

**Internship at
NTT Data Services, Bengaluru**

By

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1.1 Introduction

Internship training is an integral part of the second year program, where we have to observe and learn the work culture of organization. Also it is necessary to participate in various department/activities so that we get first hand exposure of the different departments and work done in the organization and through which we can understand process of work and thereafter be able to involve ourselves in decision making.

I began my internship on February 6th, 2017 at NTT Data Services, Bangalore in Healthcare Applications Management Area that lies under Healthcare Consulting Track of NTT Data Services. On the very first day I was issued the NTT Data Services ID card and systems. We then had a session with the healthcare applications team leads following which I carried out all the HR formalities.

We were introduced to the core values and best practices of NTT Data Services and briefing about the organization was given. The next day our training schedule was given to us. I was trained about the complete U.S. Healthcare system, Hospital Information Systems (HIS), Electronic Medical Records (EMR) and Health Records (HER). I found it very interesting.

We discussed on the dissertation topics after a week for a while and then made a topic was allotted to each intern. My dissertation topic was “Usability evaluation of Computerized Provider Order Entry (CPOE) in healthcare delivery systems in Bengaluru”. An initial draft and timeline was prepared.

Later from the second week onwards I was put into a project. We started receiving project specific trainings thereon. Simultaneously I started working on my specific research heads which required secondary research on the issues and challenges in usage of CPOE in healthcare sector. I used the web as a source to understand the CPOE technology in healthcare, since it was a primary research, data was collected from various healthcare delivery setups in Bengaluru and then analyzed.

This was followed by continuous reviews by my mentor at NTT Data Services and project manager and incorporation of their comments lead to a comprehensive and effective version of my research work.

1.2 Goals of Internship

1. To understand the work pattern of NTT Data Services and its organizational structure.
2. To assist the administrator/manager in day-to-day operations. Through this process it was expected to gain practical knowledge and skills to handle managerial issues related to major activities of the organization.
3. To observe various protocols observed in the organization and try to acquire skills to accomplish them.
4. To observe mannerism of the existing employees and learn the culture of the organization. Inculcating soft skills is an integral part of understanding the organization. Observing human skills and understanding documentation, finance and accounting procedures will prepare for future managerial role.
5. To identify a specific problem area/areas of interest or a department (for example, human resource management, quality assurance, information system, risk management etc.) for the dissertation.
6. To diagnose critical problems within an operational area
7. To provide the management with a set of alternative solutions, and
8. If possible, design and implement a plan to carry out the most feasible solutions.

1.3 Organization Overview

NTT DATA is a top 10 global business and IT services provider and global innovation partner with 100,000+ professionals in more than 50 countries now with \$16B in revenue.

Headquartered in Tokyo, NTT DATA puts emphasis on long-term commitment and combine global reach and local intimacy to provide premier professional services from consulting, system development to business IT outsourcing. Since 1967, NTT DATA has played an instrumental role in establishing and advancing IT infrastructure. Originally part of Nippon Telegraph and Telephone Public Corporation, its heritage contributed to social benefits with a quality-first mindset. A public company since 1995, the company builds on this proven track record of innovation by providing novel IT solutions to bring results in greater quality of life for people, communities and societies around the world.



Who we serve

- Industry-specific consulting
- Digital business services
- BPO and BPaaS
- Business intelligence, analytics and automation
- Enterprise applications and SaaS
- Application modernization, development and management
- Cloud services
- Infrastructure management, security and hosting



Who we serve

- 50+ federal agencies and military branches, 25 states and municipalities
- 50% of U.S. hospitals, top 10 health plans, millions of covered patients
- Top 25 leading financial institutions in North America
- Top 10 automotive companies worldwide
- Manufacturing customers in over 40 countries



Who we are

- 100,000+ professionals in 50+ countries
- 6,000 research professionals and dedicated R&D facilities
- 9,000 SAP professionals
- 10,000 financial services and insurance specialists
- 15,000 skilled manufacturing resources
- Trusted U.S. government partner for 50+ years



What we do

- 10th Largest in IT Services Worldwide in 2015 by Market Share* (NTT DATA)
- 7th Largest in Global Implementation Services in 2015 by Market Share Worldwide+ (NTT DATA)
- A Leader in The Forrester Wave™: North American Workplace Services, Q4 2015+ (Dell Services)
- Leader in the NelsonHall Digital Transformation Services NEAT Evaluation+* (Dell Services)
- 12th Largest in Consulting Services in 2015 by Market Share Worldwide+ (NTT DATA)

NTT Group consists of major companies like Nippon Telegraph and Telephone Corporation, NTT Communications Corporation, Dimension Data plc, NTT DOCOMO, INC. and many subsidiaries all over the world. Taking advantage of this opportunity of this scale, NTT DATA achieved a number of significant successes by collaborating with NTT Group and it provided enormous creative synergy.

The goal of NTT has been to create a foundation for future business by incorporating a number of overseas companies in order to establish a framework through which we can provide our diverse services, as typical Japanese courteous service, worldwide to support our customers' needs. As one of the global innovators, NTT are always challenging more innovative business approach and enhancing our creativity by respecting diversity.

John W. McCain is the Chief Executive Officer of NTT DATA Services headquartered in Dallas, Texas, USA. He is a member of the NTT Holdings Global Strategy Committee and serves as senior vice president of NTT DATA Corporation.

Dan Allison is the President, Global Healthcare and Life Sciences. As head of the company's largest industry segment, Dan is responsible for leading the growth, profitability and transformation of the global healthcare business, which focuses on provider, physician, health plan and life sciences clients. Dan has more than 30 years of leadership experience in IT outsourcing and business process outsourcing services in various verticals, with a strong focus in healthcare.

Americas

North America

In North America, NTTDATA partnered with a range of businesses and government agencies providing a flexible array of engagement options, including consulting, managed services, outsourcing, and the cloud.

Leveraging strong technical know-how, practical industry insights, and global reach, it relentlessly drives improvement across systems and processes while increasing business flexibility. The company is focused on getting faster results with less risk, so its clients can flex their businesses to respond to changing market dynamics and capitalize on growth opportunities.

Latin America

NTT DATA entered the Latin American market through the acquisition of the Value Team Group, a specialist in IT consulting and services. Today, the company provides a wide offering of customized services and end-to-end solutions. The aim is to enable customers to grow and stand out from the competition by adopting innovative IT concepts and technologies.

Europe and Middle East

Over the past few years, we have expanded our IT service networks in Europe through the acquisition of a majority stake in intelligence, Cirquent, Value Team, Intelligroup and Keane.

NTT DATA Group offers best-in-class consulting services and enterprise solutions for industries in the manufacturing, banking, insurance, telecommunications, media, energy, retail, service and public sectors. Our consulting services range from business process consulting to conceptual design, implementation and integration, as well as the support, operation and maintenance of IT systems. Additional offerings include outsourcing, hosting and full-service solutions in the ERP environment.

APAC/ India

NTT DATA positions APAC and India region as both an emerging market and the delivery resource pool to provide cost competitive and high quality service in our global strategy. The company address both multinational corporations and local client in this region. With global capabilities, NTT DATA support multinational corporations, primarily in Healthcare, insurance, automotive and electronics industries in rapidly growing APAC market. In addition, NTT DATA

offer the services to local clients in both financial and public sector by leveraging our accumulated experience across the world.

NTT DATA in Healthcare

Healthcare companies are balancing the quality and cost of care while serving a rapidly aging population and rising healthcare costs. At the same time, those firms are facing escalating competition, the feared patent cliff for many blockbuster drugs, and changing regulations and standards.

NTT DATA partners with some of the world's leading healthcare organizations to help them proactively manage their business through the use of information, data, and technology. In fact, its technology-enabled services support over thousands of organizations within the sector, enabling them to rapidly and cost-effectively adjust to dynamic market and regulatory demands.

Industry Recognition

- Positioned by Gartner in the “Leaders” quadrant of the Gartner Magic Quadrant for Data Center Outsourcing and Infrastructure Utility Services, North America for the fifth consecutive year.
- Ranked “#1 IT Services Provider to Healthcare Providers,” by Gartner for the sixth straight year.
- Positioned as a leader in Everest Group's “IT Outsourcing in the Healthcare Provider Industry—Service Provider Landscape with PEAK Matrix Assessment” for a third consecutive year.

1.4 Key Learnings

1. US Healthcare

- Healthcare in United States
- Role of Government
- Insurance Plans
- US Healthcare Laws & Accreditations
 - Different Healthcare Coding

- Global Healthcare
- Life Sciences
- US Healthcare Terminologies

2. Provider

- Who is Provider?
- Types of Providers
- Hospital Departments and Services
- Patient
- Patient Encounters
- Patient Life Cycle

3. Payor

- Who is a Payor?
- Hospital Billing Process
- Revenue Cycle Management

4. Healthcare IT

- Hospital Information System
- EHR/EMR components
- Interfaces & Healthcare Standards
- PACS
- Medication Administration
- MDI