time break down of the communication barrier.

A project outline was presented to the Line Manager. The project proposal was submitted as slide. The submitted project proposal is attached below:



*Figure 11 Project Slide 1*

## OBJECTIVE

- Training the vendor employees regarding their duties and responsibilities interactively.
- To increase the interaction and for the proper training.

ROBI may hold quarterly training campaigns where all the vendors' employees are associated with the Hub Sites and Data centers all over the country. This training will not only help to train them but also help overcome the communication barrier.

*Figure 12 Project Slide 2*

## THE PLAN

Holding meetings on Microsoft Team with all the vending employees from 22 zones quarterly.

Arranging ice breaking session with the employee in order to increase the interactions.

Holding games/quizzes to test their knowledge and train them to overcome the lackings.



*Figure 13 Project Slide 3*

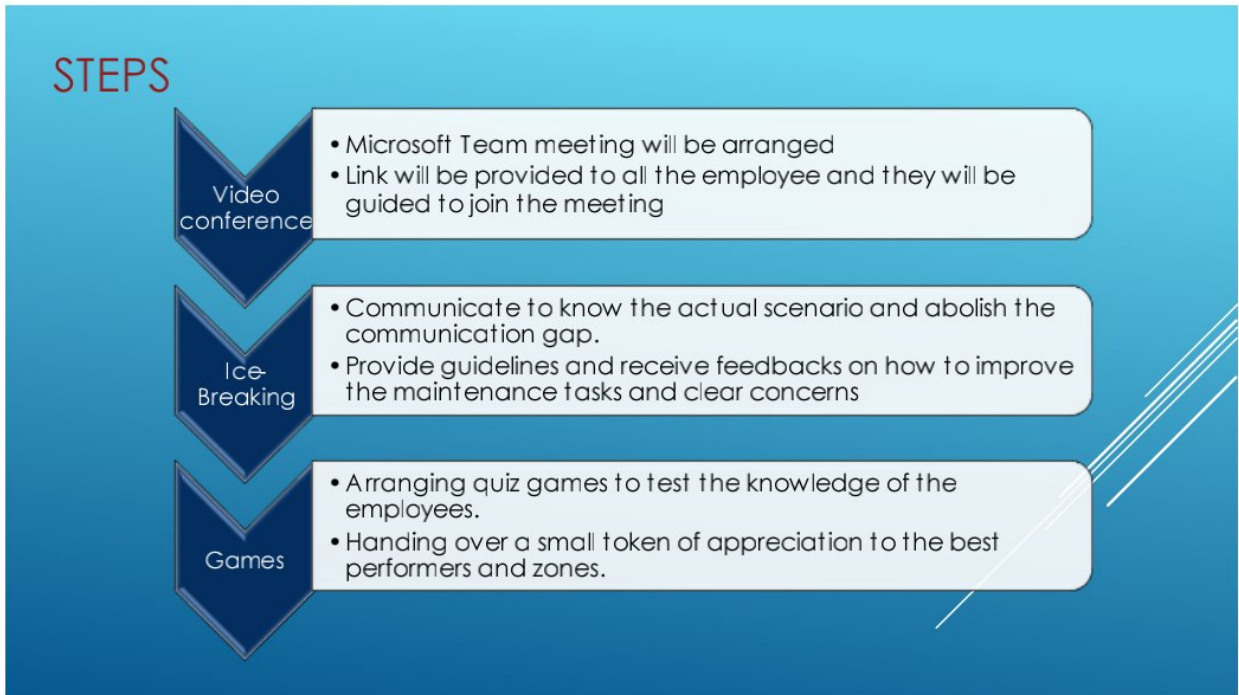


Figure 14 Project Slide 4

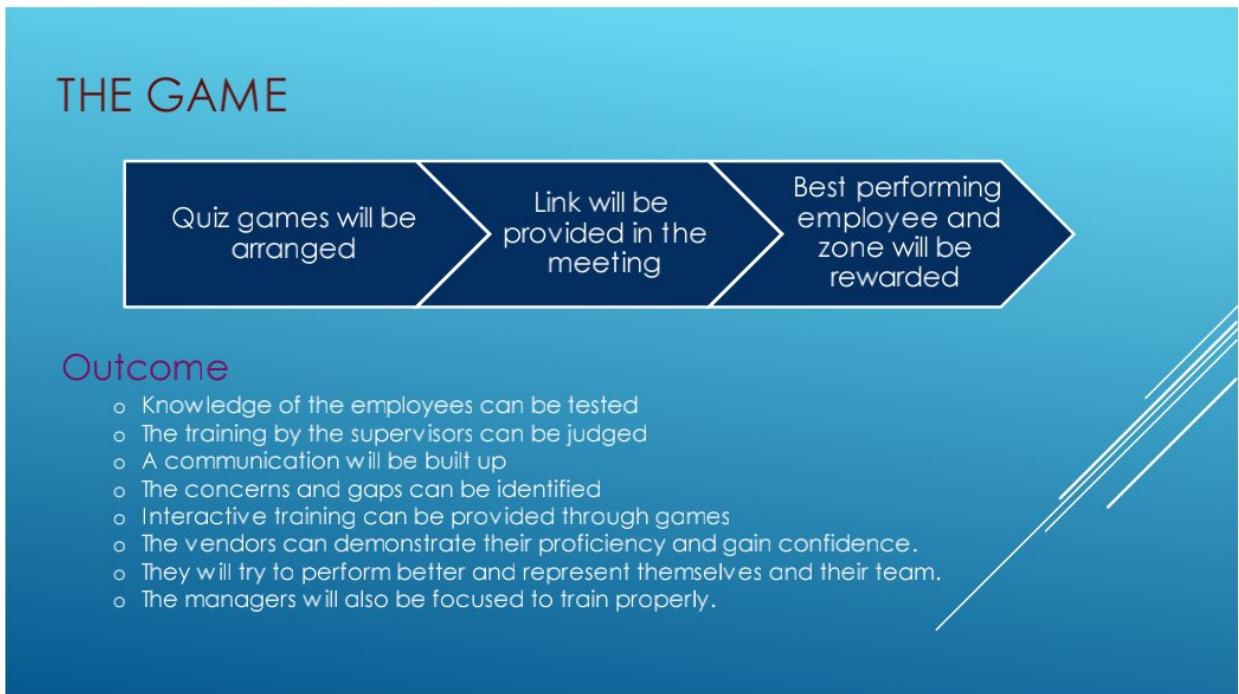


Figure 15 Project Slide 5



## HOW WILL THE GAME WORK

- ➡ A general meeting will be called every quarter (either at the start or at the end of the quarter.)
- ➡ Games will be conducted during the meeting.
- ➡ Questions will be set in different groups as per the different departments viz, Electrical, Cooling, Rectifier, Fire and Generator.
- ➡ Employee handling respective departments will be participating in the different segments as per the departments.
- ➡ The best performer employee of different departments as well as the best performing zone will be awarded after the games.

Figure 16 Project Slide 6

## HOW WILL THE GAME WORK

- Many online quiz game outlets are available e.g, Quizz can be used to conduct the game. The quiz can also be conducted through google sheets or other mediums/links.
- Questions will be set as per different departments.



For Demo  
please click here

[ELECTRIC Quiz](#)

Figure 17 Project Slide 7



## **Chapter 5: Analysis of Duties**

### **Company Level Analysis**

ROBI is the second major mobile network operator in Bangladesh and have a very strong internal organization system and culture. All the tasks and activities are carried out in centralization with division of tasks among the departments. Each division and departments look over specific tasks and parts of the organization separately with the complete surveillance from the central.

Being an intern from the Technology Division, the division of Hub Sites and the surveillance of the daily tasks throughout are carried out efficiently following the pre-set goals and objectives of the organization. This brings the most precise outcome of the divided tasks followed by the central rules and objectives.

Due to the outbreak of COVID 19, a major part of the activities and tasks were conducted online. This might have brought a distance and slow in the upsurging pace in the organization. But the company managed to pull through all its activities perfectly and accordingly as per the demand and necessity coping with the new challenge.

### **Market Level Analysis**

The Network stability is the core part of any Telecommunication Company. ROBI has a very profound Technology Division to look for the Network Stability all over the country. It has both Active and Passive part for this task. Active part of the network is to provide a stable network. And for the passive part, the continuous arrangements for the power backup to the network in a stable way through various maintenance and equipment.

ROBI has a set of various vendors helping them in the maintenance of the activities in the passive part of the network. They help to provide equipment and support at the Hub Sites by maintaining a proper surveillance on timely basis. The division of tasks in the decentralized way following centralized rules in the Hub Sites allow them to get a better outcome in the maintenance.

Recently most of the mobile network towers of all the telecommunication companies are bought by the E.Co. Later on, these towers are given rent to the network providers without providing any maintenance of towers. But E.Co provide the maintenance of towers and Hub

Sites to ROBI. This allows ROBI to be in a comparative advantage in the maintenance of Hub Sites and Towers than its competitors.

Additionally, ROBI has the clearance for Network provide to the hilly areas in the Bangladesh which most of the other operators don't have. This allows to get a greater customer base and provide a wide experience of network throughout the country.

### **Professional Level Analysis**

This internship is a major driving effect in my future career perspective. As a student of BTM, it is my desire to go in a leading role in the corporate world enhancing my capabilities and leadership qualities.

I could get a first-hand experience in the telecommunication industry and gain a detailed knowledge in the industry. Also, this internship opportunity allowed me to update my skills in the management and leadership. I could play a leading role and was allowed to take decisions for the best outcome and interest of the team.

The academic knowledge was the pre-set idea that allowed me to analyse the tasks and situation, and make the best decision under raised situations and issues. The skills I learned about in the academic curriculum allowed me to demonstrate a good skillset in the practical environment.

Also, the technical knowledge I gained from the engineering courses in the BTM curriculum put me in an advanced position to deal with the technical part and its management and understand the technology and its requirements.

My theoretical knowledge about the management assisted me to make decisions and portray a good leadership skillset. That knowledge were the key points behind my skills development and allowed me to analyse the situation, and look for the development opportunities.

The theoretical knowledge not only helped me to get ahead and match pace with the work pressure and activities but also allowed me to demonstrate my capabilities and update my skills at the same time.

## **Challenges and Risks**

This internship tenure was an excellent opportunity to learn from first-hand experience. It allowed me to gain more knowledge and also allowed me to get introduced to the corporate world. The environment of ROBI is amicable and diversified. All the people I was working with gave me much assistance and importance. I could also go beyond my comfort zone and work under pressure, enhancing my skills and expertise.

Along with the opportunity to learn and improve myself, I also had to face some risks and challenges.

### Working with immense data

I was given various responsibilities, and working with massive data sets was one. All these data were confidential and risky because the final reports depended on them. It was challenging to retrieve and arrange the data sets as needed.

### Diversified co-workers

I had to work with various vendors during the internship tenure. All of them were friendly and accepting. But the environment was a bit challenging as this was my first time dealing in a corporate environment. I had to attend a diversified workforce, but it was a pleasure to work with them.

### Attending various cases

I had to attend to different cases at many moments, which required instant response and attention. Some of the issues were challenging, and there was a bit of risk to give instant solutions.

My Line Manager took the time to guide and instruct me to know about the proper actions and requirements. Later on, I could make decisions independently, following the guidelines.

### Arranging the interview schedule

Though it was a task outside my department, I was granted the responsibility to contact the next intern batch of candidates and make a schedule upon discussing with them. Attending everyone and sorting the data in a short tenure of time was a challenging task and also crucial.



## **Chapter 6: Conclusion**

ROBI is a prominent player in Bangladesh's telecommunications business, and it operates in a continuously changing market. To remain competitive in the market, the organization has followed trends and implemented adjustments that it deemed necessary. To keep ahead of the competition, they've spent a lot of money in the past to improve their business.

By upgrading network infrastructure, expanding the reach and quicker Internet access will be possible. At present, ROBI Axiata Limited market position is second in terms of revenue. In terms of income, it ranks third, and in terms of subscribers, it ranks third.

I consider myself blessed to have the opportunity to work with ROBI Axiata Limited and complete my internship from here. The whole experience was overwhelming, and the support I received had helped me immensely throughout the total internship period. I had a fantastic journey and got the opportunity to know a lot and enhance my skills and expertise.

### **Recommendation**

Robi being a giant in the telecommunication network, has been taking measures accordingly to maintain the functions and activities within the organization to maintain the proper execution of tasks and necessary activities. While working closely, I could learn about the internal action flow and tasks from a close range. Robi is continuously working to make the system better as possible. Robi may make efforts to train the vendor employees in order to maintain the Hub Sites and Data Centres accurately with more efficiency. This will result in a greater efficiency and even lessen the cost to some extent. On proper maintain will enhance the activities of the Hub Sites resulting in the greater reach by Robi throughout.



## **Chapter 7: References**



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## **Appendices**

PAPER NAME

**final Internship report- Taki Tajwar.pdf**

WORD COUNT

**6348 Words**

CHARACTER COUNT

**35686 Characters**

PAGE COUNT

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*Shoban*  
*12.05.22*

Summary

Taki Tajwar ID: 170061026

Division: Technology

Organization: Robi Axiata Limited

**WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**

Week: 1<sup>st</sup> week

Date: From 17<sup>th</sup> October 2021 to 21<sup>st</sup> October 2021

**List of activities with brief description:**

- Discussed about the job scopes and activities.  
Talked about the job scopes and activities of the Technology Department along with the factors that it deals with.
- Checked core site fuel delivery report  
Every month refueling level is reported. Observed the previous fuel delivery report and discussed its findings and points of consideration.
- Received the contact information of ULKA-2 Vendor employees.  
Robi has vendor employees to take care of the functions and maintenance of the Hub Sites. Received the details and contacted them accordingly.
- Checked PM Snag lists  
PM is issued for every maintenance work at the Hub Sites. Received the PM Snag lists and checked the Snag updates.
- Passive review meeting\_2021\_W-42\_core update was checked.  
A meeting minute is created after any meeting takes place. Received and checked the meeting meetings and the updated documents.



Company Supervisor



Academic Supervisor

Taki Tajwar ID: 170061026

Division: Technology

Organization: Robi Axiata Limited

**WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**

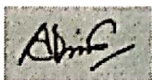
Week: 2<sup>nd</sup> week

Date: From 24<sup>th</sup> October 2021 to 28<sup>th</sup> October 2021

**List of activities with brief description:**

- Learnt about the fault TT analysis.  
Travel tickets are issued for every fault and that has to be met in a certain time under various criteria. Focus are to be put on the time of completion of these TT generation and closing.
- Contacted the Hub sites for update and follow up  
The Hub site functions are crucial for overall performance of the network throughout. Proper maintenance is required to keep the functions running smoothly.
- Observed the efficiency of PM Snag Clearance SLA  
The preventive maintenance SLA has its time variations accordingly to the level of Snag variations. The SLA has to meet the time criteria in order to succeed properly. The efficiency level of this Snag clearance SLAs have to be met to function accordingly.

**Comments: Performance satisfactory**



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**Company Supervisor**



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**Academic Supervisor**

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**WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**

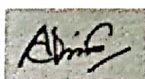
Week: 3<sup>rd</sup> week

Date: From 31<sup>st</sup> October 2021 to 4<sup>th</sup> November 2021


**List of activities with brief description:**

- Contacted the Hub sites for update and follow up  
The Hub site functions are crucial for overall performance of the network throughout. Proper maintenance is required to keep the functions running smoothly.
- Took the update of pest control PMs  
The hub sites are needed to control the pest issues and thus after a certain time pest control activities are carried out.
- Checked the efficiency of SLA  
The SLA efficiency determines the proper functioning of the hub sites and the resolve of their issues. The SLA has to meet the time criteria in order to succeed properly. The loopholes to meet the required efficiency level was determined and reported accordingly.
- Contacted to provide the NCR  
NCR number is issued to work on any PMs. A proper maintenance of this NCR is needed to keep the track of it throughout.

**Comments: Performance satisfactory**



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Company Supervisor

  
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**WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**

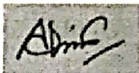
Week: 4<sup>th</sup> week

Date: From 7<sup>th</sup> November 2021 to 11<sup>th</sup> November 2021

**List of activities with brief description:**

- Contacted the Hub sites for update and follow up on a daily basis  
The Hub site functions are crucial for overall performance of the network throughout. Keeping track of everyday work helps for better functioning.
- Compiling the PM report for October  
A PM is issued before processing any action at the HUB sites. A proper maintenance of PM is vital function. I received the updated PM reports for the month of October of all the Hub sites maintained by ICON and compiled the total month's PM after checking the variation of issue and completion date of PM.
- Contacted to provide the NCR  
NCR number is issued to work on any PMs. A proper maintenance of this NCR is needed to keep the track of it throughout.
- Collected the Electric Bill  
Collected all the electric bills of the sites for timely payment. If the bills are not cleared timely it will create an issue of management.
- Reported issues of hub sites to higher authority  
Reported the issues mentioned from the Hub Sites to higher authority for suggestion and solutions.
- Checked the refueling level of the generators at the Hub Sites  
The generators are refueled at a time interval on a specific range of the total generator capacity. Checked the refueling level of the generators whether it met the preset criteria.

**Comments: Performance satisfactory**



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**Company Supervisor**



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**Academic Supervisor**

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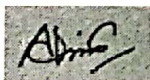
**WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**

Week: 5<sup>th</sup> week

Date: From 14<sup>th</sup> November 2021 to 18<sup>th</sup> November 2021

**List of activities with brief description:**

- Contacted the Hub sites for update and follow up on a daily basis  
The Hub site functions are crucial for overall performance of the network throughout. Keeping track of everyday work helps for better functioning.
- Contacted to provide the NCR  
NCR number is issued to work on any PMs. A proper maintenance of this NCR is needed to keep the track of it throughout. Contacted to provide the NCR in order to meet the previously set PM dates.
- Ensured the clearance of the Electric Bills  
Collected all the electric bills of the sites for timely payment. If the bills are not cleared timely it will create an issue of management. Clearance of the electric bills for further procedure was ensured.
- Reported issues of hub sites to higher authority  
Reported the issues mentioned from the Hub Sites to higher authority for suggestion and solutions. A systemic solution was tried to implement to solve the issue guided by the supervisor.
- Checked the pending tasks at the Hub Sites  
A proper schedule is followed for the complete maintenance and function at the Hub Sites. The pending task are needed to be completed timely.



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**Company Supervisor**



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**Academic Supervisor**



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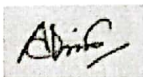
## WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 6<sup>th</sup> week

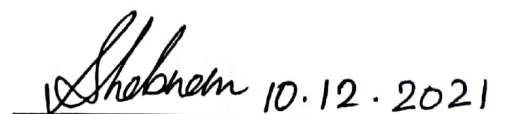
Date: From 21<sup>st</sup> November 2021 to 25<sup>th</sup> November 2021

### List of activities with brief description:

- Contacted the Hub sites for update and follow up daily  
The Hub site functions are crucial for overall performance of the network throughout. Keeping track of everyday work helps for better functioning. In addition, this helps to tackle any issue without any delay.
- Reported issues of hub sites to higher authority  
Reported the issues mentioned from the Hub Sites to higher authority for suggestion and solutions. A systemic solution was tried to implement to solve the issue guided by the supervisor.
- Contacted a 3<sup>rd</sup> party vendor to get the work done and successfully dealt with it  
A few third party vendors are associated to provide equipment and its servicing afterwards. Some of the works have also warranty service. Recently an issue raised at two of our Hub Sites for pipe installation of the air conditioners and coolers. On further notice, the vendor was not willing to provide the respective service as per the warranty contracts.  
I received the complaint and informed my supervisor regarding the issue. He suggested me to contract that particular vendor and ask them to provide the required support. As per the instructions, I contacted the vendor and tried to convince him to provide the essential supports. Initially that did not go as per our expectations, but on further trial, I could convince the vendor to provide the service and got the task completed successfully without bothering the higher authority for this.
- Received and checked the PMs  
PMs are issued for any task at the Hub Sites. Received the updated PMs and checked it thoroughly.



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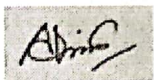
## WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 7<sup>th</sup> week

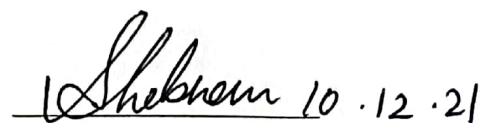
Date: From 28<sup>th</sup> November 2021 to 2<sup>nd</sup> December 2021

### **List of activities with brief description:**

- Contacted the Hub sites for update and follow up daily  
The Hub site functions are crucial for overall performance of the network throughout. Keeping track of everyday work helps for better functioning.
- Reported issues of hub sites to higher authority  
Reported the issues mentioned from the Hub Sites to higher authority for suggestion and solutions. A systemic solution was tried to implement to solve the issue guided by the supervisor.
- Received ,checked the PMs and create a combined report  
PMs are issued for any task at the Hub Sites. Received the updated PMs and checked it thoroughly. In addition, prepared a report combining the PMs of the last three months.
- Visited the Hub Sites and reported the observation  
I visited two Hub Sites on 2<sup>nd</sup> December, Thursday 2021. I observed the machines closely and tried to get a clear idea about the machines we are dealing with and how to take proper care of them, as well as the measures to take if any issue arises. Also observed the issues to be reported for further process. After the visit, reported the major issues to the higher authority. Moreover visited the top floor of Mascot Plaza to see the tower as well.
- Called the third party vendor to check on a task  
Last week, we had an issue regarding a task to be redone by the third party. This week the task was completed nicely. After observation of the task, I called the vendor to appreciate the work.



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Company Supervisor



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Academic Supervisor

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### WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 8<sup>th</sup> week

Date: From 5<sup>th</sup> December 2021 to 9<sup>th</sup> December 2021

#### **List of activities with brief description:**

- Contacted the Hub sites for update and follow up on a regular basis  
The Hub site functions are crucial for overall performance of the network throughout. Keeping track of everyday work helps for better functioning.
- Reported issues of hub sites to higher authority  
Reported the issues mentioned from the Hub Sites to higher authority for suggestion and solutions. A systemic solution was tried to implement to solve the issue guided by the supervisor.
- Received ,checked the PMs and create a combined report  
PMs are issued for any task at the Hub Sites. Received the updated PMs and checked it thoroughly.
- Reschedule PMs and contacted for updating information  
This week, we had an issue regarding the NCRs of some PMS. Contacted the authority for its solution and rescheduled the PM dates.
- Compiled the PM reports from September to November  
Received the PMs of the following months and checked thoroughly. Moreover, compiled the PMs of these months as a whole.



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**Company Supervisor**



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**Academic Supervisor**

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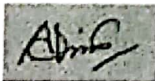
**WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**

Week: 9<sup>th</sup> week

Date: From 12<sup>th</sup> December 2021 to 15<sup>th</sup> December 2021

**List of activities with brief description:**

- Contacted the Hub sites for update and follow up regularly  
The Hub site functions are crucial for overall performance of the network throughout. Keeping track of everyday work helps for better functioning.
- Received ,checked the PMs  
PMs are issued for any task at the Hub Sites. Received the updated PMs and checked it thoroughly.
- Reported issues of hub sites to higher authority  
Reported the issues mentioned from the Hub Sites to higher authority for suggestion and solutions. A systemic solution was tried to implement to solve the issue guided by the supervisor.
- Contacted to provide some required documents  
Some essential documents were needed for follow-up. Contacted to provide the documents in order to check.



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**Company Supervisor**



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**Academic Supervisor**

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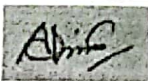
### WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 10<sup>th</sup> week

Date: From 19<sup>th</sup> December 2021 to 23<sup>rd</sup> December 2021

#### **List of activities with brief description:**

- Contacted the Hub sites for update and follow up regularly  
The Hub site functions are crucial for overall performance of the network throughout. Keeping track of everyday work helps for better functioning.
- Received ,checked the PMs  
PMs are issued for any task at the Hub Sites. Received the updated PMs and checked it thoroughly.
- Reported issues of hub sites to higher authority  
Reported the issues mentioned from the Hub Sites to higher authority for suggestion and solutions. A systemic solution was tried to implement to solve the issue guided by the supervisor.
- Contacted to provide some required documents  
Some essential documents were needed for follow-up. Contacted to provide the documents in order to check.
- Made plan to visit a Hub site  
Contacted and made schedule to visit a Hub Site on the following week.



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**Company Supervisor**



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**Academic Supervisor**

Taki Tajwar ID: 170061026

Division: Technology

Organization: Robi Axiata Limited

**WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**

Week: 11<sup>th</sup> week

Date: From 26<sup>th</sup> December 2021 to 30<sup>th</sup> December 2021

**List of activities with brief description:**

- Contacted the Hub sites for update and follow up regularly  
The Hub site functions are crucial for overall performance of the network throughout. Keeping track of everyday work helps for better functioning.
- Checked and compiled the PMs for December  
PMs are issued for any task at the Hub Sites. Received the updated PMs and checked it thoroughly. After receiving the PMs of December, compiled those for the month of December and reported them.
- Visited the Hub Site and report the observations to higher authority  
Went on a Hub Site visit at Firoz Tower, and reported the observations to the higher authority.
- Contacted to provide some required documents  
Some essential documents were needed for follow-up. Contacted to provide the documents in order to check.



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**Company Supervisor**



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**Academic Supervisor**

Taki Tajwar ID: 170061026

Division: Technology

Organization: Robi Axiata Limited

### **WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**

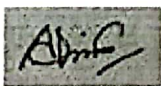
Week: 12<sup>th</sup> week

Date: From 2<sup>nd</sup> January 2022 to 6<sup>th</sup> January 2022

#### **List of activities with brief description:**

- Contacted the Hub sites for update and follow up on a regular basis  
The Hub site functions are crucial for overall performance of the network throughout. Keeping track of everyday work helps for better functioning.
- Checked the PMs for 4<sup>th</sup> quarter of the previous year  
PMs are issued for any task at the Hub Sites. Received the updated PMs and checked it thoroughly. After receiving the PMs of quarter 4 from the previous year and reported them.
- Initiated the scheduling and action plan for this year  
At the starting of the year, plans are made and new tasks are initiated for the following year. A schedule is made accordingly.
- Contacted to provide some required documents  
Some essential documents were needed for follow-up. Contacted to provide the documents in order to check.

**Comment: Performance is satisfactory**



**Ajoy kumar bhowmick**

**Company Supervisor**



**Academic Supervisor**

Taki Tajwar ID: 170061026

Division: Technology

Organization: Robi Axiata Limited

### WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 13<sup>th</sup> week

Date: From 9<sup>th</sup> January 2022 to 13<sup>th</sup> January 2022

#### **List of activities with brief description:**

- Contacted the Hub sites for update and follow up on a regular basis  
The Hub site functions are crucial for overall performance of the network throughout. Keeping track of everyday work helps for better functioning.
- Received and checked the schedule of PMs from vendor-1  
A schedule is maintained to carry out the regular maintenance of the equipment at the Hub Sites and Data Centers in a definite interval of time. A schedule is issued at the starting of every quarter with the tenure of three months. The tasks are done at the interval of a definite time period.  
After the Schedule was made, I checked the dates and the time intervals for the tasks and reported for necessary adjustments.
- Received few issues from the hub Sites and vendors  
After receiving the issues from the vendors regarding the Hub sites, provided solutions and instructions consulting with the higher authorities.
- Contacted to solve the NCR issue  
For any PM work, a NCR is required and kept open while the task is being conducted. This is followed to maintain the schedule and time keeping the records at the same time. Contacted to provide the NCR and tried to remove minor confusions.
- Scheduled interview and contacted candidates for the next Intern batch  
The next intern batch will be on board the following week. Sorted the CVs of the candidates and information. Afterwards contacted the candidates for informing about the interview time and procedure. And attended the questions they had as well.

**Comment: Performance is satisfactory**



**Ajoy kumar bhowmick**  
**Company Supervisor**



**Academic Supervisor**



Taki Tajwar ID: 170061026

Division: Technology

Organization: Robi Axiata Limited

### **WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**

Week: 14<sup>th</sup> week

Date: From 16<sup>th</sup> January 2022 to 20<sup>th</sup> January 2022

#### **List of activities with brief description:**

- Contacted the Hub sites for update and follow up on a regularly  
The Hub site functions are crucial for overall performance of the network throughout.  
Keeping track of everyday work helps for better functioning.
- Contacted to solve the NCR issue  
For any PM work, a NCR is required and kept open while the task is being conducted.  
This is followed to maintain the schedule and time keeping the records at the same time.  
Contacted to provide the NCR and tried to remove minor confusions.
- Received and checked the schedule of PMs from vendor-2  
A schedule is maintained to carry out the regular maintenance of the equipment at the Hub Sites and Data Centers in a definite interval of time. A schedule is issued at the starting of every quarter with the tenure of three months. The tasks are done at the interval of a definite time.  
After the Schedule was made, I checked the dates and the time intervals for the tasks and reported for necessary adjustments.
- Finalized the PM schedules  
After receiving and checking the corrected PM schedules. Finalized the schedule and provided the required instructions and report layouts to follow.
- Received few issues from the hub Sites and vendors  
After receiving the issues from the vendors regarding the Hub sites, provided solutions and instructions consulting with the higher authorities.

**Comment: Performance is satisfactory**



**Ajoy kumar bhowmick**

**Company Supervisor**



**Academic Supervisor**

Taki Tajwar ID: 170061026

Division: Technology

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### WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

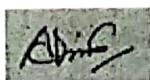
Week: 15<sup>th</sup> week

Date: From 23<sup>rd</sup> January 2022 to 27<sup>th</sup> January 2022

#### **List of activities with brief description:**

- Contacted the Hub sites for update and follow up on a regularly  
The Hub site functions are crucial for overall performance of the network throughout.  
Keeping track of everyday work helps for better functioning.
- Visited the Shakti Industries factory and Data center at Pubail  
On 25 January 2022, I could get the opportunity to visit the factory and data center along with my Line manager and higher authorities from Robi.  
Firstly, we visited the Shakti Industries and checked the products whose orders were given to the Cross World mentioning our requirements. After checking the products, the findings and feedback were provided for the adjustments.  
Later that day, we visited the Data center at the Pubail and roamed around the entire facility to check and discuss a few issues. Upon the observation, some instructions were given. The maintenance workers were also asked a few questions regarding their tasks and responsibilities.
- Received few issues from the hub Sites and vendors  
After receiving the issues from the vendors regarding the Hub sites, provided solutions and instructions consulting with the higher authorities.
- Contacted to provide some reports and documents  
The necessary documents were asked from the vendors for further process and maintenance.

**Comment: Performance is satisfactory**



**Ajoy Kumar Bhowmick**

**Company Supervisor**



**Academic Supervisor**

Taki Tajwar ID: 170061026

Division: Technology

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**WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**

Week: 16<sup>th</sup> week

Date: From 30<sup>th</sup> January 2022 to 31<sup>st</sup> January 2022

**List of activities with brief description:**

- Checked and compiled the PMs of January  
The PM reports were received and checked thoroughly. Afterwards compiled the PM schedule for the month of January.
- Received the Master data base and checked it  
Master database is the compilation list and description of all the devices and equipment present at the Hub Sites at a place. Received the database and checked it. Later on conveyed the information for further procedure and store.
- Contacted to provide some reports and documents  
The necessary documents were asked from the vendors for further process and maintenance.
- Arranged the data accordingly  
At this was the last working week, I arranged and submitted all the information accordingly for further use and procedure. Including the reports and solved the queries till date.
- Discussed a plan to upgrade the quarterly training session for vendors.  
The vendors provide training to their employees to maintain and service the site equipment and devices. A plan to develop interactive training sessions was discussed.

**Comment: Performance is satisfactory**



**Ajoy Kumar Bhowmick**

**Company Supervisor**



**Academic Supervisor**