

## Chapter 1 Introduction

Today's technology has helped a lot of human work to be easier and faster. Currently, many processes that previously used paper can be done digitally, one of which is work orders. A work order is a formal document that describes the work that is approved for execution. Usually, work orders are used by several industries like installation, electrician, construction, plumbing, etc. This work order request can be submitted by customers or company staff, depending on the type of business. Before the advancement of technology as it is today, work orders were paper-based management. With technology, it has become a digital order that can be accessed quickly and in real-time. The work order system can be connected with the ERP system to integrate data. Simple Simon saw this opportunity and created its own work order system. Currently, Simple Simon has more than 50 integrations linking their work order system with several different ERP systems.

The assignment of this internship is to create a new integration using the current Simple Simon system, investigate how to create a generic integration and how to improve integration security. This assignment will have an impact on the integration development process and integration security. The intern is placed in the ICT team to explore and learn from the ICT team. In addition, the internship focuses on investigating how to create generic integrations, improve integration security, and develop integrations with prospect companies.

The next chapter of this report will provide more information about the company, chapter 3 provides an overview of the assignment, including the details of the internship assignment, chapter 4 describes the process and results of the assignment, and the last chapter of this report contains conclusions and recommendations from this project.