

## **Executive Summary**

Internships are perhaps the most preferred way of candidate hiring in the Information and Communication Technology industry today. While having a properly structured internship program would greatly benefit an ICT institution, lacking such a properly structured internship program can be costly both in the short as well as in the long term. Zone24x7 (Pvt.) Ltd., a global provider of technology innovation services headquartered in San Jose, California, United States, is currently facing the consequences of not having such a formal and well-structured internship program. Intern hiring has incurred a large cost in the recent years, the hired interns have not been provided the proper training and learning environment in both short as well as the long term, and the number of interns who have re-joined the company's permanent cadre having successfully completed their internships has been significantly low in the recent years. Thus, this project was conducted to introduce a formal engineering internship program at Zone24x7 (Pvt.) Ltd.

The project started by analyzing the key issues leading to the problem of a lack of a formal engineering internship program at the company using the various tools available, and through this analysis, four key issue areas, namely, intern selection process, intern induction program, intern mentoring process and intern performance evaluation process was identified.

Having identified the issue areas, a thorough review of the management literature pertaining to these issue areas were conducted and based on this reviewed theoretical background, a conceptual framework for the implementation of the project was derived. Based on the conceptual framework, four key project components were identified for the implementation of the project together with the techniques to be used for the implementation of these identified components.

The four project components were divided in to sub tasks for the ease of tracking the implementation of each component and each of the identified sub tasks were implemented keeping a close track of any deviations from the projected time, cost and delivery. In situations where a deviation was observed, prompt actions were taken to bring the project back in track without impacting the overall projected outputs and outcomes of the project.

Having successfully completed the implementation of the project, a thorough analysis was conducted and presented to justify the cost to benefits standpoint of the project to the

company. The conceptual skills, interpersonal skills and the technical skills the author gained by bearing the role of the project lead throughout the duration of the project were presented finally.