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Chapter I

Introduction

1.1. Background

In this era, information technology is growing very fast. This condition makes industry very competitive. This competitiveness not just affect employee but also affect student , fresh graduate or other job seekers. Requirements needed for applying job in a company is getting harder. The requirements and expectation is getting higher.

Student or even fresh graduate can compete with other senior employee only if they have special value that is needed in industry. One thing that can add this special value is experience. Internship not just as a course in college but also a way to gain experience. Internship make student get unique experience as an employee in a company. This unique experience will add special value for the student.

Internship course in Universitas Multimedia Nusantara intend to give student a chance to experience industry world. Student can take this course in 7th semester. This course also a a requirement for student to graduate. Author do internship in Frisidea Tech located at Jl. Pluit Indah Raya No.33, Jakarta Utara. Frisidea Tech is a software development company. Frisidea Tech build , manage and maintain software. This software can be web , mobile or desktop depends on client request. Frisidea Tech give a full software development cycle to its client. The product can be e-commerce , enterprise solution, or management system. Frisidea Tech already entrusted with project for international assurance company, government, and large-scale industry. Frisidea Tech also develop a product for their own company to give service not just for business but also for people.

1.2. Internship Goals

1.2.1. General Goals

This internship have general goals to:

- Gaining working experience in real workplace;
- Implement knowledge and skill that acquire during college period;
- Gain new skill and knowledge; and
- expand and get new social network;

1.2.2. Specific Goals

This internship have specific goal to make a Career Support Center system base on web that have functionality as mention below:

- Student / Candidate :
 - Search for a job vacancy.
 - Apply for a job.
 - Manage profile data for other party to view.
 - Generate CV automatically from template.
 - Automatically track working history.
- School
 - Track student/graduated student working experience.
 - Put and manage job vacancy advertisement.
 - Register student.
- Company
 - Put job vacancy advertisement.
 - Recruit new employee.
 - Manage job requirement
- CRM (Customer Relationship Management)

- Handle system issue that being reported by customer.
- Change system configuration.
- Record system usage and behaviour.
- Handle customer request like verification.

1.3. Internship Time and Procedure

Internship is done according to the contract that already being signed by both party(author and company). Internship duration is 6 months start from 10 June 2019 Until 10 December 2019. Workplace is in Frisidea Tech Pluit branch that located in Jl. Pluit Indah Raya No. 33, Jakarta Utara.Working duration is 9 hours with normal working time is from 9.00 until 18.00. Employee can come early or later but need to make up the working duration so if he/she come at 10.00 and he/she will go home at 19.00 . Author usually come to the office at 8.30 and go home at 17.30. In this working time there is a break time at 12.00 until 13.00 but there is no specific rule to start or end break time.

Dress code not explicitly define. Employee can wear anything as long as it is appropriate and doesn't disturb others. Usually the employees wear shirt with long pant and shoes. Sometimes, some of them wear jacket. In Frisidea Tech, they use Atlassian platform for project management. Jira is used for project tracking such as task, bug or to do list and confluence is used for project documentation. All task assigned are recorded there including the state of task. Task state can be issued , on progress, and done. Other than using this platform, task also being communicated verbally to Project Manager. If there is a task done, it will be reviewed by Business Analyst. Business Analyst will tell Project Manager if there is a revision or bug. If there is a revision or bug, Project Manager will issue new task and assign it to designed programmer.