

# The internship report

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## **Course of the internship, completed tasks:**

On 1st of July I began to work as an inter in Kapsch TrafficCom AG in Vienna. I and my classmate Kamil Havlíček were assigned to product management department. The department was led by Martin Eder with who we had a couple of meetings during our internship in the company. Our boss was Clemens Schober. Young, very kind and willing person.

On the first day we familiarized ourselves with the working environment and were shown around the department by our boss. We attended a meeting with the head of the department Martin Eder and were apprised of the job description. We registered and were given ID cards that were necessary to gain access to the building and specified rooms. We attended several presentations and familiarized ourselves with specific materials that we were given to learn about the history and the present of the company. We were described basic processes which every employee should know. We were given work notebooks and comfortable office. We also attended a workshop for new employees and familiarized ourselves with the company intranet and their IS for employees. During the first days of the internship there were several welcome parties so the employees would get to know better and we attended one of those.

During the first week we were given our first task. As spectators we attended a meeting with consultants in the matter of finding a solution for data sources and formats. We were also helpful during phone sessions with our work mates from the Czech Republic where our native language skills came in handy. But it was necessary to start using the German language. Learning German computer vocabulary was the absolute minimum because we worked with German version of the operating system. As experienced computer users we knew that it was possible to change the language settings of the operating system to either Czech or English, but you get to work in Czech or English version all the time so we decided to keep the German settings as it was kind of helpful to follow the differences between the same programs with different language set. We also had to get used to different keyboard (certain keys named differently etc.) - that's interesting experience as it makes you get used to specific things so learning new stuff in the future will be easier.

We attended a video conference with Czech work mates and it was our very first video conference we ever attended. For someone working in IT it's certainly fascinating as you can see how the technology improves over time. The topic of the video conference was shaping the project vision. During the following days we were given a problem description and its solution. Based on that solution we were supposed to create a programming code in C#. There was also a telephonic consultation with our Czech work mates regarding the project solution that we had worked on for the past couple of weeks. We also familiarized

ourselves with the testing workplace that we used during the work on the project. There was quick finishing work before the project was handed over and tested. We were under time pressure and had to finish the project before the deadline. The company arranged a workshop where presentation of their projects took place. The project we were working on was part of the workshop. It was done in C# with a practical example shown on the testing workplace. During the work on the project we took advantage of our skills with programming web applications, because one of the goals of the project was creating a web application that would serve as a demo version shown on the presentation.

We worked on our second task with our Czech work mates too. There was a telephonic consultation regarding the problem and its predicted outcome. Other than that we communicated via e-mail or Skype. Because it was a new project it was necessary to prepare several concepts for its realization. After couple of days of searching for the best solution we consulted our findings with our mates. We agreed on the final concept and could start working on its realization. Before that we had to make certain reconfigurations to our computers. With the help of Czech work mates we were able to reconfigure settings of our development environment and install necessary plugins. After that we finally started to work on our second task and were performing quite a lot of debugging. Sometimes it was necessary to optimize the development environment and enhance program functions that we had designed couple of days ago.

Aforementioned task required much bigger theoretical knowledge of C#, MSSQL and WCF interface. We used the Internet to get the desired information. The goal of this task was to create a DLL library for codebooks administration and their relationships. Before we finished the project we slowly began to write detailed documentation so the project would be extendable and easily editable in the future.

The head of the department and senior staff reviewed our work on the last day of our internship. They talked about the work we had done, gained experience and its impact on our future career. This discussion was helpful for the company as a feedback and for us as well. We gave back our ID cards, work notebooks and said good-bye to our work mates from the department.

**Deficiencies:**

There were no deficiencies that would have any influence on our internship. The only “disadvantage” I can think of was that we didn't know what the job description would be.

**Benefits:**

The internship abroad is a valuable experience for it's a beneficial part of a person's CV. The period of 14 weeks is a term long enough for a person to be able compare different cultures and life styles of both countries. The opportunity to work at the company of European scale and see how everything works is also valuable. Friendship and contacts gained along the way may prove themselves useful in the future. Considering the job itself, I gained new skills regarding C#, because I hadn't worked with it before. This is what I consider to be the greatest benefit of the whole internship. This kind of skills will surely come in handy in the future. Last but not least, I was staying at the dorms and thanks to that fact I had a wonderful opportunity to meet a lot of new people from different parts of the world and share some useful information and experience.

**Conclusion:**

I would like to highly recommend the internship offered by this university to my peers. If I were to decide again I wouldn't hesitate even for a second. I think the internship was great, not to mention that I certainly gained a lot of new skills.