كلية الخوارزمي الدولية **KIC**

KHAWARIZMI INTERNATIONAL COLLEGE

Training Project

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The satisfaction that accompanies that the successful completion of any task would be in-complete without the mention of people whose ceaseless cooperation made it possible, whose constant guidance and encouragement crown all efforts with success.

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First of all, we would like to say Alhamdulillah, thanks Allah for giving us the strength and health to do this project work until it was done. Not forgetting to thank our families for providing advice, Internet, books, computers and all that as our source to complete this project.

They also supported us and encouraged us to complete this task so that we will not procrastinate in doing it.

We would like to thank Dr, Ghassan alnjjar for guiding us throughout this project.

We had some difficulties in doing some tasks, but he was very patient with us. he tried to teach us until we understood what we were supposed to do with the project work. In this competitive world, training plays an important role in the competent and challenging format of business. Training is the nerve that suffices the need of fluent and smooth functioning of work which helps in enhancing the quality of work life of employees and organizational development too. Development is a process that leads to qualitative as well as quantitative advancements in the organization, especially at the managerial level; it is less considered with physical skills and is more concerned with knowledge, values, attitudes and behavior in addition to specific skills.

Abstract

In my project I will talk about customs management system that I have work about 10 years in and every year some new collation, in this training Ihope to do small system smaller the realty system that I use in the work so I will be able to create new user, add new code for the customer and give you without any problem and I will write some new Suggestion that I show in future in the company.

About Us

The UAE represents a connection between the East and the West because of its geographical position. Researchers conducted by Danish archaeological Mission proved that Island of Umm Al Nar adjacent to Abu Dhabi was a prosperous seaport since about five thousand years ago and has been a center of active trade with Indian subcontinent. The General Administration of Customs is among the first government departments in the Emirate of Abu Dhabi when late Sheikh Zayed bin Sultan Al Nahyan (Peace be upon his soul) issued an Emiri Decree in 1966 to establish number of governmental departments. Firstly chaired by the late Sheikh Mohammed Bin Khalid Al Nahyan, staffs were only three. The port was only barrels filled with cement. In September 1968 scope of work was widened, the department moved into a new building and the number of staff was increased to fifteen employees.

Vision: Achieving prosperity of AD through world class Financial Management and sound Fiscal Policy.

Mission: To foster an effective and prudent financial management framework across the Abu Dhabi government. To provide proper financing for government initiatives including private-sector participation. To enable optimal use of financial resources through sound planning and performance monitoring. To advise on fiscal policies. And to provide world class customs administration services for Abu Dhabi government.

**Value:** Integrity ,Transparency ,Professionalism ,Teamwork and Social Responsibility

System of customs'

In2009 make some adjustments to the third edition to provide advanced features to dealing with customs. In 2011, work on the design of fourth to cope with a major expansion of the work of customs and technological progress.(Fig 1.0) System covers customs procedures in all centers (land, sea, air)

The system is a point of reference for many of the local and regional authorities in respect of customs information (the foreign trade of the Emirate of Abu Dhabi and follow-up of vehicles across the borders of the state of all kinds)(Fig 1.1)(Fig 1.2)

(Fig 1.1)

(Fig 1.2)
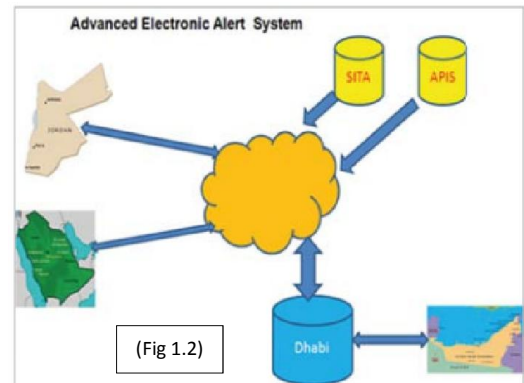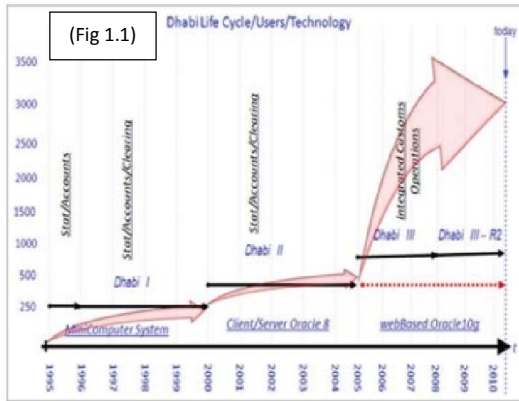
The map of all borders in UAE

that show youGhuwaifat border crossing, Mina Zayed Port Marine, Center for more border, katam Al-shuklh Center, host Frontier Center, **border Hili Center**, Abu Dhabi Airport, the shipping village and shipping building, e-mail center Abu Dhabi and Al Ain and some forging people used the map for here travelling fig (1.3)

The company will show me the center and keep me work in many section to help my in training so will go it and detail when I make the project.

(Fig 1.3)

Organization Architecture

The department has many sections are (Support Services, Customs, budgeting and Government Accounts) I will tell you about one section is alain customs (Al Ain Operation) **fig(2.1)**

My Duties In The Organization

Fig(2.2)

To enable the customs employee to be fully and constantly ready to face challenges he/ she encounters, the General Directorate of the Customs- Abu Dhabi adopted a development plan for t included many projects through which it was able to realize many achievements. An example of these projects is the one executed in the Cargo and Clearance Department where developed detection devices were installed designed for detecting radioactive materials in the detection area, using a mobile vehicle to scan the goods by ray, the expansion project of the current detection area, provision of a modern detection device for the large-sized goods, implementing modern clients systems, such as the queue systems, in order to classify the documents according to their nature and prompt completion, creating a new mechanism to facilitate the process of paying the fees of hazardous substances making the process easier for clients and opening new offices to verify and coordinate to solve problems and facilitate implementing procedures.**(fig2.2)**

In addition to these projects being already executed, there are numerous projects that are still under way including: adding a developed detection device in the area of refrigerated warehouses, upgrading the computer network in all departments, connecting the external inspection yard and the refrigerated warehouses with the network and activating Dhabi system there and assigning customs offices designated for cash declaration in departures terminals. **Fig(2.3)**

Fig(2.3)

Agreements between UAE and Other Countries

International bilateral agreements are also intended to achieve both sides of the targeted customs equation, namely "secure society and fair trade" through a number of basic axes that are contained in the agreements, including enhancement of joint international cooperation in the area of customs affairs, combating violations that harm the security, economy and safety of the community, improving customs awareness and culture through exchange of expertise and information, establishment of joint training courses, issuance of legislations and regulations that facilitate passage for passengers and flow of goods, as well as highlighting the role of Customs (Authority) as an economic partner rather than a taxation authority. Other axes include furnishing agreements with basic rules that protect information relating to the legitimacy of access to information, using it for legitimate purposes, its adequacy for the purposes for which it is required and securely storing it.Fig(2.4)

Fig(2.4)

Memorandum of Understanding to strengthen the partnership between Abu Dhabi and Dubai Customs

fig(2.5)

Importance of the Convention in the development of joint cooperation and coordination between the customs administrations in the country and achieve the vision and strategy, and customs, which include facilitating trade and the protection of this complex posed by foreign non-oil trade of both Abu Dhabi and Dubai, where this percentage
 increases to 93%**fig (2.5)**

Abu Dhabi Customs Academy to training

fig(2.6)

The General Administration of Customs has achieved a milestone by the establishment of the Abu Dhabi Customs Academy. Abu Dhabi Customs and The U.S. Immigration and Customs Enforcement signed a MoU that aims at providing technical assistance and consultancy in establishing and developing Abu Dhabi Customs Academy in Abu Dhabi. Another MoU was signed between General Administration of Customs and Higher Colleges of Technology- Abu Dhabi. The agreement aimed to develop the customs staff and enrich them with knowledge and skills required to improve customs work and provide them with Academic Certificates .fig(2.6)

Workshops organized by the Customs at the center

Presence of a group of experts and specialists was held at the center and workshop entitled "Facing the investigation of money smuggling across the border" targeted keep abreast of the latest developments in customs work 1. Exchange experiences and review the latest developments and experiences of new smuggling fig(2.7)

fig(2.7)

Internship Program

my company sometime make training in Meeting rooms for group leader only that give him new instructions so every leader group shows the new rules or instructions for her group that easy for our company because it had my staff and that will not lost time

Internship Program

My duties in the organization

During my internship training at the customs department, I have been assigned different duties and responsibilities and I will be listing them below:

- Picking phone calls.
- Working on the customs online system (entering new transactions)
- I installed different software and required programs for the department employees.
- I used remote desktop to access other computers to fix some issues
- Follow up with customs transactions.
- Installing drives for different hardware like printers, scanners, mouse and keyboards.
- Creating email accounts for new employees
- Conduct a random checkup for employees computers for any bugs, viruses and possible threats
- Do weekly Backup for sensitive data.
- Installing / Uninstalling programs
- Managing hard disk operations like disk clean up and fragmentation for the department computers
- Solving different problems related to work like corrupted files
- Installation operating systems (Windows 7).

My duties i have made in the organization in more detail for 7 weeks

Week 1:
You know I am employee so I give the administrator the paper that I will be training in this organization to know that and start my training He told me I must go every part or building that will have different job and different system used so it will help me and my skills of IT because every building have different problem in the internet or hardware. The first day he take my around the center and show my every supervisor that will help in the training.

This week I work in HR and I help the staff to confirm the Time and Attendance for employees in HR that there are used is different that the system the employee use. Where I was asked to audit the attendance and also use the system but I do. It was difficult to understand the system. Also call on staff to justify the lack of attendance and took their comments and reasons. And also it has a satisfactory when you will be compensated through the week. **Fig (3.1)**

fig(3.1)

Week 2:
In this week I will be it Technical building this our project department I will fix system that many have with the
 Staff like Slow in the system, we cannot open Web Links, stack of programs and update some programs. Some problem I can remotes from my office.

Also I communicate with the staff that have hardware problem like computer not work or change some drives. The most employees they have printer problem that the paper stuck in the tray paper .also some problem in paper output tray the stuck in it.**Fig (3.2)**

fig (3.2)
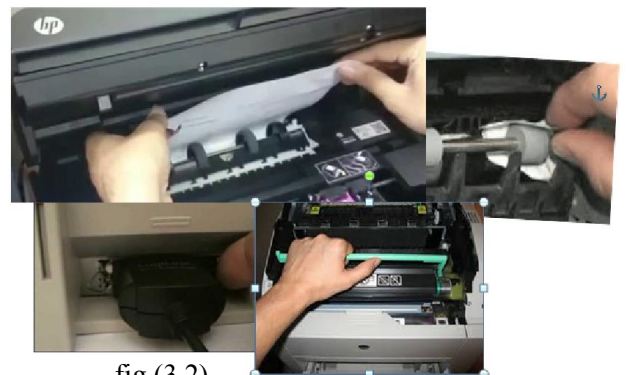
Week 3:

In this week I will be it Technical this our project department I will Follow up with customs transactions I worked on transactions with staff review and check out was an import and transit and re-export and export of data throughout the day.

And that any errors are reviewed employee or Savior who rid and deal with the customer and inspection of the goods to make sure the mistake and then I edit.

And make sure the transactions seizures and confiscations and intercepts that are booked, transferred or confiscated in the center. fig (3.3).

fig (3.3)

Week 4:

In this week I will be in it Technical building that will help me in my project so I Installing program for some   drives for different hardware like printers, scanners, mouse and keyboards in different place in the center .

fig (3.11)

Also some of them are not fix so i must do something to no suck the work of the employees the good idea do replace it with new drives. And I take that one have problem and fix it also some employees need me to make the printer as default. fig (3.11)

Week 5:

In this week I will be in it Technical building that will help me in my project.so i will Creating new user for new employees and check it for him it's work properly also sole the problem that employee have in the email.

Some of them they forget her password and some of this i calls him because her emails were fall of old email and must delete to receive the new email.

And some people complain that have viruses in her computer so I make conduct a random checkup for employees computers for any bugs, viruses and possible threats.
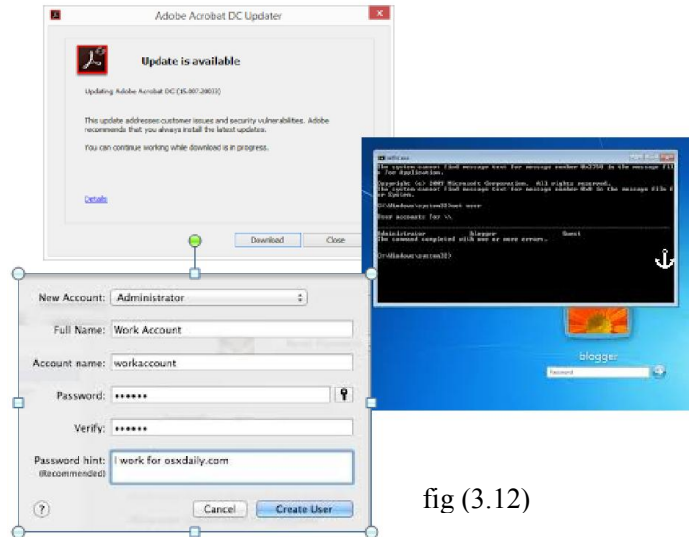
fig (3.12)

Complain about the speed of the computer so I delete the cookies in the computer that have in it. Also complain about update abode reader. **Fig (3.12)**

Week 6:

In this week I will be in it Technical building that will help me in my project so in this week I operating systems (Windows 7) for many computer to be ready to use in new building

Also I prepare some RJ45 cables that need change in the center, also set up some system for mobile. Fig (3.13)

fig (3.13)

Week 7:

This is the last week for me in the training so i will work in different type because we have big celebration of UAE. i start to help the staff with make new design of card to send from email for all employees and make design in the center.

fig (3.14)

Also i make themes for back gourd of computer screen and phone.

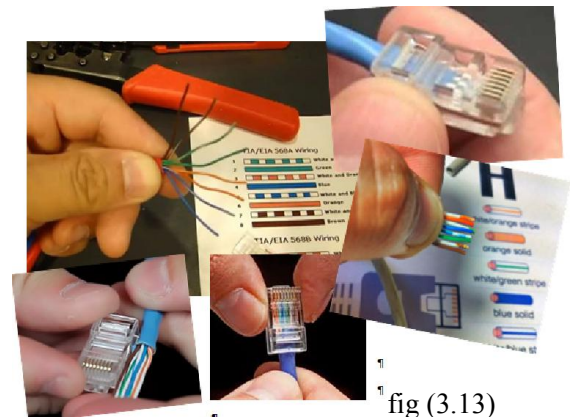Also write many SMS letter for employees about the celebration then choose one and send for all employees in their private phone. **Fig(3.14)**

Internship objectives

Before I started my internship training at the customs department I had different kind of objectives and I will mention them in the following paragraphs.

Initially, Internship program will provide me the best practice in order to be ready for my future job. The internship training will deliver to me the essential practical skills for the career life like dealing with different kind of people, and teach me the best way to use my practical skills. Not just that as the internship training will also provide me a better point of view on how things should be done in real life.

Secondly the training program will show me how to implement the knowledge I learned in my university life in to actual problems, as we all know that learning in the university is different than dealing with actual problems.

My third objective is to learn how Information Technology department can positively affect the work progress and speed up different types of daily operations in the customs department and how can IT facilitate different types of options to the employee and management.

Finally the internship training will improve my interpersonal skills also they give my more self-confidence and teach me how to deal with employee and other stakeholders at the customs department.

Training requirements

Get hands-on lab experience and further your working knowledge of applications and instrument operation with our Application Training Courses, it's available in this company the-office equipped with the latest Thermo Scientific instruments and products, computer-based interactive training, and the opportunity to collaborate with application scientists. In my training I have deal with Different software and hardware requirements will be needed during my internship and they are:

Software requirements

The software needed while my training took place was: fig (5.1)
- Remote desktop software.
- Windows server OS.
- Microsoft Office 2007.
- CISCO for IP phones.
- Microsoft Project management 2012
- CD burner software for backing up data
- Updated antivirus
- Updated firewall

fig (5.1)

Hardware requirements

The hardware equipment needed for the internship program are
- Network Switches
- Network Routers
- RJ45 cables
- Computer Monitor
- Organic Keyboard
- Organic Mouse
- External hard disk with a high capacity
- Hub

Conclusions

By this internship program, I have gained a wide knowledge of IT technology that have in the job also other Sections department scope and also the technical works from my superiors, also i learn how the big group Works well as one team with Cooperates each other.

The company provides me with the real working environment. Not only learning the general work scope here but the practical students also have got the opportunities to implement the work scope with their own strength and abilities during the internship. It was an advantage for me to be with other employees' Division where I Has stepped up my skills and abilities. The conclusion that I can make is that Department of finance Hili center and heavy engineering is the right place for students to do their technical training.

Recommendations for the Continuity of This Training

The first proposes the development of plans and strategies from government department to open the field for students of universities and colleges to train with staff

The second proposes the establishment of a platform to promote dialogue and collaboration among all relevant sectors to favor extension/ communication activities for food security.

And the third proposes public sector institutional change to enhance the new and expanded policy and strategy. Supporting these recommendations are a number of suggestions as to their accomplishment.

A special device to define the ownership of the car situation and to have easier given us the information

Appendix

#	Activity	Link to Internship Objective	Unit / Department	Number of Hours
Week 1				
1.	Meet the leader to know what to do		IT department section	1hour
2.	Take tour in the center		In the center	2
3.	Help HR staff in attend		Administration	3
4.	dealing with employees in phone call		Administration	2

#	Activity	Link to Internship Objective	Unit / Department	Number of Hours
Week 2				
5.	Meet the leader to know what to do		IT department section	1hour
6.	Fix system		IT department section	4
7.	Remotes from office		IT department section	0.5

#	Activity			2.5
8.	Printer problem			2.5

#	Activity	Link to Internship Objective	Unit / Department	Number of Hours
		Week 3		
9.	Meet the leader to know what to do		IT department section	1hour
10.	Follow up transactions		IT department section	4
11.	Make sure the transactions seizures		IT department section	3

#	Activity	Link to Internship Objective	Unit / Department	Number of Hours
		Week 4		
12.	Meet the leader to know what to do		IT department section	1hour
13.	Installing programing		IT department section	4.5
14.	Replace it with new drives		IT department section	2.5

#	Activity	Link to Internship Objective	Unit / Department	Number of Hours
	Week 5			
15.	Meet the leader to know what to do		IT department section	1hour
16.	Delete cookies from computer that have problem		IT department section	2
17.	Update adobe reader		IT department section	1
18.	Check viruses		IT department section	2
19.	Create new user		IT department section	1
20.	Rest password that who forget it		IT department section	1

#	Activity	Link to Internship Objective	Unit / Department	Number of Hours
	Week 6			
1.	Meet the leader to know what to do		IT department section	0.5
2.	Installing OS in new Computer		IT department section	4

#	Activity		Unit / Department	Number of Hours
3.	Prepare RJ45 Cables		IT department section	2.5
4.	Setup system phone		IT department section	1

#	Activity	Link to Internship Objective	Unit / Department	Number of Hours
		Week 7		
1.	Meet the leader to know what to do		IT department section	1.5hour
2.	Write many sms letter		IT department section	1.5
3.	Make themes		IT department section	2
4.	Center design		IT department section	3