

**An Internship Report
on**

**"Project Management Excellence: A Comprehensive Analysis of Technohaven's
Operational Strategies, Product Development Processes, and Innovation Approaches"**

**An internship report submitted to the Department of Business and Technology
Management In partial fulfillment of the requirements for the degree of BBA in
Technology Management**

Submitted By

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Department of Business and Technology Management

Islamic University of Technology

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Submitted to

Islamic University of Technology
in partial fulfillment 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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Professor and Head of the Department
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Acknowledgement

I extend my deepest gratitude to all those who supported and guided me throughout my internship experience and the process of preparing this report.

Foremost, I would like to convey my heartfelt appreciation to Dr. Md. Abul Kalam Azad, Head of the Department and Professor at the Business and Technology Management Department, Faculty of Science and Technical Education, Islamic University of Technology, for his unwavering guidance and encouragement. His invaluable mentorship was instrumental in shaping this report, and I am truly grateful for his support.

I am immensely thankful to Technohaven Company Limited for providing me with the opportunity to intern with their Project Management Department. I express my sincere gratitude to my supervisor, Tahmina Sharmin, Head of QAC, for her invaluable guidance, constructive feedback, and mentorship throughout my internship.

Additionally, I extend my appreciation to Mr. Delwar Hossain for his support and insights, which significantly enhanced my learning and performance. I am also grateful to all those who contributed to the analysis and data collection for this study. Their insights and ideas were integral to shaping the content of this report.

Furthermore, I am grateful to the entire Technohaven Company Limited team for their warm welcome and conducive work environment. Special thanks to all my colleagues and mentors who provided constant support and assistance throughout my internship. Their guidance and advice were indispensable in my learning journey.

Once again, I extend my heartfelt gratitude to everyone who contributed to this report. Your support and guidance were essential in bringing this report to fruition.

Letter of Transmittal

Dr. Md. Abul Kalam Azad
Professor and Head of the Department
Department of Business and Technology Management
Islamic University of Technology
Gazipur 1704, Bangladesh

Subject: Internship Report Submission of Technohaven's Project Management Operations

Dear Sir,

I am delighted to submit my report titled "Project Management Excellence: A Comprehensive Analysis of Technohaven's Operational Strategies, Product Development Processes, and Innovation Approaches" as a component of my academic internship with Technohaven Company Limited. This report was done under your supervision and guidance and meets the internship program criteria.

The internship at Technohaven's Project Management Department provided invaluable insights into the intricate dynamics of conducting the inevitable role of a Business Analyst. Undertaken during my fourth-year studies in Business Administration and Technology Management, the internship aimed to dissect the operational complexities of managing a sprawling delivery ecosystem. Through mentorship and practical exposure, I gained a deeper understanding of day-to-day operational intricacies, from requirement collection to final delivery. This immersive experience equipped me with hands-on knowledge and insights essential for navigating real-world managerial challenges. It contributed significantly to my professional growth and provided a platform to apply academic learning in a practical setting.

Sincerely,
Ishrar Tanzim
ID: 190061146
Session: The Academic Year 2022-2023
Department of Business and Technology Management
Islamic University of Technology

Declaration of the Student

I, Ishrar Tanzim, currently pursuing a degree in Business and Technology Management at the Islamic University of Technology, solemnly affirm that the Internship Report titled "**Project Management Excellence: A Comprehensive Analysis of Technohaven's Operational Strategies, Product Development Processes, and Innovation Approaches**" is entirely my original work. This report was completed under the guidance and supervision of Dr. Md. Abul Kalam Azad , Professor and Head of the Department of Business and Technology Management at the Islamic University of Technology.

I further declare that this report has not been submitted, either in part or in its entirety, for any other degree or diploma program. The information and statistics presented in this report are based on my research and are accurate to the best of my knowledge.

I acknowledge any assistance received during the internship and the preparation of this report, all of which have been duly acknowledged within the contents of this document. Additionally, I confirm that all sources of information referenced in this report have been appropriately cited.

Sincerely Yours,

Ishrar Tanzim

Id: 190061146

Department of Business and Technology Management
Islamic University of Technology

Executive Summary

My experience as a Project Management & Product Development Intern at Technohaven Company Limited is detailed in the Internship Report. The goal of this report is to present a brief summary of the organization, its many functional divisions, key duties, business procedures, and my role within it.

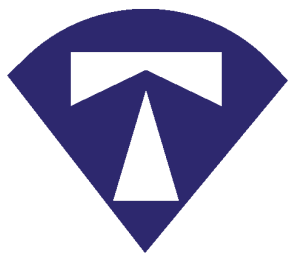
This study gathered data from a number of primary and secondary sources, with a focus on my own daily perceptions and interactions with others. The organization's manual, website, and other related documents supplied additional information.

During my internship, I gained significant experience and insight into the operations of a technology company, notably in the areas of B2B sales, by participating in a variety of software sales and tendering projects and activities and phases of developing a high end software.

The report provides an overview of Technohaven Company Ltd.'s business, including history, mission and vision, organizational structure, and goods and services. It also discusses the specific projects and tasks that I worked on during my entry-level position period, including the challenges encountered, solutions used, and outcomes achieved.

Again, the report includes a critical review of the internship experience, taking into account the organization's strengths and limitations, the success of its procedures, and areas that require development.

Overall, my internship at Technohaven Company Limited was a valuable educational opportunity that allowed me to apply academic concepts, develop real-world skills and knowledge, and gain a deeper understanding of how technology organizations function.



Technohaven Company Limited

This Internship report is submitted to the Department of Business and Technology Management (BTM) at the Islamic University of Technology (IUT) for the course BTM 4800.

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Chapter 01: Introduction

Introduction

The report is an essential component of Internship 4800, which is offered during the eighth semester. This internship report is intended to discuss my experiences while working with Technohaven firm Ltd, a software firm. This 9-credit internship course is required of all final-semester Business and Technology Management Department students. As a result, it plays an important role in my successful graduation. As part of this requirement, I spent three months interning with Technohaven Company Ltd's Project Management Department.

Internships are becoming increasingly valuable as a way to further our education and secure future employment. They provide us with useful insights on what it's like to work for a living, insight into how our chosen industry operates, and what it takes to succeed, and they may demonstrate to a potential employer that we are earnest in our desire to be effective employees. I will never forget my three-month internship at Technohaven Company Ltd. The internship program provided me with an opportunity to learn about the operations of a software company based in Bangladesh. It's given me a chance to peek behind the curtain and gain a sense of the specific expertise and routines that each role requires. I profited from being able to witness competent specialists perform jobs that I would otherwise have had to read about, as well as having the opportunity to try out the duties for myself.

Modern technology has transformed the way we work, live, and interact with one another. The technology business is constantly developing, thus there is an increasing demand for qualified professionals. In this aspect, my internship program has provided me with valuable information and experience, as well as the opportunity to hone skills that will be useful in real-world circumstances.

The report will focus on the organization's project management department, my role as an intern, and an analysis of the lessons I learned from the experience. The program helped me in a variety of ways. As a result of the program, I will have gained exposure to the corporate world, which will serve as the foundation for future learning and development. I believe that this experience will always serve as a stepping stone for me when I enter the corporate world.

1.1 Background of the Report

Technohaven Company Limited, founded in 1986, is an industry pioneer in the software business. Technohaven Company Ltd. provides both products and services to its customers. It was the first company in Bangladesh to integrate IT systems, develop food e-commerce, and provide online bookings and ticketing for train services.

In my internship report, I'll try to share my experience at Technohaven Company Limited. I finished my three-month internship with the Project Management Department. I'll try to outline what I've learnt from my internship and how it will help me in the future.

1.2 Origin of the Internship Report

The internship program at the BTM Department is required for students to complete their undergraduate studies. This program's primary goal is to familiarize graduate students with the corporate world and the job market. The BTM department aims to expose its students to the actual world of work and practical experience. Because students are already familiar with business theory, the internship program was designed to allow them to apply it to real-world circumstances and get professional experience. The problem is to apply theoretical knowledge to real-world concepts and experiences.

1.3 Main Purpose of the Internship Program

The primary goal of the internship was to gain hands-on experience with the theoretical knowledge that we had gained during our four years at the BTM Department. Besides that there is also:

- To experience real-world corporate settings
- To be introduced to the job market
- To network with professionals on a field level
- To implement theories
- To complete the 9-credit academic course

The report is the product of a three-month internship at Technohaven Company Ltd., and it was written in accordance with the BTM Department's standards.

1.4 Objective of the Internship Report

I have identified two types of objectives for the internship report:

- **Generic Objectives**
To demonstrate my grasp of the tasks completed and the experience gained during the internship program. To determine my learning yield within the organization, a comparison of activities and learning is conducted.
- **Specific Objectives**
 01. To outline duties and responsibilities as an intern
 02. To depict the company's overall condition in the domestic market
 03. To obtain information about the overall project management and product development procedure and steps of a software company

1.5 Methodology Used and Data Source

I have gathered information about Technohaven Company Ltd. from both direct and indirect sources while preparing this report.

- **Primary Source**

The majority of the major components and insights reported were obtained through face-to-face conversations with the company's employees and workers.

- **Secondary Source**

01. Company website
02. National news on Google
03. Company brochures and other documents

1.6 Significance

The study includes an in-depth and succinct description of Technohaven Company Ltd., its Project Management Department, and the industry in which it operates. It is largely concerned with the employee perspective and includes detailed facts about the company's performance in local marketplaces. This paper will educate readers on the operational and analytical activities of Bangladesh's software sector.

This paper is critical for BTM department students seeking to expand their knowledge. It will serve as a guide to assist you understand the advantages of having industry expertise.

1.7 Limitations

Every field of work will have its frictions. The limitations of this report include:

- Three months is not enough time to understand a company's ins and outs.
- Due to the privacy policy and copyright issues, much of the company information could not be shared.

Chapter 02: Company Overview

Company Overview

2.1 Introduction to Technohaven Company Ltd.

For over 36 years, Technohaven Company Limited has been South Asia's leading provider of software and IT services. It is recognized for its ethical beliefs and business ethics. Technohaven's mission is to leverage technology advances that have been tried and tested in Bangladesh, the world's most densely populated country (apart from city-states like Singapore), to help solve key socioeconomic challenges impacting the bottom half of the population. Over the last three and a half decades, Technohaven has released various software products and accomplished a number of big IT projects.

Technohaven is a pioneer and standard-bearer in the industry, having participated in Public Private Partnership (PPP) initiatives since the early 1990s. Technohaven is also CMMi Level 3 certified, placing it among the first waves of Bangladeshi software exporters to Asia, Europe, and the United States. Today, Technohaven specializes in tax compliance, workflow automation, IT project management consulting, and knowledge management services.

The official website of Technohaven Company Ltd. is www.technohaven.com.

Email: mailbox@technohaven.com.

Address: House #169 (6th Floor), Road #03, Mohakhali DOHS, Dhaka 1206.

Some of Technohaven's valued clients include ADB, World Bank, IFC, Bangladesh Bank, Basic Bank Limited, Bangladesh Army, Blue Ocean, BRAC Bank, ECORYS, NOVARTIS, USAID, GIZ, etc.

2.2 Mission and Vision of Technohaven Company Limited

- **Mission**
To help businesses thrive through digital solutions.
- **Vision**
To help solve big socio economic problems facing the bottom half of the global population.

With these statements, Technohaven Company Ltd. demonstrates its dedication to serving its clients with high-end products and services, as well as its desire to dominate the industry and the country's economy.

2.3 Values of Technohaven Company Ltd.

Technohaven Company Ltd. based all of its business decisions and operations on five key ideals. These five ideals have been integrated throughout all business units while providing products and services. These are as follows:

- **Integrity:** Technohaven Company Ltd. acts with the highest level of ethics towards its business partners, workers, customers, and the community as a whole.
- **Commitment to Customers:** Technohaven Company Ltd. commits its time and energy to providing its clients with goods and services that bring about change. Customers' contentment and favorable remarks serve as the standard against which they measure their success.
- **Teamwork:** According to Technohaven Company Ltd., everyone should have an ownership viewpoint, and the company wants its employees to have a positive impact on the company as a whole by successfully fulfilling their jobs. They are able to do so because of honest and open communication within the organization.
- **Embrace Change:** Everyone at Technohaven Company Ltd. is confident in their ability to embrace technological developments and has adopted an open-minded approach to them. You can see it in Technohaven's development from its conception to the present.
- **Social Responsibility:** Technohaven Company Ltd. is committed to enhancing the communities in which it operates and giving back. Their brand incorporates sustainable business practices. When making business decisions, they employ a corporate strategy that takes into account ethical, social, environmental, cultural, and economic factors.

2.4 Management

2.4.1 Organizational Structure of Technohaven Company Ltd.

About 45-50 people are employed at Technohaven Company Ltd. at its headquarters in Mohakhali DOHS, Dhaka. Another 40 to 50 workers are employed on a contractual basis at various project locations.

Habibullah N. Karim, the founder and Chief Executive Officer at Technohaven Company Ltd., oversees all of the company's business units and makes all the major decisions. Ruhul Amin, Showkath Ali, Rabiul Hasan, Delwar Hossian, and Tahmina Sharmin are respectively the Head of Customer Service, Head of Operations, Software Solutions (Team Lead), Senior Project Manager (Team Lead), and Head of Quality Assurance and Control.

Brief Description

A detailed description of Technohaven Company Limited's management team is provided below. The majority of the company's management team members have been working in their respective fields for more than a decade; their expertise, talents, and experiences have pushed Technohaven Company Limited to where it is now.

- **Habibullah N. Karim (Founder and Chief Executive Officer):** Mr. Habibullah Neyamul Karim led Technohaven from a start-up IT solutions company to a pioneer of public-private partnership initiatives in Bangladesh. Mr. Karim was a full member of the Bangladesh Prime Minister's ICT Task Force from 2001-03 till 2008-10. He was instrumental in establishing the Bangladesh Association of Software & Information Services, where he served as the organization's first secretary-general and was elected president twice. Mr. Karim was the Convener of the Working Group of the National ICT Policy Review Committee and the major architect of Bangladesh ICT

Policy in 2009. He writes a column for the most popular English daily and co-authored the book "Going Digital: Realizing the Dreams of a Digital Bangladesh for All," published by University Press Ltd in 2011. Mr. Karim has a BSEE degree from Yale University (USA) and attended an executive program at the Stanford University Graduate School of Business.

- **Ruhul Amin (Head of Customer Service):** Mr. Ruhul Amin has been with Technohaven since the mid-1990s, going through system implementation, software solution design, and e-commerce rollouts. His business application knowledge, which covers from entry-level tasks to critical client assistance, is a tremendous asset to the organization. Mr. Ruhul is a goal-oriented, self-motivated team leader who is always eager to contribute to the dynamics of customer service, the organization's major business objectives, which reward reliability and ethical behavior, as well as opportunities for professional development. He has extensive expertise managing contact centres, providing customer service, and increasing revenues through efficiency.
- **Showkath Ali (Head of Operations):** Mr. Showkath Ali has over 16 years of experience in public sector sales, customer relations, company operations, and corporate affairs. He's shown amazing adaptability to changing skill requirements and market conditions. He has proved the need of arranging projects across several internal divisions and external offices to ensure business objectives. He earned his MBA at the University of Dhaka.
- **Rabiul Hasan (Team Lead, Software Solutions):** Mr. Rabiul Hasan has over 20 years of experience with ERP implementation, business process reengineering (BPR), user experience (UX) design, software requirement specifications (SRS), test plans, and project plans.
- **Delwar Hossain (Team Lead, Senior Project Manager):** Mr. Delwar Hossain has 11 years of combined expertise in project execution and general IT setup delivery, which includes planning, framework integration, business application development, and client preparation. He has the academic qualifications and professional experience necessary to function at the highest technical levels. He is a motivated and active project manager with a wide range of experience. He has an established track record of providing high-quality services on time, within budget, and with remarkable care. He holds a Bachelor of Science degree in CSE from Chittagong University and an MBA with a Finance and Banking concentration from IIUC.
- **Tahmina Sharmin (Head of Quality Assurance and Control):** Ms. Tahmina Sharmin has eight years of experience establishing and executing QA processes for IT administrations. She has cross-functional responsibilities for quality testing throughout the application programming lifecycle. She stood out for her great verbal and written communication skills, problem-solving abilities, and meticulous attention to detail. She oozes energy and joy to everyone she meets. She graduated from the University of Dhaka with a master's degree in information technology.

Here is an organogram of the company's management structure. Each department has its own sub departments along with several employees working on different projects.

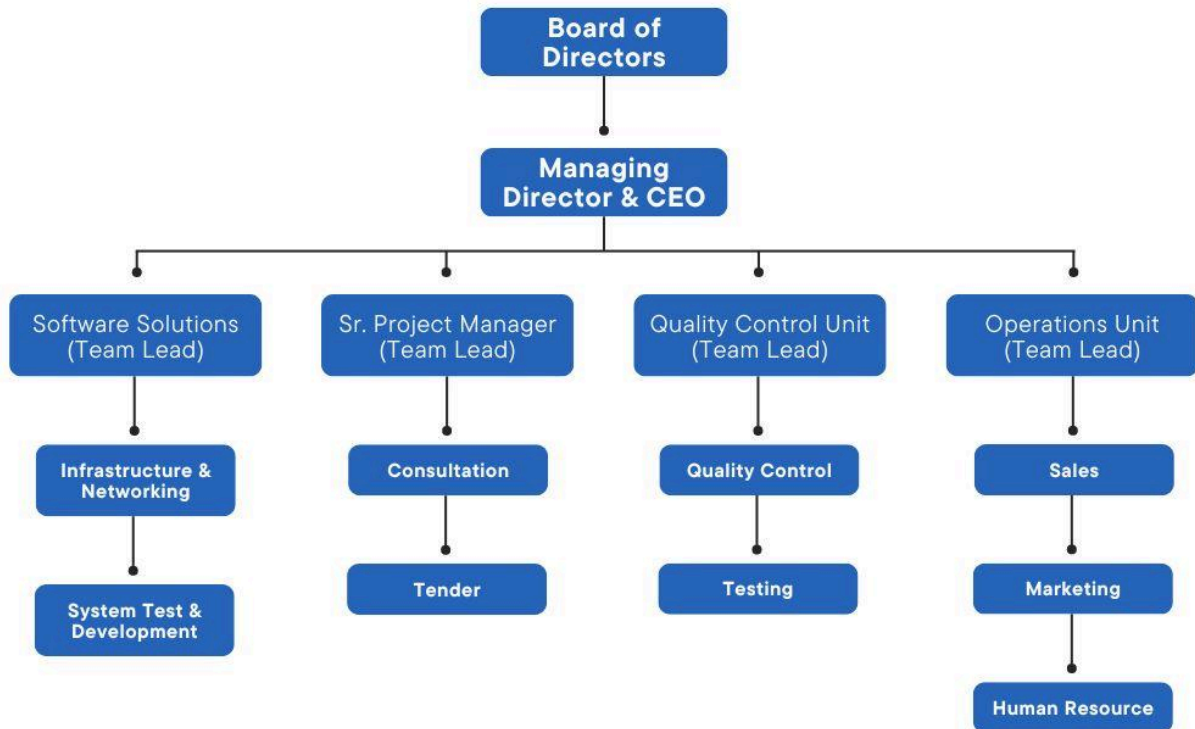


Figure 01: Organogram of Technohaven Company Limited

2.4.2 Organizational Divisions of Technohaven Company Ltd.

Each division within a corporation is necessary, depending on the magnitude and complexity of the goal. The divisions aspire to be competitive in their own strategies. Departments are staffed with a varied range of skilled individuals to help the company achieve its goals.

The main divisions of Technohaven are:

Departments	Number of Employees
Software Solutions	68
Quality Assurance & Control	13
Sales & Marketing	18
Operations	10

Human Resource & Management	5
Project Management	13
Product Development	8

2.4.3 Organizational Leadership Style

Technohaven's leadership is based on a clear chain of command, strict standards, and employee compliance. Thus, Technohaven's leadership style is bureaucratic, with a hierarchical structure establishing norms for administration and decision-making. Technohaven Company Ltd.'s bureaucratic leadership style is always aiding the organization in reaching new heights. Some of the benefits are highlighted below:

- **It centralizes duties and roles within a team**
Managers in the bureaucracy want teams that have well defined duties. Even if individuals with the relevant skills are occasionally required to serve in many jobs, the goal of this leadership style is to build segmented experts. Each team member is responsible for a certain task. As a result, everyone, including the leader, can focus their efforts on what they do best: ensuring that all queries are handled by the appropriate people.
- **Hierarchy of Authority**
The organization is hierarchical, with lower-level employees reporting to and being supervised by those in higher levels. Workers at Technohaven Company Ltd., for example, are led by team supervisors who report to department managers. The department vice president has final say over what the department heads do. The CEO, in turn, reports to the board of directors and vice president.

2.4.4 Organizational Development and Employer Branding

Technohaven Company Limited employs a range of strategies to promote organizational growth and employer branding.

Office ergonomics-focused health seminars are routinely given. During these training sessions, staff learn how to use cues and reminders to encourage them to get up from their workstations and, if possible, take a walk outside. Furthermore, employees are encouraged to rotate their job activities during the day to alter their posture, as well as to walk to a colleague rather than emailing or calling (where appropriate).

During the pandemic, Technohaven Company Ltd. provided its remote workers with a free COVID-19 test.

Furthermore, Technohaven Company Ltd. supports interdepartmental sporting events. Employees' relationships are reinforced as a result of the mass engagement and gathering; their leadership and

teamwork abilities increase; they display loyalty to their specific departments; partnerships with other departments form; and, most importantly, boredom is alleviated.

2.5 Marketing Practices of Technohaven Company Limited

2.5.1 Marketing Strategies

B2B marketing is different from traditional marketing. Moreover, when it comes to software sales in Bangladesh, the marketing plan's difficulty goes one step further. Technohaven Company Ltd. does its marketing in the following process:

- **Email Marketing:** B2B sales depend a lot on email marketing. The company tries to build relationships over emails and later serves other companies with their software needs.
- **In-person Branding:** Technohaven Company Limited found some market gaps and developed valuable software to address them, saving organizations hundreds of thousands of dollars. The company seeks out potential corporations that could benefit from its services and makes physical appearances to market their products and services.
- **Digital Presence:** Technohaven Company Ltd. is heavily invested in making a great digital presence on both search engines and social media.

2.5.2 Marketing Mix

The marketing mix is used by organizations to implement their marketing strategies. A marketing mix is a method for determining the efficacy of a marketing plan's promotional activities. Here is a quick description of Technohaven Company Ltd.'s marketing mix, which includes all conceivable marketing approaches integrated to accomplish the company's marketing aim.

- **Product:** Technohaven Company Ltd. is a software company that delivers software solutions to both public and private corporations. VATPrompt, for example, is a VAT automation software that has been approved by the National Board of Revenue (NBR) to automate the VAT process of private corporations with a minimum annual turnover of five crores in India.
Other products and services include
 - Project Management Consultancy
 - Online Payment Solution
 - Workflow Automation
 - Banking
- **Price:** Depending on several variables, the cost for each service changes. The software company withheld all pricing information for its many goods and services.
- **Place:** Technohaven Company Ltd. is a software company; therefore, in other words, the company provides products and services over the Internet. Visit their website for more information: www.technohaven.com

- **Promotion:**Technohaven Company Ltd. works mostly online, through its Facebook page, website, and email advertising. They engage in a range of actions to promote positive customer relationships. They've been the topic of several newspaper articles over the years.

2.6 Operations Management and Information System of Technohaven Company Limited

A company's data must be tracked and used to make decisions. Management information systems, which comprise both the people who use them and the technology and software they utilize, are in charge of this. Managers use information systems to collect, store, and integrate vital corporate data for analysis, monitoring, and decision-making. Technohaven Company Ltd. specializes in computer-based information technology for automated manufacturing processes. They utilize these tools to place orders, track inventories, manage bills, and collect vendor payments. The majority of consumer interactions include information systems.

Technohaven is a technology company that designs and delivers software solutions to clients from a variety of industries. Technohaven is a technology business that creates and delivers software solutions to clients across a variety of sectors. The company has a dedicated operations management staff in charge of ensuring that everything runs smoothly and successfully.

The development process is a key focus for Technohaven's operations management team. To ensure that projects are finished on time, within budget, and to the satisfaction of clients, the team streamlines the development process and employs best practices such as agile methodology.

The operations management team is in charge of quality control and development. The software can be tested and verified to ensure that it meets both the company's quality standards and the client's requirements. Furthermore, during the testing and implementation phases, the team monitors and resolves any difficulties that develop.

The executives' initiative is another major emphasis for the activities supervisory group. The team is in charge of meeting the project's deadlines, deploying the necessary resources, and identifying and mitigating risks. Getting everyone on the same page and working toward the same goals demands coordination among several departments, including development, quality assurance, and client services.

Furthermore, the operations management team is responsible for the upkeep and upgrading of the company's infrastructure. This includes overseeing the servers, databases, and other software and hardware systems necessary for business operations. The team ensures that these systems run well and that any problems are remedied quickly.

Finally, the activities supervisory group is in charge of ensuring that the organization's plans and processes are updated and adhered to. This includes keeping data, adopting security measures, and ensuring that employees are trained on the company's policies and procedures.

2.7 Company Analysis of Technohaven Company Limited

The market structure study offers information about the business's participants, replacement goods, entry barriers, and customer and supplier relative strength. We will talk about Technohaven's industry structure later. The market structure analysis exposes the characteristics of the company's competitors, the types of replacement goods, entry barriers, and customer and supplier bargaining strength. In the following sections, we will go over these points in further detail in order to study Technohaven's industry structure.

2.7.1 Porter's Five Forces Analysis



Figure 02: Porter's 5 forces of Technohaven Company Limited

Here's a descriptive analysis:

- **The threat of New Entrants:** The risk of new competitors for Technohaven is moderate. Although the IT industry is quite serious, Technohaven has a well-established reputation and a loyal client base, making it difficult for new entrants to compete. In any event, the obstacles to the section are not very great in this market, therefore the organization must continue to advance to stay ahead of the competition.
- **Bargaining Power of Suppliers:** Technohaven's vendors have minimal bargaining power. This is because Technohaven gives the option of selecting from a wide range of IT industry vendors. Furthermore, Technohaven has some negotiating power with suppliers due to its huge client base and positive reputation.
- **Bargaining Power of Buyers:** Technohaven profits from the buyer's strong bargaining position. This is because the IT industry is extremely competitive, and buyers have a plethora of options to

consider. Customers' easy access to price and quality comparisons puts pressure on Technohaven to provide high-quality services at competitive pricing.

- **The threat of Substitutes:** Technohaven has a medium threat from replacements. Technohaven has a good reputation for providing high-quality services, making it tough for competitors to compete. However, there are various alternatives to IT services, such as outsourcing to other countries or hiring in-house IT departments.
- **Competitive Rivalry:** Technohaven confronts fierce competition from other IT service providers as a result of the industry's high degree of competitiveness. Technohaven, on the other hand, enjoys a competitive edge due to its established reputation and loyal customer base. Furthermore, the firm can distinguish itself by providing specialized services and staying ahead of technological advancements.

2.7.2 SWOT Analysis

A SWOT analysis of a company's marketing tactics and products, whether as a whole or by specific divisions, identifies its strengths, weaknesses, opportunities, and threats. Overall, it enables a firm to make better judgments and succeed more frequently in all of its endeavors. The following displays Technohaven Company Ltd.'s SWOT analysis:

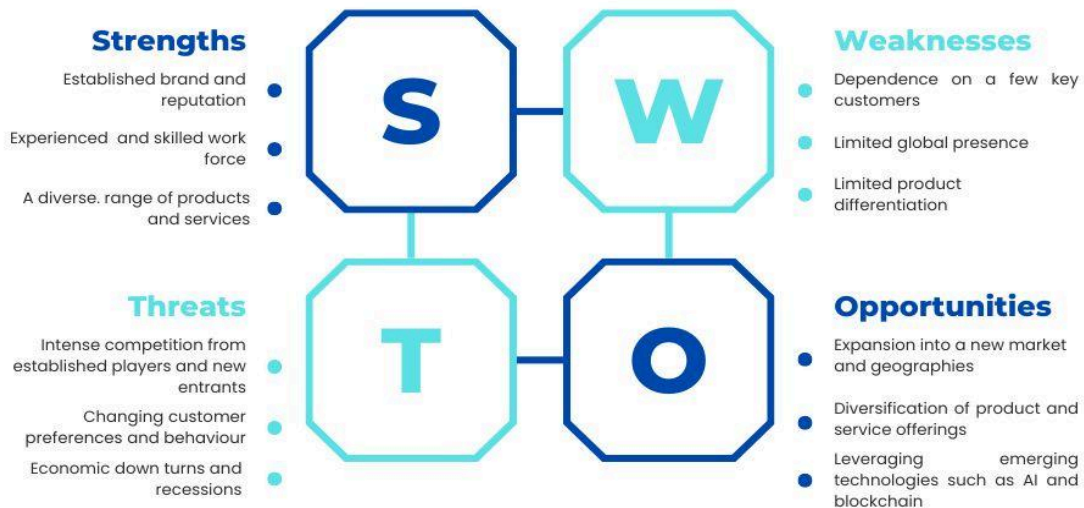


Figure 03: SWOT analysis of Technohaven Company Limited

In the upcoming years, Technohaven Company Ltd. still has a strong possibility of expanding and capturing the bulk of the market in the coming years. The company has to overcome numerous hurdles and setbacks to get to where it is now. It began as a small unit but has now grown to become a medium-sized enterprise. To advance the software industry, companies should prioritize providing high-quality goods and services.

Chapter 03: Industry Analysis

Industry Analysis

3.1 ICT Industry

The ICT industry was revived in 2008, when Bangladesh's State Leader stated the goal of creating a Digital Bangladesh. This industry has expanded quickly during the previous six to seven years. In 2008, this sector's exports totaled \$26 million. However, it is today worth \$1.4 billion. In addition, the number of businesses and employees is growing. More than 1700 organizations are currently categorized as ICT organizations, with over 1 million employees. 40 percent of these enterprises operate in both domestic and international markets. In recent years, the ICT sector has accounted for around 22.6% of GDP.

3.2 Industry Size

The technology sector is one of the world's fastest growing and most dynamic industries, offering a wide range of goods and services. Software, hardware, telecommunications, e-commerce, and online services are examples of technology products and services created, manufactured, distributed, and maintained by enterprises in this sector.

Recently, the innovation business has experienced significant expansion and progress, with numerous new companies entering the market and challenging old plans of action. With emerging technologies like artificial intelligence, blockchain, and the Internet of Things (IoT) driving most of this growth, the global technology industry is currently valued more than \$5 trillion and is anticipated to grow even faster.

It is critical to note that Technohaven Company Ltd. fights for market share against a huge number of established and new competitors in a highly competitive industry. Despite the competition, Technohaven has established itself as a well-known and dependable player in the market, offering a wide range of goods and services to a large customer base.

3.3 Covid-19 Impact Analysis

The pandemic has had a significant impact on the global economy, including the technology industry. Technohaven may have been affected by the pandemic in the following important ways:

- **Disruptions in the Supply Chain:** The outbreak has severely impacted global supply chains, forcing many firms and suppliers to close or restrict operations. Technohaven's capacity to source parts and materials for its labor and products may be affected as a result, potentially leading to delays and increased costs.
- **Changes in Customer Behavior:** Customers' behavior has also changed substantially as a result of the pandemic, with a greater reliance on digital and online services. It's likely that Technohaven saw an increase in demand for its digital products and services, such as online collaboration tools and e-commerce platforms. However, it is possible that customer priorities and budgets have shifted, reducing demand for new items and services.

- **Remote Work and Digital Transformation:** The epidemic has made it easier for enterprises to deploy new technologies and practices that enable remote collaboration and communication, hastening the shift to digital transformation and remote work. Technohaven may have witnessed a spike in demand for its innovative products and services around here, such as distributed computing, network security, and video conferencing capabilities.
- **Economic Uncertainty:** Many people and businesses are facing financial difficulties as a result of the pandemic's massive economic uncertainty. Customers may have smaller budgets for technology products and services, impacting Technohaven's sales and revenue.
- **Health and Safety Concerns:** The outbreak has also raised health and safety issues, which may have an influence on Technohaven's staff and operations. To protect its employees, the corporation may have had to adopt new safety laws and procedures, potentially incurring significant expenses and operational issues.

3.4 Key Industry and Growth Trends

Technohaven's most important industry and growth trends include:

- **Cloud Computing:** Cloud-based operations solutions are becoming increasingly popular among enterprises, indicating a growing trend in the technology sector. This development provides Technohaven with an opportunity to extend its cloud computing services and capture a larger piece of this expanding market.
- **Artificial Intelligence (AI) and Machine Learning (ML):** AI and machine learning (ML) are rapidly evolving technology topics with numerous potential applications in various sectors. Technohaven can benefit from this trend by developing new computer-based intelligence and machine learning products and services, as well as incorporating these improvements into existing offerings.
- **Internet of Things (IoT):** With an increasing number of linked devices and sensors, the Internet of Things (IoT) market is fast rising. Technohaven may take advantage of this trend by producing IoT goods and services such as smart home devices and industrial automation solutions.
- **Cybersecurity:** As the threat of cyberattacks grows, businesses are increasingly investing in network security solutions to protect their data and systems. To accommodate this growing need, Technohaven can extend its cybersecurity offerings.
- **Remote Work:** The COVID-19 pandemic has accelerated the shift toward remote work and is likely to continue. Tools for video conferencing and remote collaboration platforms, for example, can be developed by Technohaven to support remote work.
- **Sustainability:** Customers and businesses are increasingly concerned with sustainability. Technohaven can capitalize on this trend by developing eco-friendly packaging and energy-efficient products.

Overall, Technohaven Company Ltd. can benefit from numerous key industry and growth trends. As a business analyst, you must keep an eye on these patterns and identify prospective possibilities for the organization, as well as any dangers or obstacles. Technohaven can continue to develop and grow in the continuously changing technology market by staying ahead of these trends.

3.5 Contribution of Technohaven in Bangladesh

Technohaven Company Limited is an innovative company that offers creative solutions to businesses. Technohaven initially focused on providing software development services to small and medium-sized businesses. The company quickly gained a reputation for providing great programming solutions that were tailored to the specific needs of each client.

Technohaven subsequently broadened their service offerings to include web development, mobile app development, and IT consulting. In addition, the company began developing its own software products, solidifying its position as a leading technological enterprise.

Among Technohaven's most significant contributions to Bangladesh are:

- **Job Creation:** Technohaven has indirectly and directly created a large number of work prospects in Bangladesh. The organization employs a wide range of experienced experts, including software developers, project managers, and customer support representatives. Furthermore, Technohaven's tasks include circuitous labor to open doors in regions, such as operations and shop networking for executives.
- **Technology Innovation:** Technohaven is in the vanguard of Bangladesh's technological innovation, developing cutting-edge digital products and software. These improvements have the potential to generate economic growth and improve the effectiveness of enterprises across the country.
- **Support for Small and Medium-sized Enterprises (SMEs):** Technohaven caters to software solutions and other services to Bangladesh's small and medium-sized businesses (SMEs). These businesses may benefit from this assistance in expanding and becoming more competitive, which may in turn contribute to the development of the economy as a whole.
- **Corporate Social Responsibility (CSR):** Technohaven is committed to corporate social responsibility through projects in education, healthcare, and environmental sustainability. Technohaven's communities benefit from these programs in general.
- **Export Earnings:** Technohaven exports software development and other technological services to customers all over the world, which generates foreign exchange gains for Bangladesh. This benefits the country's overall balance of payments as well as its economic progress.

Chapter 4: Description of Main Duties

Description of Main Duties

4.1 Internship Information

This chapter largely focuses on relevant facts from my internship at Technohaven Company Limited. In this area, I aimed to stress the timeline, business, departmental information, interactions with staff members, job titles, and assigned responsibilities.

Period, Company, Department, and Address

Technohaven Company Limited provided me with the opportunity to complete my internship. As a software pioneer in Bangladesh, Technohaven has been instrumental in several significant technological conversions and implementations nationwide.

My specifics on the circumstances and duration of the job are as follows:

- The period of my internship was three months, which started on February 10, 2024, and will conclude on May 10, 2024.
- I have worked 8 consecutive hours, starting at 9.30 a.m., five days a week, Sunday through Thursday.
- My internship workplace is situated at House #196, Road #3, Mohakhali DOHS, Dhaka.
- I have worked in the project management department

Interaction with the Company's Employees

An essential component of my internship was interacting with other employees. I attempt to describe how I communicate with the staff at Technohaven Company Ltd., how often we speak, and how we relate to one another:

- Technohaven Company Limited's Ms. Tahmina Sharmin, Head of QAC, was in charge of my internship. Her responsibilities emphasized working with regional teams to share information and best practices, implement creative productivity and cost-cutting strategies, and develop business cases to support strategic and operational decisions.
- I was involved in the Kori Digital Banking project, guided by Ms. Tahmina Sharmin as a Business Analyst to identify consumer needs, customer demographics, and contact points.
- I also worked closely with Mr. Delwar Hossain on the D-Nothi project.

Job Roles and Assigned Tasks

I was hired as a project management intern at Technohaven Company Ltd. My experience was broad and not restricted to one function. I learned about a variety of important responsibilities and focused on event management and customer experience.

My roles and tasks are as follows:

- Conducted requirement analysis for the D-Nothi project and prepared questionnaires to capture detailed project requirements.
- Compiled a schedule and draft budget for the Blockchain Olympiad Bangladesh 2024, addressing logistical and planning aspects.

- Participated in market analysis sessions for the Kori Digital Banking project.
- Proposed and documented system enhancements for the D-Nothi project to improve user experience.
- Developed a task calendar and strategic content plans for BCOLBD 2024, focusing on logistics, sponsorship, and marketing.
- Conducted site visits for requirements gathering and business process analysis for the D-Nothi and Kori Digital Banking projects.
- Created and documented software and functional requirements specifications for the D-Nothi project using JIRA.
- Engaged with universities for BCOLBD 2024 outreach and prepared presentation materials for event planning.
- Developed sponsorship proposals and engaged potential sponsors for BCOLBD 2024.
- Compiled comprehensive documentation templates and requirements for Technohaven's projects, ensuring alignment with industry standards.

4.2 Internship Outcomes

This chapter focuses on Technohaven Company Limited's internship results. Here, I sought to discuss my contribution to the business, my experiences, and the difficulties I had throughout the internship.

Contribution to The Company

My entry-level position was within the Project Management Department. My primary duties involved working on multiple projects, including the D-Nothi project and the Kori Digital Banking project.

For the D-Nothi project, I conducted thorough requirement analysis and developed detailed questionnaires to capture project requirements. This involved engaging with key stakeholders and documenting all requirements to ensure clarity and alignment with project goals. I also proposed enhancements to improve the user experience and compiled a final Software Requirements Specification (SRS) document.

In the Kori Digital Banking project, I assisted in market analysis to understand customer needs, demographics, and contact points. This involved comprehensive research and documentation to support the project's strategic direction.

Additionally, I played a significant role in organizing the Blockchain Olympiad Bangladesh 2024 (BCOLBD 2024). I compiled a detailed schedule, developed a task calendar, and prepared presentation materials for the event. My responsibilities also included engaging with universities for outreach and developing sponsorship proposals to secure support for the event.

Experiences I've Gathered

As an intern at Technohaven Company Limited, I got valuable experience that will benefit my future business career. I've attempted to highlight the most important learnings I gained throughout my internship at Technohaven Company Limited below. These are:

- Conducted requirement analysis and documentation using JIRA for project management.
- Participated in strategic planning and market analysis for FinTech projects.
- Developed skills in preparing and managing national events like Blockchain Olympiad Bangladesh 2024.
- Learned about business process analysis and the importance of user experience in project development.
- Engaged in professional communication and stakeholder management.
- Gained insights into digital banking and VAT management systems.

Difficulties Faced During The Internship

I occasionally ran into problems throughout this internship because of the unfamiliar atmosphere, the nature of the work, and other factors. Following is a list of some of them:

- Because I actively worked during campaign periods, the Project Management Department kept a frenetic and demanding work schedule. As a result, I am occasionally required to work beyond the official work hours, or even throughout the real working days, in order to assist teams and departments.
- I had to adjust to working with seniors, even those over 50 years old, because I was the sole intern in the project management department.
- Furthermore, the private company does not want to disclose a lot of information, particularly its financial statements. As a result, the study did not contain a comprehensive evaluation of Technohaven Company Limited's financial status. When it came time to write my internship report, this left me in a dilemma.

Chapter 5: Analysis

Analysis

5.1 Company-Level Analysis

During my internship, I observed a few internal procedures that were both incredibly effective and ineffective. I will go into great detail about it here.

- **Efficient Process**

Technohaven Company Limited's Project Management Department has excellent and effective methods for data entry, data analysis, and decision matrix. They have been thoroughly evaluated to cut wait times and address more customer and technical support provider issues. Authorized reimbursements are also issued swiftly to clients in order to keep them happy and loyal.

- **Inefficient Process**

Despite being a strong programming-based and mechanically advanced organization, Technohaven Organization Restricted had a very inefficient cycle for decisive revealing. Instead of digitally displaying the project management process, the department took a more traditional heritage approach. Preparing for such traditional reporting required a long time, and it was often difficult to forecast what would happen next. As an understudy, I advised that the division use JIRA, Salesforce, and Power BI to digitize the preparation and revealing cycle. I then created a dashboard with the assistance of the business intelligence team to highlight the daily number of cases addressed, the key payers of reimbursements, the causes of these issues, and a prediction section to forecast future reimbursement issues. However, this dashboard is still in its early stages and requires further development before it can be used as a robust analytical tool. As a result, Technohaven Company Limited's Project Management Department's efficient and inefficient internal procedures are clearly visible.

5.2 Market-Level Analysis

Throughout the first round of my internship, I was entrusted with conducting some competitive analysis, with a focus on the client's behavioral perspectives based on their claims about involvement and purchasing behavior. I can provide an example of a competitive analysis related to my role in Technohaven Company Limited's sales and marketing division.

I looked at other industry competitors, Brainstation 23, Intelligent Machines, and Symphony, to gain valuable ideas. From a market-level perspective, I go into great detail on the market-level analysis and findings:

- **Prioritizing the cost-effectiveness of the clients:** Based on the business intelligence team's analysis of pricing comparison data, it is possible to infer that Symphony and Technohaven Company Limited are both the most client-friendly and resource-efficient organizations.
- **Projects of renowned brands:** Technohaven Company Limited has done an excellent job in positioning itself to attract consumers and government contracts. Technohaven's main projects to far have created a solid foundation for the company to build its reputation throughout time.

- **After-sales monitoring and management:** Technohaven Company Limited has a great support team, ready to serve any minute of the day. The support team delivers in three professional manners.
 - Remote: The team provides support to the clients over Zoom or Google Meet calls, using Microsoft Teams the support becomes more efficient in less time.
 - Phone Calls: The support team handles small inconveniences of the clients over short phone calls.
 - In-person: When none of the mentioned methods work to solve the client's problems, the support team goes to serve in person.
- **Rivalry in the market:** In a fiercely competitive market, Technohaven Company Limited faces off against Brainstation 23 and Intelligent Machines. To keep ahead of the competition, Technohaven must constantly monitor and analyse industry trends and competitor strategies.
- **Technologies and innovation:** Technohaven Company Limited must continue to invest in new technologies and innovate its products and services in response to the increased emphasis on technical advancements and innovation. This can help Technohaven stay visible and attract new customers.
- **Options for expansion:** Technohaven Company Limited has the opportunity to expand into new markets and areas through its business operations. Technohaven can achieve long-term growth and success by diversifying its customer base and revenue sources.
- **Promotional strategy:** Promotional strategies encompass the planning, implementation, and control of appealing customer communication. These are Technohaven Company Limited's marketing, sales promotion, and special deals strategies.
- **Promotional mix strategy:** Technohaven Company Limited in the promotional aspect follows the promotional mix strategy. It basically covers the following factors:
 - Product factor
 - Market factor
 - Client factor
 - Marketing mix factor
 - Environmental factor

Chapter 06: Findings

Recommendations

Working at such a diverse software company is usually difficult. There are always opportunities to develop new skills and solve new problems. During my tenure at Technohaven Company Limited, I got a wealth of expertise and knowledge. I was able to make some critical observations and will therefore be able to make some critical recommendations.

- Technohaven's time management for events and work schedules might be improved.
- To improve efficiency, the company's organizational structure should be more structured.
- The company's operations might benefit from further technological and resource upgrades.
- Despite being one of the best technology corporations in the country, Technohaven Company Limited falls short in a number of areas. The company must identify and address these inadequacies by whatever means necessary.
- As a software company, Technohaven Company Limited should be better integrated into its work processes.
- Since Technohaven Company Limited is a pioneer in its field, they need to think more about implementing new tech more often and guide the industry to the best possible future.
- In order to sustain the weight of the current agents, Technohaven Company Limited needs to hire more workers and develop efficient working practices for them.
- Finally, the company needs to work on its employer-employee relationships.

Technohaven Company Limited may strengthen its hold on Bangladesh's software market and maintain its position as a prominent player by heeding the advice given above.

Conclusion

I have gained valuable insights into the operations and culture of Technohaven Company Limited as a result of my three months working in the project management department. During my temporary role, I had the opportunity to work with a gifted and committed team that showed a high level of outstanding expertise and dedication to achieving the organization's goals.

During my internship, I was able to participate in a wide range of projects and initiatives, including customer engagement, lead creation, and market research. The company's dedication to staying ahead of market trends and emphasis on innovation pleased me. I also appreciated the organization's commitment on employee development, as evidenced by its interest in training and opportunities for professional advancement.

Although Technohaven Company Limited may improve in several areas, such as streamlining processes and making it easier for departments to connect with one another, I believe the company is well-positioned for future success. I would be pleased to work for this organization in the future due to its great leadership, devoted personnel, and commitment to innovation.

Finally, my internship at Technohaven Company Limited provided me with valuable knowledge of the sales and marketing industries. I'd like to thank the company for this opportunity, as well as my coworkers for their guidance and support during my internship.

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Weekly Overview of Internship Activities

Week: 1st week

Date- From 11th February, 2024 to 15th February, 2024

Assalamu Walaikum,

Commencing my internship at Technohaven Company Limited, I, Ishrar Tanzim, ID 190061146, reflect on a transformative first week in Branding and Project Management. Under the guidance of Head of QAC Tahmina Sharmin, this immersive experience unveiled Technohaven's intricacies, fostering a profound understanding of branding and managerial dynamics.

Internship Activities:

- **Exploration of Corporate Aspiration:**
 - Delved into Technohaven's core mission, visions, and strategic goals through discussions with senior leadership, aiming to align my work with the company's overarching objectives.
- **Project Management Methodology Understanding:**
 - Gained exposure to several project management frameworks (Agile, Scrum, Waterfall) used within the company, with a special focus on Agile methodology through participatory workshops.
- **Product Development Specification Analysis:**
 - Assisted in scrutinizing a Product Development Specification report, learning the intricacies of requirement documentation and its pivotal role in guiding development teams.
- **Proficiency Development in VATPrompt Software:**
 - Underwent comprehensive training on VATPrompt, understanding its operational scope and significance in streamlining VAT management for Bangladeshi enterprises.
- **Blockchain Olympiad Bangladesh 2024 Preparatory Work:**
 - Participated in preparatory meetings for the forthcoming Blockchain Olympiad, contributing to discussions on theme setting, promotional strategy formulation, and technological exhibition planning.
- **Client Engagement and Feedback Compilation:**
 - Attended client meetings to grasp requirements and feedback, recognizing the essence of communication skills in fostering robust client relationships.

Sharmin
15/02/24

Tahmina Sharmin, Head of QAC

[Signature]

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Weekly Overview of Internship Activities

Week: 2nd week

Date- From 18th February, 2024 to 22nd February, 2024

Assalamu Walaikum,

Commencing my internship at Technohaven Company Limited, I, Ishrar Tanzim, ID 190061146, reflect on a transformative week in Branding and Project Management. Under the guidance of Head of QAC Tahmina Sharmin, this immersive experience unveiled Technohaven's intricacies, fostering a profound understanding of branding and managerial dynamics.

Internship Activities:

- Tender Understanding
 - Delved into the intricacies of tender processes, gaining insights into how companies secure tenders and the associated workflows.
- Project Management Tools Familiarization
 - Acquired a foundational understanding of project management tools such as Jira and Trello, recognizing their importance in facilitating project coordination and task management.
- Assignment in "D-Nothi" Government Project
 - Engaged in the "D-Nothi" project, aimed at automating inter-governmental paperwork processes to streamline operations and enhance efficiency.
- Governmental Hierarchy and Paperwork Channels Exploration
 - Explored the hierarchical structure of government entities and the channels through which paperwork flows in the context of the "D-Nothi" project.
- Identification of Platform Enhancement Opportunities
 - Analyzed the existing "D-Nothi" platform to identify areas for enhancement and upgrade, with a focus on improving user experience and efficiency.
- Kickoff Meeting Preparation for Filing Automation Project
 - Prepared meeting content for the kickoff meeting with Tappware and a2i, laying the groundwork for the collaborative effort towards filing automation.



Showkath Ali, Head of Operations



Academic Supervisor

Weekly Overview of Internship Activities

Week: 3rd week


Date- From 25th February, 2024 to 29th February, 2024

Assalamu Walaikum,

Commencing my internship at Technohaven Company Limited, I, Ishrar Tanzim, ID 190061146, reflect on a transformative week in Project Management. Under the guidance of Head of QAC Tahmina Sharmin, this immersive experience unveiled Technohaven's intricacies, fostering a profound understanding of managerial dynamics.

Internship Activities:

- Terms of Requirement Analysis for the D-Nothi Project
 - Conducted a thorough analysis of the D-Nothi project's Terms of Requirement manual to ensure clarity in project requirements and documentation.
- Preparation of Questionnaires for Project Requirements
 - Developed tailored questionnaires aimed at capturing detailed project requirements. This task was designed to ensure that the project outcomes would align closely with the end-user experience, thereby enhancing the overall effectiveness of the D-Nothi project.
- Blockchain Olympiad Bangladesh 2024 Initiation Planning
 - Compiled a detailed schedule and draft budget for the Blockchain Olympiad Bangladesh 2024. My responsibilities also extended to addressing various logistical and planning aspects of the event, ensuring a cohesive approach to its organization.
- Market Analysis for the FinTech Project
 - Participated in a session focused on market analysis, including stakeholder, customer, and competitor analysis, for Technohaven's upcoming Mobile Financial Service (MFS).
- Enhancement and New Development Suggestions for the D-Nothi Project
 - Proposed several enhancements and new developments aimed at improving the user journey within the D-Nothi system. These suggestions were designed to streamline processes and enhance the overall user experience.

 29.02.2024

Delwar Hossain, Senior Project Manager

Academic Supervisor

Weekly Overview of Internship Activities

Week: 4th week

Date- From 03rd March, 2024 to 07th March,2024

Assalamu Walaikum,

Commencing my internship at Technohaven Company Limited, I, Ishrar Tanzim, ID 190061146, reflect on a transformative week in Project Management. This week's tasks have been pivotal in advancing the capabilities of the "D-Nothi" system, as well as setting the groundwork for the Blockchain Olympiad Bangladesh 2024 (BCOLBD 2024). Under the guidance of Head of QAC Tahmina Sharmin, this immersive experience unveiled Technohaven's intricacies, fostering a profound understanding of managerial dynamics.

Internship Activities:

- Enhancement Proposal Submission for "D-Nothi"
 - Developed and submitted detailed proposals for system enhancements to Aspire to Innovate (A2I) aimed at improving user experience within the "D-Nothi" system.
- Business Process Analysis via Site Visit
 - Conducted a site visit to the "D-Nothi" office to engage with key stakeholders and gain a comprehensive understanding of the current business processes.
- Requirements Gathering for "Dak Module" of "D-Nothi"
 - Successfully collected essential user requirements for modifications to the Dak module of "D-Nothi" from the project's authorities.
- Standardized Requirement Documentation
 - Employed JIRA, a project management software tool, to formally document all gathered requirements, ensuring alignment with market standards.
- Event Task Calendar Development for BCOLBD 2024
 - Created a detailed task calendar focusing on logistics, sponsorship acquisition, communications, and event planning for the upcoming Blockchain Olympiad Bangladesh 2024.



Tahmina Sharmin, Head of QAC



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Weekly Overview of Internship Activities

Week: 5th week

Date- From 10th March, 2024 to 14th March, 2024

Assalamu Walaikum,

Commencing my internship at Technohaven Company Limited, I, Ishrar Tanzim, ID 190061146, reflect on a transformative week in Project Management. During this reporting period, I focused on advancing the functionality and understanding of the "D-Nothi" project through direct engagements with Aspire to Innovate (A2I) and meticulous preparation for crucial project meetings. Additionally, efforts were directed towards preliminary event preparations for the Blockchain Olympiad Bangladesh 2024 (BCOLBD 2024). Under the guidance of Head of QAC Tahmina Sharmin, this immersive experience unveiled Technohaven's intricacies, fostering a profound understanding of managerial dynamics.

Internship Activities:

- A2I Office Visit for Process Comprehension
 - Conducted multiple visits to the A2I office to thoroughly understand the current operational process of "D-Nothi," its necessity, importance, and practical use cases.
- D-Nothi Requirement Collection and Documentation
 - Engaged with key stakeholders to gather and formulate requirements aimed at enhancing the effectiveness and efficiency of the "D-Nothi" project, documenting these in line with industry standards.
- Development of Kickoff Meeting Presentation for D-Nothi
 - Prepared a comprehensive set of slides detailing the project overview, scope of work, project structure, stakeholder identification, communication strategies, payment schedules, risks, and contingency plans for the upcoming kickoff meeting.
- Creative Checklist Creation for BCOLBD 2024
 - Compiled a creative checklist to ensure smooth planning and execution of the upcoming BCOLBD 2024 event, focusing on logistical and promotional strategies to maximize event success.



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Weekly Overview of Internship Activities

Week: 6th week

Date- From 17th March, 2024 to 21st March, 2024

Assalamu Walaikum,

Commencing my internship at Technohaven Company Limited, I, Ishrar Tanzim, ID 190061146, reflect on a transformative week in Project Management. This week's tasks focused on advancing both system enhancements for the "D-Nothi" project and initiating market research for the "Kori" Digital Banking project. Additionally, detailed event planning was undertaken for the Blockchain Olympiad Bangladesh 2024 (BCOLBD 2024), including preparations for a new AI Olympiad category. Under the guidance of Head of QAC Tahmina Sharmin, this immersive experience unveiled Technohaven's intricacies, fostering a profound understanding of managerial dynamics.

Internship Activities:

- Requirement Collection at Paribahan Pool for "D-Nothi"
 - Visited the head office of "D-Nothi" to gather detailed requirements aimed at system enhancements and upgrades, enhancing user-friendliness and system functionality.
- Market Analysis for "Kori" Digital Banking Initiative
 - Executed comprehensive market research, including customer analysis, needs assessment, and stakeholder analysis, to evaluate the feasibility and market potential of the upcoming digital bank, Kori.
- Comprehensive Event Strategy for BCOLBD 2024
 - Developed a detailed event plan covering all facets from June 01, 2024, to August 02, 2024, for organizing BCOLBD 2024. This plan includes the introduction of an AI Olympiad category, aiming to enhance the event's scope and reach.
- Software Requirements Specification for Dak Module
 - Compiled the final Software Requirements Specification (SRS) document for the Dak module, incorporating previous requirements and suggested system enhancements for effective development and implementation.



Tahmina Sharmin, Head of QAC



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Weekly Overview of Internship Activities

Week: 7th week

Date- From 24th March, 2024 to 28st March, 2024

Assalamu Walaikum,

Commencing my internship at Technohaven Company Limited, I, Ishrar Tanzim, ID 190061146, reflect on a transformative week in Project Management. This week, my internship activities centered on crucial documentation efforts for the Dak module of the "D-Nothi" project and extensive preparatory work for the Blockchain Olympiad Bangladesh 2024 (BCOLBD 2024). I also engaged in initial public relations efforts to boost participation in the Olympiad. Under the guidance of Head of QAC Tahmina Sharmin, this immersive experience unveiled Technohaven's intricacies, fostering a profound understanding of managerial dynamics.

Internship Activities:

- Dak Module Requirement Documentation
 - Organized and documented all previous requirements for the Dak module, refining them to enhance system usability and establishing a robust documentation flow for better project communication.
- BCOLBD 2024 Content Calendar Development
 - Developed a comprehensive content calendar for BCOLBD 2024, including marketing and registration management posts, along with strategies to enhance consumer engagement through social media platforms.
- University Outreach for BCOLBD 2024
 - Initiated contact with 28 different universities, setting the groundwork for enhanced participation and awareness of BCOLBD 2024, thereby educating students about the opportunities and details of the Olympiad.
- Functional Requirements Specification for Dak Module
 - Completed the Functional Requirements Specification (FRS) for the Dak module, providing a detailed guideline for the subsequent phases of software development.



Tahmina Sharmin, Head of QAC



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Weekly Overview of Internship Activities

Week: 8th week

Date- From 31st March, 2024 to 04th April, 2024

Assalamu Walaikum,

Commencing my internship at Technohaven Company Limited, I, Ishrar Tanzim, ID 190061146, reflect on a transformative week in Project Management. This week focused on enhancing the Nothi module's usability through direct requirement collection and UI/UX improvements. Significant preparatory work for the Blockchain Olympiad Bangladesh 2024 was also completed, including content development and documentation standardization. Under the guidance of Head of QAC Tahmina Sharmin, this immersive experience unveiled Technohaven's intricacies, fostering a profound understanding of managerial dynamics.

Internship Activities:

- Requirement Gathering for Nothi Module Enhancement
 - Conducted visits to the head offices of A2I and D-nothi to gather user and functional requirements aimed at improving the usability of the Nothi module. Formalized these into structured functional and non-functional requirement documents.
- UI/UX Enhancements for D-nothi System
 - Analyzed current user interface elements of the D-nothi system and proposed significant changes to enhance user interaction and overall experience, transitioning away from legacy elements to more interactive and responsive designs.
- Strategic Content Development for BCOLBD 2024
 - Developed targeted content plans designed to maximize audience engagement and outreach for BCOLBD 2024, ensuring extensive exposure and participation.
- Documentation Templates for BCOLBD 2024
 - Created comprehensive templates for various official documents including competition guidelines, invitations for educational scholars, juror guidelines, and protocols for affiliation with the International Blockchain Olympiad committee.



Tahmina Sharmin, Head of QAC



Academic Supervisor

Prof. Dr. Md. Abul Kalam Azad
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Board Bazar, Gazipur-1704
Bangladesh.

Weekly Overview of Internship Activities

Week: 9th week

Date- From 07th April, 2024 to 11th April, 2024

Assalamu Walaikum,

Commencing my internship at Technohaven Company Limited, I, Ishrar Tanzim, ID 190061146, reflect on a transformative week in Project Management. During this reporting period, my activities were aimed at further advancing the functionality and integration of the D-nothi system and laying the foundational groundwork for the successful launch of Blockchain Olympiad Bangladesh 2024 (BCOLBD 2024). Key tasks included compiling D-nothi requirements, preparing for BCOLBD 2024's inauguration, and formalizing sponsorships and partnerships. Under the guidance of Head of QAC Tahmina Sharmin, this immersive experience unveiled Technohaven's intricacies, fostering a profound understanding of managerial dynamics.

Internship Activities:

- **Compilation of D-nothi Requirements and Business Processes**
 - Conducted a thorough analysis of the existing business processes and user requirements for the D-nothi system to ensure all enhancements align with user needs and operational efficiency.
- **Inauguration Preparation for BCOLBD 2024**
 - Coordinated efforts to plan and prepare for the inaugural meeting of BCOLBD 2024, setting the stage for effective communication and stakeholder engagement throughout the event.
- **Sponsorship and Partnership Documentation for BCOLBD 2024**
 - Developed and finalized partnership and sponsorship proposals and agreements. These documents are crucial for securing the necessary support and collaboration from multiple companies to ensure the event's success.
- **Strategic Content Development for BCOLBD 2024**
 - Developed targeted content plans designed to maximize audience engagement and outreach for BCOLBD 2024, ensuring extensive exposure and participation.



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Weekly Overview of Internship Activities

Week: 10th week

Date- From 14th April, 2024 to 18th April, 2024

Assalamu Walaikum,

Commencing my internship at Technohaven Company Limited, I, Ishrar Tanzim, ID 190061146, reflect on a transformative week in Project Management. This week's focus was primarily on preparations for the Blockchain Olympiad Bangladesh 2024 (BCOLBD 2024). Activities included the preparation of a comprehensive presentation for the Organizing Committee, engaging with potential sponsors, and leading a strategic inaugural meeting for the event. Under the guidance of Head of QAC Tahmina Sharmin, this immersive experience unveiled Technohaven's intricacies, fostering a profound understanding of managerial dynamics.

Internship Activities:

- **Compilation of D-nothi Requirements and Business Processes**
 - Conducted a thorough analysis of the existing business processes and user requirements for the D-nothi system to ensure all enhancements align with user needs and operational efficiency.
- **Presentation Preparation for BCOLBD 2024 Organizing Committee**
 - Developed and presented a comprehensive plan for BCOLBD 2024 to the Organizing Committee, contributing to policy formulation and event strategy.
- **Engagement with Potential Sponsors for BCOLBD 2024**
 - Initiated and maintained communication with potential sponsors, conducting follow-ups to solidify interest and support for the event.
- **Coordination of Inauguration Strategy Meeting for BCOLBD**
 - Successfully organized and led the inaugural Organizing Committee meeting, discussing strategic policies and the forward trajectory for the successful execution of BCOLBD 2024.
- **Sponsorship and Partnership Documentation for BCOLBD 2024**
 - Developed and finalized partnership and sponsorship proposals and agreements. These documents are crucial for securing the necessary support and collaboration from multiple companies to ensure the event's success.



Tahmina Sharmin, Head of QAC



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Weekly Overview of Internship Activities

Week: 11th week

Date- From 21st April, 2024 to 25th April, 2024

Assalamu Walaikum,

Commencing my internship at Technohaven Company Limited, I, Ishrar Tanzim, ID 190061146, reflect on a transformative week in Project Management. During this week, my efforts were concentrated on supporting the promotional activities for the Blockchain Olympiad Bangladesh 2024 (BCOLBD 2024) and advancing the D-Nothi project documentation and requirement collection processes. These tasks are vital for the seamless progress of both the BCOLBD event and the development of the Nothi module.

Internship Activities:

- Creative Asset Development for BCOLBD 2024
 - Created various promotional materials, including brochures, announcement posts, and sponsorship proposals, to enhance the visibility and appeal of the upcoming BCOLBD 2024 event.
- Requirement Collection for D-Nothi Project
 - Conducted a site visit to the ICT Division to gather necessary development requirements for the Nothi module, ensuring the collection of accurate and comprehensive data.
- Documentation of D-Nothi Development Requirements
 - Systematically documented all gathered requirements for the Nothi module to facilitate the transition from planning to development, ensuring clarity and accessibility for the development team.
- Preparation of Nothi Module Working Manual
 - Developed a detailed working manual for the Nothi module, providing step-by-step guidance to the development team on understanding and implementing business processes effectively.



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Weekly Overview of Internship Activities

Week: 12th week

Date- From 28th April, 2024 to 02nd May, 2024

Assalamu Walaikum,

Commencing my internship at Technohaven Company Limited, I, Ishrar Tanzim, ID 190061146, reflect on a transformative week in Project Management. This week focused on enhancing the Nothi module's usability through direct requirement collection and UI/UX improvements. Significant preparatory work for the Blockchain Olympiad Bangladesh 2024 was also completed, including content development and documentation standardization. Under the guidance of Head of QAC Tahmina Sharmin, this immersive experience unveiled Technohaven's intricacies, fostering a profound understanding of managerial dynamics.

Internship Activities:

- Requirement Gathering for Nothi Module Enhancement
 - Conducted visits to the head offices of A2I and D-nothi to gather user and functional requirements aimed at improving the usability of the Nothi module. Formalized these into structured functional and non-functional requirement documents.
- UI/UX Enhancements for D-nothi System
 - Analyzed current user interface elements of the D-nothi system and proposed significant changes to enhance user interaction and overall experience, transitioning away from legacy elements to more interactive and responsive designs.
- Strategic Content Development for BCOLBD 2024
 - Developed targeted content plans designed to maximize audience engagement and outreach for BCOLBD 2024, ensuring extensive exposure and participation.
- Documentation Templates for BCOLBD 2024
 - Created comprehensive templates for various official documents including competition guidelines, invitations for educational scholars, juror guidelines, and protocols for affiliation with the International Blockchain Olympiad committee.



Tahmina Sharmin, Head of QAC

Academic Supervisor

Weekly Overview of Internship Activities

Week: 13th week

Date- From 05th May, 2024 to 09th May, 2024

Assalamu Walaikum,

Commencing my internship at Technohaven Company Limited, I, Ishrar Tanzim, ID 190061146, reflect on a transformative week in Project Management. This week's focus was on advancing key projects including the Kori Digital Bank, D-Nothi software, and the Blockchain Olympiad Bangladesh 2024 (BCOLBD 2024). Activities included customer analysis, UI/UX improvements, stakeholder engagement, and promotional roadshows.

Internship Activities:

- Customer Analysis for Kori Digital Bank Project
 - Conducted an in-depth customer analysis for the Kori Digital Bank project to identify target demographics, understand customer needs, and inform the development of user-centric banking solutions.
- UI/UX Enhancements for D-Nothi Software
 - Worked on improving the user interface and user experience of the D-Nothi software, aiming to enhance usability and streamline the user journey.
- Stakeholder Meeting for BCOLBD 2024
 - Organized and conducted a stakeholder meeting for BCOLBD 2024 to discuss event strategies, gather input, and align on goals and expectations.
- Roadshows for BCOLBD 2024
 - Executed several roadshows to promote the upcoming BCOLBD 2024 event, engaging with potential participants and sponsors to raise awareness and drive registration.



Tahmina Sharmin, Head of QAC

Academic Supervisor