Chapter 1
INTRODUCTION

1.1 Background

In the current state of the world, with the COVID-19 pandemic happening, and the uncertainty of quarantines, and lockdowns, businesses everywhere have been pushed to adapt to the circumstance and take on new working methodologies in order for them to survive. One very common approach various companies are applying is the concept of *Working from Home*. This idea of remote working enables workers to perform the tasks, that were once needed to be done on-site, from the comfort of their own homes. With that being said, the ability to work from home, or the abolished requirement that demands a worker or potential worker be able to commute to a workplace, broadens the job-seeking scope to look past physical locations.

In regards to working, there are permanent positions and internships. Internships as a whole are essential to building experience, professional experience. The essence of an internship is to introduce the working world to job-seeking young adults, through internships, an individual gains not only technical knowledge, but also develop practical skills that are very important in climbing up the career ladder. By choosing an internship position that holds a job description matching one's ideal career path, enables them to prepare and be ready for the actual job once the time permits. This idea was a large part of the consideration of interning in an IT consultancy firm.

IT consultancy is a branch of IT that explores the development of systems and the guidance in the use of technology to other businesses. The consultancy can range from an end-to-end service where the consultancy firm designs and develops the solutions, or simply just consulting with the business and developing only part of the solution. With the broad range of services provided and made available by an IT consultancy firm, it is with no doubt that this becomes a point of appeal to those who might want to experiment with various technologies rather than sticking to one throughout their career. Therefore, a consultancy firm that operates virtually, who takes on clients from various countries becomes a highly sought-out place to seek employment. The flexibility in terms of location, and the possibility of learning technologies that are not taught elsewhere becomes a sought-out experience to be

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involved with.

This is where PT. Crubiks Global Indonesia comes into the picture. A company that practices in multiple areas of IT and takes on clients from multiple countries, is a unique experience waiting to be experienced. The application of technologies that are not commonly taught in schools also becomes a unique selling point when searching for a company to intern for. One area of expertise that PT. Crubiks Global Indonesia is well accustomed to is RPA or Robot Process Automation. With the world becoming more and more technologically advanced, more activities are getting replaced by robots or are getting automated. Therefore, the knowledge and experience that can be obtained in terms of developing automated robots for business processes is one that was highly taken into consideration when choosing PT. Crubiks Global Indonesia as a place to intern. The modern-day need to develop said technologies are in high demand, therefore posing for a good career path moving forward. Additionally, the other services that PT. Crubiks Global Indonesia also aligns with what an ideal career will be filled with.

1.2 Purpose and Objectives of the Internship

Choosing to intern in a tech consultancy firm surely has its purpose and objectives, these include:

- To learn to work in teams and collaborate with others in a professional manner.

- To learn how to implement RPA into various business processes

- To understand how to create a cloud-based IT infrastructure

- To apply the skills learned in the courses previously taken, may it be technical skills, or soft skills.

1.3 Timeline of the Internship

The internship occurred for 6 months, starting on the 24th of June 2021. The internship requires a full day from 9:00 AM to 5:00 PM, however with overlapping hours, the missed hours can be replaced later during the day, or earlier during the day.

1.4 Procedure of the Internship

The internship will be done virtually. There is a daily scrum meeting at 9:00 AM where progress is to be shared among the team, and any hardships or confusions shall be discussed and solved during those meetings. The plan for the day should also be disclosed during the morning scrum meetings. These meetings are held on Microsoft Teams. Usage of Rocket Chat is also encouraged as it is the main communication platform within the company. Every 2 weeks, there is also a Friday Lunch Meeting where the team is encouraged to participate in and bond with fellow coworkers.