



**UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT**

**INDUSTRIAL TRAINING REPORT:
SEBERANG PERAI MUNICIPAL COUNCIL
JALAN PERDA UTAMA, BANDAR PERDA
14000 BUKIT MERTAJAM,
PULAU PINANG**

SPECIAL PROJECT: E- AGREEMENT MPSP

**BY
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**IM245 - BACHELOR OF SCIENCE (HONS.) INFORMATION SYSTEM
MANAGEMENT
FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA KELANTAN**

01FEBRUARY 2017 – 30 JUNE 2017

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**FACULTY SUPERVISOR
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**REPORT SUBMITTED IN FULFILLMENT OF THE REQUIREMENT FOR
THE INDUSTRIAL TRAINING
FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA KELANTAN**

01 FEBRUARY 2017 – 30 JUNE 2017

INDUSTRIAL TRAINING REPORT 1 FEBRUARY 2017 – 30 JUNE 2017

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I hereby declare that this is my original work. I have not copied from any other student's work or from other sources. I am also declaring that no part of this report has been published or submitted for publication except where due to reference or acknowledgement is made explicitly in text, nor has any part been written for me by another person. I confirm that I have read and understood the UiTM regulations with regards to plagiarism and will be penalized by the university if found guilty.

Signed by

Mahfuzah Binti Mazlan

2013145081

Date of submission: 12th July 2017

ABSTRACT

The Industrial Training report is based on the period from 1st February 2017 to 30st June 2017. The Industrial Training has taken place at headquarters Seberang Perai Municipal Council or also known as Majlis Perbandaran Seberang Perai (MPSP). The trainee has been placed in Information Technology Department (IT Unit). In this report, it was highlighted about the training activities, experiences, skills and challenges that the trainee has been encountered. All training activities and special project are recorded in this Industrial Training report. The trainee has been assigned to developed 1 system which is from manual form to system named E-Agreement MPSP which demanding the ability of the trainee to developed 1 system that can be used by MPSP staff.

Keywords: *E-Agreement MPSP, training activities, special project, industrial training*

ACKNOWLEDGEMENT

The internship opportunity which I had with Majlis Perbandaran Seberang Perai (MPSP) was a great chance for my learning and professional development. Therefore, I am considering myself as a very lucky individual as I was provided with an opportunity to be a part of it. I am also grateful for having a chance to meet so many wonderful people and professionals who led me through this internship period.

I am using this opportunity to express my deepest gratitude and special thanks to my organization supervisor Mr Muhammad Hakim Bin Alwi for taking part in useful decision & giving necessary advices and guidance and arranged all facilities to make my work easier. My supervisor faculty Miss Fatimah Zuhaira Binti Mohamed Yusoff Fauzi who in spite of being extraordinarily busy with her duties, took time out to hear, guide and keep me on the correct path on my industrial training. Not forgotten to my coordinator industrial training Madam Nurul Annisa Binti Abdullah who keep guide me before, during and after industrial training, thanks a lot madam.

I choose this moment to acknowledge their contribution gratefully. It is my radiant sentiment to place on record my best regards, deepest sense of gratitude to all of IT staff for their careful and precious guidance which were extremely valuable for my study both theoretically and practically. I perceive this opportunity as a big milestone in my career development. I will strive to use skills and knowledge gained in the best possible way, and I will continue to work on their improvement, in order to attain desired career objectives. I realize that learning theoretical is never the same when it comes to practice.

Also big thanks to my classmates for sharing a lot of knowledge about work and thus provide a lot of information that help me in finishing my internship report. Last but not least, I am so grateful and thank to Allah S.W.T for blessing me during my internship program that finally lead to the successful in finish my report. I'm so grateful and thank you to everyone that have help me in accomplishing my goal. It is such a great experience and I love to work with all of them, they are such a great people and fun to work with them. Thank you very much.

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CHAPTER 1
INTRODUCTION

CHAPTER 1

INTRODUCTION

1.0 Background of The Organization

Seberang Perai Municipal Council (Majlis Perbandaran Seberang Perai) MPSP or Municipal Council of Province Wellesley is a local authority which administers Seberang Perai and other areas.

This agency operates under the Penang state government. MPSP are responsible for public health and sanitation, waste removal and management, town planning, environmental protection and building control, social and economic development and general maintenance functions of urban infrastructure.

The MPSP main head quarters are located at Bandar Perda, Bukit Mertajam. Originally, it was one of the two municipal councils in Penang apart from the Penang Island Municipal Council, after the Georgetown City Council merged with the Penang Rural District Council in 1976. But after the Penang Island Municipal Council became the City Council of Penang Island on 1 January 2015, it became the last remaining municipal council in Penang.

1.0.1 Vision, Mission and Objectives

VISION

Seberang Perai become more clean, beautiful and comfortable living, working and attracts investment & tourism by 2018.

MISSION:

To provide safer municipal management, cleaner, greener and healthier communities that is responsive to Seberang Perai.

OBJECTIVES

1. Organizational excellence
2. Excellent leadership and governance
3. Quality of life
4. Participation and customer satisfaction
5. Investment focus

1.1 Brief History of MPSP

Year 1800	The centre administration of Seberang Perai is in Penang. With a total area of 189.3 kilometre per square feet and with a total population of around 5,000 people.
Year 1850	Exploration commenced, Seberang Perai changed its look from being a forest to an agricultural land.
Year 1913	New Ordinance was released the state government established Rural Body. Butterworth Municipal Council and Rural Municipal Council for North, Centre and South were established.
30th June 1974	Local Government Act (Peruntukan-Peruntukan Sementara) 1973 was taken into effect in Penang. On 1st of July 1974, all three North County Council, Centre County Council and South County Council, Seberang Perai were unitised and known as a Local Authority Managing Body, Seberang Perai.
15th Dec 1976	Local Government Act 1976 took into effect. Local Authority Managing Body of Seberang Perai is now known as Majlis Perbandaran Seberang Perai / Seberang Perai Municipal Council and obtained the State Municipal standard.

Seberang Perai (formerly known as Province Wellesley) was a British colony in 1800 and its administration was then located in Penang. Covering an area of 489.3 sq. km. it was populated by only five thousand people but this swampy jungle was progressively developed into agricultural land starting from pioneering explorations in 1850.

After the signing of the Pangkor Agreement in 1874, the area of Province Wellesley was increased to 740.12 sq. km. Population had by then increased due to the opening of the new townships of Butterworth and Bukit Mertajam. The areal coverage of Seberang Perai currently stands at 738.41 sq. km. The reduction in area is due to changes in the alignment of Sungai Muda (Muda River) which demarcates the border between Kedah and Penang.

In 1896, the first Municipal Ordinance was introduced to ensure the smooth administration of local authorities in Penang. In 1913 legislation was introduced in Penang and this permitted the creation of a Rural Board in Province Wellesley. The evolution of local government continued in 1952 when two Local Authorities and three Rural Authorities were established.

These three Rural Authorities were merged to become the District Authority in 1961. On 1st July 1974, under the local government law the three authorities were combined to form The Board of Administration of SeberangPerai Local Government. Finally, under the Local Government Act 1976, history was created on 15th Dec 1976 when the Board was succeeded by and recognized as the Municipal Council of SeberangPerai or MPSP, the largest local authority in Malaysia. Today, MPSP administers three main Districts with 54 localities.

1.1.1 MPSP LOGO



Figure 1: MPSP Logo

The MPSP's logo has been in use since 1st February 1983. Overall, this logo has a shape of shield united with 2 tigers each on the left and on the right.

The colours on MPSP's logo represent the following meaning:-

- | | | | |
|---|--------------------------------|---|------------|
|  | Courage |  | Beauty |
|  | Islam as the Ultimate Religion |  | Harmonious |
|  | Peaceful | | |

1.1.2 MPSP's OFFICIAL FLOWER

Cassia Biflora



In 1985, the Council has accepted the Cassia Biflora flower as the official flower for Seberang Perai Municipal Council. It is a type of tree that is believed to be originated from North America and East India. It flourishes in hot weather and flowers all year through. Cassia Biflora flower is planted all over MPSP area and trees keep Seberang Perai in nice shade.

1.2 COUNCIL COMMITTEE IN MPSP

1.2.1 Administrative and financial committee

Consider and make recommendations to the Full Council on all matters under the terms of reference as follows:

1. Rules and Regulations Enact laws related to finance and administration.
2. Annual Budget and Supplementary Budget.
3. Annual account statements and observations of a general auditor.
4. Rates, taxes and fees and Reviewed taxes.
5. Exemption and Reduction buildings of CukaiTaksiran Assessment.
6. Estimated taxes on buildings and land.
7. Other matters in connection with the Committee.

COMMITTEE MEMBERS:

1. YBhg. Dato' Yang Dipertua (Pengerusi)
2. Encik MohamadShaipol Bin Ismail
3. Encik H'ng Mooi Lye
4. Encik Tan Chee Teong
5. Encik Tan Cheong Heng
6. Encik Kumar A/L Kanapathy
7. Encik David Marshel A/L Pakianathan
8. Puan Heng Yeh Shiuan
9. Encik Zulkifli Bin Ibrahim
10. Encik Mohd Sharmizan Bin Haji Mohamad Nor
11. Encik Zaini Bin Awang
12. Encik Anuar Bin Yusoff
13. Encik Ong Jing Cheng
14. Puan Shuhada Binti Abdul Rahim
15. Encik Zulkipli Bin Ishak
16. Professor Madya Dr. Tiun Ling Ta
17. Encik Wong Chee Keet

1.2.2 Licensing and enforcement committee

Consider and make recommendations to the Full Council on all matters under the terms of reference as follows:

1. Enact policies and guidelines licensing
2. Enact policies and guidelines MPSP Retail Space Management (Public Market and Food Complex).
3. Policies and enforcement guidelines.
4. Rules and Regulations Enact related laws and enforcement of licensing policy.
5. Confirmed the decision of Interview Committee Council Business Space dan retail Space Investigation Committee MPSP.
6. Discuss and issues licenses, business permits and petty traders.
7. Other things that are involved with this committee.

COMMITTEE MEMBERS:

1. YBhg. Dato' Yang Dipertua (Pengerusi)
2. Encik Mohamad Shaipol Bin Ismail
3. Encik H'ng Mooi Lye
4. Encik Tan Chee Teong
5. Encik Tan Cheong Heng
6. Encik Kumar A/L Kanapathy
7. Encik Satees A/L Muniandy
8. Encik Zulkifli Bin Ibrahim
9. Encik Mohd Sharmizan Bin Haji Mohamad Nor
10. Encik Zaini Bin Awang
11. Dr. Amar Pritpal Bin Abdullah
12. Puan Shuhada Binti Abdul Rahim
13. Dr. Seow Kweng Tian
14. Professor Madya Dr. Tiun Ling Ta
15. Encik Zulkipli Bin Ishak

1.2.3 Committee of traffic and infrastructure

Consider and make recommendations to the Full Council on all matters under the terms of reference as follows:

1. Formulate policies and guidelines related to traffic and infrastructure.
2. Rules and Regulations enacted laws relating to traffic and infrastructure.
3. Advises the rules and provisions under the Road Transport Act 1987.
4. Proposed Traffic Management System.
5. Research needs public parking, as well as the regulation and management.
6. Application of street lights.
7. Other things that are involved with this committee.

COMMITTEE MEMBERS

1. YBhg. Dato' Yang Dipertua (Pengerusi)
2. Encik Tan CheeTeong
3. Encik David Marshel A/L Pakianathan
4. Encik Satees A/L Muniandy
5. Encik Joshua Woo Sze Zeng
6. Encik Thomas Loh Wei Pheng
7. Puan HengYeh Shiuan
8. Encik Zaini Bin Awang
9. Encik Anuar Bin Yusoff
10. Puan Shuhada Binti Abdul Rahim
11. Dr. Amar Pritpal Bin Abdullah
12. Encik Ong Jing Cheng
13. Encik Wong CheeKeet
14. Professor Madya Dr. Tiun Ling Ta
15. Encik Zulkipli Bin Ishak
16. Encik Fadzil Bin Haji Abdullah

1.2.4 Committee of planning, development and beautification

Consider and make recommendations to Full Council on all matters under the terms of reference as follows:

1. Draft Structure Plan and Local Plan under the Town and Country Planning Act 1976 to guide the planning and development.
2. Formulating policies and guidelines related to the design, cleanliness and beautification.
3. Rules and Regulations enacted laws regarding planning and beautification.
4. Planning for beautification program includes the fields, parks and playgrounds.
5. Maintenance Free Industrial Zone.
6. The proposals of Special project MPSP.
7. Research and design projects that benefit on the land MPSP.
8. Other things that are involved with this committee.

COMMITTEE MEMBERS:

1. YBhg. Dato' Yang Dipertua (Pengerusi)
2. Encik H'ngMooi Lye
3. Encik Tan Cheong Heng
4. Encik Kumar A/L Kanapathy
5. Encik David Marshel A/L Pakianathan
6. Encik Satees A/L Muniandy
7. Encik Joshua Woo Sze Zeng
8. Encik Thomas Loh Wei Pheng
9. Encik Zulkifli Bin Ibrahim
10. EncikMohdSharmizan Bin Haji Mohamad Nor
11. EncikAnuar Bin Yusoff
12. Dr. Amar Pritpal Bin Abdullah
13. Encik Ong Jing Cheng
14. Dr. Seow Kweng Tian
15. Puan Hamizah Binti Abdul Manab
16. Professor Madya Dr. Tiun Ling Ta
17. Encik Fadzil Bin Haji Abdullah

1.2.5 One Stop Center (OSC)

1. Consider and decide on applications for planning permission, building plan and other plans related.
2. To make recommendations and to inform decisions on the application regarding the proposed development of land under the National Land Code.
3. Consider and decide on the application to other applications that are placed under the responsibility of the OSC

COMMITTEE MEMBERS:

1. YBhg. Dato' Yang Dipertua
2. Encik H'ngMooi Lye
3. Encik Tan Cheong Heng
4. Encik Zulkifli Bin Ibrahim
5. Dr. Amar Pritpal Bin Abdullah

Observer:

1. Encik Wong Chee Keet
2. Encik Fadzil Bin Haji Abdullah

1.3 ORGANIZATIONAL STRUCTURE

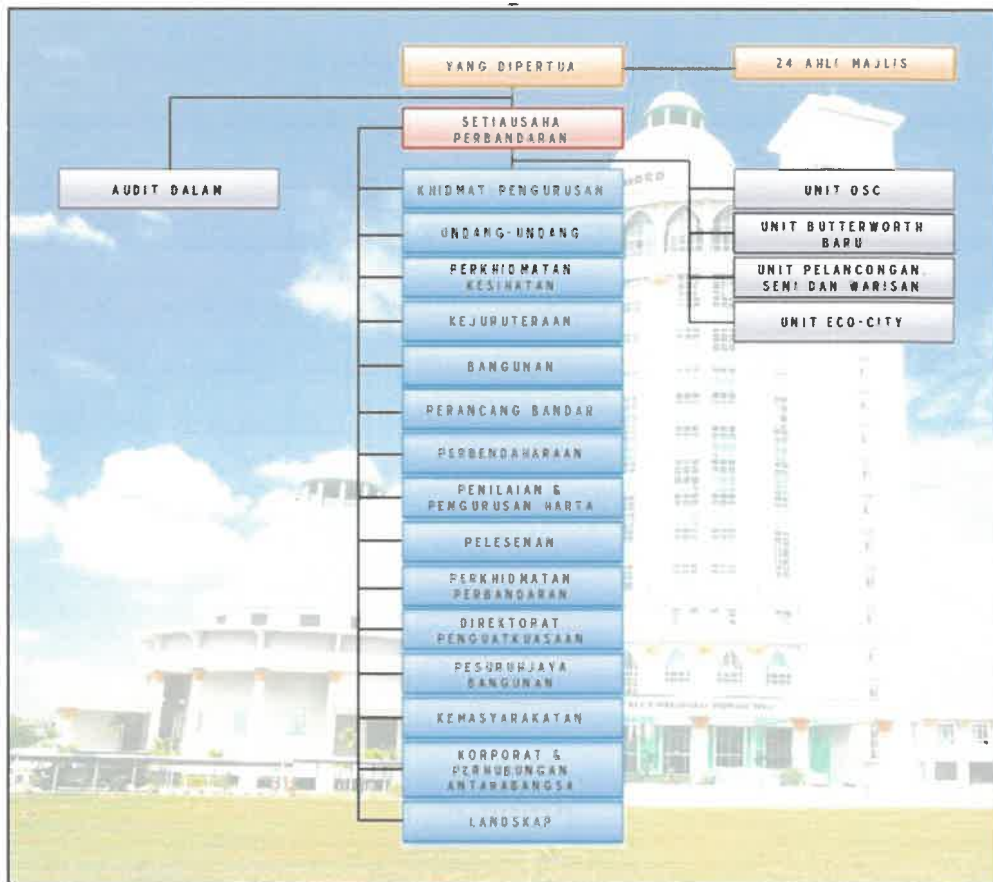


Figure 2: MPSP Organization Chart

MPSP is governed by a management board consisting of the President as chief executive and 24 Councilors. Council members are appointed by the State Government for a period of one year and the term of office of the President is subject to the consent of the State Government.

The management body is managed by the 15 departments headed by the Secretary as Chairman of the Municipal Administration. He is assisted by the head of each department held as Director of the Department. All management is under the control of the President, assisted by the Municipal Secretary who in turn carries out the coordination of the department head.

The tasks of the Council is governed by an Advisory Committee composed of a number of members of the Council elected to the Advisory Committee, where his job was to consider, discuss in detail and make recommendations in the committee meeting to be submitted to the full Council for consideration and approval. Full Council was occupied by all 24 members of the Council, chaired by the President who will make the final decision to be implemented by the administration.

1.3.1 POPULATIONS

Seberang Perai has experienced rapid population growth over the last two decades. In 2001 its population stood at 736,306 persons. However, growth was not evenly spread with most of it concentrated in the northern and central parts of SeberangPerai. The rates of growth by Districts are 35% for SPU (Northern District) and 43% for SPT (Central District) while SPS (Southern District) experienced only 22% growth.

Most of the population is concentrated along the coastal and metropolitan areas of MPSP. In the Southern District, the corridor along Federal Route 1 and areas close to the Perak border has attracted most of the area's growth.

The Seberang Perai population consists of various races where based on the census conducted in 2000, the total population of Seberang Perai is 736,306 people, which is 55% of the total population of the State of Penang amounting to 1,350,671 people.

	SPU	SPT	SPS	JUMLAH
KELUASAN	26,161 hektar	23,799 hektar	24,019 hektar	73979 hektar
	261.12km ²	237.55km ²	239.74 km ²	738.41 km ²

Kadar Pertambahan Penduduk Seberang Perai adalah sebanyak 2.2 % setahun

Table 1: Seberang Perai land area that covers 3 districts

Penduduk Seberang Perai Mengikut Daerah

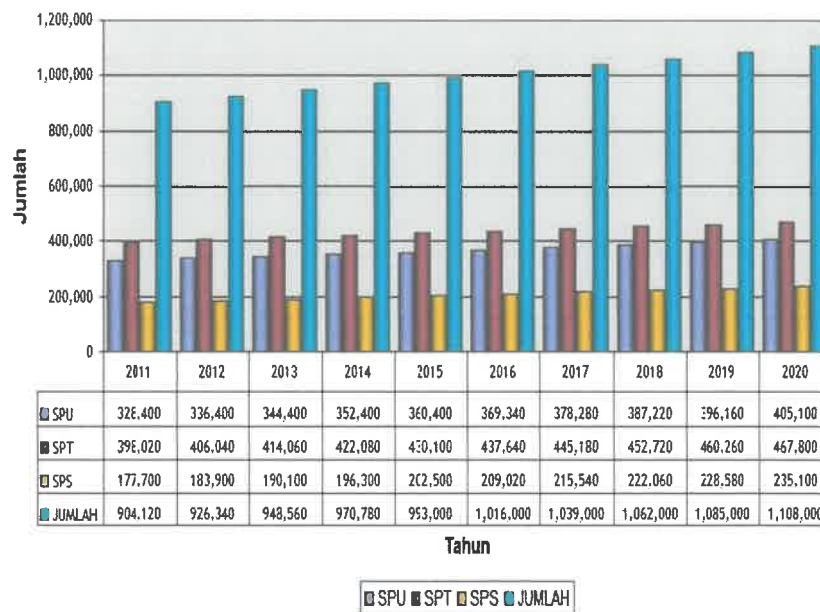


Table 2: The population of Seberang Perai by statistics

Sources:

- i. Population Report and the District Administration, Department of Statistics, 1991.
- ii. Population Distribution and Basic Demographic Characteristics, Department of Statistics, 2000.
- iii. Inspection Report Structure Plan (Amendment) SeberangPerai Municipal Council.
- iv. Draft Inspection Report Penang Structure Plan, 2000 – 2020.
- v. Estimates EMM Consultant at Consultants SdnBhd

1.3.2 INCOME STATEMENT

REVENUE	RM	EXPENSES	RM
Assessment	161,858,508	Cleanliness	87,133,669
License / Permit	11,896,919	Road Safety, Traffic, Infrastructure and Public Amenities	26,391,387
Compound	4,870,727	Flood Mitigation	5,793,686
Rental	10,492,878	Beautification & Greenery	3,321,389
Other Revenues	47,154,186	Community Engagement	2,073,328
		Emolument	69,443,543
		Capacity Building, Administration & Other Expenses	41,919,509
TOTAL REVENUE	236,273,218	TOTAL EXPENSES	236,076,511

Table 3: Income Statement Year 2015


 MAJLIS PERBANDARAN SEBERANG PERAI	
Aras 16	RUANG KERAJIAN
Aras 15	PEJABAT YANG DIPERTUA PEJABAT SETIAUSAHA PERBANDARAN JABATAN KORPORAT DAN PERHUBUNGAN ANTARABANGSA
Aras 14	JABATAN KHIDMAT PENGURUSAN
Aras 13	JABATAN KHIDMAT PENGURUSAN BAHAGIAN TEKNOLOGI MAKLUMAT
Aras 12	JABATAN PERBENDAHARAAN
Aras 11	JABATAN KEMASYARAKATAN
Aras 10	JABATAN PENILAIAN DAN PENGURUSAN HARTA
Aras 9	JABATAN UNDANG-UNDANG
Aras 8	JABATAN PERANCANG BANDAR
Aras 7	JABATAN PERANCANG BANDAR JABATAN PERKHIDMATAN KESIHATAN
Aras 6	JABATAN BANGUNAN
Aras 5	JABATAN BANGUNAN
Aras 4	JABATAN KEJURUTERAAN
Aras 3	JABATAN KEJURUTERAAN
Aras 2	JABATAN PERKHIDMATAN PERBANDARAN JABATAN PESURUHJAYA BANGUNAN / UNIT AUDIT DALAMAN
Aras 1	JABATAN PELESENAN
Aras M	KLINIK , KAFETERIA , TAMAN ASUHAN DAN SURAU
Aras G	LOBI UTAMA
Aras B	PARKIR KERETA KETUA JABATAN DAN AHLI NAJLIS

Figure 3: Signboard in lift that show each level with name of department

CHAPTER 2
ORGANIZATION INFORMATION

CHAPTER 2

ORGANIZATION INFORMATION

2.0 Introduction

The trainee had been placed at level 13, Information Technology department under management & human resource department in MPSP. This department is the heart of the administrative council. It is responsible for coordinating and ensuring the smooth running of all programs and activities planned ceremony. This department is divided by 2 level which is level 13 is for Information Technology department, procurement department and training & competency department while level 14 is General administrative department, staffing recruiting department, Special Squad unit and Secretarial unit.



Figure 4: Management & Human Resource Department Organizational Chart

2.0.1 DIVISION / UNIT

1. General Administration Department
2. Service and Personnel Department
3. Procurement and Supply Department
4. Central Counter Department
5. Training and Competency Department
6. Information Technology Department
7. Special Squad unit
8. Secretarial unit

2.0.2 Functions of the management & human resource department are as follows:

1. Running the administrative tasks of the Council.
2. Provides secretariat services to Advisory Committees and the Full Council.
3. Handle all tasks associated with services and staffing and staff welfare.
4. Manage the procurement of supplies and services required by all departments within the Council.
5. Managing the disposal of assets and inventory with property security council.
6. Regulate the development of information systems and technology council.
7. Training and competence to manage internal and external to the staff of the Council.
8. Delivering local services and the application of multi-skill system to provide the best customer service towards counters center council.
9. Conducting typical tasks of cleaning, natural disasters, epidemics and emergencies based on customer complaints.

2.1 Departmental Structure

IT DEPARTMENT ORGANIZATIONAL CHART Majlis Perbandaran Seberang Perai

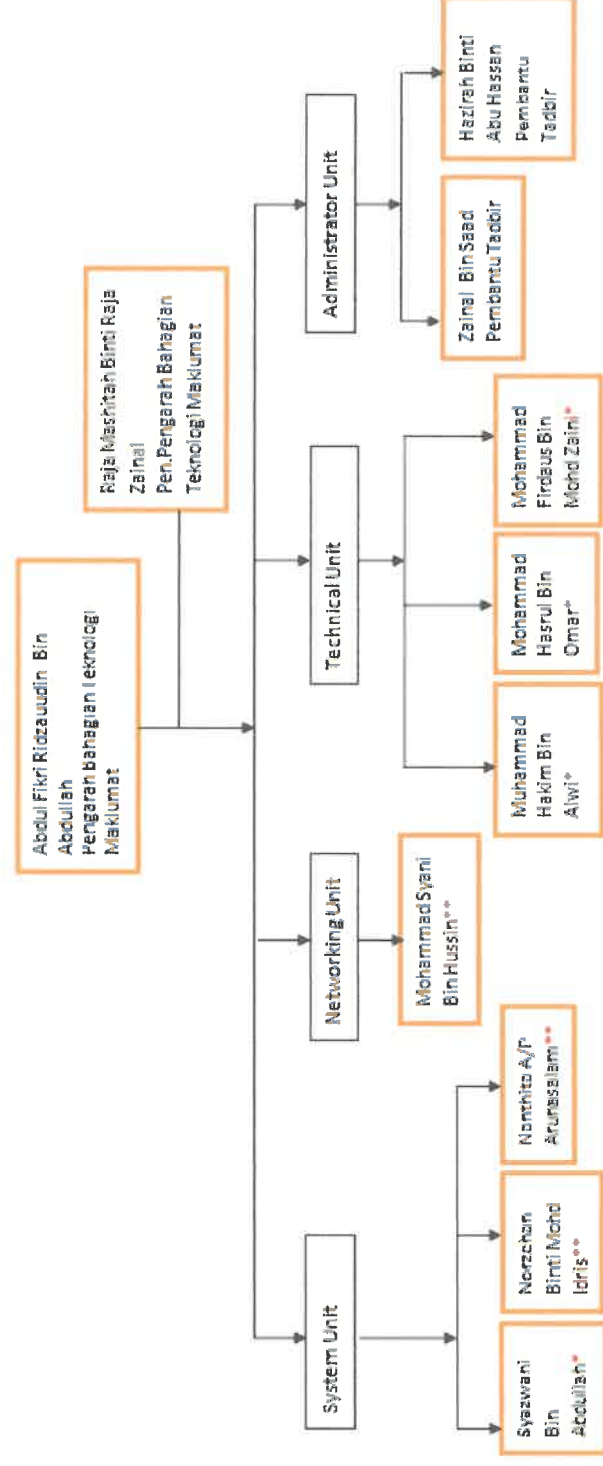


Figure 7: Information Technology (IT) Department Organizational Chart

*FA29 PEN PEG TEKNOLOGI MAKLUMAT **FA32 PEN PEG TEKNOLOGI MAKLUMAT

2.2 Department Function

2.2.1 Functions of Information Technology (IT)) Department MPSP

1. Ensure that the ICT infrastructure is always meet the needs of users.
2. Responsible for maintaining, repairing and upgrading all computer equipment.
3. To maintain and strengthen the network of computers to always be at a satisfactory level.
4. Ensure that online services can be accessed Council website all the time.
5. To provide advice and assistance to departments on the use of equipment and computer software.
6. The website is constantly updated with the latest information.
7. Coordinate and develop application systems for use by each department.
8. Manage the supply of printer ink to each department

2.2.2 Client Charter of Information Technology Department

1. Ensure that the ICT infrastructure is always meet the needs of users.
2. Ensure the Council's website and systems Services 'Online' can be used all the time.
3. Ensure that the computer network security has always been at a satisfactory level.
4. Updating Official Website MPSP within 2 days.
5. Ensure that the damaged computer will be repair not exceeding than 3 days.
6. To provide advice and assistance to MPSP staff regarding the use of computer hardware and software.
7. Responsible for developing new programs for a computer system applied.
8. Maintenance of the system and provide training and technical assistance to the user.

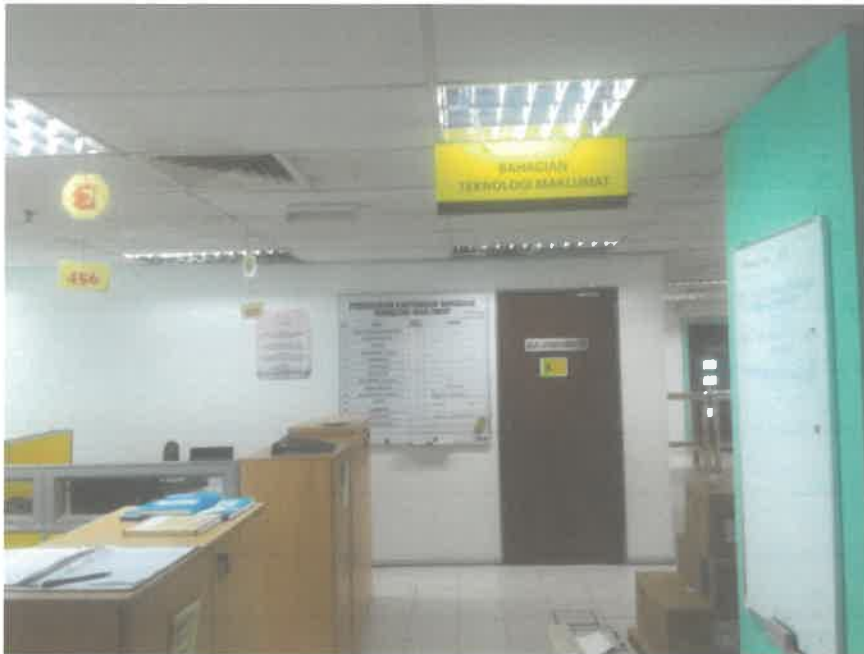


Figure 10: IT Department entrance areas



Figure 11: IT staff working areas



Figure 12: Practical students working areas at IT Department



Figure 13: Practical students working areas

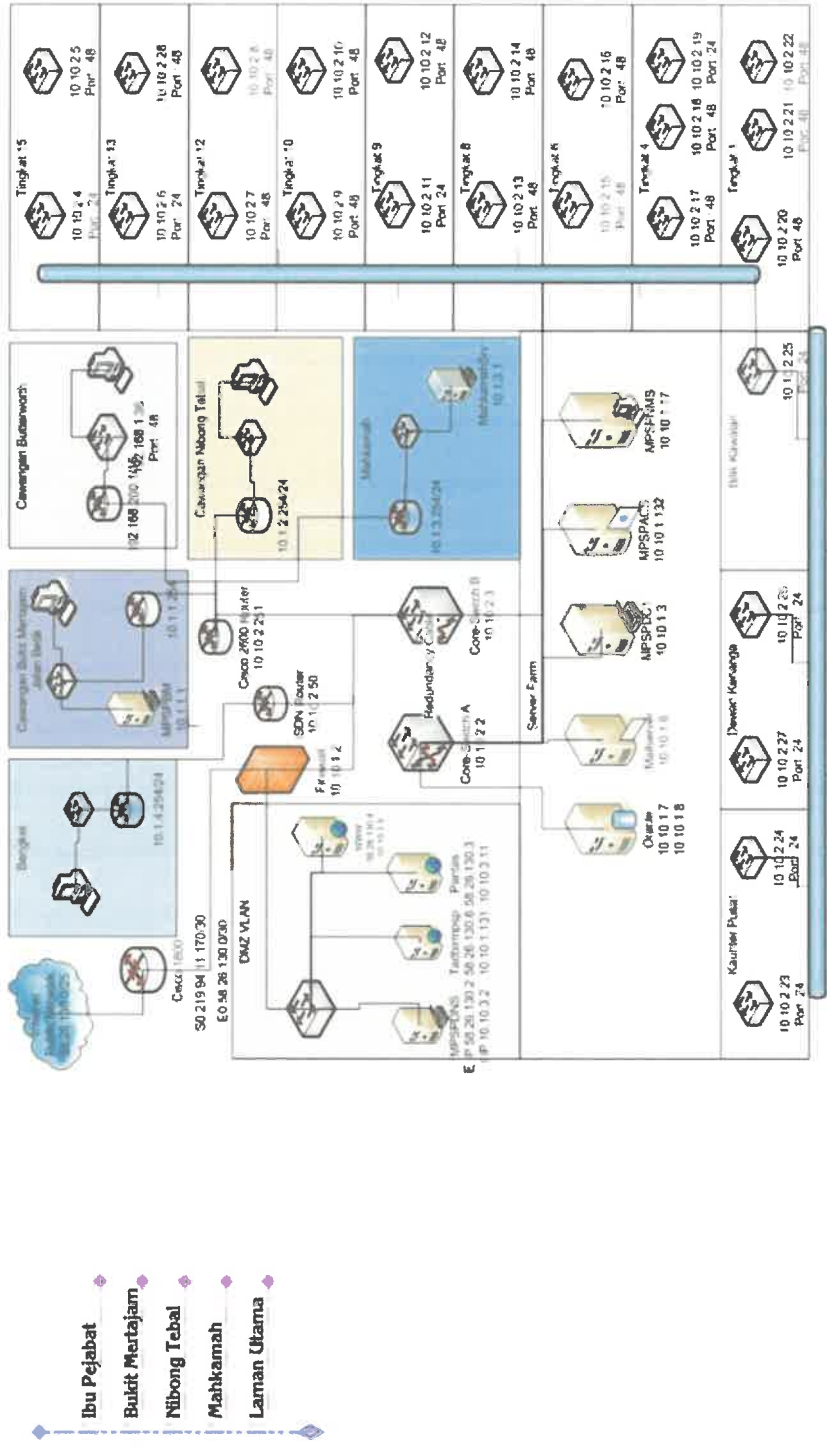


Figure 14: Network topology / Netting in MPSP HQ and branches.

2.3 Job description of IT Staff MPSP

Assistant Officer Information Technology Gred FA32/FA29:

2.3.1 Responsible ICT Equipment Maintenance and Devices

1. Carrying out works related to the maintenance and repair of IT hardware that can not function either through telecommunications, site visits or carried by the user to the IT Unit.
2. Carrying out work related to the installation of computers and ICT components.
3. Conducting works related to increased disability computers.
4. Conducting works related to preventive maintenance of ICT hardware and software such as format PC.

2.3.2 Responsible Computing Applications Maintenance

1. To carry out repairs and software installation as well as increased efforts operating system and applications.
2. Carry out a software upgrade to the latest version.
3. To carry out scan and eliminate computer viruses.

2.3.3 Responsible for the Operating System

1. Duty according to the schedule of tasks and standards set in the IT unit.
2. To provide standby for formal occasions in MPSP.

2.3.4 Carry out other duties as directed by the MPSP from time to time

1. Pickup call, official webmaster email evaluation, purchase SOP, received hardware and software in IT department.

CHAPTER 3
INDUSTRIAL TRAINING ACTIVITIES

CHAPTER 3

INDUSTRIAL TRAINING ACTIVITIES

3.0 Training Activities

Industrial Training is a course requirement for the final semester students of Bachelor of Information Science (Hons) Information System Management, as instructed by the Faculty of Information Management. The period for the industrial training course is five (5) months. The trainee need to be excelled in this industrial training as it gives the trainee valuable experience and exposure of working life.

The trainee is supervised under the supervision of Madam Nurul Annisa Binti Abdullah as the faculty main supervisor from Universiti Teknologi MARA (UiTM) Kelantan and faculty supervisor Miss Fatimah Zuhaira Binti Mohamed Yusoff Fauzi. The trainee can refer to the faculty supervisor regarding the progress of the report or queries during the Industrial Training session. The trainee also being supervised by Mr Zoolhilmie as the visiting lecturer from Universiti Teknologi MARA (UiTM) Merbok, Kedah. The trainee may refer to the visiting lecturer for guidelines regarding training activities and seek advice for report writing. As for the organization supervisor, the trainee is supervised by Assistant Officer Information Technology Gred FA29, Mr Muhammad Hakim Bin Alwi.

For every given task, the trainee needs to update every activity during the completion of the task. The update must be recorded or informed to the company supervisor from the date given until the submission date. Every activity must be recorded in the log book and company's date sheet as evidence. The log book and the date sheet will be checked and verified by the company supervisor as the evidence of the activities done. Figure 3.0 depicts the cover of the logbook.

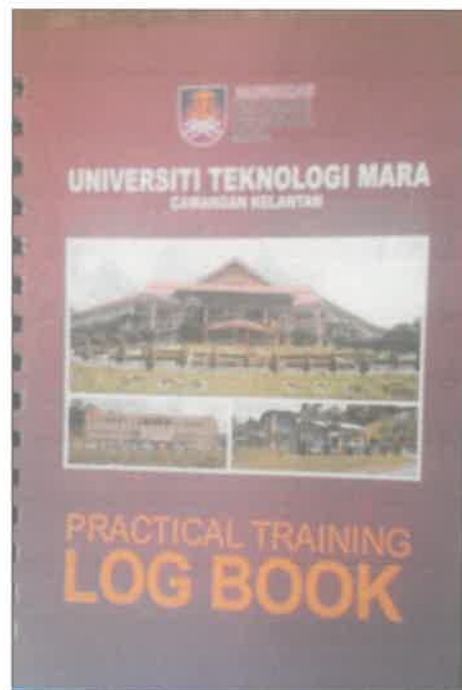


Figure 3.0 Cover of the Log Book

This chapter describes all aspects of work that the trainee has accomplished during the industrial training period. All of the details are supported with proofs or evidences and other materials related. Trainee had involved in 3 main sections in IT department task which is technical unit, system unit and administrative unit.

3.1 Technical Unit

In order to achieve client charter in IT department, 3 manpower of IT staffs need to cover all MPSP branches in 3 districts areas including Seberang Perai Tengah, Seberang Perai Selatan and Seberang Perai Utara. Trainee had gone to each level of MPSP building and MPSP branches with IT staff, to help MPSP staff to use hardware and software when needed such as PC maintenance, troubleshooting, connect printers and mores.

3.1.1 MPSP Headquarters Building

a) Level G – One Stop Center (OSC) Counter

Follow IT staff go to level G - Bilik Anggerik to change user account with Anggerik account name. Adjust position of sharpness projector at Bilik Anggerik and time of screen savers must be 60 minutes, then go to Bilik Mawar to make a straight cable network RJ45 connector.

Follow IT staff to level G – OSC to install Panda Endpoint Antivirus Protection Plus

1. Check Panda available or not.
2. Restart PC and click F8 to enter as safe mode to make process uninstall become faster.
3. Control panel, programs and features then uninstalled trend micro old antivirus then key in the password wait until finish uninstalled then restart PC.
4. Go to run, \\server-kesihatan/itbackup folder, find panda folder, install panda/osc
5. Control panel, windows firewall, turn windows firewall all OFF then wait until Panda finish install.
6. Panda has enabled. Done

** 7 PC had been installed

Format Windows XP Professional at Osc Counter:

1. Insert a cd installer windows XP then press F8 @ F9
2. Wait until appear blue screen then choose F to format
3. Loading and cannot proceed to format
4. Bring out the hardisk PC A that need to be format to PC B to erase all the partition. It's called as second hardisk in PC B.
PC B to erase partition in PC A:
 - a. Run and type partition management choose mgmt.exe
 - b. Delete partition second hardisk then install back hardisk at PC A.
5. Then click F to format as earlier step.
6. Create new partition then click ok
7. Enter C 2x, display File Allocation Table (FAT) choose NTFS (Quick) that stand for New Technology File System.
8. Wait until finish install Windows XP then go to properties, desktop management, personalize and setting clock/date.
9. Install all software needed such as Microsoft office, antivirus, adobe acrobat, internet explorer 8.
10. Bookmark all related system that using in OSC counter such as Sistem Cukai Taksiran, Sistem bayaran pelbagai, Sistem perlesenan and mores.

Setting driver "Slip printer" with IT staff. Remove old installer and install a new one name EPSON TM590 new driver. Still did not work then staff try to change a new slip printer devices and install new driver.

1. Change cable and restart computer. Change IP address, enter a new password and code for new printer.
2. Click Run, open CMD and type ipconfig. Try to test print webpage using slip payment, change and edit the margin size needed and print again.
3. Check 1 slip printer that cannot be printed, check the ip address of the PC and beside PC using ipconfig. Then check the cable and tight it well includes the extension to become function smoothly.
4. Check 1 slip printer Epson becomes hang, staff change the setting of the printer. Clean the printer using wet tissues and open the ink cartridge out and install it back. Start to test print webpage.

5. Make default on internet explorer 11. Click internet explorer, at status bar click tools, choose programs and tick make default. Then refresh PC, test print using internet explorer, setting page margin on payment slip at counter using slip printer.

- i. Start program, run type regedit for registry editor
- ii. Choose Microsoft office, internet explorer 11, type of printer driver and page setup
- iii. Edit string such as margin footer, margin bottom, right, left and margin top.
- iv. Each time edit the margin size, it must be test the slip print until the margin setting is suitable.

b) Level 1 – Licensing Department

Follow IT staff to level 1, licensing department to check 1 PC owned by Pengarah Perlesenan had water exposed on PC. The PC must be completely dry to make sure it still can be use later. Learn the solution for user2 account that cannot be login. Plug off cable network then use like usual using user2 account. After login, plug in back cable network.

Check 1 PC that becomes too slow

1. Restart PC and enter F8 to safe mode then go to control panel to uninstall old antivirus then install Panda endpoint antivirus from server and log off.
2. Control panel, system security, backup and restore choose recover system setting and wait until finish.
3. Then ctrl+shift+esc to open windows task manager. Untick unneeded software when PC startup.

Check 1 CPU that cannot be switch on. Open the casing of CPU, clean a RAM with rubber untill clean then change the RAM slot to another slot. Try to switch on PC, still didn't work the solution is the PC need to bring at level 13 to check more details.

c) Level 2 – Urban Services Department

A CPU at level 2, department of commissioner of building (COB) cannot display the graphic. The solution is open the case of CPU and change the slot of RAM at others slot. Open CMOS battery and restart for 10 seconds. Graphic appear after the step had been done.

Check 1 PC those become too slowly

1. Restart PC enter F8 to as safe mode then uninstall old antivirus, then log off. Still slow
2. Go to control panel, system and security, backup and restore choose recover system setting wait until finish.
3. Then make a disk defragmentation to speed up disk performance

Step to defragment hard disk are as follow:

1. Open Disk Defragmenter by clicking the Start button. In the search box, type Disk Defragmenter, and then, in the list of results, click Disk Defragmenter.
2. Under Current status, select the disk that want to defragment.
3. To determine if the disk needs to be defragmented or not, click Analyze disk.
4. Once Windows is finished analyzing the disk, check the percentage of fragmentation on the disk in the Last Run column.
5. Click Defragment disk.

Disk Defragmenter might take from several minutes to a few hours to finish, depending on the size and degree of fragmentation of the hard disk. User still use computer during the defragmentation process.

Check 1PC that did not have Microsoft office and install Microsoft office 2007.

1. Install Microsoft office 2007 from server, copy the folder and paste at local c.
2. Setup to install with serial key but not works
3. Restart PC and problem not solve then PC need to format.

Check 1 PC that exposed to water leaking from the top roof cannot access internet in MPSP building even cable network is connected.

1. Open windows task manager then end process any unwanted program.
2. CMD and type ipconfig to check ip address
3. CMD and type ping MPSPnet to check why internet cannot be access.
4. Cmd and type sfc/scannow to scan all protected system files, and replace corrupted files with a cached copy that is located in a compressed folder at %WinDir%\System32\dlcache. The %WinDir% placeholder represents the Windows operating system folder.

d) Level 3 – Engineering Department

Follow IT staff to level 3- engineering department, to check 1 PC. Install smadav 2017 antivirus software and panda endpoint protection. Start PC with safe mode, restart and enter F8 then uninstall the existing antivirus name webroot/Microsoft trend micro. Restart PC then go to \\server-kesihatan/itbackup and install smadav 2017. After install, scan the PC using smadav.

Check PC that cannot be switch on.

1. Open the casing of CPU, then replace an cmos battery with a new one
Cmos that stand for Complementary Metal Oxide Semiconductor also known as battery of motherboard.
2. Setting bios, Press f1 or any related keyboard follow type of PC then setting back the date and time, infegrated peripheral and boot setting.
1 cmos battery can be long lasting about 1 to 5 years depends on the frequency use of CPU.

1. Find the location of CMOS battery on motherboard, display as below image.

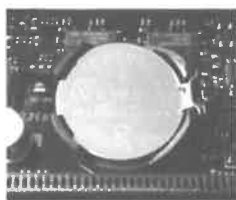


Figure 3.1: Location of CMOS battery

2. There is a latch used to secure battery on CMOS battery holder

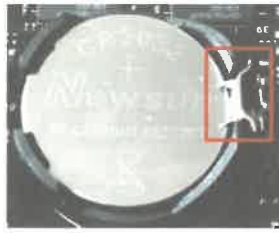


Figure 3.2: Battery Holder

3. Press the latch down by screwdriver or manually by hand



Figure 3.3: CMOS Battery Holder

4. Battery automatically pops up when the latch gets loose



Figure 3.4: CMOS Battery Holder

5. Remove the battery and replace with a new one.

*Battery model: CR2032 3V Li-ion battery

e) Level 4– Engineering Department

Follow IT staff to level 4, engineering department to setup printer by connecting with PC staff. It must be connect to server, then setup with staff id to connect with printer as a secure printer. Setting printer with 1 PC and setting to become size a4 that suitable with letter head and try to print the letters. Help staff to remove history of her browser because she will retired soon.

Check 2 PC that always hang and slow.

1. Restart PC, enter F8 and make as a safe mode.
2. Uninstall old antivirus if any then log off
3. Enter as user2 account then change at startup programme, untick all unneeded software while PC start.

f) Level 5 – Heritage Art And Tourism Culture Department

Follow IT staff to check Macbook Air to check RAM and suitable or not to add new RAM by checking the slots. Check the current price of the RAM.

g) Level 6 – Building Department

Go to level 6, building department. Change cable display (D) on staff PC because the graphic display on monitor is shaking and vibrate then IT staff try to change cable D from level 13 with a new cable D then graphic become normal. The differences cable display and cable HDMI is HDMI carry a sound and video both but cable D only for display explained by organization supervisor. Learn how to change IP manually static guided by staff.

Change Ip Manually Static to connect with printer:

To change the computer's IP address in Windows, firstly search box about network and sharing center then select Network and Sharing Center when it appears.

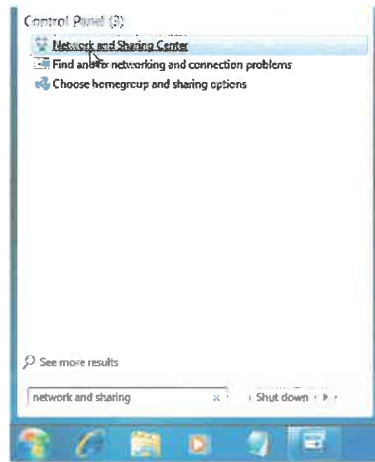


Figure 3.5: Search Network and sharing center

When the Network and Sharing Center appear, click button Change adapter settings. This will be the same on Windows 7 /8/ 10.

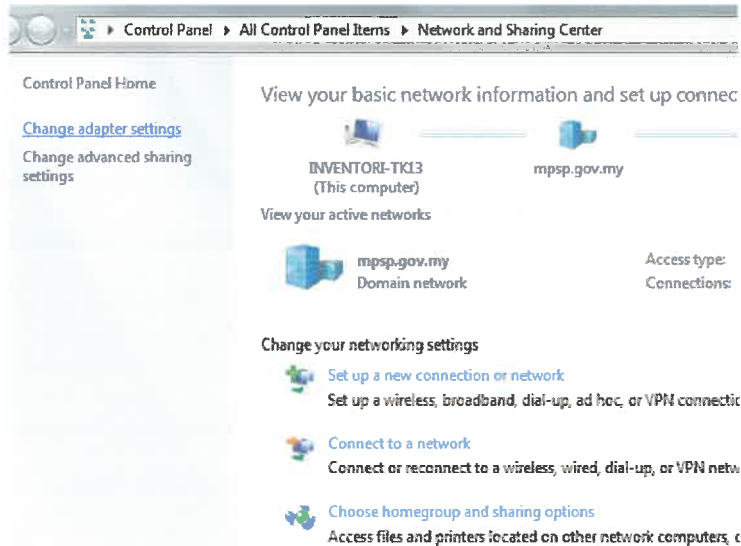


Figure 3.6: Network and sharing center

Right-click on local adapter settings and select Properties.

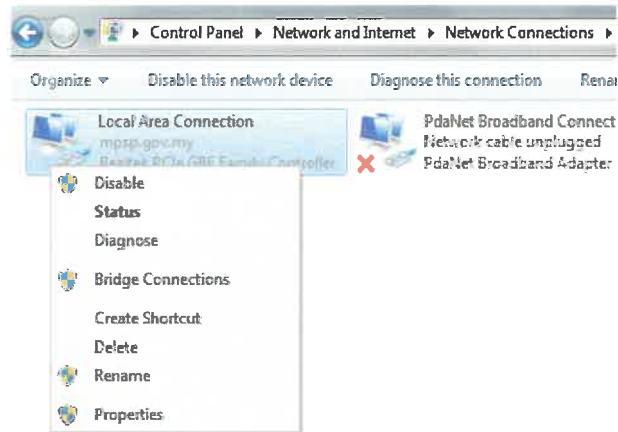


Figure 3.7: Local Area Network (LAN)

In the Local Area Connection Properties window highlight Internet Protocol Version 4 (TCP/IPv4) then click the Properties button.

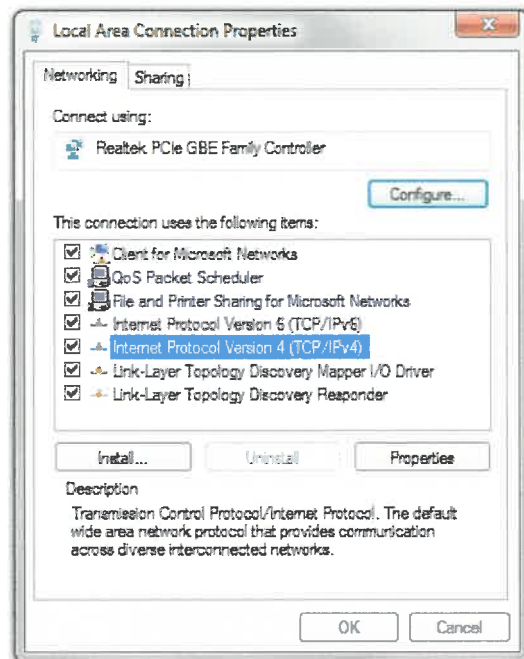


Figure 3.8: LAN Properties

Choose Internet Protocol Version 4 (TCP/IPv4)

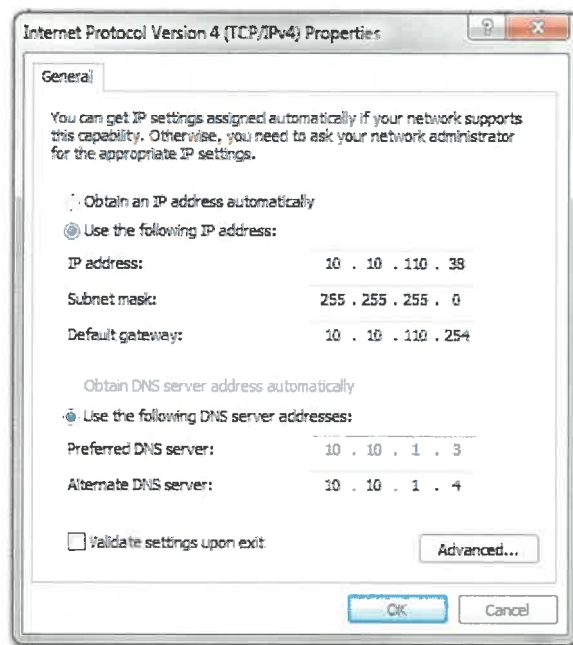


Figure 3.9: LAN Properties

Fill all in the blanks with correct IP address and information needed.

Windows will run network diagnostics and verify the connection is good.

```
Administrator: C:\Windows\system32\cmd.exe
C:\Users\user2>ipconfig

Windows IP Configuration

Ethernet adapter Local Area Connection 2:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix . . :

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix . . :
    Link-local IPv6 Address . . . . . : fe80::d07f:e775:97f:1edb%11
    IPv4 Address. . . . . : 10.10.110.38
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 10.10.110.254

Tunnel adapter isatap.{D07F565A-E153-4B80-9C6D-8DA63456DBB9}:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix . . :

Tunnel adapter Local Area Connection* 11:
```

Figure 3.10: CMD ipconfig

Now open the command prompt and do an ipconfig to see the network adapter settings have been successfully changed or not.

h) Level 7 - Health Services Department & Town Planning Department

Install panda usb vaccine and autorun to avoid any unwanted malware using pendrive. Eject pendrive then put it back and notification of panda usb vaccine will appear then finish (8 PC). Install internet explorer 11, open internet explorer and click tools, internet options, choose general, make a homepage, and add any page that related with MPSP. Then click tools choose compatibility view settings, add any website that related.

Make a new user accounts in server because staff cannot login his account even the password is correct.

- i. Login to server by entering username and password it staff
- ii. Create new user in server, then keyin staff name and password
- iii. Logout from server then restart PC
- iv. Create new user and login use a new password.

i) Level 8 – Town Planning Department

Check a folder that is missing because of virus. Scan using antivirus Panda antivirus to fix the problem towards 1 PC in level 8.

Go to level 8, town planning department to synchronize Panda endpoint antivirus to 6 PC. If the panda status is not display at icon task bar, PC need to restarted then uninstall old panda and install a new panda from server then restart PC again. Panda status will show up at icon task bar. Right click, clicks synchronize then finish. Panda antivirus will update the latest version.

j) Level 9 – Law Department

Follow IT staff to level 9, law department to check why PC cannot connect with MPSP wifi or no internet access. Check port internet, cable network and server. Format the PC and setting printers to connect with PC staff. Still not works, IT staff uses a switch as a solution to access the internet among 2 PC. Check 1 PC that cannot be switch on. Change the RAM slot and clean it using rubber on the RAM surface then finish put the RAM back to suitable slot.

Go to Bilik Mawar with IT staff to make a straight cable network RJ45 connector. Learn how to install straight cable network.

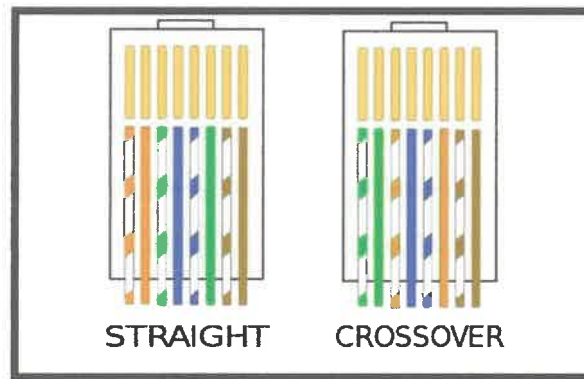


Figure 3.11: LAN cable or also known as Cable network



Figure 3.12: UTP cable

First measure the length of UTP cable needed then cut it. Next arrange the colour follow the straight cable.



Figure 3.13: RJ45 Connector

Second, after finish sort the colour, make sure the wire have same length and put it into RJ45 as in above picture.

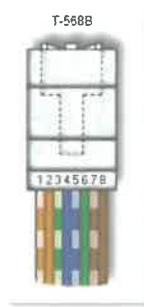


Figure 3.14: RJ45 Connector with UTP cable

Thirdly, after finish put UTP cable into RJ45 then crimp the cable network tightly using crimping tools



Figure 3.15: RJ45 Connector

After finish crimping it, check whether internet can be access or not. If internet can be access that means cable network successfully be done.

k) Level 10 – Valuation & Property Management Department

Follow IT staff to level 10- valuation and property department to setting slip printers brand Seiko. Correct the printer manually by hand because it too tight to print the try to print test webpage.

Step to change from user2 to owner PC name

1. Start menu, all programs, accessories, click remote desktop connection or remote access computer to connect with server in MPSP.
2. Log in to server by entering IP address, Staff Id and password. Strictly no unauthorized person can access it except selected staff only.
In server, add/create new user then key in MPSP staff owner full name and password then log out from server.
3. Log off and switch account user PC (depends on windows XP / 7 / 10)

4. Right click "This PC" OR go to personalizes, desktop icon settings then click YES on all button then click apply. Log off.
5. Go to new owner PC name and enter new password.
6. Click my computer, go to Computer Domain Changes enter staff name and domain as MPSP1.
7. Then go to local C/users/old users to find folders from user2, copy and paste to new user (owner PC name).
8. Click to my computer, find a folder from user2 then ctrl X for cut then paste to owner PC name accounts ctrl V to paste.
9. Click internet explorer, make homepage each system such as MPSP.netMPSP.gov, Sistem Kehadiran, SistemCuti MPSP and needed system if requested by staff.
10. Change wallpaper and screensaver within 3 minutes.

Unit IT will be audit (5S) on march and april so all IT staff had assigned to to change each of PC in MPSP building from user2 to become their own name. Locations at Bilik fail Jabatan Penilaian dan Pengurusan Harta level 10.

l) Level 11– Community Affairs Department

Go to director of community affairs deaprtment to enable the icon pdf in Microsoft words 2007 that using software adobe acrobat

m) Level 12 – Treasury Department

Follow IT staff to level 12 - treasury department to setting devices printer among 6PC. Share the printer devices then connect it. Search \\Rokiah-Kew then connect with left printers, then click that devices printer right click and choose printer properties then windows printer test page. Check why CPU cannot be switch on. Take out the entire RAM from the slot and clean it with rubber, then put RAM back into a slot.

Follow IT staff go to level 12- treasury depart to install driver printer laserjet and dot matrix printer.

- a. Search for printer driver name (can get it at server or can be download it at internet)
- b. Extract that file, go to control panel, add a printer then browse the file that had be extract just now then click ok.
- c. Then test print webpage (Enter a serial number)

Install dot matrix Epson slip printer

1. Search driver of that printer then download
2. Extract file after download, go to control panel and add a printer/device then browse file extract.
3. Put a slip paper then test print webpage.
4. Then install google chrome and make as default.

n) Level 13 – Management & Human Resource Department & Information Technology Department

Trainee had assigned to collect information and sketch a location of PC in procurement department and list down as follow:

1. PC name
2. Ownername
3. Serial number
4. Model
5. Port number (LAN)
6. Printer (if any)
 - serial number
 - model

Install 3 power supplies and replace with the new one with correct position. Then check whether it can be use or not. Install driver motherboard to 1 PC. Install Microsoft windows 7@ XP first then install driver motherboard Foxcon motherboard (follow the type of motherboard).

Format 1 PC HP Pro Compaq 4300 windows 7 professional using 3 disc name system recovery media for wins7 products.

1. Press button switch on about 10 seconds then insert disc 1
2. Press F11 – for HP only
3. Wait until “windows loading files” it will display Recovery manager and have been asked to insert disc 2 and disc 3 along this process.
4. Wait until “Setup windows 7 proffessional” then ready to start desktop.
5. Create domain name changes
Click my PC, right click choose properties, choose change settings and change PC name and domain as MPSP.gov.my.
6. Then create account user2 then log off.
7. Install all software that needed follow by the users requirement



Figure 3.16: PC was formatted at practical working areas

Learn how to sharing file within 2 PC guided by IT staff.

1. Right click on the folder that want to be shared
2. Choose properties and click sharing button.
3. Click run on PC that want to be shared with and search PC name: \\inventori-tk13
4. Then appear a folder that already been shared and setting as read and write, setting at security. Copy folder and paste at desktop.

Format 1 PC HP Pro 3300 windows 7 professional using 2 disc

1. Press F8
2. Insert 2 discs, 1 by 1. Wait until “windows files loading”
3. Setup HP PC setting then wait until it display desktop
4. Create domain name changes
Click my PC, right click choose properties, choose change settings and change PC name and domain as MPSP.gov.my.
5. Then create account user2 then log off.
6. Install all software that needed follow by the users requirement

Learn how to install new set of PC guided from IT staff, install new CPU brand dell from box and install power cord, cable display, mouse and keyboard. Switch on PC then setup, go to personalizes click desktop icon setting click right to 3 table and click apply. Right click at “This PC” (for windows 10) then change domain name as MPSP1.gov.my and create user accounts as staff name.



Figure 3.17: New Dell PC was installed by trainee.

o) Level 14 – Management & Human Resource Department

Check PC in steno room level 14 because Microsoft words become hang and corrupted.

1. Off panda antivirus in PC first before install Microsoft office 2016, if not it will be detected as a virus.
2. Install Microsoft office 2016, click setup and proceed through the installation process.
3. Open Microsoft toolkit located inside the crack folder then click button to left of windows icon go to activation tab.
4. Have auto kms selected and hit “install” then ACTIVATE Microsoft office 2016.

Install new CPU to MPSP staff full set. Dell windows 10, plug in display cable, power cable 2, mouse and keyboard and switch on at level 14. Learn from staff how to write serial number for MPSP property such as MPSP/01/101/H/no serial CPU then write it in asset sticker and attach on new CPU. The asset form name Daftar Harta Modal must be fill to record all PC in MPSP and make 2 photocopy for be kept by the new owner and 1 more copy will be kept by asset officer in file.

In steno room plug in power cable, vga cable switch on the PC and got drive.bat virus in her pendrive and recorder to record minute meeting.

1. Scan virus using panda endpoint antivirus
2. Install panda usb vaccine
3. Format pendrive and recorder. Scan again
4. Make a backup for pendrive and recorder then restart PC
5. Using drive.bat removal
-Use cmd to remove virus H:\>attrib -s -h *.* /s /d
6. Restart PC and install smadav 2017
7. Scan both pendrive and recorder using Smadav 2017
8. Found the virus and clicks fix all.

p) Level 15 – Corporate and International Relations Department

Replace a new monitor at level 15 then bring the old monitor to level 13. Then connecting new formatted PC with printer. Install the drivers of printer from server and choose selected printer, setting the printer secure using staff id and password then test print web page.

Go to level 15 - Bilik Cempaka to change user account with Cempaka account name. Adjust position of sharpness projector at Bilik Cempaka and time of screen savers must be 60 minutes in all meeting room.

Install smadav 2017 antivirus to 1 PC.

Trainee check all the asset sticker under the microphone in meeting room at Bilik Cempaka whether its still can be seen or not. Jot down serial numbers of the microphone and check it whether tally or not with Borang Daftar Harta Modal Kerajaan.

Trainee learn that Command prompt or CMD that always used are ipconfig to check ip address of each PC and network acces, Msconfig to check system configuration thus disable startup and Sfc/scannow to scan all protected system files, and replace corrupted files with a cached copy that is located in a compressed folder.

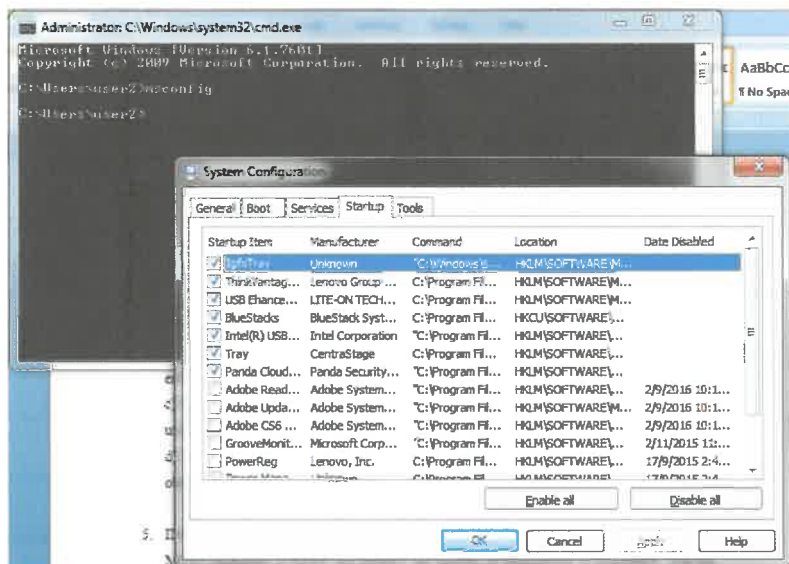


Figure 3.18: Example of Msconfig and System Configuration

3.1.2 MPSP Auditorium

Follow IT staff to auditorium at level G to get prepared places for 1 events “Anugerah Pelancaran Sekolah Hijau”, a collaboration project between MPSP and Continental Sime Tire Sdn.Bhd. In the auditorium, IT staff and trainee had to check the followings to ensure they were functioning.

1. Check song and video to ensure they run well
2. Test microphone availability
3. Choose instrumental song from the server
4. Pick button freeze to make any changes towards banner on PC but the display remain the same and after finish make the changes unfreeze button and the new banner will display.

IT staff which is also my supervisor had explained about function of p.a system in audiovisual room at auditorium MPSP. Channel for each microphone in front of stage, emcee microphone, and audiences totally had 4 microphone channels that could be controlled in P.A system such as echolizer, sensitivity and bass sound. Turn up and turn down volume also is a part of function in p.a system.

Another event those were held Go to auditorium to get prepared for events “Majlis Pelancaran Pertandingan Kitar Semula sponsored by F&N Beverages Marketing Sdn.Bhd. Care for p.a system while live, test microphone, prepare a song playlist Negaraku and Untuk Negeri Kita then prepare a video from Japan.

Trainee go to auditorium MPSP to setup places such as test microphone, install soft instrumental song playlist for event “Conventional Agriculture Produced are sprayed with toxic pesticides” and also care for p.a system setting during the event. Trainee go to auditorium to take the cordless microphone with their repeaters/routers and bring it to Dewan Kenanga for the next events.



Figure 3.19: MPSP Auditorium

Go to auditorium MPSP to setup places for mini events name “Seminar Indahnya Islam”. Test microphone and wireless microphone, and play suitable instrumental songs.



Figure 3.20: Events in MPSP organized by Community Affairs department with IT department collaboration.

3.1.3 MPSP Lobby

Trainee bring 6 full set of PC from bilik latihan level 13 go to lobby MPSP to make preparation event name “Anugerah Inovasi Pihak Berkuasa Tempatan 2017” AIPBT 2017.

Bring power cable, vga cable, mouse, keyboard, extension, switch and tape. Install full set of 6 PC at lobby MPSP with IT staff. Learn and install cable network RJ45 connector to 6 PC and crimp well.

Check all PC whether internet access or not and everything is function well. Tight all the cable with cable tight and telephone tape all LAN wire access on the floor to avoid public step on it. The entire cable network is using 1 switch. Put small pieces of paper into damage ports to give a signs that the port cannot be used anymore.

Check each PC and other accessories to make sure it functions. 2 CPU had problems because overheating and cannot be switched on. Replaced with a new CPU and changed any keyboard or mouse that did not function well. Trainee had been given a task to ensure the exhibition IT part run well and smoothly.



Figure 3.21: Exhibition opening at MPSP Lobby

3.1.4 Dewan Kenanga MPSP

Feb - June

Follow IT staff to dewan kenanga for “Majlis Penuh kali ke 512 (02) 2017”. This meeting will be held once a month only. It was attended by YDP – Yang Dipertua MPSP Dato Maimunah Shaarif, Setiausaha Majlis Sir Haji Rozali (Chief Information Officer), all directors of departments and 24 councillor’s members.

Testing all microphones in Dewan Kenanga to make sure they were functioning. During the meeting, IT staffs used the hardware and software name Vidiu Teradek Live Streaming Device to hold a monthly meeting. This “Majlis Penuh” occasion can also be seen all over the world through MPSP facebook. Trainee will repeat all of the task each month once a month such as install laptop, on projector, on livestreaming and testing all the microphone.



Figure 3.22: P.A system in Dewan Kenanga, MPSP

Trainee observed IT staff handle the live streaming VidiuHrdek during “Majlis Penuh”.

This include observing IT staff

1. Adjust cable speaker, volume, wireless microphone
2. Adjust HD conference Dome (surrounding camera that located in dewan kenanga)
3. Care for p.a system performance



Figure 3.23: Top view in Dewan Kenanga

3.1.5 MPSP Jalan Betek

Trainee were also been given a duty to inspect computers with IT staff at MPSP Jalan Betek and Veterinary Unit. The building ceiling was collapsed due to water overflow and spilling over the computers here. Trainee and IT staff had to check the serial number of PC, printer, mouse, keyboard and monitor those were damaged here. These item were totally wet and they must be dried first for a period of a week until they become totally dry before they can be repaired . These wet CPU cannot be switched on. These were to prevent the CPUs from further damaged or exploded.

Trainee and IT staff check 1 full set of PC that takes time to dry in few weeks. Trainee had install CPU, monitor, power cable, VGA cable, LAN cable, mouse, keyboard, and printer laser jet ink. Test print webpage to check it can be used or not. Monitor, keyboard and mouse cannot be used anymore so it must be replace with a new one from level 13 IT department.

3.1.6 Kaunter Pusat MPSP- Jawi Branch

There were two (2) “Kaunter Pusat” MPSP that at Jawi branch. First is “Kaunter Pusat Jabatan Pelesenan” and second is “Kaunter Pusat Jabatan Perbandaran”. Trainee and IT staff check panda endpoint protection plus, a computer antivirus to make sure it is in a good condition and available.

The panda antivirus had been installed but it's not running and disable in server.

1. Login into panda cloud security\\synchronize, find panda icon toolbar and customize notification.
2. Uninstall panda, but it cannot be uninstall because password not match. Then try to uninstall using alternative ways such as using command prompt and registry editor.
3. Install panda again and download panda endpoint certification 2132 to fix the errors that occur while install then run.
4. Tcp/Ip problem: netsh winsock reset, netsh int ip reset c:\resetlog.txt

IT staff had explained about Project Metro – E (ethernet) that had been located at each of MPSP branch that cover SPT, SPS and SPU. 9 depo and all branches had included of this internet access high bandwidth deal with TM Malaysia. This project uses 1 black box that includes fibre optic and VPN (Virtual Private Network) and cannot be in hot temperature. Engineering department has deal with MPSP to provide 1 stand portable aircond that will works 4 hours and off automatically then another aircond will take turns on for 4 hours and both of that aircond will be in rotation 24hours.

3.1.7 Kaunter Pusat MPSP – Kampung Jawa branch

Go to check 3 PC that needs to be formatted and check printer that become slow when to print anything. Try to test print webpage and it work well.

3.1.8 Dewan Millenium, Kepala Batas

Go with IT staff to setup place for an event under MPSP “Anugerah Pekerja Khidmat Cemerlang & Persaraan 2017”. Check all the playlist of song such as instrumental songs by Kenny g, lagu negaraku, lagu negeri kita, lagu rasmi MPSP and IT staff care for p.a system in control room. They also adjust full resolution on projector and setting a video corporate with suitable resolution with projector.

3.2 Administrative Unit

Trainee had created installation software form for IT department daily used. Trainee had checked and issuing sticker asset of microphone in meeting room, named Cempaka Room at level 15. Trainee also had to find a number series below microphone and quantity of microphone with code provided. Then trainee had to attach the sticker below the microphone.

Furthermore, trainee had been assigned to print and comb binding “Dasar MPSP” before handling it top management before meeting started. Trainee also had been given a task to design a retirement card using Adobe Illustrator for ex staffs as an appreciation for her/his services by sending a gift. IT staff had taught the trainee on how to use shredding machine and had assigned trainee to dispose a confidential document using a shredding machine.

3.3 System Unit

Trainee had also been given a permission to access “Sistem Peningkatan Caj Infrastruktur” and “Sistem Pengurusan Kualiti” to make a user manual with permission through MPSP intranet.

3.4 SPECIAL PROJECT

3.4.0 Introduction

According to George F.J and Valacich J.S in book ‘Modern System Analyst and Design’ information system analyst and design is a complex, challenging and stimulating organizational process that a team of business and system professional uses to develop and maintain computer based information system. According to Hartmut.J (1970), he stated that a system is a set of components which interact in a certain manner to achieve its goals. An open system is distinguished from a closed one by the fact that interaction exists with its environment. Since most organizations must be considered as open systems, their environment becomes a dialectic part of any systems definition. Any socio-economic organization has been structured.

As a student in last semester, all of us need to complete industrial training before being graduated. The trainee had done industrial training at Municipal Council Seberang Perai in IT Unit. Trainee need to develop a system that would be used by law department which is before this they only use manual form name “Borang Perjanjian”. So, trainee needs to develop one system between supplier and MPSP from manual form to become electronic form named E-Agreement MPSP.

Before start this project, trainee had survey the daily routine while using the manual form with staff. The trainee had meet with law department staff that manage a Borang Perjanjian. Before this, all of record, process such as fill the form and agreement was done in manually. This system also design to solve the problems that been facing by world nowsday a lot of paper used in daily life, so we need to save our world and 2018 is a transform year to become digital year responded to government.

Majlis Perbandaran Seberang Perai (MPSP) or Municipal Council of Province Wellesley is a local authority which administers Seberang Perai and other areas. This agency is under Penang state government. MPSP are responsible for public health and sanitation, waste removal and management, town planning, environmental protection and building control, social and economic development and general maintenance functions of urban infrastructure. The MPSP main headquarters is located at Bandar Perda, Bukit Mertajam. Since the wide department in MPSP nowsaday they need to improve their system and services such as make all the manual procedures to become in computerized system.

3.4.1 Project Overview

As a practical student at Seberang Perai Municipal Council or also known as Majlis Perbandaran Seberang Perai has been required to done a task which is develop system (electronic form) requested by assistant director of IT department at MPSP. Actually the system is requested by law Department level 9 at MPSP and they request to make a manual form name “Borang Perjanjian” to become an electronic form (system).

According to Frank Harary and Mark F. Bate11, to quote von Bertalanffy (in Miller 1965), "A system is a set of units with relationships among them". In his exposition on general systems theory, Miller (1965) proposed that "The universe contains a hierarchy of systems, each higher level of system being composed of systems of low levels". This sentiment has been said by Simons' (in Miller 1965) description: "By a hierarchic system, or hierarchy, I mean a system McConnell (1977) states, "Anything that is itself alive - or that is made up of living things - can be thought of as a living system of some kind. You are alive; so you are a living system. But your family is made up of living organisms; hence your family is also considered a living system". The system that been requested is to view and submit agreement among supplier and MPSP. So the trainee had chosen this project system name is E-Agreement MPSP and it will be focusing on the MPSP staff and supplier.

3.4.2 Problem Statement

Every task had its own problem which makes the task ineffective and inefficient to use via manual form. Several problems had been identified here which urge the management in MPSP to change from using traditionally method in processing agreement to a new and systematic way using online agreement which is known as E-Agreemnt MPSP.

Thus, it was a must for MPSP top management to find a new and better way to finish the task. The first problem which was identified was misplacing the hardcopy traditional agreement form and lost it. This problem occurs when suppliers send their manually form agreement by hands to MPSP but during lunch hour and staff did not receive it. Supplier just put their manual form into box that provided, so chance to loss it very high. Staff may forgot or misplace the form that already be sent to them and this will become problem to both party which is supplier and MPSP staff.

Second problem was a manual agreement form using a lot of paper which add cost to MPSP. Furthermore, a manually agreement did not support MPSP campaign which is 5S that support green office environment. So, MPSP need to minimize the cost in order to achieved the campaign 5S.

Besides that, data redundancy also contributed to problem while staff handling the manual form. Supplier fill the old data and not up to date to the latest one. The third problem was staff needed to identify each form whether it was filled with correct or not. If the form was not completely filled, then staff will reject the application. It also takes times and energy to checking each form.

3.4.3 Objective

- To become green environment by reducing paper (paperless).
 - To enhance all users become IT literacy.
 - To respond to the government with the tagline Travel to the Digital Government
- The government is carrying out a public service-centric transformation of continuously improving productivity, efficiency and effectiveness of public service delivery system.

3.4.4 Scope of Project

The scope project is focusing on MPSP system. The system will be fully used by MPSP staff for handling information agreement between supplier who had won the tender and MPSP (Law Department).

3.4.5 User Target

The users target is supplier who had give services toward MPSP and won bid the tender only. The system that would be developed soon must be user friendly, suitable with all users target, easy to access and have a good connection or links among each other's. This users target can be define well because by build this system, the problem among users target will be solved.

3.4.6 Tools Used For Development

The tools that easy to use and have less cost. The tools that trainee would like to use in develop this system is Microsoft Visio, Xampp, Microsoft Office, Microsoft Project, Adobe Photoshop CS5 and Adobe Dreamweaver CS6. This is very important tools to develop and build a basic system. That can make my system become unique and attract users target to use it easily.

i. XAMPP

Its a free and open source cross-platform web server solution stack package developed by Apache Friends, consisting mainly of the Apache HTTP Server, MariaDB database, and interpreters for scripts written in the PHP and Perl programming languages.

XAMPP stands for Cross-Platform (X), Apache (A), MariaDB (M), PHP (P) and Perl (P). It is a simple, lightweight Apache distribution that makes it extremely easy for developers to create a local web server for testing and deployment purposes.

ii. Microsoft Project

Microsoft Project designed to assist a project manager in developing a plan, assigning resources to tasks, tracking progress, managing the budget, and analyzing workloads.

iii. Adobe Dreamweaver CS6

Adobe Dreamweaver CC is a web design and development application that combines a visual design surface known as Live View and a code editor with standard features such as syntax highlighting, code completion, and code collapsing as well as more sophisticated features such as real-time syntax checking for generating code hints to assist the user in writing code.

iv. Adobe Photoshop CS5

Adobe Photoshop used to design the interface of the system. The interfaces consist of buttons, color and the arrangement of the system.

3.4.7 Project Planning

1. Introduction

This system E-Agreement MPSP will be develop by follow the system development life cycle that stand for SDLC and also PADIM that stand for planning, analysis, design, implementation and maintainance. The system must be follow by step provided to make it work well and smoothly. Project planning is very important in step by step to build a system because it will be guide during develop the system soon.

2. Baseline Project Plan (BPP)

Prepared by: Mahfuzah Project Scope Statement (PSS)	Date: 18 June 2016
General project information Project name: E-Agreement MPSP Project manager: Mahfuzah binti Mazlan	
Problem statement: Every project has own problems and while planning this project system trainee try to recognize the problem. The first problem is misplacing the agreement form and loss it. This problem occurs when suppliers send their manual form agreement by hands to Mpsp but during lunch hour and staff did not receive it. Supplier just put their manual form into box that provided, so chance to loss it very high. Staff may forgot or misplace the form that already be sent to them and this will become problem to both party which is supplier and Mpsp staff.	

Second problem is manual form using a lot of paper and waste the cost. Its not support Mpsp campaign which is 5S that support green office environment. So, Mpsp need to minimize the cost in order to achieved the campaign 5S. Besides that, data redundancy also contribute to problem while staff handling the manual form. Supplier fill the old data and not up to date to the latest one.

The third problem is staff need to identify each form whether it fill with correct or not. If the form is not fill in completely then staff will rejected the application. It also takes times and energy to checking each form.

Project objective:

- To become green environment by reducing paper (paperless).
- To enhance all users become IT literacy.
- To respond to the government with the tagline Travel to the Digital Government

-The government is carrying out a public service-centric transformation of continuously improving productivity, efficiency and effectiveness of public service delivery system.

Project description:

After surveying in law department in MPSP, the trainee found that MPSP used manual procedure to fill up and submit an agreement using a manual form. Thus, trainee had decided that the best decision to build a system for agreement by using E-Agreement MPSP. The system will be used by supplier and staff in law department. A system name E-Agreement MPSP that would be developing soon could help supplier and staff in MPSP. The function of the system was to process and view the agreement form submitted by supplier.

Business benefits:

- Save energy and processing time among MPSP staff.
- Become more systematic and paperless thus reduce storage

space such as cabinet.
<p>Project deliverables:</p> <ul style="list-style-type: none"> • Supplier submission of agreement analysis and design • Supplier submission agreement progress • Training procedures
<p>Estimated project duration:</p> <p>5 months</p> <p>Recommendation</p> <p>Computer system nowadays was very important to organization in assisting the workers in completing their task faster. The E-Agreement MPSP could be used by both supplier and MPSP staffs online. For example, before E-Agreement MPSP exist law department had to process the agreement forms which was filled manually by the suppliers. Then, the suppliers needed to post the form to MPSP. Upon receiving the form, MPSP staffs needed to process the form manually. Some of the form missing during the process. So now, in order to facilitate work, make it more effective and efficient this system can record every agreement submitted by supplier. This process can reduce the works of staff and it became paperless. By planning it properly it had contributed to save the processing time for staff and supplier.</p>

Table 4: Project Scope Statement

3. Feasibility Access

i) Economic Analysis

Based on this system, E-Agreement MPSP can reduce cost. Law department can save their money to photocopy the manual form to supplier fill as before. Supplier just submit and send by system their agreement. They also need to fill form information their details by system only. Supplier also no need to come to MPSP for send their manual form of agreement, they can open the system and just fill the form agreement. So, suppliers can save petrol and money by using system rather than submit manual by hands.

ii) Technical Analysis

Through this system it can help an organization that mean Law department in MPSP manage their management in properly. This is because through this system it can save time, staff, supplier and a process of send agreement faster than before. It is because all of process in manual was change to a system. Through this system also, it can save a money and time because supplier do not need to come to law department for send their agreement, they can open the system and just fill the form and submit their agreement. All the details of supplier was in system and supplier just fill the form into make a process of submission their agreement. Law department management in counter also can be decrease because a system help them to make a process faster than before while they use a manual.

iii) Operational Analysis

The use of the form manual as before make the management of law department is slow and difficult. Through this system, the management of law department become quickly and easily without having to check manually as before. They can processing through the system and keep safely the supplier information in computerized system. Law department can make process of receiving the submission agreement from supplier can be easier and faster.

iv) Legal and Contractual Analysis

Based on this system, E-Agreement MPSP project get the supported from law department whereby they really need this system because this system can help and reduce their energy, time and cost. They can check and get information about submission agreement by suppliers through this system. It is easier to them. This system use six software such as adobe dreamweaver, adobe photoshop, Microsoft office, Microsoft project, Microsoft visio, and Xampp.

v) Schedules, Time Line, and Resources Analysis

The core element in project time management is the schedule, and the development of the schedule is one of the most important tasks of the project planning for our system building. Time management techniques include building the project schedule, making changes to it, monitoring progress based on the scheduled dates and shortening the project schedule using optimization techniques. Time frame for an adaptive project is especially difficult to estimate. For E-Agreement MPSP, there are schedule must be maintained. The purpose of this schedule is to measure progress and to evaluate estimated time until deployment.

Building the project schedule:

Building the schedule involves consideration of many aspects of the projects. System functionality, available resources, cost and system quality all affects the details of the schedule. Our project team estimates the size of activity at Unit Exam and determines the activity dependencies. The objective is an accurate estimate of the work to be done.

i. Modifying the Overall project schedule

There are three main reasons why schedules need to be modified:

- a) Additional activities added to the project.
- b) The time estimate of activities are expanded because complexity.
- c) Delivery is not available at the expected time.

ii. Monitoring the progress

The Gantt chart is a schedule to make sure the tasks are complete or not complete.

3.4.8 Gantt Chart

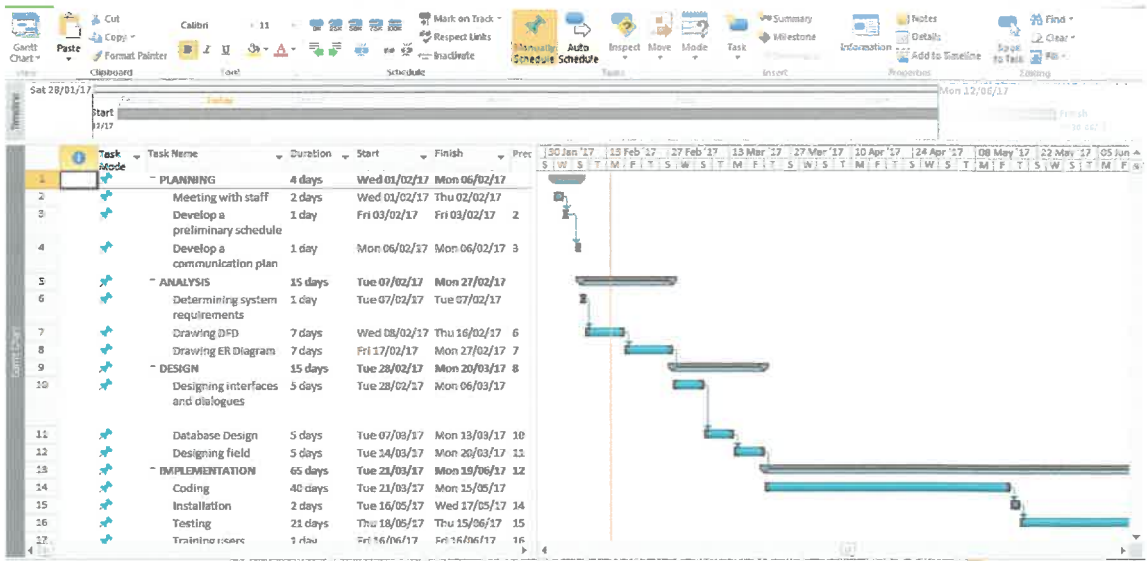


Figure 3.24: Scheduling for E- Agreement MPSP



Figure 3.25: Scheduling for E- Agreement MPSP

3.5 Literature Review

3.5.1 Introduction

Based on the research that has made by our group project. We have found articles that related to this project. Example of the article about the E-Agreement MPSP. Author Geri & Naor-Elaiza, (2008) had stated that this paper examines an online assignment submission system (which seems very similar to an email system) implemented in a blended distance learning university. Therefore, an online assignment submission system should be expected to be valuable primarily in a distance or blended learning environment.

In addition, a submission management system is a software system, also known as submission processing. Information can be received, tracked, stored, and distributed electronically. Submission management systems can be web-based system operating in a browser environment, or may also be in the form of a desktop application. Submissions are completed electronically creating an efficient real-time process that saves time for both the submitter and recipient. Usually a submission management system can take in a high volume of data at fast rate.

This author Alexandros Koulouris Angelos Anagnostopoulos, (2010), he said that it focus on how the e-submission tool users in submitting their electronic theses. This decision establishes the procedure of theses submission in electronic (digital) format and gives the right to the Central Library to collect and deposit the e-theses and the privilege to define the submission procedure specifications. The e-theses submission system consists of a web application, a web-based form in which the users submit the metadata and the theses file in PDF format.

Based on this author Katie Birch Tony Melvyn, (2014), he stated that using any Web browser, a lending library can upload a copy of an article that they either already have as an image file or have scanned for a borrowing library. Once uploaded, the file is stored in the cloud where the borrower can access it. When the lender has completed the upload process, Article Exchange generates a

unique URL and password which is used by the borrowing library to access the file.

3.5.2 Conclusion

As a conclusion, the literature review give an explanation about the rough draft of the system before it is implementing and being develop to the organization. Besides, it is also discussed about the function of submission management system regarding to upload and download that related this system. From this chapter its can contribute information and function of the system before develop the system, all group members should know the details about the pro and con of the system to ensure all the information to develop the system will successful in the future.

3.6 METHODOLOGY

Analysis is the second phase of the Systems development life cycle (SDLC) in which system requirements are studied and structured. Requirements must drive design and development decisions throughout the product development life cycle. Precisely requirements gathering will define the current system, including the location of problems or opportunities and an explanation of how to fix or enhance or replace the system. Many times development teams are given unrealistic deadlines for completing the system they have been tasked to develop or redesign. When time is tight and deadlines are fast approaching the initial list of functionality must be reviewed and trimmed. This task can be simple if the analysis team administered effective surveys and conducted thorough follow-up interviews to provide strong requirements stated by (Dr.Sauter, 2010).

3.6.1 Traditional Methods for Determining Requirement

The best ways to get the information is to talk to the people who are directly or indirectly involved in the different parts of the organization (MPSP). There are 4 ways, the first is interviewing individuals, the second is observing workers and the last is studying business documents.

The first traditional method is interviewing individuals. Guidelines for effective interviewing is need to plan the interview like prepare an appointment with interviewee & questions. Trainee has decided to make an interview with En Jamaluddin in law department, MPSP. Before and while interview tips are prepare agenda and checklist, listen carefully and take notes (tape record), review notes within 48 hours, be neutral and seek diverse views about system that really needed in law department.

Choosing interview question can be decided before the interview session. There are 2 types of questions that are Open-ended questions and Closed-ended questions. Open-ended questions is a questions that have no prespecified answers and our group has choose this type questions when having the interview session on last 18 March 2017 in law department, MPSP. Closed-ended questions is a questions that ask those responding to choose from among a set of specified responses example like multiple choice question that stand for MCQ.

The second traditional method is Direct Observation. Watching workers do their jobs. Staff in law deparment had given explanation about their manual procedure to received agreement from supplier by using form. It used to obtain more firsthand and objective measures of employee interaction with information systems and can cause people to change their normal operating behavior like misplace the form submission agreement.

Lastly, the traditional method is studying business documents. It can give a historical and formal view of system requirements. Useful document like written work procedure, for an individual or work group, describes how a particular job or task is performed and includes data and information used and created in the process. So, trainee will follow the guidelines given for easier all the process. The difference between the formal systems and informal systems are Formal Systems is the official way a system works as described in organizational documentation (i.e. work procedure) while Informal Systems is the way a system actually works (i.e. interviews, observations).

3.7 ANALYSIS

3.7.1 Introduction: Analyze a current system

In order to develop the new systems, first thing we need to analyse the current system that has been used by the organization. As to develop the new system, we need to ensure the system that is going to be developed will give the better output for the organization. The system that has been requested is to view and check agreement submission among suppliers. So this E-Agreement MPSP will be focusing on the law department in MPSP. Hence, to develop the new system the trainee managed to develop a system that easily to check agreement submission from suppliers. The current systems from law department in MPSP and get information to fulfil their needs of submission agreement using the system.

3.7.2 Discuss a system proposed

Practical students had proposed new system law department in MPSP to assist them in transaction process in agreement submission process among suppliers. The system that has been requested is to view and check agreement status of submission. The name of the system called as E-Agreement MPSP and it will be focusing on the law department in MPSP.

This system will allow the staff view and check supplier submission the agreement in this system. Hence, the system automatically will generate the agreement information and stored all the submission process in the databases. E-Agreement MPSP is divided into two which is one for management page and user page.

The management page which is admin page is only authorized for the person in charge which is only staff can monitor all the flow and movements of the submission made by the suppliers. This page will allow the admin to edit and delete all the data entry in the system. This page will be secured by the admin with id and password. The username and password will be key-in in to the database before they can login to the admin page. The admin page is totally prohibited from outsider such as user or suppliers.

For the user page which is supplier accessible page, they only can submit their agreement in the system. The user can access the system and the user will able to submit in the system will display the data on the system. The system will allow the user to click to submit their agreement on the system. Then, after that the students can see the submission successfully in that page on the system.

To describe in detail the submission system project, practical student had illustrated the system project by using context diagram (CD) and data flow diagram (DFD) to emphasis more understanding on how the system works and functions.

3.7.3 Context Data Flow Diagram (CD)

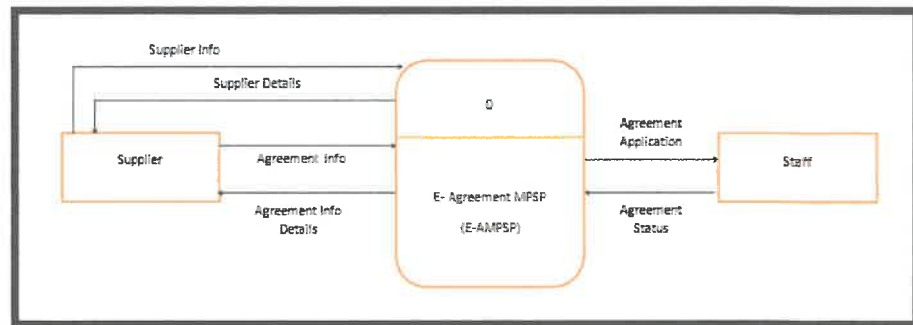


Figure 3.26: E- Agreement MPSP Context Data Flow Diagram

Based on the context diagram above, we can see there are two (2) external entities which are supplier and staff. The data flow is shown by the arrow available in the diagram above. Based on the diagram there are four (4) types of data flow that communicate between supplier and system. As we can see on the diagram, the system will generate reports.

3.7.4 Data Flow Diagram Level (DFD)

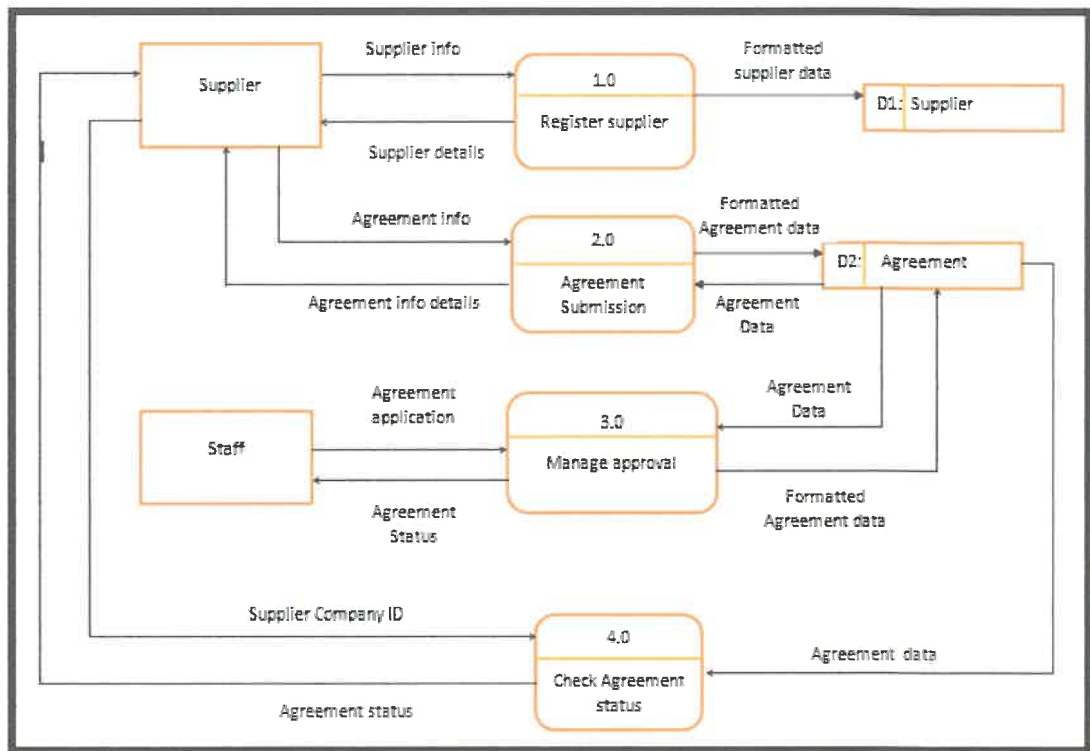


Figure 3.27: E- Agreement MPSP Level-0 Data Flow Diagram

The above diagram known as Data Flow Diagram also called as DFD. The information system is depicted as a DFD in figure 3. As indicated by the diagram in the E- Agreement MPSP there will be four modules that we called as the process consists of submit agreement, manage approval, check agreement status and report. Each module will process the data between supplier and the system itself. Besides that, there are two categories of database be created in the systems to store the information such supplier data and agreement data. The entire database will be store in the report and the report will generate all the reports and handover to the admin to make further checking of its submission activity.

The main processes represent the major functions of the system, and these major functions correspond to actions such as the following:

- i) Capturing data from different sources (example, Process 1.0, 2.0)
- ii) Maintaining data stores (example, Processes 3.0)

iii) Producing and distributing data to different sinks (example, Process 4.0)

These major functions often correspond to the activity on the main system menu with the context diagram. We see that the system begin with the registration that manage by staff. Staff will keep the information about supplier details. The results are six streams flows of data.

- i) Staff manages submission the supplier in E- Agreement MPSP
- ii) Staff will verify the submission agreement process.
- iii) From this system it easier for supplier, they can filling the form correctly rather than fill in manual form
- iv) The process will generate a report for supplier data and agreement data.

First, the data labeled Register Supplier go to process 1.0. The data labeled Agreement Submission go to process 2.0. The output for this process is labeled agreement info details. This output updates a data stores received submission. Then, the data labeled Manage Approval go to process 3.0. The output for this process labeled agreement status. The next process is Check agreement Status go to process 4.0. The output for this process inform status.

3.8 DESIGN

3.8.0 Introduction

A database is a data structure that stores organized information. Most databases contain multiple tables, which may each include several different fields. For example, an agreement database may include tables for supplier, staff and submission. Each of these tables would have different fields that are relevant to the information stored in the table.

Nearly all online system use databases to store data and information. By storing website data in a database, the data can be easily searched, sorted, and updated. This flexibility is important for online system and other types of dynamic websites. However, today's relational databases allow users to access, update, and search information based on the relationship of data stored in different tables. Relational databases can also run queries that involve multiple databases.

Database

Database design is the process of producing a detailed data model of a database. This logical data model contains all the needed logical and physical design choices and physical storage parameters needed to generate a design in a data definition language, which can then be used to create a database.

3.8.1 Entry Relationship Diagram (ERD)

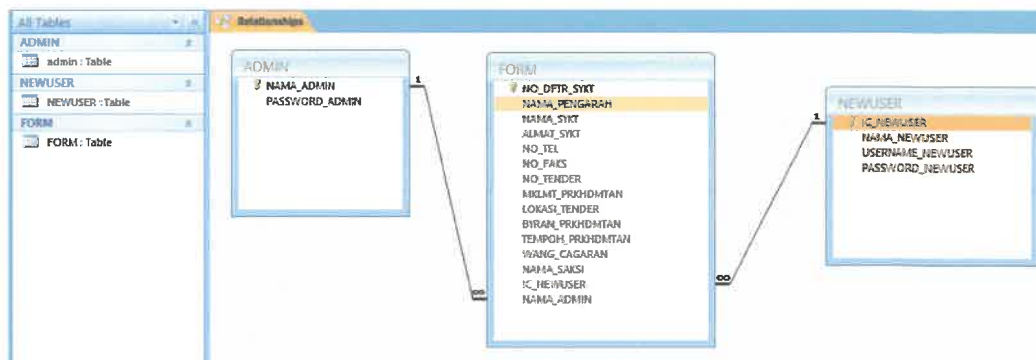


Figure 3.28 : Entry Relationship Diagram (ERD) of E-Agreement MPSP

3.8.2 Data Dictionary/ Physical file

Below is data dictionary for 3 table of E-Agreement MPSP

Admin:

Column	Type	Null	Default	Links to	Comments	MIME
nama (<i>Primary</i>)	varchar(40)	No				
password	varchar(10)	No				

Table 4: Admin data

Newuser:

Column	Type	Null	Default	Links to	Comments	MIME
id_name (<i>Primary</i>)	int(11)	No				
Name	text	No				
IC	varchar(18)	No				
Username	varchar(20)	No				
Password	varchar(20)	No				

Table 5: Newuser data

Pengguna

Column	Type	Null	Default	Links to	Comments	MIME
id_pengguna (<i>Primary</i>)	int(11)	No				
nopendaftaransyarikat	varchar(50)	No				
namapengarah	varchar(100)	No				
namasyarikat	varchar(40)	No				
alamatSyarikat	varchar(100)	No				
notel	varchar(20)	No				
nofaks	varchar(20)	No				
notender	varchar(50)	No				
maklumatperkidmatan	varchar(100)	No				
lokasitender	varchar(100)	No				
bayaranperkidmatan	varchar(100)	No				
tempohperkidmatan	varchar(50)	No				
wangcagaran	varchar(50)	No				
namasaksi	varchar(100)	No				
status	varchar(50)	No				
reason	varchar(50)	No				

Table 6: Data dictionary of E-Agreement MPSP

3.8.3 Interface Design

3.8.3 i) Input



Figure 3.29: Homepage supplier & Admin login page for E- Agreement MPSP

NEW USER REGISTRATION

Name :

I/C No :

Username :

Password :

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Figure 3.30: New Supplier registration page



JABATAN UNDANG-UNDANG

Sila Lengkapkan Maklumat Dibawah:

NO. PENDAFTARAN SYARIKAT	0000000
NAMA PENGARAH	All Bin Abu
NAMA SYARIKAT	Avaris Sdn. Bhd.
ALAMAT SYARIKAT	Alamat
NO. TELEFON	000-0000000
NO. FAKS	00-0000000
NO. TENDER	0000000
MAKLUMAT PERKHIDMATAN	Maklumat Perkhidmatan
LOKASI TENDER	DAERAH TIMUR LAUT
BAYARAN PERKHIDMATAN	RM000.000
TEMPOH PERKHIDMATAN	DD/MM/YY - DD/MM/YY
WANG CAGARAN	RM000.000
NAMA SAKSI	All Bin Abu
	<input type="button" value="Submit"/> <input type="button" value="Reset"/>

Figure 3.31: Borang Perjanjian Elektronik.

MAJLIS PERBANDARAN SEBERANG PERAI
E-AGREEMENT MPSP

LOG MASUK PEMBEKAL

Username

Password

Senarai Perjanjian

Web Cigna © 2011. MPSP - Sistem Perjanjian Pembekal

Figure 3.32: Supplier Login



Figure 3.33: Admin Login



Figure 3.34: Check agreement result

3.8.3 ii) Output

No. Pendaftaran Syarikat		No. Tender			Maklumat Perkhidmatan		Lokasi Tender		TINDAKAN		
Bj	No. Pendaftaran Syarikat	Nama Syarikat	Alamat Syarikat	No Tel	No. Tender	Maklumat Perkhidmatan	Lokasi Tender				
1	1052262	MEGABINA INDUSTRIES SDN.BHD	NO.3B, TKT2, JALAN TODAK 1,PUSAT BANDAR SEBERANG JAYA, 13700 SEBERANG JAYA, PULAU PINANG.	017-5986138	T0415005	MENAIKTARAF SISTEM PERPARITAN	DAERAH SEBERANG PERAI TENGAH	Lulus	Sebab	Kemaskini	
2	7835698	Plasera Technology Sdn.Bhd	17-1, Lorong Pauh Jaya 1-2, Taman Pauh Jaya, 13700 Perai, Pulau Pinang	04-3994686	0415070	System maintenance and technical support	DAERAH SEBERANG PERAI TENGAH	Lulus	Sebab	Kemaskini	
3	0637271V	WiseCore Technology Sdn.Bhd	6633 & 6627 Jalan Mengkuang, Butterworth, Penang	04-3906688	0415017	Dealer in computer software	DAERAH SEBERANG PERAI UTARA	Lulus	Sebab	Kemaskini	
4	2378654	Mace Instrument Sdn.Bhd	Lot 34, Jalan Todak 1, Bandar Sunway Seberang Jaya, 13700 Perai.	019-5439876	0415004	Membekal dan membengunkan sistem pengurusan kuatiri di Mppp	DAERAH SEBERANG PERAI TENGAH	Lulus	Sebab	Kemaskini	

Figure 3.35: List of submission e-agreement by supplier

3.8.3 iii) Dialog Box

Name :

I/C No :

Username : ! Please fill out this field.

Password :

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Figure 3.36: Dialogue box appear when supplier did not fill the information needed.

localhost says: x

PENDAFTARAN BERJAYA

Figure 3.37: Dialogue box appear when supplier successful register.

3.8.4 Conclusion

As a conclusion, design phases were really important to the systems. This was because, the design could affect the user in order to use the system. Database design was the process of producing a detailed data model of a database. This data model contains all the needed logical and physical design choices and physical storage parameters needed to generate a design in a data definition language, which can then be used to create a database. A fully attributed data model contains detailed attributes for each entity. The interface must be easy to understand, then the design of the system must be user friendly. We as systems developers must think a way about to make system easy to use, user friendly manageable to staff whenever use they use the system.

3.9 IMPLEMENTATION & MAINTENANCE

3.9.0 Introduction

Application software developed or acquired requires appropriate process for implementing and maintenance in order to realize benefits effectively and efficiently. The best solution to ensure smooth implementation, configuration, change and release management processes need to be implemented. These processes should be focused on reliability, availability and security of production systems. Maintenance generally involves updating and changing IT systems (application and infrastructure) to suit to changing requirement of business.

Every change must be assessed, planned, tested, approved, documented, communicated and carried out without any undesirable consequences and minimum downtime for business processes. The purposes of system implementation are to convert final physical system specification into working and reliable software, to document work that has been done and to provide help for current and future users. The system allows the suppliers to submit their agreement using system.

Therefore, suppliers can save time to go to Law department for submit their agreement, they just submit it into a system. Thus, the objectives of the system are:

- i) To make agreement submission by suppliers become well-organized and expand services provided to the user through better application of technology in daily operations. Manual which are by human labour way usually can cause carelessness. By using system technology, it will reduce the carelessness as systems are more efficient.
- ii) To reduce time taken as increase speed of services and user satisfaction. In the aspect of time management, using E-Agreement MPSP is more consistent. This is because, by using system which are submit their agreement, this phenomenon will able suppliers to reduce time taken to get form as they can submit from any place as they do not have to go to the Law department MPSP.
- iii) To increase the development of a company. As an effect from the scenario where multi user able to submission at one time, indirectly it will able to increase the development of a company.
- iv) To reduce time wasting by approval the agreement. In the other aspect of time management, admin or staff can save their time as they do not have to check manually, they can check directly in system and suppliers no need to waiting their status approved or not.

3.9.1 Testing

The success of information systems depends upon the quality of software that supports the system. Testing of software before deploying in production to ensure it delivers as per requirements is most essential aspect of quality apart from documentation, compliance with coding standards, version control discipline and user training. Testing is a process that focuses on correctness, completeness and quality of developed computer software. Testing should systematically uncover different classes of errors in a minimum amount of time with a minimum amount of efforts. The data collected through testing can also provide an indication of the software's reliability and quality. However, testing cannot show the absence of defect, it can only show that software defects are present.

3.9.2 Installation

Installation is the organizational process of changing over from the current information system to a new one.

3.9.2 i) Parallel Installation

Parallel installation is the installation process where old and new information system is running at the same time until management decides the old system can be turned off. E-Agreement MPSP will be installed using parallel installation strategies. This is because law department MPSP can use the manual submission system for the site business while automated E-Agreement MPSP can be used for online submission by the suppliers.

3.9.2 ii) Planning Installation

a) Data Conversion

Data conversion is the conversion of data to computer data. The requirement of data conversion depends upon the change. Since the system is replacing the manual operation to automated duration, the data will be captured into electronic form, verification of data and the data will be uploaded into the system database. During the data conversion, all of the supplier's data will be converted into computer data. All of the data from the manual system will be verified and key in into the E-Agreement MPSP.

b) System Conversion

After on-line and off-line files have been converted and the reliability of the new system has been confirmed for a functional area, daily processing can be shifted from the existing information system to the new one. All transactions initiated after this time are processed on the new system.

3.10 MAINTENANCE

Maintenance is cannot be avoided on most system development, so it's important to develop and follow a process to monitor and control changes. Monitoring on E-Agreement MPSP includes collecting, measuring, and disseminating performance information. It also involves assessing measurements and analyzing trends to determine what process improvements can be made. The trainee will continuously monitor the system performance to assess the overall health of the system and identify areas that require special attention.

An important output of monitoring and controlling system work is a change request, which includes recommended corrective and preventive actions and defect repairs. Corrective actions should result in improvements in system performance. Preventive actions reduce the probability of negative consequences associated with system risks. Defect repairs involve bringing defective deliverables into conformance with requirements. A preventive action might be modifying a time-tracking system screen to avoid common errors people made in the past. A defect repair might be having someone re-do an entry that was incorrect. Many organizations use a formal change request process and forms to keep track of system changes.

3.11 CONCLUSION

3.11.0 Introduction

Based on the result that this project get when complete is trainee believe that the project objectives have been achieved successfully based on what have been listed in this report. This is because in early of planning and develop this system trainee have list three main objective that would like to achieved when choose to develop this project. Based on objective at early project, trainee want to make sure that first objective which is to become green environment by reducing paper (paperless). By having this system supplier can easily submit the agreement from anywhere and anytime through E-Agreement MPSP.

The second objective is to enhance all users become IT literacy. So, all users can become knowledgeable and IT literacy and thus it become faster than manual procedure because this system can react fast and accurate. Last objective that has been achieved is to respond to the government with the tagline Travel to the Digital Government. The government is carrying out a public service-centric transformation of continuously improving productivity, efficiency and effectiveness of public service delivery system.

Law deparment still use manual procedure to submit agreement using form for suppliers who win the tender in MPSP. Trainee has decided the best decision to develop a E-Agreement MPSP. The system will be used by supplier and staff in MPSP. A system name E-Agreement MPSP that will be develop by trainee and guided by MPSP staff can help supplier and staff in law department in MPSP. The function of the system is to submit and view the agreementsubmitted by supplier. This E-Agreement MPSP will be used by student to easier them to submit the MC. While MPSP staff in law department can easier to view and check the status of the agreement.

3.11.1 The advantages or Benefits of the project/system

In each of system that been develop surely have their own advantages and benefits that it can provide to the users. The main purpose to we design this kind of system is to make the task will becoming more easy and help in solve the problem that have been facing all this time. E-Agreement MPSP can help from manual procedures to become a system in MPSP. This can avoid any data from loss or data redundancy. Furthermore this system can help suppliers to fill the form in that system correctly rather than manual.

Next advantages are save energy and time among staff and suppliers. By having this system E-Agreement MPSP, all party that involved in this circle of environment will increase their time and energy to manage manual procedure.

After that, this system develops to more user friendly system. User friendly system is when user easy to adapt and use the system without any problem and have a user manual as a guidance to help user to understand the system.

Lastly advantages of this system is become more systematics and paperless. In order to achieve a goal of government Malaysia to make a paperless environment and digitization start on 2018 become reality, our group had make the manual procedure that using form to become E-Agreement MPSP and it become more systematic and paperless.

3.11.2 The weakness of the system or challenges had faced

In order to design the perfect system is very difficult for the beginner in IT fields like trainee. So trainee had faced the weakness and challenges that have been through while develop this system. The weakness that trainee had faced while develop this system is related to the lack of expertise skill and knowledge in using a latest software and latest language such as angular.js, keystone.js and javascript to develop the E-Agreement MPSPsystem. Trainee did not have a enough skill to develop a sophisticated system and the system that develop also using a basic language which is php and wamp server that have been learn before this.

Next weakness that have faced is and lack of time to develop a system. In a short time trainee need to done this system, so it makes all the system become not functioning well since there are still some problem occur when many stuppliers want to submit agreement at the same time, the traffic is still limited. Lastly weakness that trainee faced is the log in for staff can be register for one person only. The authorized staff only can be access into this system in order to keep up the progress to manage the staff to be use by 3 person, it takes time and skill to correct it. So it difficult for trainee to make sure that the system will running smoothly based what have been planning before this.

3.11.3 Suggestion for further development

The suggestion for the further development of this project is the trainee want to improve more the button function that provide to suppliers and staff which is law department in MPSP. This is because after trainee complete design and implementation this system, trainee will get the result and data that will help to improve more in the future. Trainee also want to suggest that this kind of system will becoming more multiple task that not only focus to one scope only which is submission agreement only but also can check their calendar during their valid time on agreement.

Another suggestion is to improve the dialogue box in that system. This is because this system did not have proper or dynamic dialogue box when suppliers submit the agreement. So it can notify suppliers that they have successful submit the agreement. By correct all the suggestion given, in the future, E-Agreement MPSP can be a great and sophisticated system.

3.11.4 Closing statement

As a conclusion, with the advance of the technology nowadays all the manual procedure can become a digitization which is converting to system rather than manual. Trainee also believes that this system that has been design by trainee can really give a lot benefit for admin to check the agreement status. This E-Agreement MPSP also taught trainee a lot in order to develop a system in a short time like planning, analysis, design, implementation and maintenance.

This 5 step that called as PADIM is very important to develop each system. We also know how to develop data flow diagram (DFD) and context diagram which is main process to know our flowchart of the system. By having this system, unit exam no need to proceed with their manual procedure anymore to fill the form to submit the medical certificates among students. It brings a lot of benefits and opportunity to become paperless environment and reduce the cost, energy to manage the manual form.

CHAPTER 4
CONCLUSION

CHAPTER 4

CONCLUSION

4.1 Application of knowledge, skills and experience in undertaking the task.

4.1.1 Communication skills

Communication is about more than just exchanging information. It is about understanding the emotion and intentions behind the information. Effective communication is also a two way street. It is not only how to convey a message so that it is received and understood by someone in exactly the way the person intended, it is also depends on the way of people listening to gain the full meaning of the discuss topic and to make the other person feel heard and understood (Robinson, 2015).

More than just the words used, effective communication skill combines a set of skills including nonverbal communication, engaged listening, managing stress in the moment, the ability to communicate assertively, and the capacity to recognize and understand one person's own emotions and those of the person communicating with. Communication skill is the bond that helps the person to strength your connections to others and improves teamwork, decision making, and problem solving. It enables people to communicate even negative or difficult messages without creating conflict or destroying trust.

While communication skill is skills that can be learn, it is more effective when it is spontaneous rather than planning speech. A speech that is read, for example, rarely has the same impact as a speech that's delivered spontaneously. Effective communicator not created in one night, it takes a lot of effort and practice. During the Industrial Program, the trainee has able to apply the knowledge that has been taught in the campus which related to the subject Information System Interaction and Consultation (IMS556).

People often focus on what they should say, but communication skill is less about talking and more about listening. Listening well means not only understanding the words or the information being communicated, but also

understanding the emotions the speaker is trying to communicate. There is a big difference between engaged listening and simply hearing. This kind of skill is need to apply during the meeting for the event management and while setup places before any programmes start.

When a person really listen to the topic discuss, it will give the individual better understanding about the topic and indirectly shows appreciation towards the person who shares the information. When being an engaged listener, the listener will make that person feel heard and understood, which can help build a stronger, deeper connection between people in the group.

Practicing the skills that has been taught, the trainee able to communicate with the staff with the appropriate manners and knowing the topic that is being talk. Not only focusing on business field, the topic for communicate to each other are vary upon on the current issues. By communicating in this way, the trainee also experience a process that lowers stress and supports physical and emotional well-being. If the person talking to is calm, for example, listening in an engaged way will help to calm the listener. Similarly, if the person is agitated, help calm them by listening in an attentive way and making the person feel understood.

Developing the ability to understand and use nonverbal communication can help people to connect with others, express the feeling, navigate challenging situations, and build better relationships at home and work. To communicate effectively, the trainee needs to be aware of and in control of emotions. In MPSP usually meeting will be held between staff and vendors who responsibility to give their services in MPSP such as to developed system, server room and others. This approach will eventually make the communication skills in individual become well.

Direct, assertive expression makes for clear communication and can help boost self-esteem and decision-making. The trainee needs to find the best way in expressing the emotion in the best way. It does not mean being hostile, aggressive, or demanding. Communication skill is always about understanding the other person, not about winning an argument or forcing your opinions on others.

4.1.2 Computer Skills

Computer skills are the ability to use the technology with a wide range of skills that covering levels from elementary use to programming and advanced problem solving. Computer skills do help people to ease and simplify their daily routine at home and work. For this particular skill, the trainee has applied the knowledge from subject Foundation of Information in Communication Technology (IMC401), Management of Internet Resources and Services (IMC407), Multimedia for Information Professionals (IMS457) and Basic Web Design and Content Management (IMS456) Some skills that are used to complete the daily routine are listed below,

i. Search engines

Using a search engine is more than typing in the address. Practicing the Boolean search and advanced search method in finding information are the most effective way. This technique allows the search for business activities become more efficient and faster.

ii. Word processing (Microsoft Word)

Word processing is one of the oldest uses for a computer and it continues to be extremely important, even though in many ways its functions have been put into other applications. Microsoft Word processing has improved and it made the work of typing definitely faster and convenient. The function that allows doing any corrections during typing and providing thesaurus for the suitable words does help the operation of the company literally.

Another important benefit which is gained from using Microsoft Word is it allows the users to make different formats in accordance with the need and importance. In addition to allowing you to create simple documents for business correspondence, it helps the individual greatly to create and design business cards, brochures, new letters and many more items that are needed. Besides, the use of fonts, shapes, clip art or smart art, charts has its own importance and value.

iii. Spread sheets (Microsoft Excel)

Microsoft Excel gives the company the tools that important to make the most of the data. And when it comes to making the most of resources, and maximizing return on investment, this is becoming increasingly important. The information need to be able to collate and analyze this information quickly and effectively by creating a chart that will make the data easy to manage.

Microsoft Excel makes the calculations much easier than working things out with a basic calculator, Depending on understanding and skill with Microsoft Excel, the formulas and equations are used to quickly compute both simple and complex equations using large amounts of data. Mostly government staff will provided seminar at INTAN in order to standardize all the requirement needed in their daily clerical task.

4.1.3 Organizational Skills

Along with communication and computer skills, organizational skills are one of the most important transferable job skills a worker can possess. Company need workers who can stay organized and focus on the projects at hand. The trainee practiced this skill during the Industrial Training by applying knowledge from the subject Company of Information (IMC451) and Information System Interaction & Consultation (IMS556). Organizational skills in the workplace can include general organizing,

planning, and time management, scheduling, coordinating resources and meeting deadlines.

4. General Organizing Skills

The trainee apply the organizational skill by organizing the file of products and collaterals, know the type of laptop with selected events, full council preparation at Dewan Kenanga once a month and handle any problem regarding hardware or software in MPSP. Helping the company's supervisor in PC maintenance/troubleshooting also the skills that have been learnt by the trainee.

5. Scheduling

Scheduling involves allocating a time period for specific tasks or workload, and then assigning tasks to certain employees. Every given tasks to the trainee must be scheduled as it helps the trainee to be more alert regarding the deadline. The daily tasks given usually will be scheduled to be completed within a week. To keep track on the schedule, the trainee use the time sheet as the tool for scheduling.

6. Time Management

Having good organizational skills is about making the best use of the trainee. Being organized reduces the amount of the trainee have to search to uncover important business information. The trainee manage to prepare and setup the meeting before half an hour before the meeting as to ease the staff to do the meeting and avoid any interruptions during the meeting session.

4.1.4 Technical Skills

In today's environment, technical competence alone is not sufficient for career success. Employers want employees who have completed the required courses in their chosen field. Employers are looking for non-technical skills that help employees perform better. In completing the task, the trainee apply the knowledge that has been learnt the subject of Foundation of Information in Communication Technology (IMC401) and Support Service and Maintenance for Information Systems (IMS455).

Technical skill is abilities needed to accomplish mathematical, engineering or computer related duties, as well as other specific tasks. Technical skills requires when the trainee need to do the digitization for the document by using the advanced photocopy machine, printing the document needed for the meeting and using the Room Reservation System. Simple trouble shooting for network adapter also the technical skill that the trainee earn during the Industrial Training session.

Below is Table 3.9 shows the application of knowledge skills and experience in undertaking the task during the Industrial Training

3.9 Application on Knowledge and Skills

No.	Tasks	Knowledge	Skills	Experience	Related Course
1	Event setup and management	<ul style="list-style-type: none"> -Know how to plan, manage and handling MPSP's event -Know what matters need to be discussed when setting up the event. -Know how to handle p.a system, check sound and microphone 	<ul style="list-style-type: none"> Teamwork Companyal skills Management skills Interpersonal skills Time management skills Communication skills 	<p>Trainee able to join the event organized by MPSP and experiences the event. Trainee also learns about how to interact with the top management and collaborate with others department.</p>	<ul style="list-style-type: none"> Information System Interaction and Consultation (IMS556) Information Technology Project Management (IMS654)
2	Meeting Management Majlis Penuh MPSP that attends by YDP, Setiausaha Perbandaran and all directors of each department	<ul style="list-style-type: none"> -Know how to setup a full council. -Know how to make a live streaming through facebook. -Know how to handle p.a system while meeting. -Know to check each microphone and the channel 	<ul style="list-style-type: none"> Time management Companyal skills Technical skills Interpersonal skills Communications skills 	<p>Trainee able to setup the meeting by the guidance and communicate with top management staff. Trainee get involved directly in full council every month thus it can be added as a new knowledge in government</p>	<ul style="list-style-type: none"> English for Professional Interaction (BEL482)

		selected such as adjust humming sound and echolizer.		sector.	
3	Compiled the Disaster Recovery Plan (DRP) documentation of all departments in MPSP	Know how to arrange the required document based on the type of the DRP. Check each department DRP and compile it as a newsheet excel with different colours.	Communication skills Problem solving skills Computer skills Companyal skills Time management skills	Preparing the document for tender that worth millions ringgit	Classifications and Filing System (IMR504)
4	Clerical task	Know how to do administrative work, scanning, Photostat document, and dispose the confidential letter using shredding machine.	Computer skills Technical skills Communication skills	Trainee able to learn how to use the Photostat machine, shredding machine and scanner in the office.	Foundation of information in communication technology (IMC401)

4.2 Personal thoughts and opinion

Given the opportunity to do the Industrial Training at Majlis Perbandaran Seberang Perai (MPSP) is remarkably grateful and priceless. The trainee has very valuable experience as the Industrial Training give a glimpse of how the real working world will be look like. It is well inform that the purpose of Industrial Training is to give hands-on experience about what the intern has learned in the campus.

The quality of every experience differs based on what the intern has been told in the classroom. Skills such as multitasking, communicating, learning to deal with diversity, and dealing with deadlines are different when working with an institution, an company or a company. Industrial Training is a great opportunity for the intern to build relationships between the people in the industry and expanding the network that already has been established between the intern and other staffs in MPSP.

Customer service is hard as it is beyond capability to please everyone especially in the information technology industry, as people in this world that are simply difficult, learning to manage and handling the stress is a valuable lesson for the trainee as to prepare facing the hectic working life. The Industrial Training has given a valuable lesson on how to work well as a team because without counterparts, the job will be harder to complete.

Another aspect that has been one of the vital parts to be learnt throughout the Internship Training is never been afraid to ask lots of questions. When going through the course, there are more a lot to learn. Classes are not enough to prepare the intern with the real life challenge. Organization supervisor has given the intern chances about how the industry works does and what type of business that can give profit.

The Industrial Training has encouraged the intern to find the expertise based on the future carrier goals. It is not always necessary to stick to what is listed or given in the list by the faculty. Finding the right path for future career or experimenting with new working field during the internship will give benefit in deciding the career. Asking opinions from the staff about personal experience also give benefits to the intern.

Industrial Training is extremely valuable to the intern. It is a small taste of the real world and it helps the intern to reinforce my knowledge of responsibility, focus, drive and ambition. The internships trained the trainee to be tough and durable in handling the certain situation. The only way to gain experience is to be driven, focused, and never ever gives up and by internships; those spirit will be instill in one's self.

Begin the Industrial Training as the final semester; it is frightening as to expect the impression of the staffs towards the intern even simplest things. For example, the dress up for the day is not as usual or coming to the work whether late or early. Another thing that the internship has taught is not to involve and stay out of the company politics. It is important as the staff will see the intern as the threat for them, hence, resulting no communication between both parties.

The freedom of choosing the place to do the Industrial Training, once become the scariest thing as the chosen place is not familiar. Everything is new to the intern and eventually, the scariest thing has become the most beautiful experience. From strangers become acquaintance, not knowing the road to expertly know the shortcut, turned out to be one of the greatest strength to prepare the interns to face the challenging world.

As the Industrial Training approaching to the end, reminiscing all the lesson have been learnt, make the Industrial Training an eye opener for the intern. Learn to be hard working, responsible and punctual as those habits will benefit the trainee in working world.

4.3 Lesson Learnt

Through the Industrial Training, the trainee has learnt a lot more than the bargains. The trainee has learnt to be more punctual person, patience, understanding, eagerness, trustworthy, grateful and learn to be a great person. The quotes motivation that had become my lifew principe is do not depend on anyone, be brave to fight alone and have self esteem because even shadows leave us in the dark. Believe in ourself, self confidence enough to face the tough world and be brave towards any challenging environment surround us.

Punctuality becomes the number one issues when it comes to work or classes. Whether it's arriving early in the morning or getting a task done on time, punctuality is essential. The trainee learnt on how to manage the time as it shows the dedication to the work and demonstrate that the trainee is able capable of responsibility and professionalism.

Patience is a virtue as meeting the deadline for the tender proposal might be a tense moment for the trainee. Having a great level of patience help the trainee and the staffs involve to keep calm and handling the task with more carefulness. Learn individuals to adapt new things as it gives the intern a new style of working especially in team work task.

Other lessons learnt through the Industrial Training understand each other. Understanding people with different background will be a great experience for the trainee as each of the individual has different personality. The trainee maybe able to practice or adopt the skill from the staff and create the intern new style of working in the real world.

Be the eager braver intern through enthusiasm by absorbing everything like a sponge, from corporate culture to knowing the simple and harder processes involved in company deliverables. Take any rejections with calm and figure out how to improve in term of working and life aspects. Be resourceful in handling projects- better yet, take on the projects that no one else wants to do and show off the intern's capabilities.

The trainee also learns to become a trustworthy person by proving the accomplishment of the task given. Completing the task and show the strength while performing the task will secure the company's supervisor to give the trainee more tasks. Learn to voice up any opinion when something going wrong is crucial, because to avoid any possible issues or problems between the intern and supervisor.

The most valuable lesson throughout the Industrial Training is practicing to be great person. Showing gratitude to other staff even for smallest things will make someone's life meaningful. Through this sign of gratitude, the trainee is much more aware of the great things about people within the company and how lucky to work the inspiring staff in MPSP.

4.4 Limitation and Recommendation.

4.4.1 Limitations

The limitations that can be seen in MPSP are the lack of staff in technical unit, the limited facilities in the workstations and late payment of claimed allowance (OT).

The lack of staff in technical unit has made several issues especially when staff not enough to make all the works in 1 time. Trainee have taught a lot of task regarding technical unit in IT department, since trainee had opportunity to follow IT staff to repair/maintenance PC and devices in MPSP building trainee take this opportunity as a challenge to self to learn new knowledge and experience during industrial training. Trainee also had study by self to hone skills that had learned in UiTM Machang such as install cable network (LAN), open a CPU and the other parts that related with subject PC Maintenance.

Lack of staff in IT department is a major weakness in MPSP organization. Trainee recommend to add more staff whether permanent or contract because IT department is a smallest department at MPSP, IT department is the important unit that need to discover MPSP building hardware and software among user so this department must have enough manpower to make sure that all staff include MPSP branches and depo around 3 district get enough manpower to handle the works.

4.4.2 Recommendations

The 5 months spent in IT Unit in MPSP has been a unique and valuable experience to the trainee. It was an eye-opener to how real world tasks are dealt with and the exposure to both on-field and office work was a welcoming practice. Being in different units throughout the practicum course manages to teach the trainee different management skills and soft skills that cannot be learned in class rooms.

The Industrial Training is a great opportunity for the trainee to know more about what is exactly Information Technology field. Therefore, the trainee would like to suggest to the faculty to enhance the offered courses or add new courses for the degree program. Based on the trainee's experience, undergo the internship in focusing on the multimedia and graphic designing, have give the trainee an opportunity to discover new knowledge and experiment with advanced software. Courses like IMS455 and IMS457 should be enhance as the alternative for the student when undergo the Industrial Training.

The trainee also recommend that the faculty should maintain the Industrial Training as it is introduce the student into the real working life. Without this course, the trainee believed that it will be hard for fresh graduates to slip in to the working world. Industrial Training has given a great experience to the trainee and it is highly recommended to maintain this course in producing more information professionals.

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MPSP Officially website:

(<http://www.mpsp.gov.my/>, 2017)

APPENDICES

INDUSTRIAL TRAINING STUDENT'S CHECKLIST

Student's Name : MAHRUZAH BINTI MAZLAN
Student's Id : 2013145081
Unit / Department : Information Technology Unit (IT Unit)
Organization : MAJLIS PERBANDARAN SEREMBAN PERAH (MPSP)
Semester : Mac- July 2017

NO.	DESCRIPTION	APPENDICES IN REPORT	TICK (√)	DATE
1.	Receive, read and understand the documents;			28/12/16
	1. Industrial Training Handbook		✓	
	2. IMC690 Assessment		✓	10-14/7/2017
	3. Definition of Special Project (IM225/245 Only)		✓	
	4. Insurance Letter (UiTM)		✓	
	5. Industrial Training Report Overall Contents		✓	
	6. Cover & Title Page Guideline		✓	
	7. Declaration Guideline		✓	
2.	8. Abstract Guideline		✓	
	Receive, read and understand the rubrics;			
	1. Rubric – Industrial Evaluation		✓	
	2. Rubric - Individual Presentation			
3.	3. Rubric - Industrial Training Report (Overall)			
	4. Rubric - Industrial Training Report (Reflection Assessment)			
3.	Receive, read and understand all the forms			
4.	Report duty to organization and submit report duty form to the Industrial Training Coordinator('Borang Report Duty') within the first week of internship Email : nurul1217@kelantan.uitm.edu.myOR Fax : 09-9762156 – HEA (please put a note : "U.P : PuanNurulannisaBinti Abdullah")		✓	1-10/2/2017
5.	Understand that students are NOT ALLOWED to take any leave during internship, unless for emergency leave / MC / special case (not more than 6 days in 5 months); or else the internship status is automatically FAIL . Get the permission from Organizational Supervisor before taking any leave. **Any extra leave provided by organization is not counted under this clause. Organization may provide extra leave / benefits to students, if necessary**	YES (MC / Letter)	✓	
6.	Understand that NO semester break during internship.		✓	

7.	Understand that public holidays/special leaves/weekend are different between states; follow current state during internship / organization's policy. (put remark in the logbook)		✓	
8.	Record every attendance in the form ('BorangKedatanganLatihanIndustri') or use any method provided by organization (thumbprint or punch card).	YES (Copy of attendance)	✓	
9.	Record every task given in the logbook every day. Ask the Organizational Supervisor to sign/verify on daily OR weekly OR monthly basis.	YES (Copy of logbook entries)	✓	
10.	Fill up Organizational Supervisor's details ('Template MaklumatPenyelia') and submit to the Industrial Training Coordinator once the supervisor has been assigned. (**You may include the topic for Special Project, if you already have it**) Email : nurul1217@kelantan.uitm.edu.my		✓	28/2/2017
11.	Discuss with Organizational Supervisor regarding Special Project (must be ISM OR IM related tasks).		✓	
12.	Plan and strategize all the tasks given during internship (discuss with the Organizational Supervisor regarding duration for the tasks, especially Special Project). You may use the planner ('JadualPerancanganLatihanIndustri') OR make your own custom planner using MS Office / MS Project OR use the planner provided by the organization (if any).	YES	✓	
13.	Consult with your Faculty Supervisor regarding the tasks (especially Special Project) at least 3 TIMES , via face-to-face OR email OR phone calls OR any types of communication medium, which necessary.		✓	
14.	Hand over the industrial evaluation form (Rubric – Industrial Evaluation) to the Organizational Supervisor (softcopy or hardcopy, any way preferable by the supervisor). The Organizational Supervisor will make an evaluation on the student's performance.		✓	
15.	PAY your fees (semester Mac – July 2017)Refer Academic Calendar for the date.		✓	BEFORE 26/3/2017
16.	REGISTER for IMC690 (Industrial Training) course– Refer Academic Calendar for the date.		✓	27/2– 12/3/2017
17.	VALIDATE for IMC690 (Industrial Training) course.– Refer Academic Calendar for the date.		✓	13–26/3/2017 GUGUR TARAF 30/3/ 2017
18.	Update your MUET status to the HEA (to those who not yet submitted the result/status).		✓	

19.	Have a visit from the Visiting Supervisor (from nearest campus / faculty) during internship. Prepare the evaluation form ('BorangPenilaianVisiting Supervisor'). Students may discuss or seek for opinions from the Visiting Supervisor. But approval for the tasks (especially Special Project) may only be done by the Organizational Supervisor & Faculty Supervisor.		✓	
20.	Submit the evaluation form (Rubric – Industrial Evaluation) to Industrial Training Coordinator OR Faculty Supervisor within the last week of internship		✓	BEFORE / ON 30/6/2017
21.	Attend the presentation (viva) at the faculty *subject to change. Bring along the evaluation form ('BorangPenilaianPelajar') during the presentation.		✓	10-14/7/2017
22.	Submit the Industrial Training Report (hard cover bind, dark blue)		✓	10-14/7/2017
23.	Provide a softcopy of Industrial Training Report in a CD, sealed in an envelope nicely, and attached at the back of the report.	YES	✓	
24.	Attach this checklist in Appendices section.	YES	✓	
25.	Attach any other necessary documents which related to your tasks in Appendices section (i.e. : user manual, photos of activities, forms, sketches of storyboard, sample of interface, etc.).	YES	✓	

NOTES :

1. Organizational Supervisor – supervisor assigned by the industry / organization.
2. Faculty Supervisor – supervisor (lecturer) assigned by the faculty / campus, of which students come from. (i.e.: A faculty supervisor from Kelantan campus will be assigned for students from Kelantan campus).
3. Visiting Supervisor – supervisor (lecturer / staff) assigned by the faculty / campus, from the nearest campus/state to the organization. (i.e.: A visiting supervisor from Shah Alam will be assigned for students who undergo the internship in Selangor / Kuala Lumpur).



MAJLIS PERBANDARAN SEBERANG PERAI

Jalan Perda Utama, Bandar Perda, 14000 Bukit Mertajam, Pulau Pinang.

No. Telefon: 04-549 7555 No. Faks: 04-538 9700, 539 5588

Laman Web: www.mpsp.gov.my

Ruj kami:MPSP/10/7-14/1 Bil (2)

Tarikh : 20 Jun 2017

Universiti Teknologi MARA (UiTM)
Cawangan Kelantan,
Bukit Ilmu,
18500 Machang,
Kelantan Darul Naim.
(u.p: Penyelia Latihan Industri)

Tuan/Puan,

PENGESAHAN TAMAT LATIHAN INDUSTRI

Dengan segala hormatnya merujuk kepada perkara di atas, adalah dimaklumkan bahawa pelajar seperti di bawah telah menjalankan latihan amali di Majlis Perbandaran Seberang Perai pada tarikh seperti berikut :-

Nama : Mahfuzah Binti Mazlan

No.K/Pengenalan: 920413-07-5310

Kursus : Ijazah Sarjana Muda Pengurusan Sistem Maklumat (Kepujian)
(Universiti Teknologi MARA - UiTM Machang)

Tempoh Latihan : 01 Februari 2017 sehingga 30 Jun 2017

2. Sukacita dimaklumkan bahawa pelajar berkenaan dengan jayanya telah menamatkan latihan amali beliau di jabatan ini dengan prestasi yang amat baik.

Sekian, terima kasih

“CEKAP, AKAUNTABILITI, TELUS”
“BERKHIDMAT UNTUK NEGARA”

Saya yang menurut perintah,

IDZAUUDIN ABDULLAH)
Pensyarah
Jurusan Teknologi Maklumat
Kementerian Pendidikan
Majlis Perbandaran Seberang Perai

“Kemampuan Adalah Komitmen Kami”
(Sustainability Is Our Commitment)



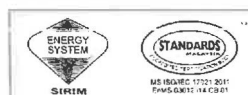
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CERT. NO. : AR 1855



CERTIFIED TO ISO 14001:2004
CERT. NO. : ER0504



EUROPE BUSINESS ASSEMBLY
2 Woodin's Way, Oxford, OX1 1HF,
United Kingdom
www.ebaoxford.co.uk



CERTIFIED TO ISO 50001:2011
CERT. NO. : EnR0010



OHSAS 18001:2007 (CERT. NO. : O-034/13)

**PERAKUAN UNTUK DITANDATANGANI OLEH MEREKA YANG BUKAN
PENJAWAT AWAM / PAKAR PERUNDING BERKENAAN DENGAN
AKTA RAHSIA RASMI 1972 (AKTA 88)**

Adalah saya dengan ini mengaku bahawa perhatian saya telah ditarik kepada peruntukan - peruntukan Akta Rahsia Rasmi 1972 (akta 88) dan bahawa saya faham dengan sepenuhnya akan segala yang dimaksudkan dalam akta itu. Khususnya saya faham bahawa menyampaikan, menggunakan atau menyimpan dengan salah, sesuatu benda rahsia Kerajaan, tidak menjaga dengan cara yang berpatutan sesuatu rahsia atau apa-apa tingkah laku yang membahayakan keselamatan atau rahsia sesuatu benda rahsia adalah menjadi suatu kesalahan di bawah Akta tersebut, yang boleh dihukum penjara seumur hidup.

Saya faham bahawa sebagai kakitangan syarikat kontraktor atau subkontraktor dengan Kerajaan Malaysia, segala rahsia rasmi yang saya peroleh dalam perkhidmatan Seri Paduka Baginda Yang dipertuan Agong atau mana-mana Kerajaan dalam Malaysia adalah milik Kerajaan dan tidak akan membocorkan, menyiarkan atau menyampaikan sama ada secara lisan, bertulis atau dengan cara elektronik kepada sesiapa jua dalam apa-apa bentuk kecuali pada masa menjalankan kewajipan-kewajipan rasmi saya, sama ada dalam masa atau selepas perkhidmatan saya dengan Seri Paduka Baginda Yang dipertuan Agong atau dengan mana-mana Kerajaan dalam Malaysia dengan tidak terlebih dahulu mendapatkan kebenaran bertulis pihak berkuasa yang berkenaan. Saya berjanji dan mengaku akan menandatangani suatu akuan selanjutnya bagi maksud ini apabila meninggalkan Perkhidmatan Kontraktor Kerajaan.

Tandatangan

Nama (Huruf Besar) : MAHFUZAH BINTI MALLAN

No Kad Pengenalan

Jawatan : PELAJAR PRAKTIKAL

Jabatan/ Organisasi : BAHAGIAN TEKNOLOGI MAKLUMAT

Tarikh : 29 JUN 2017

Disaksikan oleh :

Tandatangan

Nama (Huruf Besar) :

No Kad Pengenalan :

Jawatan :

Jabatan/ Organisasi :

Tarikh : 29/06/2017

Cop Jabatan/Organisasi :

NO RUJUKAN: MPSP/10/7-11/6 Bil.(2)

BORANG PERMOHONAN PEMASANGAN PERISIAN

PANDUAN

1. Pemasangan perisian akan dibuat dalam tempoh 2 hari bekerja dari tarikh permohonan.
2. Status pemasangan akan dimaklumkan melalui telefon atau emel.

MAKLUMAT PEMOHON:	
Nama:	
Jabatan:	
Jawatan :	
No Tel:	
Tujuan Permohonan:	
Tarikh Permohonan:	
Masa Permohonan:	

MAKLUMAT PEMILIK:		
Nama:		
Jab/Bahagian / Unit:		
Jawatan :		
No Tel (samb):		
MAKLUMAT PERISIAN DAN KOMPUTER YANG DIPASANG PERISIAN BERLESEN		
Perisian:		
JenisAlat	Jenama /Model	No.Siri

PengesahanKetuaJabatan / Unit:

Dengan ini saya mengesahkan bahawa pegawai di atas memerlukan perisian ini untuk tujuan tugas rasmi sahaja.

Cop Jawatan:

.....

Tandatangan

Tarikh:.....

KELULUSAN PENGARAH BAHAGIAN TEKNOLOGI MAKLUMAT	
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Alasan :	

UNTUK KEGUNAAN BAHAGIAN IT			
No.Log	Nama Pegawai Pemasang	Tarikh Mula Pemasangan	
	Status kemaskini : Belum /Sudah	Tarikh Siap	
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.....			

Am 493—C (Pin 1/88)

KAD MENCATAT WAKTU

A No.	NAMA: MAHFUZH BT MAZLAN
KEM./JAB.:	
BAHAGIAN/SEKSYEN:	BAH. TEKNOLOGI MAKLUMAT

BULAN: FEB

TAR.	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T.T KETUA
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Am 493—C (Pin 1/88)

KAD MENCATAT WAKTU

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BAHAGIAN/SEKSYEN:	BAH. TEKNOLOGI MAKLUMAT

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KAD MENCATAT WAKTU

A No.

NAMA: MAHFUZAH MAZLAN

KEM./JAB.:

BAHAGIAN/SEKSYEN: BAH. TEKNOLOGI MAKLUMAT

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KAD MENCATAT WAKTU

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NAMA: MAHFUZA MAZLAN

KEM./JAB.:

BAHAGIAN/SEKSYEN: BAH. TEKNOLOGI MAKLUMAT

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KAD MENCATAT WAKTU

A No.

NAMA: MAHFUZH MAZLAN

KEM./JAB.:

BAHAGIAN/SEKSYEN: UNIT IT

BULAN: APRIL

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B No:

NAMA: MAHFUZH MAZLAN

KEM./JAB.:

BAHAGIAN/SEKSYEN: BAH. TEKNOLOGI MAKLUMAT

BULAN: APRIL

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Am 493—C (Pin 1/88)

KAD MENCATAT WAKTU

A No.	NAMA: MAHFUZAH BINTI MALLAN
KEM./JAB.:	
BAHAGIAN/SEKSYEN: BAH - TEKNOLOGI MAKLUMAT	

BULAN: MAY

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KAD MENCATAT WAKTU

B No.	NAMA: MAHFUZAH MAZLAN
KEM./JAB.:	
BAHAGIAN/SEKSYEN: BAH - TEKNOLOGI MAKLUMAT	

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Am 493—C (Pin 1/88)

KAD MENCATAT WAKTU

A No.

NAMA: MAHFUZAH MAZLAN

KEM./JAB.: JABATAN KHIDMAT PENCURUMAN

BAHAGIAN/SEKSYEN: BAH. TEKNOLOGI MAKLUMAT

BULAN: JUN

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KAD MENCATAT WAKTU

B No.

NAMA:

KEM./JAB.:

BAHAGIAN/SEKSYEN:

BULAN: JUN

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tindakan tatatertib akan diambil ke atasnya.



USER MANUAL

E-Agreement MPSP

- **User & Administrator
Guide**



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USER/SUPPLIER

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OVERVIEW

This user manual is about how to use E-Agreement MPSP. The user that will use this system is supplier and MPSP staff as Administrator from law department in Majlis Perbandaran Seberang Perai, MPSP. By using this user manual, it will help user to easier using the system.



USER/SUPPLIER



Figure 1: Main page of E-Agreement Mpsp. Click “Daftar Baru” for new user registration.

NEW USER REGISTRATION

Name :

I/C No :

Username :

Password :

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Figure 1.1: Fill the name, I/c number, username and password to login as new user.



Figure 1.2: After successful login, this display will appear then click at “Borang Perjanjian Elektronik” to fill the form.

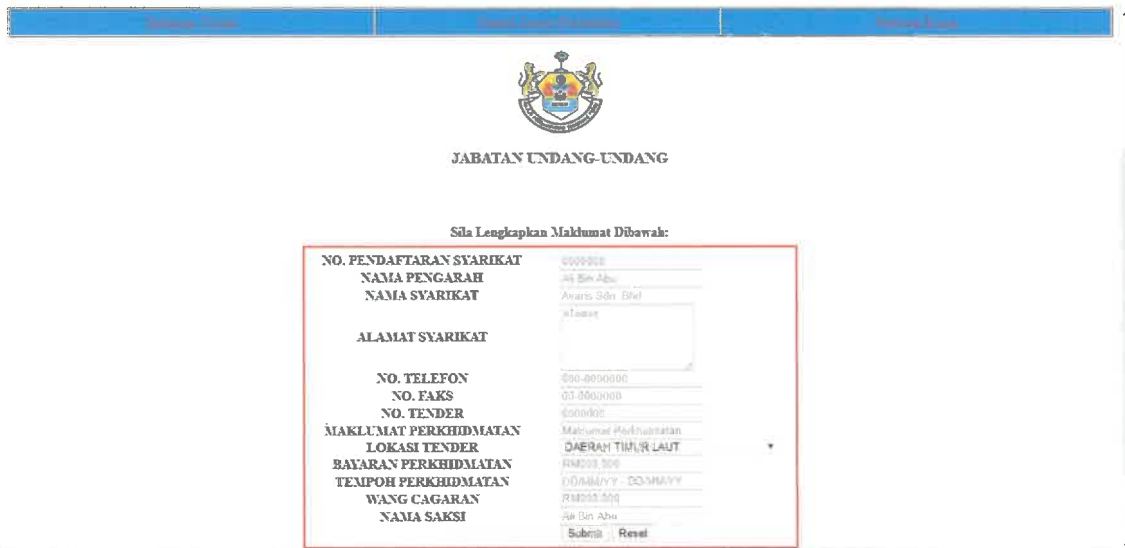


Figure 1.3: Fill all in the blanks with example given then click Submit.



Sila Lengkapkan Maklumat Dibawah:

NO. PENDAFTARAN SYARIKAT	2378564
NAMA PENGARAH	Siti Binti Kifli
NAMA SYARIKAT	Mace Instrument Sdn Bhd
ALAMAT SYARIKAT	Level 17, Kompleks Tan Abdul Razak (KOHAR)
NO. TELEFON	019-4778523
NO. FAKS	04-5258963
NO. TENDER	#415004
MAKLUMAT PERKHIDMATAN	Membangunkan Sistem Per-
LOKASI TENDER	DAERAH TIMUR LAUT
BAYARAN PERKHIDMATAN	RM98,000.00
TEMPOH PERKHIDMATAN	09/01/2017-09/01/2018
WANG CAGARAN	RM45,000.00
NAMA SAKSI	Talib Bin Ali
	Submit Reset

Hak Cipta © 2017. MPSP - Sistem Perjanjian Pembekal

Figure 1.4: After click Submit button, dialog box will display “Perjanjian Berjaya Dihantar” and return back to homepage. This process will take 7 days of working days.

Please check agreement status after 7 days working days.



Figure 1.5: Click “Tentang Kami” to view the address and location of Majlis Perbandaran Seberang Perai (MPSP).



ADMIN



Figure 2: Admin main page button located at footer.



Figure 2.1: Admin Login page. Enter name and password, authorized MPSP staff only can access.



SELAMAT DATANG ADMIN

Figure 2.2: Admin Homepage. Click “Kemaskini Perjanjian” to update supplier agreement status.

SENARAI SEMAK

Bil	No. Pendaftaran Syarikat	Nama Syarikat	Alamat Syarikat	No Tel	No. Tender	Maklumat Perkhidmatan	Lokasi Tender	TINDAKAN		
1	1051262	MEGABENA INDUSTRIES SDN.BHD	NO.3B, TKT2, JALAN TODAK 2,PUSAI BANDAR SEBERANG JAYA, 13700 SEBERANG JAYA, PULAU PENANG.	017-5986138	T0415005	MENAIKTARAF SISTEM PERPARITAN	DAERAH SEBERANG PERAI TENGAH	Lulus	Sebab	Kemaskini
2	7835698	Plamera Technology Sdn.Bhd	17-1, Lorong Pauh Jaya 1-2, Taman Pauh Jaya, 13700 Perai, Pulau Pinang	04-3994686	0415070	System maintenance and technical support	DAERAH SEBERANG PERAI TENGAH	Lulus	Sebab	Kemaskini
3	0637271V	WiseCore Technology Sdn.Bhd	6623 & 6627 Jalan Mengkuang, Butterworth, Penang	04-3906688	0415017	Dealer in computer software	DAERAH SEBERANG PERAI UTARA	Lulus	Sebab	Kemaskini
4	2378654	Mace Instrument Sdn.Bhd	Lot 34, Jalan Todak 1, Bandar Sunway Seberang Jaya, 13700 Perai.	019-5439876	0415004	Membekal dan membangunkan sistem pengurusan kualiti di Mpsp	DAERAH SEBERANG PERAI TENGAH	Lulus	Sebab	Kemaskini
		Mace Instrument	Level 17, Kompleks Tun			Membangunkan	DAERAH	Lulus	Sebab	Kemaskini

Figure 2.3: Display of “Kemaskini Perjanjian – Senarai Semak”. Admin can check each supplier details information and decide to give the status to them.



5	2378564	Mace Instrument Sdn.Bhd	Level 17, Kompleks Tun Abdul Razak (KOMTAR)	019-4778523	0415004	Membangunkan Sistem Pengurusan Kualiti	DAERAH TIMUR LAUT	Lulus Tidak Lulus Dalam Proses		Kemaskini
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Figure 2.4: Admin update the agreement supplier status.

- i. Button 1 for agreement status whether “Lulus”, “Tidak Lulus” or “Dalam Proses”
- ii. Button 2 is to state any reason regarding supplier.
- iii. Button 3 for update all the information and submit the status.
- iv. Button 4 to delete any supplier information such as contract expired.

3	0637271V	WiseCore Technology Sdn.Bhd	6623 & 6627 Jalan Mengkuang, Bistervorth, Penang	04				Lulus	Sebab	Kemaskini
4	2378654	Mace Instrument Sdn.Bhd	Lot 34, Jalan Todak 1, Bandar Sunway Seberang Jaya, 13700 Perai	019-5439876	0415004	membangunkan sistem pengurusan kualiti di Mpsp	SEBERANG PERAI TENGAH	Lulus	Sebab	Kemaskini
5	2378564	Mace Instrument Sdn.Bhd	Level 17, Kompleks Tun Abdul Razak (KOMTAR)	019-4778523	0415004	Membangunkan Sistem Pengurusan Kualiti	DAERAH TIMUR LAUT	Dalam Proses	Dalam Semakan	Kemaskini

local host says: KEMASKINI BERJAYA

OK

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Figure 2.5: After click “Kemaskini”, this dialogue box will appear.



2	7835698	Plamera Technology Sdn.Bhd	17-1, Lorong Pauh Jaya 1 2, Taman Pauh Jaya, 13700 Perai, Pulau Pinang	04-3994686	0415070	System maintenance and technical support	DAERAH SEBERANG PERAI TENGAH	dalam proses	
3	0637271V	WiseCore Technology Sdn.Bhd	6623 & 6627 Jalan Mengkuang, Butterworth, Perang	04-3906688	0415017	Dealer in computer software	DAERAH SEBERANG PERAI UTARA	Lulus	
4	2378654	Mace Instrument Sdn.Bhd	Lot 34, Jalan Tedak 1, Bandar Sunway Seberang Jaya, 13700 Perai.	019-5439876	0415004	Membekal dan membangunkan sistem pengurusan kualiti di Mpap	DAERAH SEBERANG PERAI TENGAH	Tidak Lulus	Dokumen tidak lengkap
5	2378564	Mace Instrument Sdn.Bhd	Levei 17, Kompleks Tus Abdul Razak (KOMTAR)	019-4778523	0415004	Membangunkan Sistem Pengurusan Kualiti	DAERAH TIMUR LAUT	Dalam Proses	Dalam Semakan

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Figure 2.6: Status had been updated by admin.

USER/SUPPLIER



Figure 3: Supplier click “Semak Status Perjanjian” to check the agreement status.



MAJLIS PERBANDARAN SEBERANG PERAI
E-AGREEMENT MPSP

KEPUTUSAN PERJANJIAN

No Pendaftaran Syarikat carian

NAMA	STATUS	KARANGAN
Mace Instrument Sdn.Bhd	Dalam Proses	Dalam Semakan

Klik di sini untuk log keluar.

Figure 3.3: The result display the status of the agreement by supplier with reason.
Click to logout from the system.

localhost says: Berjaya Log Keluar

OK

KEPUTUSAN PERJANJIAN

No Pendaftaran Syarikat carian

NAMA	STATUS	KARANGAN
Mace Instrument Sdn.Bhd	Dalam Proses	Dalam Semakan

Klik di sini untuk log keluar.

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Figure 3.4: Successful logout from the system and it will back to supplier login page.



Figure 3.1: Supplier login page. Enter Username and Password to check agreement status and click “Semak Perjanjian”.



Figure 3.2: Enter “No Pendaftaran Syarikat” and click button “Carian”