



**UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT**

**INDUSTRIAL TRAINING REPORT:
HEITECH PADU BERHAD
GROUND FLOOR, MENARA HEITECH VILLAGE, PERSIARAN
KEWAJIPAN USJ 1, UEP SUBANG JAYA, SELANGOR**

**SPECIAL PROJECT: IMPROVEMENT OF KNOWLEDGE
SHARING IN HIOS**

**BY
ROSSMADIEAYANA MAIZATUL BADRIAH BINTI ADI
2016338277**

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

01 FEBRUARY 2019 – 30 JUNE 2019

**INDUSTRIAL TRAINING REPORT:
HEITECH PADU BERHAD
GROUND FLOOR, MENARA HEITECH VILLAGE, PERSIARAN
KEWAJIPAN USJ 1, UEP SUBANG JAYA, SELANGOR**

**SPECIAL PROJECT: IMPROVEMENT OF KNOWLEDGE
SHARING IN HIOS**

**BY
ROSSMADIEAYANA MAIZATUL BADRIAH BINTI ADI**

**FACULTY SUPERVISOR
MRS. NURULANNISA ABDULLAH**

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

01 FEBRUARY 2019 – 30 JUNE 2019

DECLARATION

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 declare 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

Rosmadieyana Maizatul Badriah Binti Adi

2016338277

Date of submission: 3 July 2019

ABSTRACT

Starting from 1st February 2019 to 30th June 2019 trainee had been placed at HeiTech IT Outsourcing Services, Enterprise Servers & IDC Services Department at HeiTech Padu Berhad. Trainee had been assigned to carry out internal tasks as the department functions. Trainee involve with both documentation and technical tasks. Daily routine for trainee is to monitor log (iFics) and monitor antivirus (Trend Micro OfficeScan). Trainee will take action through log at iFics with the guide from team involved. Basically, for problems that related to software and hardware the team involved was Computer and Server team. Trainee to close log from iFics as much as capable. Besides, trainee need to ensure that there are no repeated users reported in Trend Micro OfficeScan. Trainee also being exposed with audit. Trainee had been exposed to audit Information Security Management System (ISMS) and audit IT Service Management (ITSM). ISMS and ITSM are difference as ISMS will focus on security while ITSM are for service provided.

Keywords: iFics, Trend Micro OfficeScan, Information Security Management System (ISMS), IT Service Management (ITSM)

ACKNOWLEDGEMENT

Alhamdulillah, thanks to Allah the Almighty for His will, I have the chance to finish up my industrial report for subject 'Industrial Training' IMC690 from the first word till the end point within the specific period. Thanks to all who had involved directly and indirectly in order to ensure that I can completing this report. Many barriers that I had faced within the time to finish this work.

First of all, I want to impress my appreciation to Mrs. NurulAnnisa Abdullah, my supervisor and also lecturer for her guidance and comments to make sure that I can gain experiences and knowledge in order to finish the report. I really appreciate the kindness and thought for me to complete this task. Thank you.

Next, I also would like to thanks to my industrial supervisor, Mr. Hasim Simon for always make her time free for consultation and discussion. I gained a lot of information and also experience from him. He also guided me a lot in order to complete this assignment even he had a lot of other commitment.

After that, we would like to thanks to all staffs at HeiTech IT Outsourcing Services, Enterprise Servers & IDC Services department that give cooperation in providing many valuable information during my industrial training. Lot of new knowledge and experience that I have gained at HIOS department.

At this juncture, it is only logical for me to pay complement to my family. Lastly, to those who are involved directly and indirectly to my group assignment as well. I just can say thank you. Thanks for being so supportive and helpful all the way through this process. Only Allah can repay for what they have done.

Thank you.

TABLE OF CONTENTS

CHAPTER 1: INTRODUCTION	
1.1 Background of the Organization	1
1.2 Organizational Chart	3
1.3 Department Structure	6
1.4 Mission, Vision and Core Values	7
1.5 Company Location	
1.6 HeiTech Group	8
CHAPTER 2: ORGANIZATION INFORMATION	
2.1 About Department	9
2.2 Departmental Structure	10
2.3 Department Function	
2.4 Staffing Requirement	11
CHAPTER 3: INDUSTRIAL TRAINING ACTIVITIES	
3.1 Training Activities	15
3.1.1 Desktop Support	17
3.1.2 Log Monitoring	22
3.1.3 Asset Management	25
3.1.4 Networking	31
3.1.5 Administrative Works	
3.1.6 Others	32
3.2 Special Project	37
3.2.1 Problem Statement	
3.2.2 Project Objectives	
3.2.3 Project Overview	
3.2.4 Gantt Chart	41
CHAPTER 4	
4.1 Application of Knowledge, Skills and Experience in Undertaking the Task (Knowledge Gained)	42
4.2 Personal Thoughts and Opinion (Reflective Tone)	47
4.3 Lesson Learnt	48
4.4 Limitations and Recommendations	50

LIST OF FIGURES

Figure 1:	HeiTech Logo	1
Figure 2:	Organizational Structure for HIOS	3
Figure 3:	Department Structure	6
Figure 4:	Location for HeiTech Village	7
Figure 5:	Department Logo	9
Figure 6:	HIOS Structure	10
Figure 7:	Steps to Format Notebook with Windows 7	18
Figure 8:	Trainee in Process to Format Staffs Notebook	19
Figure 9:	Trainee Fill Up the Form Based on the Service Provided	
Figure 10:	Trainee Ensuring All Cables Were Sort and Arranged Tidy	20
Figure 11:	Trainee Install the PC at Bukit Jelutong	
Figure 12:	Trainee Give an Explanation to New Staffs Before Deliver the Notebook	21
Figure 13:	Trainee Attend Staffs When They Have Any Inquiries	22
Figure 14:	Main Page for iFics	23
Figure 15:	The Action Taken for the Problem	
Figure 16:	Main Page for Tend Micro OfficeScan	24
Figure 17:	Trainee Will Monitor the Endpoint, Security Threat and Result	
Figure 18:	Trainee in the Process to Separate the Components	25
Figure 19:	Notebook That Need to be Disposed	26
Figure 20:	Trainee Updating the IT Asset System	27
Figure 21:	Trainee Cross Checked the Information	
Figure 22:	Steps to Push Lansweeper	28
Figure 23:	Trainee Re-arrange File Position	29
Figure 24:	Trainee Arrange the Files According to Their Group	
Figure 25:	Trainee Cut the Stickers According to the Notebook Size	30
Figure 26:	Trainee Paste the Sticker Carefully	
Figure 27:	Trainee Attend Linux Class Every Thursday and Wednesday	33
Figure 28:	Trainee Noted the Explanations by Mr. Haji Termizi	
Figure 29:	Trainee Prepare Foods for Players	34
Figure 30:	Trainee Passed the Medal and Gifts to President Kelab Kakitangan HeiTech	
Figure 31:	Trainee with all Players and Exco Kelab Kakitangan HeiTech	35
Figure 32:	Trainee in the Process to Decorate Office	
Figure 33:	Trainee with all Staffs that Involved with Office Decoration	36

LIST OF TABLES

Table 1:	Staffing Requirement	11
Table 2:	Summary of Training Activities	16
Table 3:	Stickers Name with Description	30
Table 4:	Tentative on Futsal Match Day	34
Table 5:	Gantt Chart	41
Table 6:	Knowledge, Skills, Experience and Related Course	43

CHAPTER 1

INTRODUCTION

1.1 Background of the Organization



Figure 1: HeiTech Logo

HeiTech Padu Berhad were operated started in 1994 where the division was incorporated under PNB Training and Resort Management Sdn. Berhad. The organization corporate milestone is as below:

- 1994** : The division was then incorporated under the name of PNB Training and Resort Management Sdn. Berhad became a wholly-owned subsidiary of PNB.
- 1995** : The company changed its name to PNB Information Technologies Sdn. Berhad ("PNB IT").
- 1997** : The company underwent a Management-Buy-Out ("MBO"), through Padujade Corporation Sdn Bhd. acquired 65% of shares from PNB, becoming the holding company of PNB IT.
- 1998** : The company began its metamorphosis into an independent commercial entity. PNB IT was retained as the name of the company. PNB IT obtained its MS ISO 9001: 2000 Quality Management Systems Certification from SIRIM QAS International.
- 1999** : The company changed its name to HeiTech Padu Sdn. Berhad following the strategic transition ("MBO") and the drive to keep abreast with rapid changes in the competitive global IT business. The company secured IT outsourcing contract from PNB.
- 2000** : The company changed its name to HeiTech Padu Berhad (HeiTech), in line with its status as a public listed company. HeiTech began its first trading on the main

board of the Kuala Lumpur Stock Exchange ("KLSE") currently known as Bursa Malaysia Securities Berhad.

- 2002** : Operated from its new corporate headquarters, Menara HeiTech Village in USJ1, Subang Jaya. Rationalisation of HeiTech Subsidiaries.
- 2003** : Launched Employee Share Option Scheme. Secured the first international project from the Department of Immigration and Emigration Sri Lanka.
- 2004** : Diversified its business with the acquisition of Inter-City MPC (M) Sdn. Bhd., a business process outsourcing company.
- 2005** : Implementation of Key Results Area and Key Performance Indicator.
- 2006** : Ventured into electronic media and content development business through the acquisition of Electronic Media Airtime Services Sdn. Bhd. HeiTech became the first local IT company to be certified with Information Security Management System ("ISMS") (ISO/IEC 27001:2005) from SIRIM QAS International.
- 2007** : Incorporation of Intech Solutions, a joint venture company in Sri Lanka, to explore IT related business in South Asia. Expanded its reach in the region by acquiring PT Intercity Kerlipa in Indonesia.
- 2008** : Launched of HeiTech's Tier-IV ready Data Center by YAB Dato' Sri Mohd Najib Tun Hj. Abdul Razak, Deputy Prime Minister of Malaysia. Sale and Leaseback of Menara HeiTech Village. Strengthen its position as global IT player by acquisition of 10% equity in Saeed LLC, Abu Dhabi, United Arab Emirates (UAE).
- 2010** : Enhanced its business portfolio in the Middle East and North Africa by setting up a joint venture company in Dubai, namely HeiTech International LLC (formerly known as Horizon LLC) with 40% equity. HeiTech collaborated with Microsoft Corp. to explore the possibility of providing state-of-the-art IT based consumer health services in Malaysia. HeiTech became the first local IT company to adopt System Applications and Products ("SAP") for its internal financial, logistic and human resources systems.
- 2011** : Extended its business in Asian-Oceania region with the requisition of Cinix1 Pty. Ltd. In Brisbane, Australia. HeiTech collaborated with Thales Nederland, a leading global technology player in integrated naval systems to explore the possibility of developing Combat Management System for the Royal Malaysian Navy. Enhanced its regional presence in Thailand, China, Hong Kong, Singapore and Vietnam by acquisition of 20.1% equity in Grand-Flo Solution Berhad, a leading brand in Enterprise Data Collection and Collation System solutions.
- 2012** : Expanded its global reach to Myanmar, Brunei and Ghana by providing system integration services.

1.2 Organizational Structure

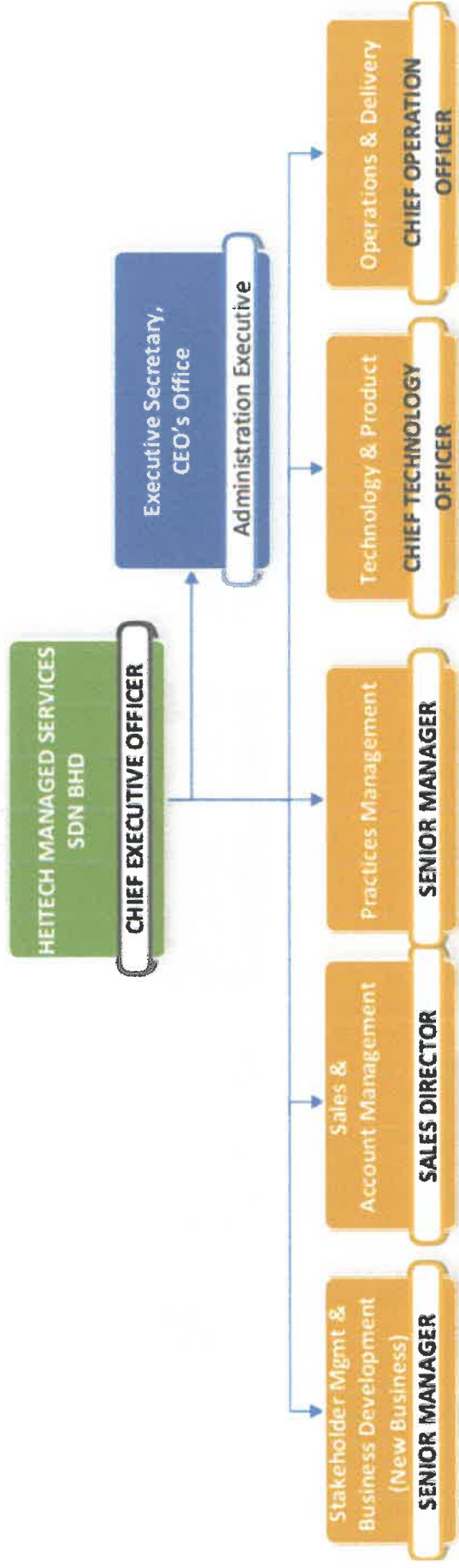
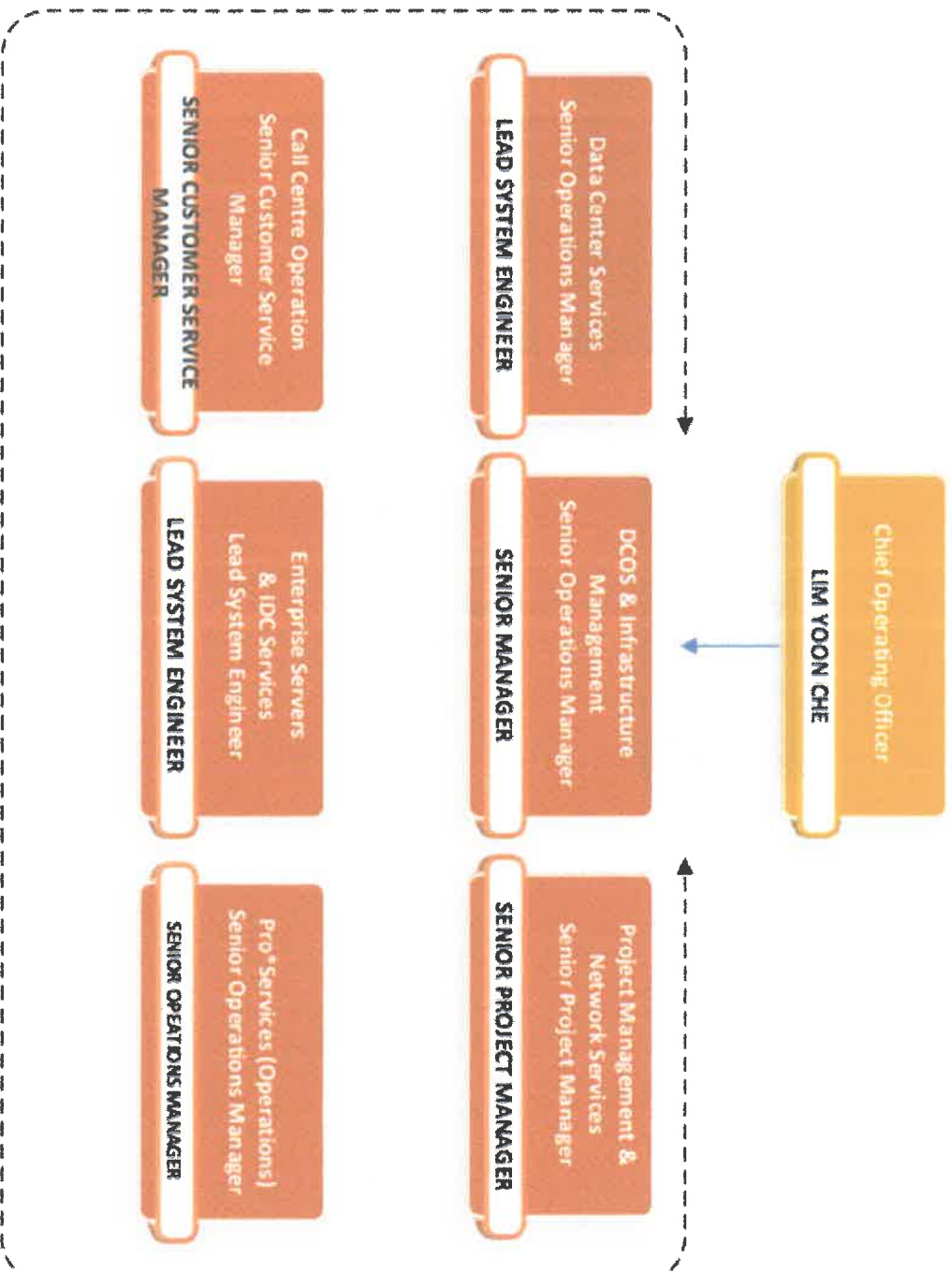
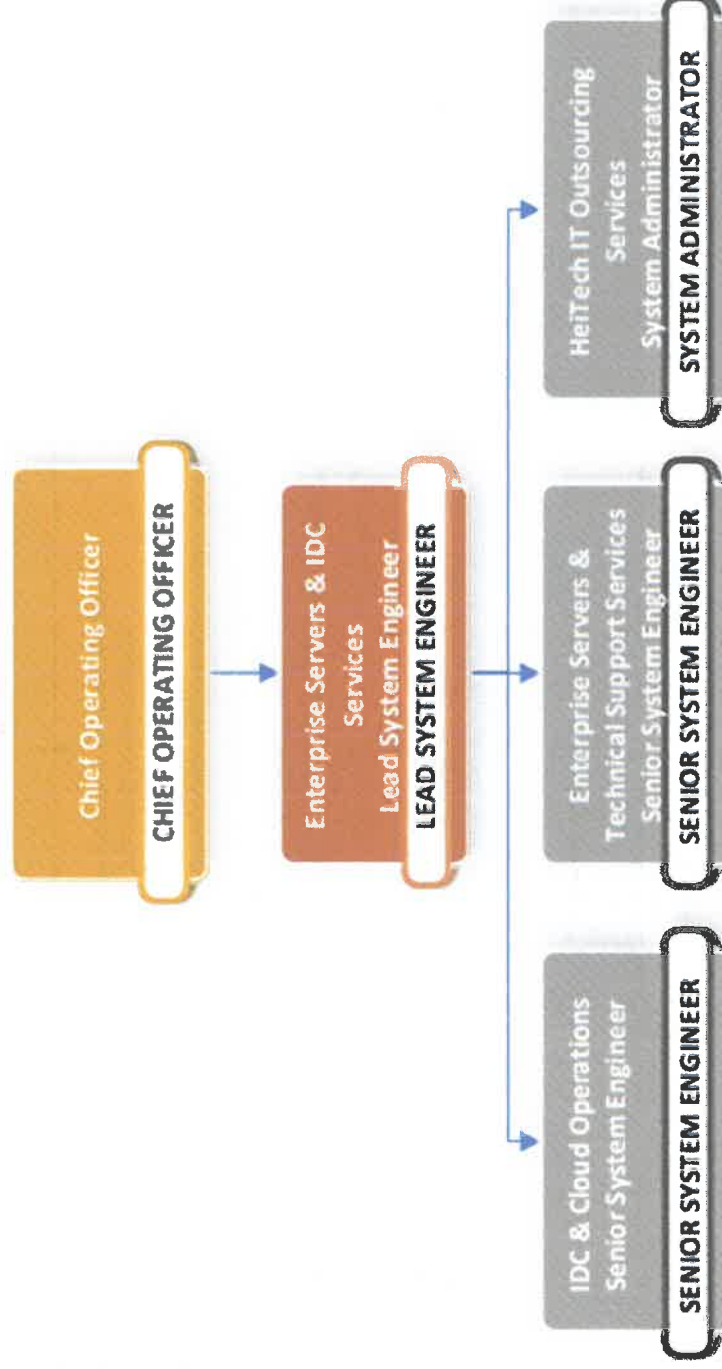


Figure 2: Organizational Structure for HIOS





1.3 Department Structure

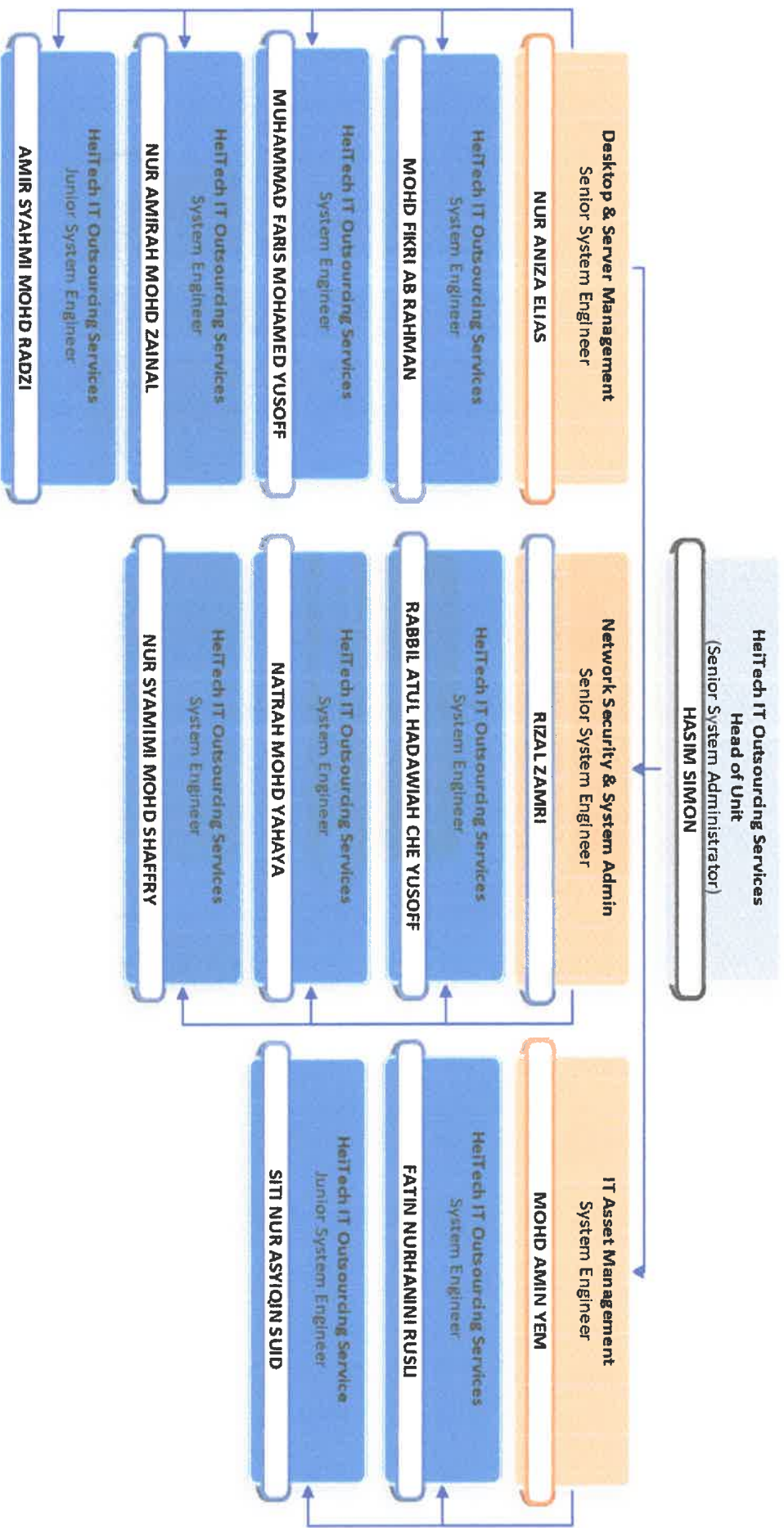


Figure 3: Department Structure

1.4 Mission, Vision and Core Values

HeiTech draws its strengths from over two decades of experience, working with customers from both the public and private sector by transforming their processes from manual processing to automated system and finally to effective information system.

1.4.1 Mission

Touching lives with innovative solutions.

1.4.2 Vision

The trusted technology partner to enable customer’s vision.

1.4.3 Core Values

In realizing HeiTech’s vision and mission, we have to embrace HeiTech core values where integrity is the fundamental, supported by Dynamism, People Centric and Passion for Excellence.

1.5 Company location

HeiTech Village are located at HeiTech Village UEP Subang Jaya, Persiaran Kewajipan, USJ 1, 47600 Subang Jaya, Selangor.

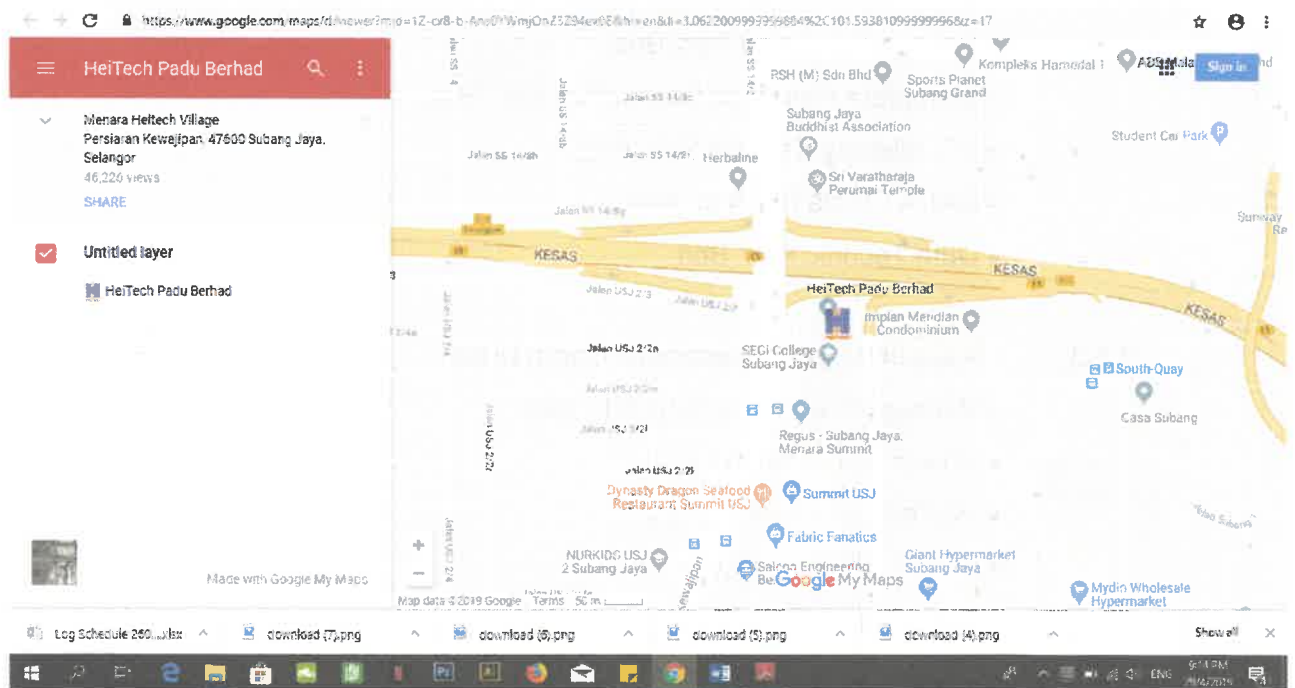


Figure 4: Location for HeiTech Village

1.6 HeiTech Group

1.6.1 Wholly Owned Subsidiary

- HeiTech Managed Services Sdn. Bhd.
- HeiTech e*Business Solution Sdn. Berhad
- HeiTech i-Solutions Sdn. Bhd.
- HeiTech Transbiz Sdn. Bhd.
- HeiTech Global Services Sdn. Bhd.
- HeiTech Academy Sdn. Bhd.
- Integrated Healthcare Solutions Sdn. Bhd.
- HeiTech Health Services Sdn. Bhd.
- HeiTech Defence Systems Sdn. Bhd.
- Inter-City MPC (M) Sdn. Bhd.
- Pro-Office Solutions Sdn. Bhd.
- Cinix 1 Pty. Ltd.

1.6.2 Subsidiary Companies

- Educational Trend Sdn. Bhd.
- Motordata Research Consortium Sdn. Bhd.
- PT. Intercity Kerlipan Sdn. Bhd.
- DAPAT Vista (M) Sdn. Bhd.
- Duta Technic Sdn. Bhd.

1.6.3 Associate and Investment Companies

- Vantage Point Consulting Sdn. Bhd.
- InTech Solutions Pvt. Ltd.
- HeiTech International LLC
- E-Komoditi Sdn. Bhd.
- Fask Capital Sdn. Bhd.
- Peladang HeiTech Sdn. Bhd.
- MSCL Holdings Sdn. Bhd.
- Saaed for Traffic Systems LLC
- Tricubes Berhad

CHAPTER 2

ORGANIZATION INFORMATION

2.1 About Department



Figure 5: Department Logo

Before this, HeiTech IT Outsourcing Services (HIOS) department were known as Heitech Managed Services (HMS) department. HIOS tries to end up debut worldwide ICT infrastructure solution provider by providing world class managed services. HIOS draws its quality from innovative integrated ICT framework arrangement which are based proven and reliable technology, cost effective, customer driven and empowered by global best practices. HIOS lives by its logic to be the trusted accomplice for its client's business change while continuously striving towards organizational excellence.

HIOS has invested RM40 million in Tier IV ready data center located at Bukit Jelutong, Shah Alam, Selangor. It was launched on 28th May 2008. This state-of-the-art data center facility is now available for current and future customers. It is to ensure for a better governance of customer's data management. Combined with the fully redundant and high availability managed network infrastructure, HIOS intends to provide a full breadth of ICT infrastructure solutions.

Basically, HIOS have its own vision and mission which is the vision is "to become a leading end-to-end management solution provider, anchoring on secured Cloud for ASEAN and developing economies. Meanwhile, the mission is "to transform from traditional IT infrastructure service provider to become a total ICT solution provider through the provisioning of cloud services and financial solutions, leveraging on our skilled professionals and trusted partnership".

2.2 Departmental Structure

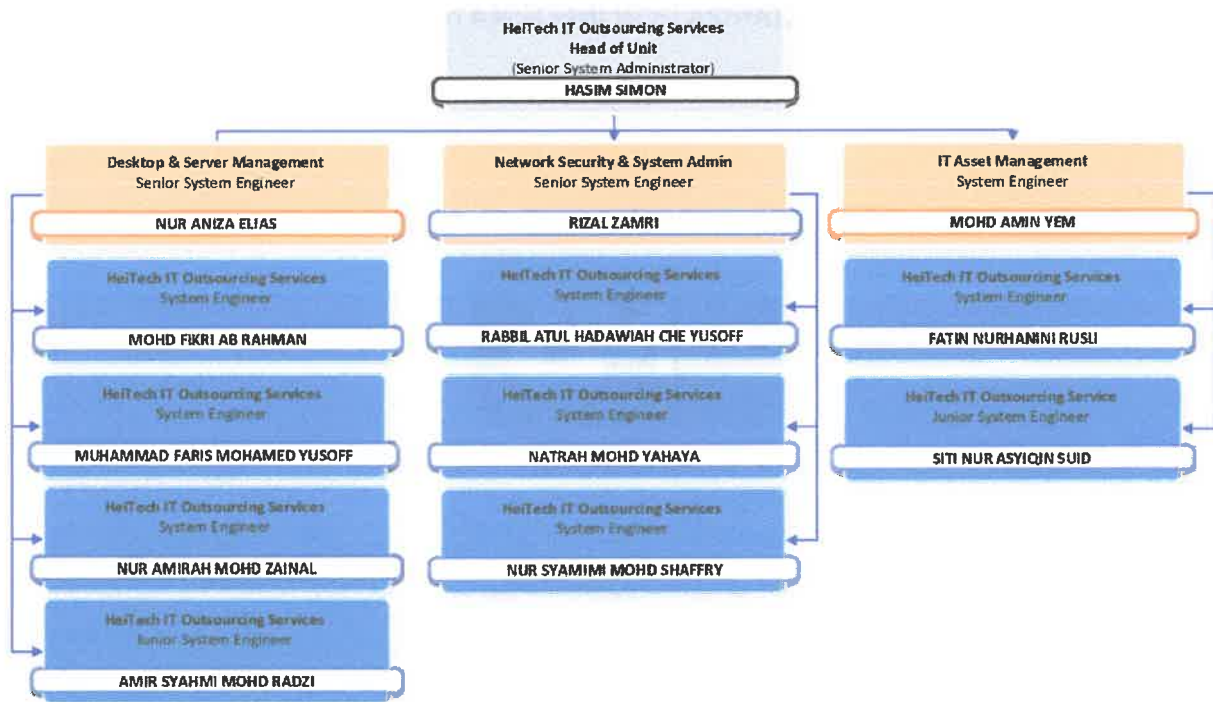


Figure 6: HIOS Structure

2.3 Department Function

There are several functions of HeiTech IT Outsourcing Services (HIOS) department includes:

- Provide 1st level support on all IT services internally
- Meeting services commitment – availability and response time according to agrees Service Level Agreement (often abbreviated **SLA**)
- Provide half-yearly performance review reports to be discuss in IT Review Meeting
- Provide monthly service report as per SLA
- Notify users of planned maintenance works
- Manage IT security for HeiTech internal application and infra
- Prepare annual IT budget and IT procurement activities
- As an IT advisor to HeiTech
- Planner and executer for HeiTech IT Strategic Plan

2.4 Staffing Requirement

Table 1: Staffing Requirement

No.	Role	Skills Required/ Experience/ Qualification
1	System Administrator	<p>Skills:</p> <ul style="list-style-type: none"> • Problem solving skill • an organized mind • attention detail • in-depth knowledge of computer systems • ability to describe technical information in easy to understand terms <p>Experience:</p> <ul style="list-style-type: none"> • No formal experience is needed prior to making an application. However, any evidence of previous experience with computers will look impressive to employers, as will evidence of using key skills, including problem solving skills, discretion (since confidential data is held on computer systems) <p>Preferred Qualifications:</p> <ul style="list-style-type: none"> • ITIL v3.0
2	Network & Security Engineer	<p>Skills:</p> <ul style="list-style-type: none"> • An up-to-date knowledge and understanding of your employer’s business and industry needs, as well as the technical demands • To recognize the importance of customer focus and/ or of serving the needs of end user • Excellent communication skills, particularly the ability to communicate with staff who are not technically trained • Skills to take on variety tasks and pay attention to detail • Analytical and problem-solving ability • Team work skills and the ability to feel comfortable working with different teams,

		<p>clients and groups of staff across an organization</p> <ul style="list-style-type: none"> • Organization skills and ability to prioritize your workload <p>Experience:</p> <ul style="list-style-type: none"> • At least 2 – 3 years <p>Preferred Qualifications:</p> <ul style="list-style-type: none"> • CCNA/ other networking certification • ComTIA A+ Network • ITIL v3.0
<p>3</p>	<p>System Engineer</p>	<p>Skills:</p> <ul style="list-style-type: none"> • Ability to develop objectives, scope, work plan and schedule • Proficiency in doing investigations and root cause analysis • Success in working with cross-functional team skills • Ability to work well with others • Ability to communicate ideas through technical writing documentation and reports • Ability to manage and monitor all installed systems and infrastructure • Excellence in communication as a liaison with vendors and other IT personnel to resolve issues <p>Experience:</p> <ul style="list-style-type: none"> • Experience with virtualization and containerization (e.g: VMware, Virtual Box) • Experience in installing, configuring and troubleshooting UNIX/ LINUX based environments • Solid Cloud experience • At least 2 – 3 years <p>Preferred Qualifications:</p> <ul style="list-style-type: none"> • VMware Certified

		<ul style="list-style-type: none"> • Professional VCP • MCSA/ other related Microsoft certification • ITIL v3.0
<p>4</p>	<p>Desktop Engineer</p>	<p>Skills:</p> <ul style="list-style-type: none"> • Deliverables for Desktop Management • Extensive experience with desktop, hardware, software applications, operating systems and network connectivity • Able to operate effectively in a team environment with both technical and non-technical team members • Able to operate with minimal supervision • Able to manage time effectively, set priorities appropriately, schedule calls • Able to maintain professional demeanour under stress • Able to operate within customer standard operating procedures • Excellent technical knowledge of current protocols, operating systems and standards • Ability to operate tools, components and peripheral accessories <p>Experience:</p> <ul style="list-style-type: none"> • At least 1 – 2 years <p>Preferred Qualifications:</p> <ul style="list-style-type: none"> • ComTIA A+ Desktop Support • ITIL v3.0
<p>5</p>	<p>Lead System Administrator</p>	<p>Skills:</p> <ul style="list-style-type: none"> • Ability to plan, organize and document complex system design activities and to configure systems to be consistent with institutional policies/ procedures, communicate technical/ complex information both verbally and in writing establish and maintain cooperation, understanding, trust and credibility

		<ul style="list-style-type: none"> • Perform multiple tasks concurrently and respond to emergency situations effectively • Ability to provide excellent customer care with a focus on support to remote users and coordinating logistical arrangements <p>Experience:</p> <ul style="list-style-type: none"> • At least 3 – 5 years <p>Preferred Qualifications:</p> <ul style="list-style-type: none"> • VMware Certified Professional VCP/ other related VM Certification • MCSA/ other related Microsoft certification • ITIL v3.0
--	--	---

CHAPTER 3

INDUSTRIAL TRAINING ACTIVITIES

3.1 Training Activities

During the practical training period, the trainee familiarizes with the working procedures and tasks in their own field of specification. According to Flippo (1984), training is the act of increasing the skills of an employee for doing particular job. According to John Van Der Merwe (2014), trainers undertake their activities in the organization whether public, private or voluntary sector and the context in which they operate will vary in terms of the skills, knowledge and behaviours that employees need to acquire and apply if they are to deliver for their organization.

According to Oribabor (2000), training aim at developing competences such as technical, human, conceptual and managerial for the furtherance of individual and organization growth. Practical training will help in encouraging the spirit of teamwork and good relationship between trainee and employee. Through practical training, trainee will be exposed to the real world of work. A lot of experiences can be gained by trainee during their practical training and this experiences can be practiced when they entering the world of work.

This chapter is a summary of the activities that has been done by the trainee during practical training. Trainee has been placed in HeiTech IT Outsourcing Support (HIOS) department under IT Asset team. All the activities are given by supervisor and all the activities have been recorded in the logbook. As in the logbook was a summary for all the activities, so in this chapter it will be explained in detail such as the activity, scope and workflow. Trainee had gained a lot of new experiences and knowledges during practical training.

Summary of Training Activities

Table 2: Summary of Training Activities

NO.	TRAINING ACTIVITIES	DEPARTMENT
1	DESKTOP SUPPORT <ul style="list-style-type: none"> • Setup new notebook • Setup BYOD notebook • Format notebook • Setup and installation new PC • Clearance for staff and trainee • Attend users 	Involve in all department
2	LOG MONITORING <ul style="list-style-type: none"> • Monitor iFics • Monitor Antivirus 	Involve in all department
3	ASSET MANAGEMENT <ul style="list-style-type: none"> • Asset disposal • IT Asset System housekeeping • Managing Lansweeper • IT Asset Store Housekeeping • Asset Tagging 	IT Asset Unit
4	NETWORKING <ul style="list-style-type: none"> • Preparing Guideline 	Involve in all department
5	ADMINISTRATIVE WORKS <ul style="list-style-type: none"> • Audit ISM/ SMS • Preparing SLA files • Managing AwanData 	Involve in all department
6	OTHERS <ul style="list-style-type: none"> • Attend Troubleshoot Class • Attend Linux Class • Involve with Futsal Match preparation • Involve with office decoration for Eid 	HIOS

3.1.1 Desktop Support

3.1.1.1 Setup new notebook

All staffs at HeiTech will be provided with a notebook. Anyhow, notebook will be difference according to a few factors. Notebook will be assigned based on the staffs' designation and grade. Trainee need to install basic software such as Microsoft Words Standard 2016, Adobe Reader and Google Chrome. If staff want to install other than this basic software, staff need to get an approval from their manager then only trainee can proceed with the request. Besides basic software installation, trainee also need to configure wireless, setup proxy and join domain. HIOS Notebook Installation and Hardening Checklist form will provide the step for notebook setup (*refer Appendix 1 for HIOS Notebook Installation and Hardening Checklist*). When all the installation and setup process complete, then only the notebook can be delivered to staffs.

3.1.1.2 Setup BYOD notebook

BYOD stand for Bring Your Own Device. All practical trainee will use their own notebook unless they get an approval from their supervisor to used HeiTech notebook. Same goes to new staffs. Before new staffs being provided with HeiTech notebook, staffs need to use their own notebook. Trainee need to setup for BYOD notebook both for staffs and practical trainees. For practical trainees, trainee will only setup for proxy, configure wireless, install Lansweeper, install TrendMicro and join domain. Printer will only be setup if practical trainees get an approval from their supervisor. However, for staff's trainees will setup by setup proxy, configure wireless, install Lansweeper, install TrendMicro, setup printer and join domain. Every setup for BYOD notebook need to fill up BYOD Registration Form (*refer Appendix 2 for BYOD Registration Form*).

3.1.1.3 Format notebook

For this task, trainee need to format notebook for Windows 7 and Windows 10. Usually, format notebook is for the return notebook and switch users. When staff are retired, they need to returned the notebook. Then, DMS Fatin will assign to who's the notebook will be assign next. In order to format the notebook, trainee need to use the CD and ensure that it was boot. The difference when format

Windows 7 and Windows 10 is, for Windows 7 trainee need to install driver pack. After the CD successfully boot, enter in BIOS set up. Steps of format the notebook with Windows 7 are as below:

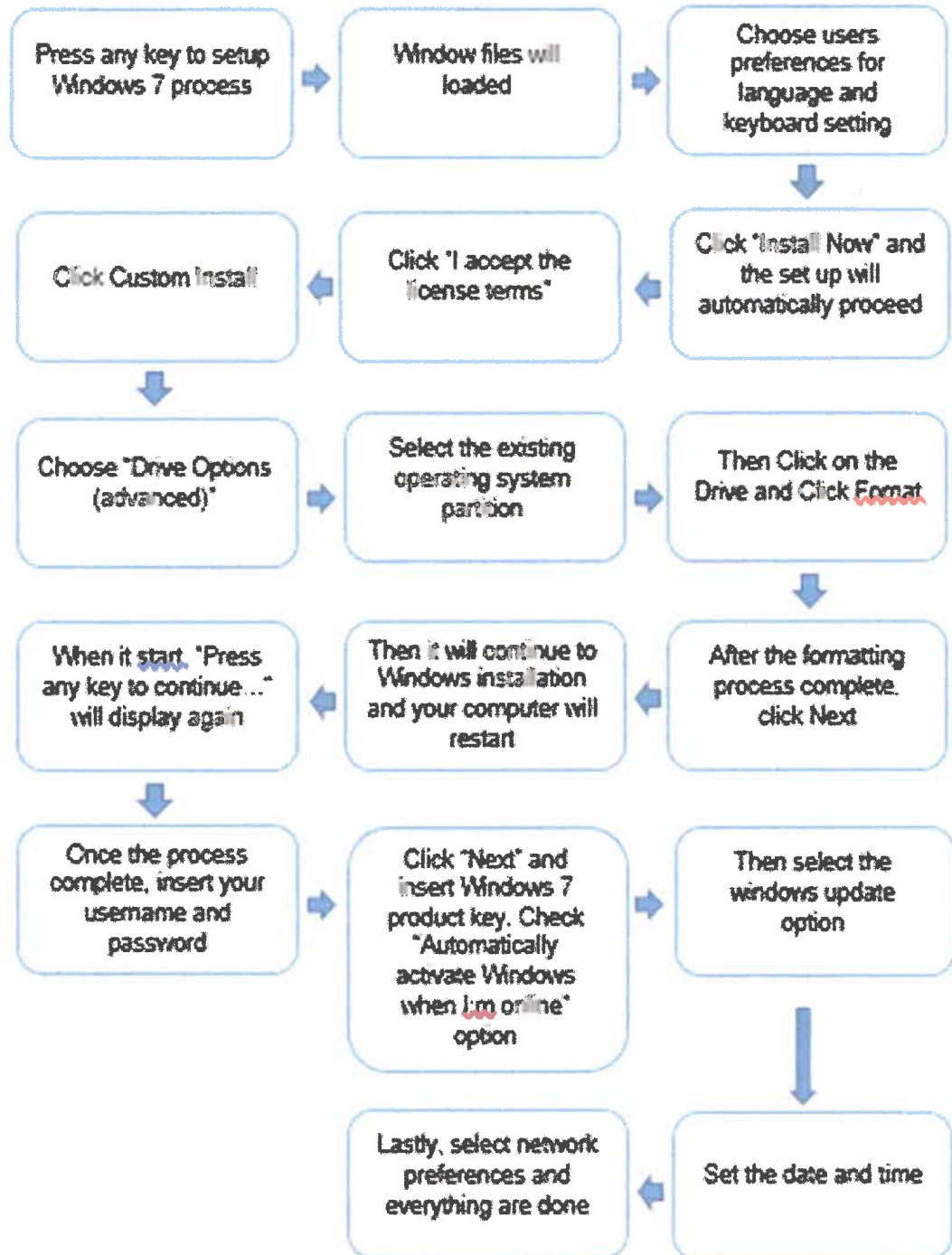


Figure 7: Steps to Format Notebook with Windows 7



Figure 8: Trainee in Process to Format Staffs Notebook



Figure 9: Trainee Fill Up the Form Based on the Service Provided

3.1.1.4 Setup and installation new PC

Trainee need to setup and install new PC at CCC (Customer Care Center) Department and at HeiTech Village 2 located at Bukit Jelutong, Shah Alam. Before the installation process, trainee need to setup the pc such as configure wireless, install required software, join domain and setup proxy. Before the pc being delivered and installed, trainee need to ensure that the pc had properly setup and all the software that being installed can be use. Besides, trainee must ensure that all cables had been installed or sort were arranged tidy. Just like notebook setup,

trainee also need to follow the setup step from HIOS Notebook Installation and Hardening Checklist then only the pc can be delivered and installed.



Figure 10: Trainee Ensuring All Cables Were Sort and Arranged Tidy



Figure 11: Trainee Install the PC at Bukit Jelutong

3.1.1.5 Clearance for staff and trainee

Besides staff, trainee also need to meet up with others practical trainee that need to make clearance for their laptop. Basically, practical trainee need to used their own laptop. When their practical period end, they need to make a clearance at HIOS department. Trainee need to uninstall all the software that have been installed when they register on the first day. Difference with HeiTech's notebook, it called as

returned process. For HeiTech's notebook, trainee need to find "Surat Akuan Penerimaan" and need to ensure that staff had returned all the accessories that are provided such as cable log, mouse, HDMI cable and adapter. If there are any accessories not returned by the staff, they need to paid for compensation as being agreed in "Surat Akuan Penerimaan". Lastly, authorized staff at HIOS will verified that all the process had been done properly.

3.1.1.6 Attend users

Trainee need to attend users which is staffs, third parties and practical training students. When users have any problem regarding to their notebook such as notebook hang, bluescreen, cannot connect to Wi-Fi and many more, users need to send their notebook to HIOS. Before that, users need to make a log at CCC and inform the problem that been faced by them. After that, CCC will escalate the problem to HIOS department then only the action can be taken by trainee. Some of the problems can be solved by phone call which trainee will guide users through phone while some of it users need to come to HIOS department. However, HIOS department will only cover HeiTech's notebook if the problems are related with hardware. User's will be given HIOS Customer's Service Satisfaction Survey Form (refer Appendix 3 for HIOS Customer's Service Satisfaction Survey Form) and trainee will be evaluated by users that they attend.



Figure 12: Trainee Give an Explanation to New Staffs Before Deliver the Notebook



Figure 13: Trainee Attend Staffs When They Have Any Inquiries

3.1.2 Log Monitoring

3.1.2.1 Monitor iFics

Trainee had been given an authorization to access iFics. iFics is a web application which is being managed by CCC. Users that have any problems will call the CCC and CCC will log it into iFics. Trainee will monitor all the logs that have being escalated to HIOS department. When the problems had been solved, in charge person will provide the solutions and verify with users to close the log. Trainee need to produce a daily report about the problems that have been log. For HIOS department, at Coordinator Group column, they need to select DMS- Internal Operation Services. All the information such as user's name, phone number, location and so on are also being provided in iFics. So, it will make the process to reach the users become easier.

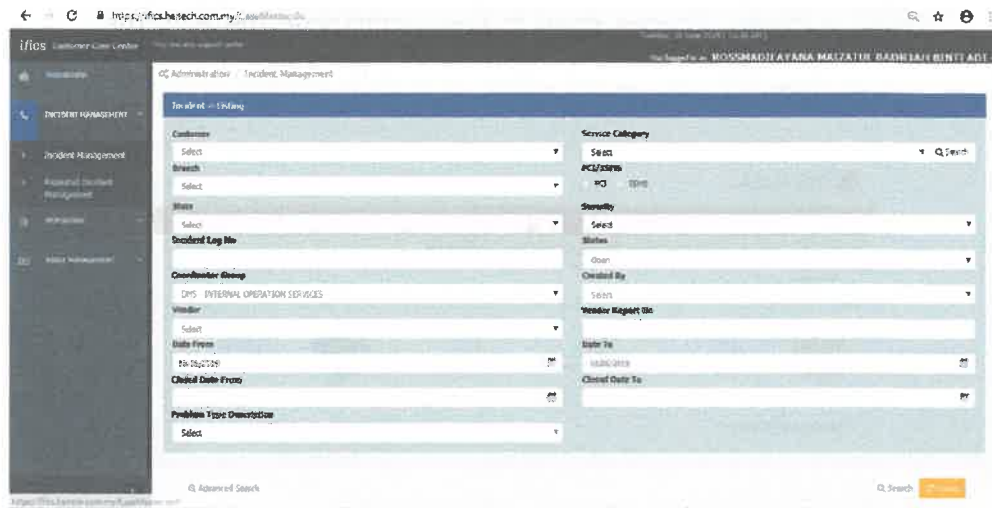


Figure 14: Main Page for iFics



Figure 15: The Action Taken For the Problem

3.1.2.2 Monitor Antivirus

Not all trainee and staffs at HIOS department can get an authorization to access TrendMicro Office Scan. Trainee need to monitor the antivirus for all staffs. If there are any repeated users for 3 days, trainee need to inform staffs to scan the antivirus. If the users are not reachable, Mr. Rizal and Mrs. Syamimi will manually clean it through server. Trainee need to provide daily report about users that affected with virus. The information provided at this web application is such as the date/ time, endpoint, security/ threat, infected file/ object, scan type, result, IP address and also

MAC address. Trainee need to keep monitoring the antivirus in order to prevent from being attacked by virus, malware, ransomware and so on.

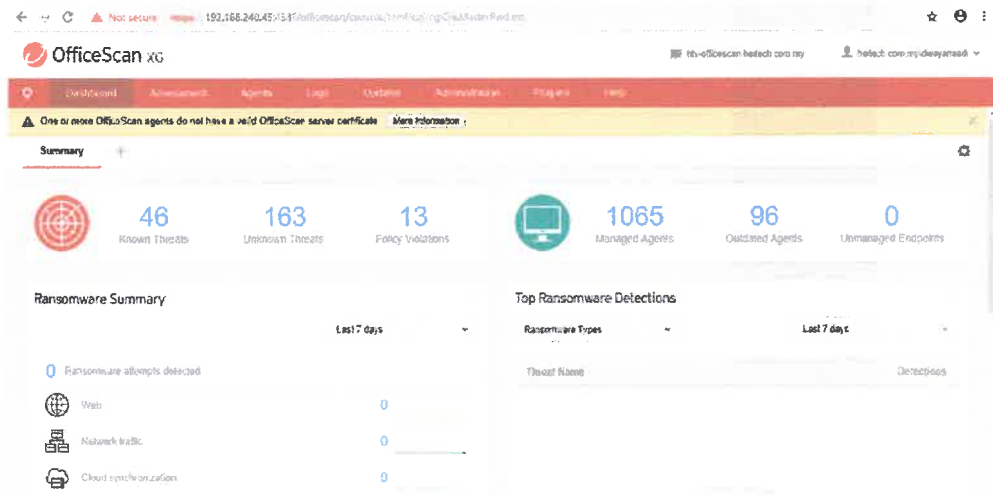


Figure 16: Main Page For Trend Micro OfficeScan

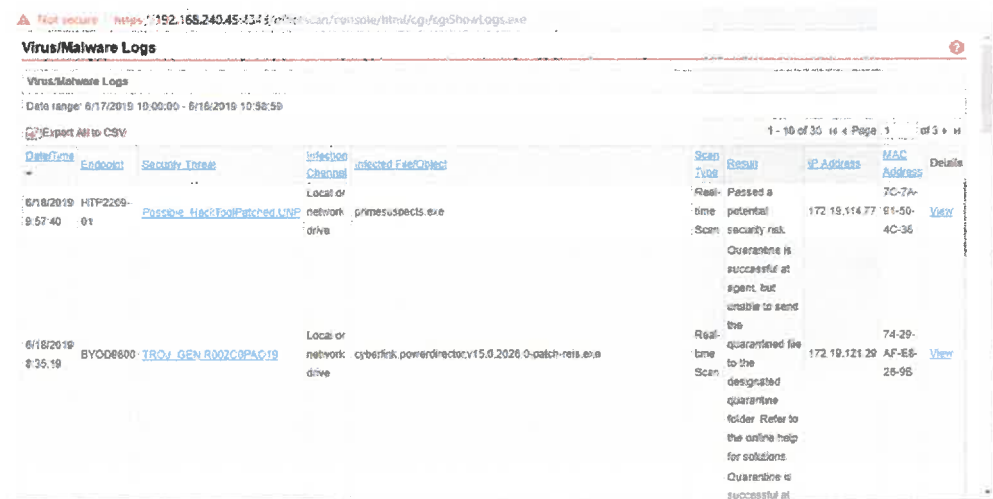


Figure 17: Trainee Will Monitor the Endpoint, Security Threat and Result

3.1.3 Asset Management

3.1.3.1 Asset disposal

Trainee also involved with asset disposal activity. For this task, trainee need to identify the notebook that need to be disposed. Usually, notebook will be disposed when it had exceeded 5 years. A few problems occur will also being a reason why it being disposed such as screen faulty, motherboard faulty and fully damaged. Previously, trainee had disposed various types of notebook model such as Lenovo L431, Lenovo T440, Lenovo L480, HP Compaq and all the notebook that being purchased by HeiTech. For the disposal, trainee need to separate the hard disc, Random Access Memory (RAM) and battery. After the process of separating the items, vendor will proceed with the next process.



Figure 18: Trainee in the Process to Separate the Components



Figure 19: Notebook That Need to be Disposed

3.1.3.2 IT Asset System housekeeping

IT Asset System is a system that being used by IT Asset Team. This system being used to make the process of keep track the asset become easier. All information about users such as name, designation, location, grad and many more will be updated in IT Asset System. Every time the notebook be assigned to staffs, trainee will create a new profile. When there are any changes about the asset, responsible staff and trainee need to update it. For IT Asset housekeeping, trainee had been given a task to identify the staff's status and asset status. In order to identify asset status, trainee to find the Surat Akuan Penerimaan (*refer Appendix 4 for Surat Akuan Penerimaan*). Trainee also need to check the staff ID according to the list given by HR department to identify the staff's status.



Figure 20: Trainee Updating the IT Asset System



Figure 21: Trainee Cross Checked the Information

3.1.3.3 Managing Lansweeper

Lansweeper is a scanning agent that used by asset team. Lansweeper is a cross-platform scanning agent that can scan computers both inside and outside network. Trainee need to push lansweeper and ensure that it successfully connect to server. In order to push Lansweeper, trainee need to know a few command. Trainee need to update user's information once the notebook had been delivered and after users had returned the notebook. When users returned the notebook, trainee have to change their status in Lansweeper as inactive users. The steps to push Lansweeper are as below:

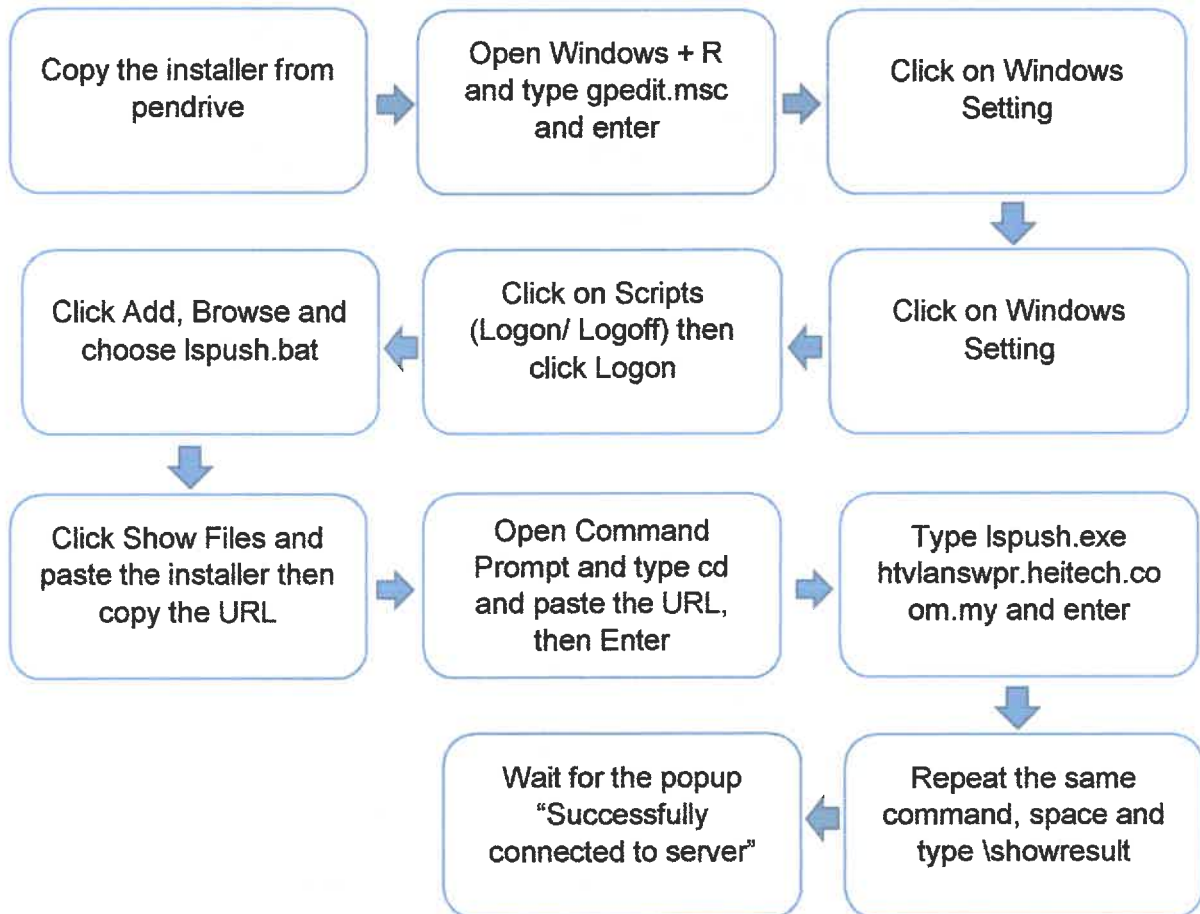


Figure 22: Steps to Push Lansweeper

3.1.3.4 IT Asset Store housekeeping

There is a room provided to store all the files and assets. Trainee had re-arranged the file arrangement and make some improvement for the store room. Trainee had arranged the physical files according to their group. All the labels for the files had being standardized. Trainee also put a guide for staffs in searching the files. For example, staff only knows the code of the file, so trainee had provided a list contains of code and file names (*refer Appendix 5 for files list*). Trainee also had made the label for the rack in store room. New rack had been installed in order to ensure that all the items in store well arranged.



Figure 23: Trainee Re-arrange File Position



Figure 24: Trainee Arrange the Files According to Their Group

3.1.3.5 Asset tagging

For a new notebook, it need to be tag with HeiTech sticker. There is three (3) stickers that need to be paste which is HeiTech sticker at the front of the notebook, technical specification sticker and also tag number sticker. Tag number sticker also need to be paste at the adapter. This is one of the way to control the asset. Trainee will use the information at the stickers when they need to fill up End User Device Service Checklist (refer *Appendix 6 for End User Device Service Checklist*). The description for technical specification sticker and tag number sticker are as below:

Table 3: Stickers Name With Description:

Sticker Name	Description
Technical Specification <ul style="list-style-type: none"> DEVSPEC 12/18 	DEVSPEC stand for the Developer Specification. Only Developer will use notebook with DEVSPEC sticker. While, 12/18 stand for the series and purchase year.
Tag Number Sticker <ul style="list-style-type: none"> HTP002121800054 	Tag Number Sticker will be provided by Human Resource Department. Each notebook will have different tag number.

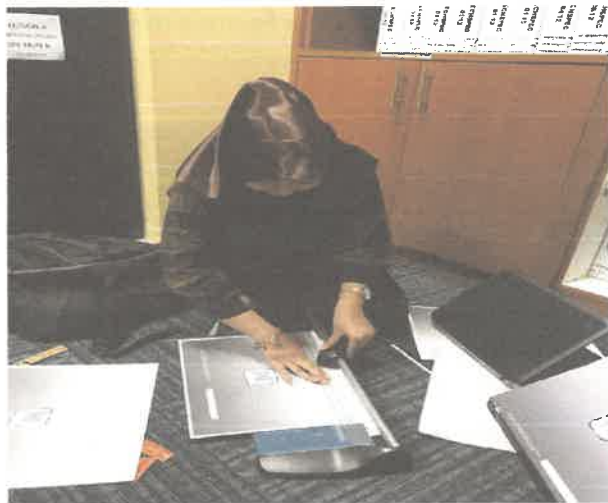


Figure 25: Trainee Cut the Stickers According to the Notebook Size



Figure 26: Trainee Paste the Sticker Carefully

3.1.4 Networking

3.1.4.1 Preparing Guideline

Trainee had updated and prepare the guideline for Network team. Before this, there is no guideline for Internet Protocol (often abbreviated IP). IP is a numerical label that assigned to the device that use IP for communication. For example, IP can be found at computer, tablet and telephone. Each device will have a different IP address. Trainee had prepared a guideline contain of all IP address for HeiTech. Not only that, trainee also had prepared a guideline about LAN Network Connectivity Diagram. All the diagram is being prepared by in-charge staff then trainee will combine all the diagram and check the format used before produced a guideline.

3.1.5 Administrative Works

3.1.5.1 Audit ISMS and ITSM

Audit ISMS refer to Information Security Management System, while audit ITSM refer to IT Service Management. ISMS audit will focus on security and ITSM audit will focus on services. For ISMS, auditor will check about the security either it secure or not. It involved with physical security such as water sprinkler, fire extinguisher, CCTV and many more. For ITSM, auditor will check on the services provided by HeiTech. It is to identify either it complies service catalogue or not. For example, service catalogue that have being created are the time taken to create email within three (3) days of form or received. Hence, auditor will check either it really be created in timely manner or not.

3.1.5.2 Preparing SLA files

SLA stand for Service Level Agreement. SLA is a commitment between service provider and client. It includes internal and external customers. SLA is important as it will define either HeiTech had provide the service according and meet the standard or not. For HeiTech, they provide the Service Based SLA which is the agreement are for all customers that used the services provided by service provider.

3.1.5.3 Managing AwanData

AwanData is like a cloud server. The concept of AwanData is same like Google Drive. AwanData is a place where all documents will be keep. However, not all staffs have the authorization to access into AwanData. All the information and documents uploaded into AwanData will sync and centralized to all staffs. The main function of AwanData is to back up all the data from missing. Staffs can access to AwanData everywhere and anytime they need. That is why AwanData need to be managed properly because it can be access by all staffs. Folders uploaded should also be named properly and the content be upload into the right folders.

3.1.6 Others

3.1.6.1 Attend Troubleshoot class

Troubleshoot class were conducted by Mr Rizal Zamri. Basically, troubleshoot class will be held for two days per week which is every Monday and Wednesday. This class will start at 0830 until 0930. Trainee will be exposed with the common problems that being faces by the staffs. For example, failed to connect wireless, cannot access the internet with error and many more. Trainee not only bound with the provided solution but also can use other solution as long as it can overcome the problems. Troubleshoot class are important as trainee will attend users and need to solve their problems.

3.1.6.2 Attend Linux class

Linux is an open source Unix which is like an operating system. Linux class were conducted by Mr Haji Termizi. This class will be held for two days per week which is every Tuesday and Friday. Basically Linux class will start at 0830 until 1000. Trainee had gained a lot of new knowledge about Linux. The class are not only for trainee, but also for interested staff. Any inquiries about Linux, Mr Haji Termizi will help in giving a detail explanation. Trainee had learned about Red Hat System Administration 1. Sometimes, Mr Haji Termizi also conducted a discussion through whatsapp group.



Figure 27: Trainee Attend Linux Class Every Tuesday and Thursday



Figure 28: Trainee Noted the Explanations by Mr. Haji Termizi

3.1.6.3 Involve with Futsal Match preparation

Not only focussed on mandatory task, trainee also involved with others activities. On 1st May 2019, trainee had volunteer to involve with Futsal Match. Futsal Match were conducted on 1st May 2019 by Kelab Kakitangan HeiTech (KKH). The match was started at 0830 with player's registration. Before the program, trainee had helping staff in preparation of gifts and foods. On Futsal Match Day, trainee had been given a responsibility to in-charge for player's registration, updating score and also in closing ceremony. With the guidance by all KKH exco, Futsal Match were run smoothly as planned. The tentative of the program are as below:

Table 4: Tentative on Futsal Match Day

Time	Activities
0800	Setup place for Futsal Match
0830	Player's registration and briefing by referee
0845	Opening ceremony
0900	Futsal match started
1230	Lunch
1400	Semi-finals match
1530	Closing ceremony



Figure 29: Trainee Prepare Foods for Players



Figure 30: Trainee Passed the Medal and Gifts to President Kelab Kakitangan HeiTech



Figure 31: Trainee with all players and Exco Kelab Kakitangan HeiTech

3.1.6.4 Involve with office decoration for Eid

Trainee also volunteer herself in helping staffs to decorate the office as preparation for Eid celebration. Staffs have appointed trainee to lead the office decoration. It took 2 days to decorate since per day only 3 hours were spent in decorating. Trainee had given a task to the staffs involved. Trainee were assisted by 5 staffs for decoration. Trainee had decided to make the decoration with British style theme. All the staffs had given a full commitment in helping to decorate the office.

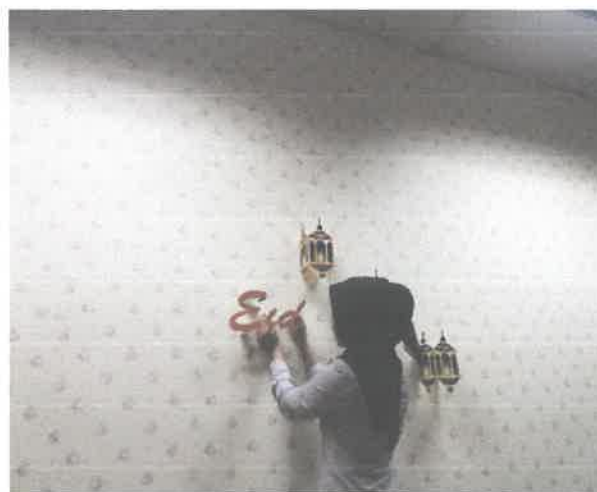


Figure 32: Trainee in the Process to Decorate Office



Figure 33: Trainee With All Staffs That Involve With Office Decoration

3.2 Special Project

During industrial training, Lead of HIOS department have gave trainee a project and need to be completed during the industrial training at HeiTech. The project that has been given by Lead of HIOS department to the trainee is to produce and update guideline. The time taken to complete the guideline was five (5) months starting from 1st February 2019 until 28th June 2019.

3.2.1 Problem Statement

Basically, all the process of installation/ setup will only be known by in-charge person. There is no guideline provided as reference for future use or for the new staff reference. When the staff had retired, new staff will face a problem as they need to explore or ask from others on how to perform the task. Hence, HIOS department needs to come out with guideline which can assist them to make the work process become more effective.

3.2.2 Project Objectives

The main objectives of the guideline are to make the process of sharing knowledge become easier. This is because, only by referring to the guideline, then new staff, trainee or other staffs can perform the given task easily. Other than that, it is also to saving time spent from had to teach on how to completing the task. This indirectly can increase their productivity and performance.

3.2.3 Project Overview

All the guideline that has being developed is Improvement of Knowledge Sharing in HIOS. The guideline will assist the new staff, others staff and also trainee. This is because, they did not have to wait for other staff to assist and guide them in completing the task as they can refer to the guideline provided. Hence, all the staffs can also learn based on the guideline to improve their knowledge and skills. There are a few guidelines have been produced by trainee such as:

3.2.3.1 Guideline Installation SHARP ACP Printer

All staffs at HeiTech will use the same printer, which is SHARP ACP Printer. Usually, printer will be installed and setup for the new notebook and also for the BYOD notebook once they had returned from HIOS department. Printer driver can be get from server with link \\172.19.2.100. However, not all staffs will be given a permission for colour, unless get the approval from their supervisor. For trainee, only if the supervisor gives the approval then only the printer can be installed in their computer. This printer will be set by staff domain id.

3.2.3.2 Guideline on Creation Wireless SSID (Merbah & Dove)

The purpose is to serve as a reference document on the activities involved in the application, processing, approval & creation of temporary wireless internet ID services within HeiTech Village (Merbah) and HeiTech Village 2 (Dove). Network team will ensure that external parties who use the services not expose the information of the organization. It is to prevent risk such as virus/ worm attack, unauthorized access, compromise of network system and services and legal issues.

3.2.3.3 Guideline on Lotus Notes Installation and Configuration

Lotus Notes is a webmail that are used by HeiTech. The function of Lotus Notes is same like Gmail and Yahoo Mail. It can also be installed on your phone. This application will support for both Android and iOS. However, the process of installation and configuration are difference. User can choose for the features that they want. The available features are such as IBM Verse Profile, IBM Verse Mail, IBM Verse Calendar, IBM Verse Contact and also IBM Verse What To Do Notes. Process of installation and configuration for Android are easier than iOS.

3.2.3.4 Guideline on SHARP ACP Printer (Scan to USB Drive)

This guideline is about how to scan the document into USB Drive. Because of all levels used the same printer, so the steps are same for all HeiTech staff. Usually new staff will have problem as they did not know how to use it. Same goes to other branch, they also used SHARP ACP Printer. In order to login to the printer, staffs

need to insert their domain id and password. Unfortunately, there is also some USB Drive are not support to this printer.

3.2.3.5 Guideline to Change Password Lotus Notes and Webmail

By default, all users will get the same password. That was own responsibilities to change the password. For Lotus Notes, all users will get a password as "LOTUSNOTES" while for Webmail all staffs will get password as "P@ssw0rd". It was a risk if staffs did not change the password after that. If after staffs change the password and cannot login, staffs can log to CCC. Then, HIOS department will help to reset the password.

3.2.3.6 Guideline to Map Network Drive (Windows 10)

Before this there is also a guideline on how to Map Network Drive, but it was for Windows XP. As nowadays most of us started to use Windows 10, trainee come out with the guideline to Map Network Drive for Windows 10. Map Network Drive means that you want a permanent access to the folder that currently reside on another computer, server or network storage device. Besides, mapped drive is a shortcut to a shared folder on remote computer or server that can enable you to access files like using a local hard drive.

3.2.3.7 Guideline to Reconfigure Lotus Notes Application

Before this, there are some staffs will use nuri.heitech.com.my as webmail and some will use merpati.heitech.com.my. However, management had decided to terminated nuri.heitech.com.my and all staff have to use merpati.heitech.com.my. So, this guideline being produce to help staffs to reconfigure Lotus Notes in order to access to webmail. If staffs did not change their webmail to merpati.heitech.com.my then they cannot access to their webmail. Even the webmail had change, all the email from nuri.heitech.com.my will still accessible at merpati.heitech.com.my.

3.2.3.8 Guideline to Repair Trust Relationship and Blank Wallpaper

Trust relationship is an authenticate by one domain, the authentication will also be accepted other domain that trust the authenticating domain. One of the common problem is trust relationship. Trust relationship will happen when password was mismatch. Besides, trust relationship can also happen because of a redundancy on the same computer name in two notebooks with Active Directory within HeiTech Domain. There are only certain cases for blank wallpaper. Blank wallpaper can happen after joining the domain where wallpaper become pitch.

3.2.3.10 Guideline to Uninstall Traveler and IBM Verse

IBM Verse is a business email. It will help users to prioritize work, personalize work experience and build stronger working relationships. There is lot of features available and each of it will have their own functions. The steps to uninstall Traveler and IBM Verse on Android and iOS are different. Trainee had provided both guideline for Android and iOS users.

3.2.4 Gantt Chart

Table 5: Gantt Chart

Months/ Activities	2018					
	2	3	4	5	6	
Planning						
Initial Assessment						
Identify the resource requirement and allocated resources						
Define breakdown of tasks						
Define how the needed resources will be obtained and when						
Analysis						
User Requirement/ needs						
Collect Data						
Design						
Design Template						
Produce Guideline						
Implementation						
Installation						
Pilot study						
Maintenance						
Evaluation						
Maintenance						
Enhancement						

CHAPTER 4

4.1 Application of Knowledge, Skills and Experience in Undertaking the Task (Knowledge Gained)

“Knowledge is not power, but the most powerful is applied knowledge” (Curtin, M., 2014). During the five (5) months of industrial training, there is a lot of knowledge and experience that have been gained by trainee. The duration time of industrial training is appropriate for trainees to adapt knowledge and experience gained in the organization and apply to all organization. The activity is one of the platform for students to discover their potential and ability in order to compete with others in real world after graduation. With industrial training, the applied knowledge can be trainee’s strength. There is no point of learning varieties knowledge but failed to apply it in real life. Through industrial training, it was the right time for trainees to apply all the knowledge that have been learned and gained.

Knowledge, Skills, Experience and Related Course

Table 6: Knowledge, Skills, Experience and Related Course

Project/ Activity	Knowledge	Skills	Experience	Related Course
Setup PC and notebook	<p>Know how to setup new PC and notebook.</p> <p>Able to setup PC and notebook by own</p>	<p>Computer skills and Technical skills</p>	<p>Desktop team teach trainee and show the right step to setup PC and notebook. After that, they will let trainee to setup by own</p>	<ul style="list-style-type: none"> • IMD222 – Technical Support Services & Maintenance for Information Agencies
Attend users	<p>Able to solve problems that faced by staffs.</p> <p>Familiar with the problem such as cannot connect to WiFi and password expired</p>	<p>Technical support skills and communication skills</p>	<p>Trainee will monitor the log from iFics. At first trainee will ask for the guide to solve the problem. Once had being taught, trainee are able to solve problems by own</p>	<ul style="list-style-type: none"> • IMD225 – Information Technology Application in Information Agencies • IMD121 – Communication Skills for Information Professional

<p>Asset disposal</p>	<p>Know how to identify the notebook that need to be disposed. Generally, notebook that had fully damaged and cannot be fixed will be disposed. For example, notebook faulty</p>	<p>Technical skills and teamwork skills</p>	<p>Asset team teach trainee on how to identify and what to do for notebook that will be disposed. Then they will let trainee to identify by own</p>	<p>• IMS556 – Information System Interaction & Consultation</p>
<p>Log monitoring</p>	<p>Monitor log monitoring for ifics and TrendMicro Office Scan and will produce daily report</p>	<p>Computer skills</p>	<p>Based on the troubleshooting class, trainee will try to solve the problems by what had being learnt. When there is repeated users detected with virus, trainee will report to Network team to manually clear the virus through server</p>	<p>-</p>
<p>Managing Lansweeper</p>	<p>Know how to control asset and detected users with unlicensed software.</p>	<p>Computer skills and technical skills</p>	<p>Asset team only explained about what is the use of Lansweeper and will let trainee to explore by own. For unlicensed software, trainee will report to Asset team and they</p>	<p>-</p>

<p>Preparing SLA files</p>	<p>Know with more details about what is SLA. Every month, trainee will completing the SLA files with the guide from staff in-charge</p>	<p>Documentation skills and communication skills</p>	<p>will generate email and ask staffs to uninstall. After uninstallation process, trainee will push the Lansweeper again</p> <p>Trainee had been teach on how to prepare the SLA files for the first month. After that they will let trainee to do by own and will only be supervised by in-charge staff.</p> <p>Trainee be given an opportunity to involve with audit and experience by own.</p> <ul style="list-style-type: none"> • IMR652 – Management of Business Records • IMR451 – Management of Records in Organization
<p>Preparing guideline</p>	<p>Able to produce many types of guideline for Network team and Desktop Management team. Also have a guideline that trainee will update the information. All the guideline had being uploaded to AwanData as backup</p>	<p>Documentation skills and computer skills</p>	<ul style="list-style-type: none"> • IMD111 – Introduction to Information Skills • IMD312 – Reference & Information Services for Information Agencies

<p>IT Asset Store and System Housekeeping</p>	<p>Able to identify asset status and control file registered in store. Trainee had re-arrange physical files in store and make some improvement for store room</p>	<p>Filing skills and computer skills</p>	<p>With the guide from Asset team, trainee had made some improvement for store room in term of arrangement of physical file and had install a new rack for storage</p>	<ul style="list-style-type: none"> • IMR504 – Classification & Filing System • IMD212 – Introduction to Electronic Record Keeping
--	--	--	--	---

4.2 Personal Thoughts and Opinion (Reflective Tone)

While trainee undergo their practical at HeiTech, trainee had noticed a few things. Firstly, trainee had noticed that this department has several teams based on their specialization. There are three (3) teams for HIOS which is Desktop and Server Management team, Network team, System Admin team and IT Asset team.

4.2.1 Solve problems together

First and foremost, trainee had notice that staffs will solve the problems together. The best practice that the trainee admire is all leader for each team will brief other staffs about new task and always share their problems and find the solutions together. The teamwork for all team are really impressive. Trainee had noticed that it was a good culture to have a strength relationship between leader and their team.

4.2.2 Friendly staffs

Furthermore, trainee opinion towards HeiTech was all the staffs are very friendly, open minded and easy to give a help when trainee have any problems. Based on that, trainee feel more comfortable to work with that environment. Trainee had gained a lot of new knowledge because all the staff will expose trainee with some new things. Trainee also be given a chance to present their idea in meeting. For example, trainee had given the opinion to use same font for all report and document. All staffs were politely talk and respect each other opinion. The decision will only be made when all staffs agreed and get an approval from department leader.

4.2.3 Minimize supervision from supervisor and staffs

Lastly, trainee only get a minimize supervision from the supervisor and staffs. Sometimes, when trainee be given a task, trainee need to find the solution by itself. Trainee need to find the initiative by own in order to complete the task given in timely manner. In order to completing the task, trainee will try the best to find the solution over the internet until the problem can be solved as soon as possible. However, when it takes in positive sides it is actually quite good as trainee can increase their self-learning ability and the punctuality to try completing the task within the time given. In real life, that was one of the preparation in working environment.

4.3 Lesson Learnt

Honestly, as for trainee five (5) months of industrial training was not enough. This is because, there is still a lot of new things that trainee can discover during industrial training. The experience and knowledge gained are still not enough for trainee as trainee want to learn more. The things that trainee had learnt and discovered are as below:

4.4.1 *Teamwork spirit*

Trainee had gained a lot of benefits from industrial training. Trainee had gained a valuable lesson during the industrial training which is the teamwork spirit. This is because, trainee was involved with team that are specified to solve problem. Trainee can increase and learn in a better way on how to interact with others and deal with problems in order to ensure everything will run smoothly.

4.4.2 *Communication skill*

Trainee can increase their communication skills as trainee will deal with other staffs. Trainee also deal with third party that did not know how to speak Malay. In brief of the communication skills, industrial training can help trainee to improve their English and self-confident during communication. This can be an advantage to trainee in completing the task properly.

4.4.3 *Increase knowledge*

Furthermore, industrial training also helps trainee to increase their knowledge. What had been learnt at University can also be applied during industrial training. Trainee will be able to gain new knowledge while working at HeiTech in term of IT. It can enhance trainee to equip with the latest skills. Trainee also had experience by own about all IT equipment at HeiTech.

4.4.4 *Exposure to real work environment*

Besides that, industrial training helps trainee to expose themselves in real working environment. Trainee will be expose with the real workload and responsibility. At the same time, here is the right time where trainee can apply the knowledge that they have learnt

at university before. Trainee also had gain more useful lessons and skills through industrial training.

4.4.5 Time management

During the industrial training, trainee must always concern about time management. Trainee need to ensure to punch-in at the specified time. During industrial training, trainee always punch-in early morning and never come late. Trainee will also ensure all the task given will be completed before the dateline. This situation made trainee understand that it is important to manage the time properly in everyday life.

4.4.6 Problem solving

On the other hand, problem solving skills is important to solve the problem. Trainee need to critically think on how to overcome and solve the problems. Trainee had been guide by supervisor and other staff on how to solve the problem. Based on the trainee observation, staffs at HIOS department has to always thought in depth in making any decision or statement as all department will refer to HIOS department.

4.4.7 Motivated

Last but not least, industrial training also inspired trainee to put and gain more effort to success in their life. Trainee realize that it was not easy to achieve the targeted goals. During industrial training, supervisor had supervised the trainee and will make an improvement based on the comment received. Trainee also received a lot of advice from supervisor during the industrial training.

4.4 Limitations and Recommendations

Trainee had observed a few limitations while industrial training period such as:

4.4.1 Staffs

The first limitations are come from the staff itself. This is because even the problems are small, staff still will ask for staffs at HIOS department to solve it. Before this, all staffs had been exposed with the solution if the problem occur. However, staff does not have initiatives to solve it by own. For example, staff complained that cannot connect to the internet at home. When trainee attend the staffs, the problems is only because they forgot to untick for proxy. Trainee recommend to put a capable staff to handle the problem for each department.

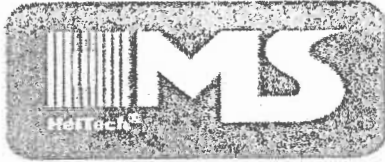
4.4.2 Trainee allowance

Next limitations are in term of trainee allowance. The allowance was credited to trainee a month late. For February, there is no allowance as it will credit on March. The same goes to others month. The allowance usually will be credit to trainee at the end of the month. Trainee will face a problem to pay for room rent. There is also a month that trainee got the allowance after two (2) months. Until now trainee still have two (2) months of delay allowance. Trainee recommend not to delaying the allowance as trainee did not have other income.

4.4.3 Staffs punctuality

In the nutshell, trainee noticed about the staff's punctuality in punch-in and punch-out. This happen especially for the veteran staffs. Many of veteran staffs come to office at 0900 and will punch-out at 1700. The working hours did not reach the requirement which the working hours is for 9 hours per day. Also after punch-in staffs will go for breakfast in an hour then only start to do their work. Same goes to lunch time where veteran staffs will go for lunch about half an hour earlier.

APENDIXES



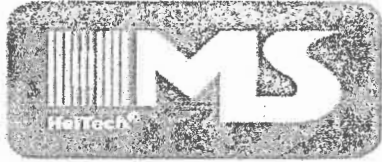
**HEITECH MANAGED SERVICES
SDN. BHD**

M9.2

**HIOS NOTEBOOK INSTALLATION AND
HARDENING CHECKLIST**

SECTION A : NOTEBOOK INFORMATION			
NOTEBOOK NO	:		DEPARTMENT/PROJECT
SERIAL NO & MODEL	:		COMPUTER NAME
STAFF FULL NAME (STAFF ID NO)	:		ATTEND BY

SECTION B : CHECKLIST ACTIVITY				
NO.	ACTIVITY		STATUS	REMARKS
1	STICKER - HTP Tag No - Notebook Tag No - Notebook Sticker Cover - Techspec / Offspec Sticker			
2	SET UP WINDOWS (FORMAT NOTEBOOK FOR NOTEBOOK RETURN ONLY)			
3	UNINSTALL PROGRAMS			
	HP		LENOVO	
	Bonjour	Lenovo Communication Utility		
	Conexant ISST Audio	Lenovo FingerPrint		
	Energy Star	Lenovo Power Engage		
	Get Office	Lenovo Quick Control		
	MS Office 365 – en-us	Lenovo Quick Display		
	HP 3D DriveGuard	Lenovo Solution Center		
	HP Device Access Manager	Lenovo System Update		
	HP Client Security Manager	Lenovo User Guide		
	HP Documentation	Message Centre Plus		
	HP ePrint SW	Microsoft Centre Plus		
	HP ESU for Microsoft Windows 10	Microsoft Office		
	HP JumpStart Apps	Preloaded Antivirus		
	HP JumpStart Bridge	REACHit		
	HP JumpStart Launch	SHAREit		
	HP Notifications	ThinkVantage Active Protection System		
	HP Software Setup	LinkedIn		
	HP Support Solutions Framework	One Drive		
	HP Sure Connect	One Note		
	HP System Default Settings	Disable fingerPrint (in BIOS)		
	HP Universal Camera Driver			
	HP Velocity			
	HP WorkWise			
	Microsoft OneDrive			
	Vulkan Run Time Libraries			
4	INSTALL SOFTWARE (All In Pendrive) - Adobe Reader - Google Chrome - Java latest (If Required) - Microsoft Office Standard 2016 - Lotus Notes (for existing staff ONLY)			
5	INSTALL MS VISIO STD, MS PROJECT STD (As in User's Software Requisition Form)			



HIOS NOTEBOOK INSTALLATION AND
HARDENING CHECKLIST

SECTION B : CHECKLIST ACTIVITY

NO.	ACTIVITY	STATUS	REMARKS
6	CONFIGURE LAN & PROXY		
7	INSTALL PRINTER DRIVER FROM SERVER (172.19.2.100)		
8	WINDOWS UPDATE		
9	INSTALL TREND MICRO FROM SERVER (https://192.168.240.45:4343/officescan)		
AFTER RECEIVED INFORMATION FROM USER (ID, END USER FORM, ETC)			
10	CALL USER (EXISTING USER) - Ask user to back up data - Ask user to bring notebook to HIOS/DMS for return process.		
11	COPY (EXISTING USER) - User's Lotus Notes ID (C:\IBM\Notes\Data) - NSF File (C:\IBM\Notes\Data\mail) - Archive (If Any)		
12	UNJOIN DOMAIN ON OLD NOTEBOOK (Existing User)		
13	CONFIGURE COMPUTER NAME - HTP(staffID) eg: HTP9000, HTP0034		
14	JOIN DOMAIN (heitech.com.my) <i>*Other hardening measure is applied using GPO.</i>		
15	ADD USER ACCOUNT		
16	CONFIGURE WIRELESS & PROXY		
17	KEY IN MS OFFICE PRODUCT KEY (Check with Fatin, Amirah, Syahmi)		
18	CONFIGURE PRINTER		
19	CONFIGURE IBM LOTUS NOTES (If Any)		
20	CONFIGURE LANSWEEPER		
21	PREPARE SAP		
22	PUT INSIDE BAG - Notebook - Adapter - Mouse (if any) - Cable lock (if any) - VGA to HDMI converter (if any) - Surat Akuan Penerimaan (SAP)		

SECTION C: FINAL VERIFICATION

	PREPARED BY	VERIFIED BY	ACCEPTED BY
NAME :			
DESIGNATION :			
SIGNATURE :			
DATE :			



**HEITECH MANAGED SERVICES
SDN. BHD**

BYOD REGISTRATION FORM

SECTION A : REQUESTOR INFORMATION

Name : _____

Division / Department : _____

Staff ID No. : _____ NRIC/ Passport No. : _____

Designation : _____ Grade : _____

Service Status : Permanent Contract Others : _____

Joined Date : _____ Last Employment Date : _____

Employment Duration : _____ Contact No. : _____

Term & Conditions : *i. Requester must abide to HeiTech's Acceptable Use Policy and Email & Internet Policy while using this service.*
ii. HMS has the right to terminate the services should the above terms and conditions are found to be breached by the requester.
iii. Requester should responsible to comply with any regulatory requirement by Malaysia security.

I have read the term & conditions of this services and hereby agree to abide to it

Signature : _____ Date : _____

SECTION B : REQUESTOR DEVICE INFORMATION

Device Name : _____ Asset Model : _____

Notebook Serial No. : _____

SECTION C : SOFTWARE PROVIDED BY HIOS

a. LanSweeper Agent	<input type="checkbox"/>	_____
b. Anti Virus	<input type="checkbox"/>	_____
c. Others :		_____

SECTION D : SERVICE PROVIDED BY HIOS

a. DomainConfiguration	<input type="checkbox"/>	_____
b. Network Configuration	<input type="checkbox"/>	_____
c. Printer	<input type="checkbox"/>	_____
d. Others :		_____

SECTION E : VERIFICATION

	Requestor	Prepared By (HIOS)	Approved By (HIOS)
Name :			
Designation :			
Signature :			
Date :			



HEITECH MANAGED SERVICES

HEITECH INTERNAL OUT-SOURCING SERVICES (HIOS)

HIOS CUSTOMER'S SERVICE SATISFACTION SURVEY V 1.0

Dear Respondents,

We would like to have your feedback about our services in order for us to be more productive, effective and efficient in the future. All responses pertaining to this survey will be treated as confidential. Participation in this survey is voluntary. However, we really appreciate if you could spend some of your time to complete the questionnaire in order for us to give you a better service.

SECTION A: DEMOGRAPHICS

Please tick (✓) the most appropriate answer and fill in the blanks

1) Position: SOFTWARE ENGINEER

2) Employment Status

<input checked="" type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

New Staff
Existing Staff
Third Party
Trainee

3) Gender:

<input checked="" type="checkbox"/>
<input type="checkbox"/>

Male
Female

4) Division: PSG DATA SDN BHD

5) Service:

<input checked="" type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

New notebook / assets delivery
Notebook replacement
Software installation
Notebook repair

For HIOS Use Only

Log no (For Faulty):

Service Delivered by: NIERAYANA



HEITECH MANAGED SERVICES

HEITECH INTERNAL OUT-SOURCING SERVICES (HIOS)

HIOS CUSTOMER'S SERVICE SATISFACTION SURVEY V 1.0

SECTION B : SERVICE SATISFACTION

	1	2	3	4	5			
	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree			
1	I satisfied with the time length of service taken to prepare/solve my device, installation, issues and etc.			1	2	3	4	5
2	It is easy to communicate with HIOS staff.			1	2	3	4	5
3	The waiting area provided while waiting technical support to prepare my device are very convenient.			1	2	3	4	5
4	HIOS provide frequent update about my issues/device.			1	2	3	4	5

	1	2	3	4	5			
	Not Knowledgeable	Below Average	Average	Above Average	Very Knowledgeable			
1	How would you rate the technical service representatives knowledge of the issue?			1	2	3	4	5
2	How clear was the information provided to you by our technical service representative?			1	2	3	4	5

	1	2	3	4	5			
	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied			
1	How satisfied are you overall with HIOS services.			1	2	3	4	5

Reason frequently use by HIOS when their services take too long to be completed? (if there's any)

Recommendations and suggestions in order to improve our quality of service.

Kepada:
Naib Presiden
Jabatan Kewangan Kumpulan
HeiTech Padu Berhad

Salinan Kepada: Unit Pengurusan Harta Kumpulan

DO:

SURAT AKUAN PENERIMAAN NOTEBOOK LENOVO L421

Dengan ini saya, **ZUL HISYAM BIN CHE ISMAIL (5030) K/P: 990101-14-5141**

Mengakui bahawa saya menerima sebuah Notebook seperti berikut:

- | | | | |
|----|--------------------|---|-----------------|
| 1. | Notebook | : | 1 set |
| | Jenama | : | LENOVO L421 |
| | S/N No | : | LR0THG8 |
| | HTP Tag No. | : | HMS002121105042 |
| | Spesifikasi | : | OFFSPEC 01/12 |
| 2. | Battery | : | D6HY80 |
| 3. | Adapter | : | 1AD157 |
| 4. | Product Key | : | - |
| 5. | Cable Lock | : | 1 |
| 6. | Mouse | : | 1 |
| 7. | Bag Pack/Sling Bag | : | 1 |

Saya juga bersetuju dengan syarat-syarat seperti yang dinyatakan dibawah:-

- 1) Saya akan bertanggungjawab sepenuhnya ke atas kehilangan, kecurian atau kerosakan asset tersebut.
- 2) Membenarkan Jabatan Sumber Manusia (Bahagian Gaji) memotong gaji saya sekiranya saya didapati cuai kerana merosakkan atau menghilangkan asset tersebut dengan apa jua sekali pun. Keputusan akan ditentukan oleh pihak pengurusan.
- 3) Asset tersebut adalah digunakan untuk keperluan syarikat sahaja.
(HeiTech Padu Berhad)

- 4) Saya bersetuju akan memulangkan asset di dalam keadaan asal apabila saya menamatkan jawatan/diberhentikan dari HeiTech Padu Berhad.
- 5) Pihak Pengurusan Harta berhak untuk membuat penyiasaan ke atas asset tersebut dari masa ke semasa.
- 6) Sekiranya asset tersebut berpindah tangan atau dipindah milik antara jabatan, Pihak Pengurusan Harta akan diberitahu dan borang pindah milik akan diisi.
- 7) Syarat - syarat tersebut adalah tertakluk kepada sebarang perubahan dari pihak Pengurusan Heitech Padu Berhad.
- 8) Saya akan memulangkan kepada Unit Pengurusan Harta Heitech Padu Berhad mana-mana Notebook yang telah diamanahkan kepada saya (jika ada) sebelum menerima notebook baru / gantian ini.
- 9) Sekiranya terdapat kekurangan item ketika membuat pemulangan aset, caj akan dikenakan melalui pemotongan gaji. Berikut adalah senarai harga bagi setiap item:

I	Tetikus	= RM 50
II	“Cable Lock”	= RM 150
III	Bag Pack	= RM 200
IV	Notebook	= RM 3600
V	Notebook adapter	= RM 200

Sekian.

Yang Benar,

Tandatangan :

Nama : **ZUL HISYAM BIN CHE ISMAIL**

No.Kakitangan : **5030**

Jabatan :

Tarikh Diterima :

Permulangan Aset lama (Jika ada) : -

HIOS IT ASSET DOCUMENTATION & REPORT

FILE NO	FILE NAME	SMS	ISMS	OWNER
1	ASSET REGISTER 2018-2020	/	/	ASYIQIN
2	HIOS NOTEBOOK REQUEST 2018-2020	/		IT ASSET TEAM
3	NOTEBOOK DELIVERY ORDER (DO)		/	IT ASSET TEAM
4	NOTEBOOK AGREEMENT		/	IT ASSET TEAM
5	SOFTWARE AGREEMENT		/	IT ASSET TEAM
6	NOTEBOOK REPAIR RECORD 2018-2020	/		IT ASSET TEAM
7	NOTEBOOK DISPOSAL RECORD 2018-2020	/		IT ASSET TEAM
8	SOFTWARE LICENSE		/	IT ASSET TEAM
9	SOFTWARE LICENSE (OLD RECORD)		/	IT ASSET TEAM
10	SPARING ITEMS REQUEST 2018-2020	/		IT ASSET TEAM
11	SPARING ITEMS PURCHASE 2018-2020	/		IT ASSET TEAM
12	HIOS ASSET IN STORE RECORD 2018-2020		/	IT ASSET TEAM
13	HIOS POLICE REPORT		/	IT ASSET TEAM
14	END USER SURVEY RECORD	/		IT ASSET TEAM
15	NOTEBOOK HEITECH PURCHASED BY USER RECORD			IT ASSET TEAM

HIOS NOTEBOOK MANAGEMENT

FILE NO	FILE NAME	SMS	ISMS	OWNER
A1	ARCHSPEC 06/12 & ARCHSPEC 11/11		/	IT ASSET TEAM
B1	BIZSPEC 08/13		/	IT ASSET TEAM
C1	CORP (FIN) 12/18		/	IT ASSET TEAM
D1	DEF 01/12		/	IT ASSET TEAM
D2	PSG (JPN) 01/17		/	IT ASSET TEAM
D3	DEVSPEC 10/18		/	IT ASSET TEAM
D4	DEVSPEC 12/18		/	IT ASSET TEAM
D5	PSG (JPJ) 12/18		/	IT ASSET TEAM
D6	HNEXT 01/19		/	IT ASSET TEAM
F1	FOC		/	IT ASSET TEAM
M1	MACSPEC 02/12		/	IT ASSET TEAM
M2	MACSPEC 03/14		/	IT ASSET TEAM
MG1	MGMTSPEC 06/12		/	IT ASSET TEAM
P1	PERSONAL NOTEBOOK		/	IT ASSET TEAM

01	OFFSPEC 01/12		/	IT ASSET TEAM
02	OFFSPEC 01/13		/	IT ASSET TEAM
03	OFFSPEC 04/12		/	IT ASSET TEAM
04	OFFSPEC 07/12		/	IT ASSET TEAM
05	OFFSPEC 11/11		/	IT ASSET TEAM
06	OFFSPEC 03/14		/	IT ASSET TEAM
07	OFFSPEC 09/17		/	IT ASSET TEAM
08	OFFSPEC 01/19		/	IT ASSET TEAM
09	OFFSPEC 05/19		/	IT ASSET TEAM
L1	LOANER HP PROBOOK 6460B		/	IT ASSET TEAM
L2	LOANER HP PROBOOK 6450B		/	IT ASSET TEAM
L3	LOANER HP PROBOOK 4410s & 4420s & 4430s		/	IT ASSET TEAM
L4	LOANER HP PROBOOK 4230s & 4310s & 4321s		/	IT ASSET TEAM
L5	LOANER DELL		/	IT ASSET TEAM
L6	LOANER OTHERS		/	IT ASSET TEAM
T1	TECHSPEC 01/12		/	IT ASSET TEAM
T2	TECH SPEC 01/13		/	IT ASSET TEAM
T3	TECHSPEC 01/15		/	IT ASSET TEAM
T4	TECHSPEC 04/12		/	IT ASSET TEAM
T5	TECHSPEC 06/12		/	IT ASSET TEAM
T6	TECHSPEC 07/12		/	IT ASSET TEAM
T7	TECHSPEC 08/13		/	IT ASSET TEAM
T8	TECHSPEC 03/14		/	IT ASSET TEAM
T9	TECHSPEC 11/11		/	IT ASSET TEAM
T10	TECHSPEC 05/16		/	IT ASSET TEAM
T11	TECHSPEC 02/17		/	IT ASSET TEAM
T12	TECHSPEC 09/17		/	IT ASSET TEAM

O1	OFFSPEC 01/12		/	IT ASSET TEAM
O2	OFFSPEC 01/13		/	IT ASSET TEAM
O3	OFFSPEC 04/12		/	IT ASSET TEAM
O4	OFFSPEC 07/12		/	IT ASSET TEAM
O5	OFFSPEC 11/11		/	IT ASSET TEAM
O6	OFFSPEC 03/14		/	IT ASSET TEAM
O7	OFFSPEC 09/17		/	IT ASSET TEAM
O8	OFFSPEC 01/19		/	IT ASSET TEAM
O9	OFFSPEC 05/19		/	IT ASSET TEAM
L1	LOANER HP PROBOOK 6460B		/	IT ASSET TEAM
L2	LOANER HP PROBOOK 6450B		/	IT ASSET TEAM
L3	LOANER HP PROBOOK 4410s & 4420s & 4430s		/	IT ASSET TEAM
L4	LOANER HP PROBOOK 4230s & 4310s & 4321s		/	IT ASSET TEAM
L5	LOANER DELL		/	IT ASSET TEAM
L6	LOANER OTHERS		/	IT ASSET TEAM
T1	TECHSPEC 01/12		/	IT ASSET TEAM
T2	TECH SPEC 01/13		/	IT ASSET TEAM
T3	TECHSPEC 01/15		/	IT ASSET TEAM
T4	TECHSPEC 04/12		/	IT ASSET TEAM
T5	TECHSPEC 06/12		/	IT ASSET TEAM
T6	TECHSPEC 07/12		/	IT ASSET TEAM
T7	TECHSPEC 08/13		/	IT ASSET TEAM
T8	TECHSPEC 03/14		/	IT ASSET TEAM
T9	TECHSPEC 11/11		/	IT ASSET TEAM
T10	TECHSPEC 05/16		/	IT ASSET TEAM
T11	TECHSPEC 02/17		/	IT ASSET TEAM
T12	TECHSPEC 09/17		/	IT ASSET TEAM

HIOS NETWORK SERVICES

FILE NO	FILE NAME	SMS	ISMS	OWNER
1	HTV & HTV2 NETWORK CONNECTIVITY DIAGRAM	/	/	MIMI/RIZAL
2	HTV 2 LAN & SECURITY	/	/	MIMI/RIZAL
3	HTV AND HTV 2 LAN & SECURITY CONFIGURATION FILE	/	/	MIMI/RIZAL

HIOS SECURITY

FILE NO	FILE NAME	SMS	ISMS	OWNER
1	ISMS & SMS PROCEDURE	/	/	HIOS
2	CHANGE MANAGEMENT REQUEST	/	/	FATIN
3	CAB MINUTES MEETING	/	/	FATIN
4	ADMINISTRATOR CREATION CHECKLIST DOCUMENTATION	/	/	NATRAH/HADA
5	ADMINISTRATOR DELETION CHECKLIST DOCUMENTATION	/	/	NATRAH/HADA
6	HIOS ACCESS PROVISIONING & DEPROVISIONING ADMIN PROFILE	/	/	NATRAH/HADA
7	CHANGE TO HIOS PROJECT 2018	/	/	HIOS

HIOS INTERNAL DESKTOP & SERVER SERVICES

FILE NO	FILE NAME	SMS	ISMS	OWNER
1	TECHNICAL MANUAL	/	/	HIOS
2	HIOS SERVER DIAGRAM	/	/	SERVER TEAM
3	THIN CLIENT INFORMATION (VDI)	/	/	SERVER TEAM
4	RESOURCE CAPACITY MANAGEMENT DOCUMENTATION 2015 - 2020	/	/	HASIM

HIOS MEETING

FILE NO	FILE NAME	SMS	ISMS	OWNER
1	HIOS DEPARTMENT MEETING			OWNER
2	HIOS EXTERNAL MEETING			HIOS
3	BYOD POLICY WORKING GROUP MEETING			HIOS
4	HIOS IT ASSET UNIT MEETING		/	ITASSET TEAM
5	HIOS SERVER & DESKTOP UNIT MEETING			SERVER & DESKTOP TEAM
6	HIOS NETWORK UNIT MEETING			NETWORK TEAM
7	ESS UNIT MEETING			ESS TEAM
8	HIOS HIS MIS OPERATION MEETING			HIOS

HIOS SERVICE AGREEMENT

FILE NO	FILE NAME	SMS	ISMS	OWNER

O14.1	HIOS SERVICE LEVEL AGREEMENT (SLA)		/	HASIM
O14.2	MIS HIOS REPORT 2018-2020	/	/	HASIM
O14.3	HIOS METRIC & MEASUREMENT (DASHBOARD)		/	ANIZA
O14.4	HIOS SERVICE REVIEW MEETING (SRM)		/	HASIM
O14.5	IT PURCHASE TRACKER			HASIM
O14.6	HIOS OPERATIONAL LEVEL AGREEMENT (OLA)			HASIM/ANIZA
O14.7	SPECIAL INTEREST GROUP CONTACT FOR HIOS	/		HASIM/ANIZA
HIOS MONTHLY REPORT				
FILE NO	FILE NAME	SMS	ISMS	OWNER
M1.1	HIOS SERVER ACCESS PROVISIONING & DEPROVISIONING SUMMARY (SERVER) REPORT		/	NATRAH/HADA
M1.2	HIOS NETWORK ACCESS PROVISIONING & DE-PROVISIONING SUMMARY REPORT		/	MIMI/RIZAL
M1.3	HIOS SERVER ACCESS PROVISIONING & DEPROVISIONING SUMMARY (USER) REPORT		/	NATRAH/HADA
M1.4	HIOS HEITECH LOTUS NOTES DELETION/CREATION STATUS REPORT		/	NATRAH/HADA
M1.5	HIOS TEMPORARY WIRELESS STATUS REPORT - MERBAH & DOVE		/	MIMI/RIZAL
M1.6	HIOS SMART DEVICE WIRELESS STATUS REPORT - MERBOK, LAYANG & KEDIDI		/	MIMI/RIZAL
M1.7	HIOS PRINTER ACCOUNT CREATION/ DELETION REPORT		/	FIKRI
M2.1	HIOS CONFIGURATION MANAGEMENT STATUS ACCOUNTING & AUDIT TRACKER MONTHLY REPORT	/		ASYIQIN
M2.2	HIOS NOTEBOOK DELIVERABLE REPORT	/		FATIN
M2.3	HIOS SOFTWARE DECLARATION REPORT		/	ASYIQIN
M2.4	HIOS SOFTWARE LICENSE REPORT		/	FATIN
M3.1	HIOS ANTIVIRUS MANAGEMENT REPORT		/	MIMI/RIZAL
M3.2	HIOS ANTIVIRUS MANUAL CLEANING REPORT		/	MIMI/RIZAL
M3.3	HIOS PATCH AND SYSTEM MANAGEMENT STATUS		/	NATRAH/HADA
M3.4	HIOS SERVER LOG MONITORING (ERROR, SECURITY & SYSTEM)		/	ANIZA
M3.5	HIOS NETWORK EQUIPMENT LOG MONITORING		/	MIMI/RIZAL
M4.2	HIOS NETWORK EQUIPMENT CONFIGURATION BACKUP REPORT - KIWICAT		/	MIMI/RIZAL
M4.3	HIOS SUMMARY BACKUP AVAMAR/ VDP/VEEAM (STATUS REPORT)		/	FARIS
M5.1	HIOS CHANGE MANAGEMENT REPORT	/	/	FATIN
M5.2	HIOS FIREWALL CHANGES MONTHLY REPORT		/	MIMI/RIZAL
M5.3	HIOS MAIL QUOTA UPGRADE REPORT		/	NATRAH/HADA
M5.4	HIOS RELEASE MANAGEMENT REPORT	/		AMIN
M6.1	HIOS TREND ANALYSIS INCIDENT/ SERVICE REQUEST REPORT		/	SYAHIMI
M6.2	HIOS SERVICE REPORT	/		AMIRAH

M6.3	HIOS PROBLEM MANAGEMENT				NATRAH/HADA
M7.1	HIOS SERVER AVAILABILITY REPORT	/			HADA
M7.2	HIOS NETWORK AVAILABILITY REPORT	/			MIMI/RIZAL
M8.1	HIOS NETWORK EQUIPMENT CAPACITY MONTHLY REPORT	/			MIMI/RIZAL
M8.2	HIOS SERVER CAPACITY MANAGEMENT MONTHLY REPORT (UTILIZATION & EXCEPTION)	/			FARIS
M8.3	HIOS STORAGE CAPACITY MANAGEMENT MONTHLY REPORT	/			ESS
M9.1	HIOS HARDENING REPORT (SERVER)		/		ANIZA
M9.2	HIOS HARDENING REPORT (NOTEBOOK)		/		RIZAL
M9.3	HIOS HARDENING REPORT (NETWORK & SECURITY EQUIPMENT)		/		RIZAL
M9.4	HIOS SERVER PREVENTIVE MAINTENANCE REPORT (HARDWARE & NETWORK EQUIPMENT)		/		FIKRI
M9.5	HIOS SERVER PREVENTIVE MAINTENANCE REPORT (OS, APPLICATION & HARDWARE)		/		FIKRI/SYAHMI
M9.6	HIOS SERVER ROOM INSPECTION REPORT		/		FIKRI

QUARTERLY REPORT

FILE NO	FILE NAME	SMS	ISMS	OWNER
Q10.1	HIOS SERVER ACCESS PROVISIONING & DEPROVISIONING SUMMARY MASTER LIST		/	NATRAH/HADA
Q10.2	HIOS ACCESS PROVISIONING & DE-PROVISIONING SUMMARY (NETWORK & SECURITY REPORT		/	MIMI/RIZAL
Q10.3	HIOS PROVISIONING & DEPROVISIONING SUMMARY (USER) REPORT		/	NATRAH/HADA
Q10.4	HIOS ADMINISTRATOR ACCESS PRIVILEGE REPORT (OS, APPLICATION, FILE, INFRASTRUCTURE)		/	NATRAH/HADA
Q10.5	HIOS ADMINISTRATOR ACCESS PRIVILEGE REPORT (NETWORK & SECURITY)		/	MIMI/RIZAL
Q10.6	HIOS USER ACCESS PRIVILEGE REPORT (OS, APPLICATION, FILE, INFRASTRUCTURE)		/	NATRAH/HADA
Q11.1	HIOS UNLICENSED SOFTWARE			FATIN

HALF-YEARLY REPORT

FILE NO	FILE NAME	SMS	ISMS	OWNER
H11.1	HIOS DISASTER RECOVERY REPORT - SERVICE CONTINUITY MANAGEMENT			FARIS
H11.2	HIOS BUSINESS CONTINUITY MANAGEMENT SYSTEMS			FARIS/ANIZA

ISMS/SMS MANAGEMENT PLAN

FILE NO	FILE NAME	SMS	ISMS	OWNER
P12.1	HIOS CAPACITY PLAN - EQUIPMENT (SERVER)			FARIS
P12.2	HIOS SERVER HARDENING PLAN			ANIZA
P12.3	HIOS NETWORK HARDENING PLAN			RIZAL
P12.4	HIOS SERVER PREVENTIVE MAINTENANCE PLAN			RIZAL

P12.5	HIOS NETWORK PREVENTIVE MAINTENANCE PLAN			HADA
P12.6	HIOS SERVER AVAILABILITY MANAGEMENT PLAN			HADA
P12.7	HIOS NETWORK AVAILABILITY MANAGEMENT PLAN			MIMI/RIZAL
P12.8	HIOS RESOURCES CAPACITY PLAN MANAGEMENT			ANIZA
P12.9	HIOS SERVICE CATALOGUE (BUSINESS & TECHNICAL)			HASIM/ANIZA
P12.10	HIOS ASSET REGISTER			SYIQIN
P12.11	HIOS SERVICE CONTINUITY MANAGEMENT PLAN			FARIS/ANIZA
P12.12	HIOS PLAN CAB MEETING			FATIN
P12.13	HIOS CAPACITY PLAN - EQUIPMENT(NETWORK)			RIZAL
P12.14	MIS SERVER PREVENTIVE MAINTENANCE PLAN			MIRA
P12.15	MIS CAPACITY PLAN - EQUIPMENT(SERVER)			FARIS
P12.16	MIS SERVER HARDENING MANAGEMENT PLAN			ANIZA
P12.17	HIOS DISPOSED ASSET PLAN			ASSET TEAM
P12.18	SERVICE MANAGEMENT PLAN FOR HIOS			ANIZA

HIOS MEETING PLAN				
FILE NO	FILE NAME	SMS	ISMS	OWNER
HM13.1	HIOS DEPARTMENT MEETING PLAN			NATRAH
HM13.2	HIOS SYSTEM ADMINISTRATOR & NETWORK SECURITY MEETING PLAN			HADA
HM13.3	HIOS SERVER & DESKTOP MANAGEMENT MEETING PLAN			ANIZA
HM13.4	HIOS SERVER HARDENING MEETING PLAN			ANIZA
HM13.5	HIOS NETWORK HARDENING MEETING PLAN			RIZAL
HM13.6	HIOS SERVER PREVENTIVE MAINTENANCE MEETING PLAN			RIZAL
HM13.7	HIOS NETWORK PREVENTIVE MAINTENANCE MEETING PLAN			RIZAL
HM13.8	HIOS SERVER CAPACITY MANAGEMENT MEETING PLAN			FARIS
HM13.9	HIOS NETWORK CAPACITY MANAGEMENT MEETING PLAN			RIZAL
HM13.10	HIOS CAB MEETING MINUTE			FATIN
HM13.11	HIOS SERVER AVAILABILITY MANAGEMENT MEETING PLAN			HADA
HM13.12	HIOS NETWORK AVAILABILITY MANAGEMENT MEETING PLAN			MIMI
HM13.13	HIOS SERVICE CONTINUITY MANAGEMENT MEETING PLAN			FARIS
HM13.14	HIOS FOLLOW UP AUDIT MEETING PLAN			ANIZA
HM13.15	HIOS TREND ANALYSIS INCIDENT/SERVICE REQUEST/SERVICE REPORT MEETING PLAN			SYAHMI

HM13.16	HIOS MIS HIS OPERATION MEETING PLAN				ANIZA
HM13.17	HIOS IT ASSET MANAGEMENT MEETING PLAN				AMIN
HM13.18	HIOS LEADERS MEETING PLAN				ANIZA



END USER DEVICE SERVICE CHECKLIST

Type of Request (Please Tick) New Requirement Replacement Return Temporary Faulty Dispose

Asset Request Leasing Notebook Loaner Notebook Cable Log

Asset Return (Please Tick) Others (Please Specify) _____

Please fill up the incident no. and service report no. for the faulty asset

Incident No. _____ Service Report No. _____

SECTION A : REQUESTER INFORMATION

Name _____

Department / Department _____

Project Code _____

Job ID No _____ NRIC/ Passport No. _____

Designation _____ Grade _____

Contract Status Permanent Contract Others _____

Employment Date _____ Last Employment Date _____

Employment Duration _____ Contact No. _____

Terms & Conditions:

- Requester must abide to HeiTech's Acceptable Use Policy and Email & Internet Policy while using this service.
- HMS has the right to terminate the services should the above terms and conditions are found to be breached by the requester.
- Requester will fully responsible on the loss/damage/faulty of the asset.
- Penalty for any damage/faulty notebook during the loan duration will be charge to the cost center.

I have read the term & conditions of this services and hereby agree to abide to it

Signature _____ Date _____

SECTION B: APPROVAL BY HOD/HR MANAGER

Name _____ Designation _____

Signature _____ Date _____



END USER DEVICE SERVICE CHECKLIST

SECTION C : IT ASSET ASSIGNMENT STATUS (for DMS use only)

Technical Specification _____ Asset Model _____

Notebook Serial No. _____ HTTP Tag No. _____

CI : Task Checklist for Request Notebook (To be filled in by Requester)

No	Task	Status	Remark
1.	Configuration Notebook		
i.	Notebook Serial No.	<input type="checkbox"/>	S/N :
ii.	Notebook RAM 2GB / 4GB / 8GB / 16GB / 32GB	<input type="checkbox"/>	Other :
iii.	Notebook Hardisk / SSD 250GB / 300GB / 500GB / 1TB	<input type="checkbox"/>	Other :
iv.	Install Windows OS / Apple OSX	<input type="checkbox"/>	Windows OS / Apple OSX
v.	Install Basic Software		
	a. Latest OS Updates	<input type="checkbox"/>	
	b. Lansweeper Agent	<input type="checkbox"/>	
	c. Adobe Reader (PDF)	<input type="checkbox"/>	
	d. Trend Micro	<input type="checkbox"/>	
	e. Java	<input type="checkbox"/>	
	f. Flash Player	<input type="checkbox"/>	
	g. Printer	<input type="checkbox"/>	
	h. Lotus Notes	<input type="checkbox"/>	
	o Setup ID	<input type="checkbox"/>	
	o Replication & Setup Schedule	<input type="checkbox"/>	
	o Samesites	<input type="checkbox"/>	
	o Password Merpati/ Nuri/ Enggang	<input type="checkbox"/>	
vi.	Other :	<input type="checkbox"/>	
2.	Domain Configuration		
i.	Setup IP Address (LAN)	<input type="checkbox"/>	
ii.	Join Domain	<input type="checkbox"/>	
iii.	Add User to Administrator Group	<input type="checkbox"/>	
3.	Network Configuration		
i.	Setup Proxy	<input type="checkbox"/>	
ii.	Add Wireless	<input type="checkbox"/>	

SECTION D : USER ACKNOWLEDGEMENT

Name _____ Date Receive _____

Signature _____

SECTION E : VERIFICATION BY DMS TEAM

Name	Received By	Prepared By	Approved By
Designation			
Signature			
Date			



END USER DEVICE SERVICE CHECKLIST

4.2 : Task Checklist for Return Notebook (for DMS use only)

No	Task	Status	Remark
1	Hardware		
	Notebook Serial No.	<input type="checkbox"/>	
ii	RAM 2GB / 4GB / 8GB / 16GB / 32GB	<input type="checkbox"/>	
iii	Harddisk / SSD 250GB / 500GB / 1TB	<input type="checkbox"/>	
iv	Other	<input type="checkbox"/>	
2	Accessories		
	Adapter Charger	<input type="checkbox"/>	
ii	Battery	<input type="checkbox"/>	
iii	Mouse	<input type="checkbox"/>	
iv	Cable Lock	<input type="checkbox"/>	
v	Backpack / Sling Bag	<input type="checkbox"/>	
vi	Other	<input type="checkbox"/>	
Inclusion of Data			
	Date		
	Remark		
Inclusion of Labels			
	Date		
	Remark		
SECTION D : USER ACKNOWLEDGEMENT			
Name		Signature	
Title Receiver/Return			
SECTION E : VERIFICATION BY DMS TEAM (for DMS use only)			
Room	Received By	Prepared By	Approved By
Postignation			
Signature			
Date			



END USER DEVICE SERVICE CHECKLIST

NOTIFICATION

- When a notebook is lost, faulty/ damage and faced with the other incidents, what do we need to do?
- Please log the incident to Customer Care Center at 603-8026 8123 or 603-8026 8100
 - For more details please refer to the <http://www.mis.com.my>
 - Lost process : Finance/FIN_Asset_Reporting_Lost_Laptop
 - Incidents process : Service Delivery/Call Center/CC_Incident Management



HEITECH MANAGED SERVICES SDN.BHD.

SUPPORTED DOCUMENTATION

Guideline to Repair Trust Relationship & Blank Wallpaper

5th April, 2019
Version 1.0

Prepared by : Rossmadieayana Maizatul Badriah Binti Adi
Trainee

HeiTech Managed Services Sdn. Bhd., Selangor, 2008.

Company Number: 485673-A

All rights reserved. No part of this publication may be reprinted, reproduced, stored in a retrieval system or transmitted, in any form or by any means, without the prior permission in writing from the owners.

First published and distributed in April, 2019

This edition distributed in April, 2019.

TABLE OF CONTENT

1.0	What is trust relationship?	4
2.0	How does trust relationship broken?	4
3.0	How to repair trust relationship problem?	4
4.0	How blank wallpaper can happen?	10
5.0	How to solve blank wallpaper problem?	10
	Appendix A – Quality System Document Amendment Register	12

LIST OF FIGURES

Figure 1:	Interface for trust relationship problem.....	4
Figure 2:	File explorer	4
Figure 3:	Properties functioning to view a basic information about computer	5
Figure 4:	Click change setting to open system properties	5
Figure 5:	Network ID contain the information for that computer name	6
Figure 6:	Select on the option that describes your network	6
Figure 7:	Description for upcoming steps	7
Figure 8:	Domain account details	7
Figure 9:	Information on user account	8
Figure 10:	Prompt about access denied	8
Figure 11:	Admin Permission	8
Figure 12:	Choice either to join domain or not	9
Figure 13:	Last step to solve trust relationship problem	9
Figure 14:	Source to get Wallpaper 2.jpg	10
Figure 15:	Insert the command in command prompt	10
Figure 16:	HeiTech Domain's Wallpaper	11

End of Section

This guideline only valid for Windows 7, 8 and 10. In order to repair the trust relationship problem, you must connect to HeiTech network.

1.0 What is trust relationship?

- i. If a user or application is authenticated by one domain, the authentication will also be accepted by other domains that trust the authenticating domain.

2.0 How does trust relationship broken?

- i. A redundancy on the same computer name in two laptop/ notebook (Active Directory) within HeiTech domain.
- ii. Password mismatch.

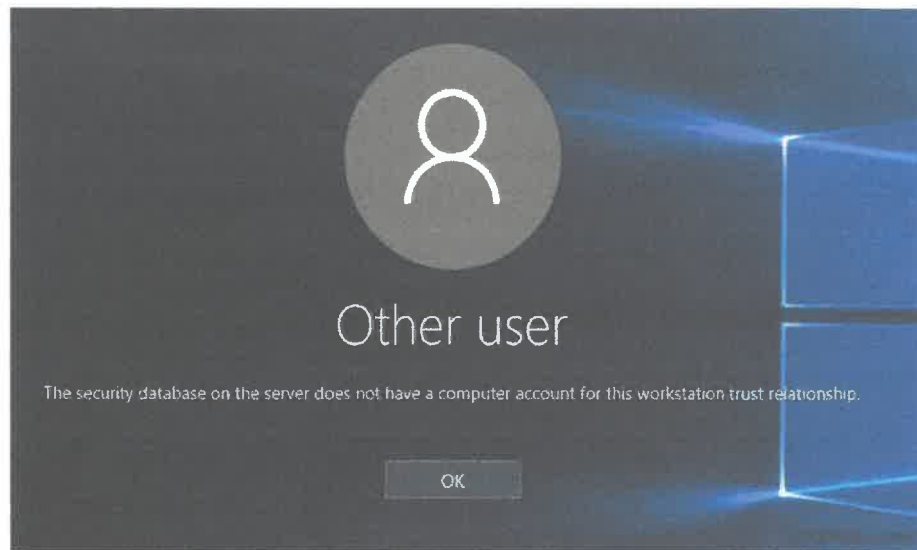


Figure 1: Interface for trust relationship problem

3.0 How to repair trust relationship problem?

- i. Make sure laptop or notebook is connected with LAN/ wireless.
- ii. Open **This PC** and **right click on the icon**.

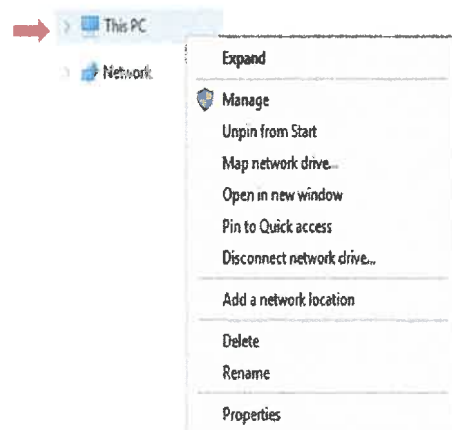


Figure 2: File explorer

iii. Click on **Properties**.

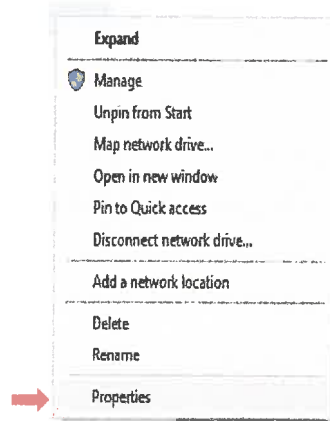


Figure 3: Properties functioning to view a basic information about computer

iv. Click **Change Setting**.

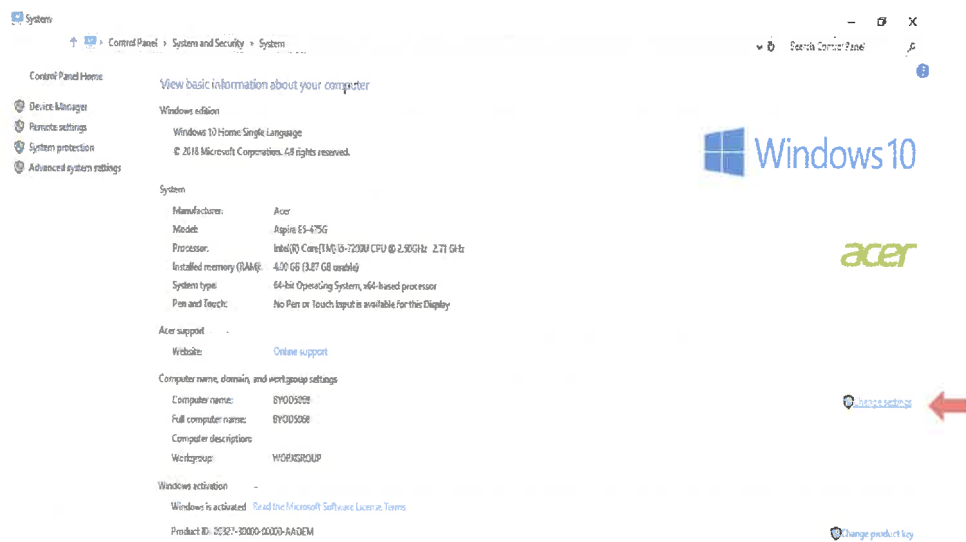


Figure 4: Click change setting to open system properties

- v. Click **Computer Name**, then click **Network ID**.

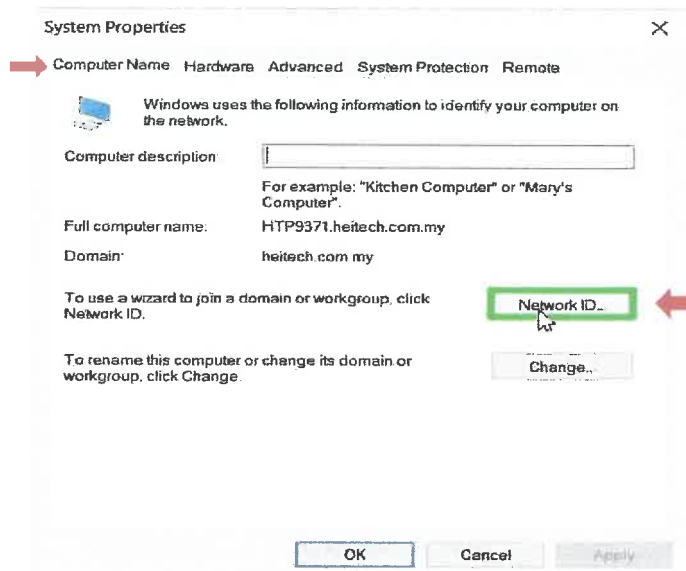


Figure 5: Network ID contain the information for that computer

- vi. Choose **This computer is part of a business network; I use it to connect to computer at work (HeiTech domain)**. Then click **Next**.

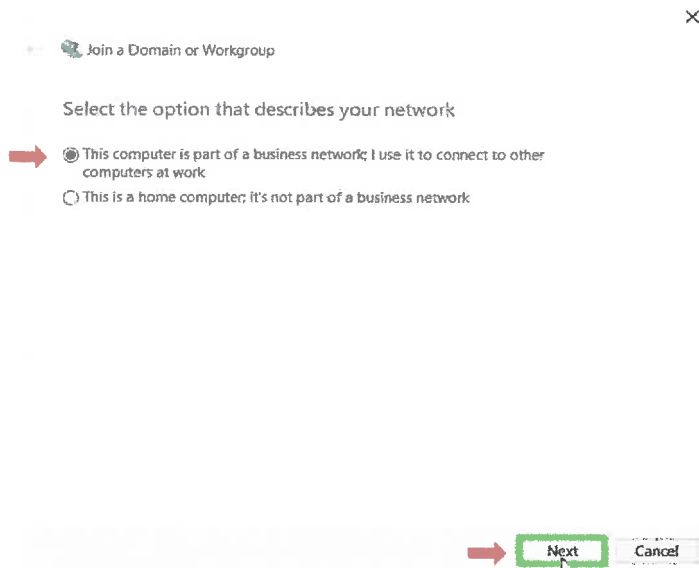


Figure 6: Select the option that describes your network

vii. The screen will show the instruction that need to be done for the next step. Click **Next**.

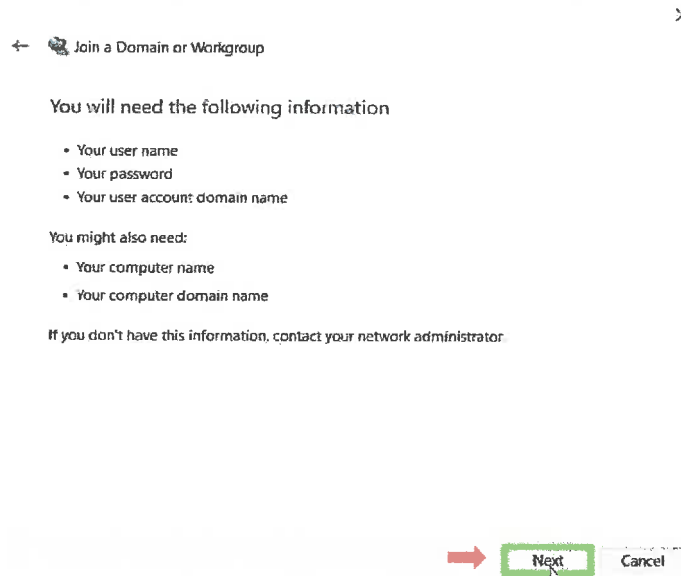


Figure 7: Description for upcoming steps

viii. Insert **User name (Domain ID)**, **Password (Domain password)** and **Domain name (HEITECH)**. Click **Next**.

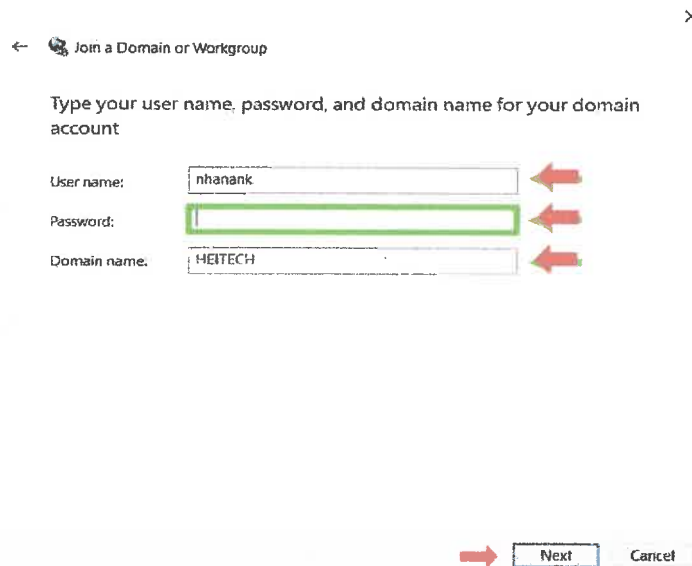


Figure 8: Domain account details

- ix. A prompt of information about the account is found in HEITECH Domain. Click **Yes**.

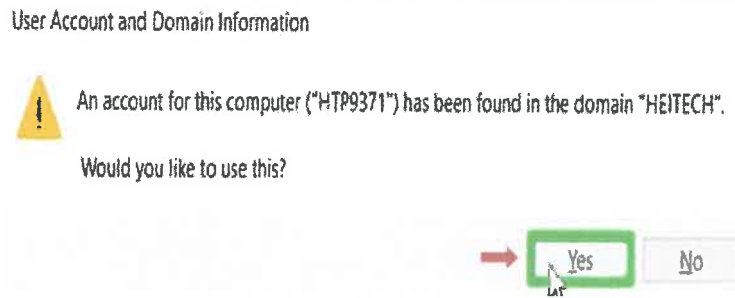


Figure 9: Information on user account

- x. If the prompt shows the error, it is because of there is no authorities to join the domain. Click **Ok**.

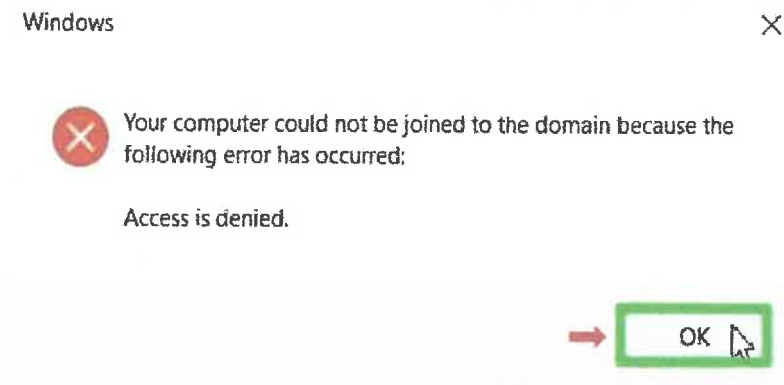


Figure 10: Prompt about access denied

- xi. Fill up the information needed which is the **User name (Admin Domain ID), Password (Admin Domain Password), Domain (HEITECH)**. Click **Ok**.

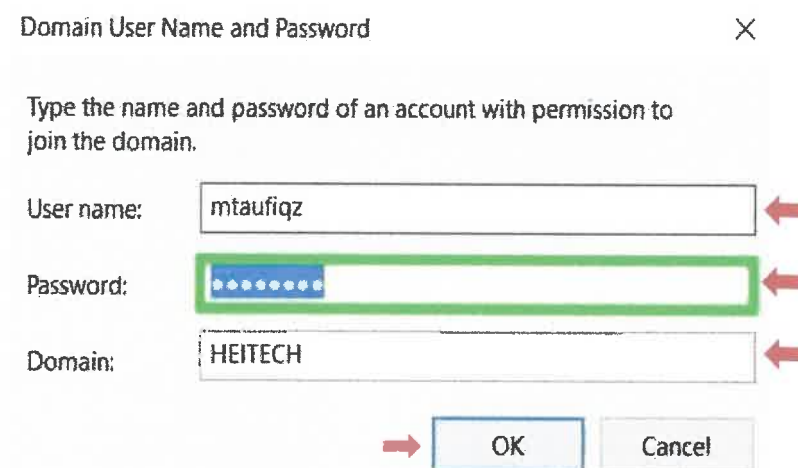


Figure 11: Admin Permission

xii. Click **Do not add a domain user account**. Then, click **Next**

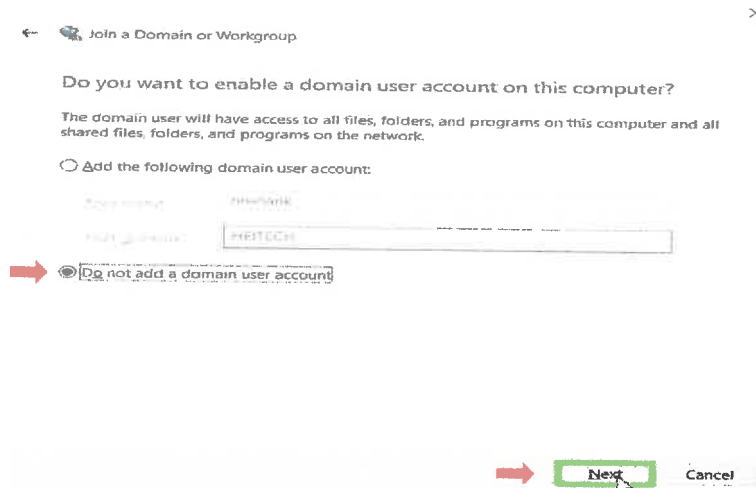


Figure 12: Choice either to join domain or not

xiii. Click **Finish** to restart the notebook/ laptop. Make sure to close all running program.

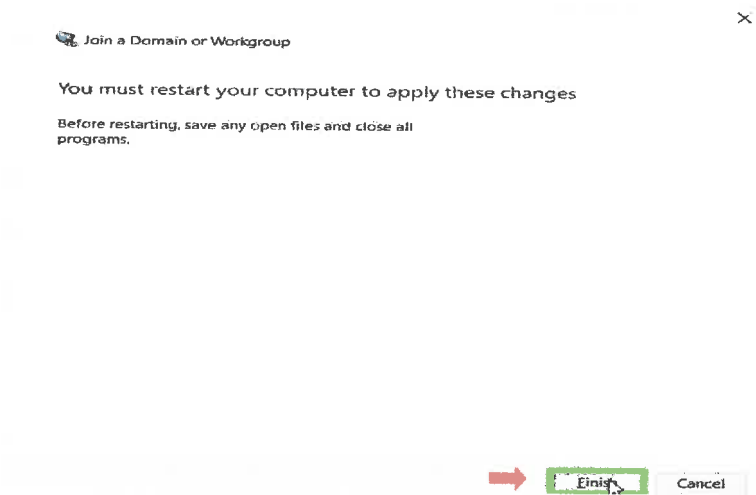


Figure 13: Last step to solve trust relationship problem

4.0 How blank wallpaper can happen?

- i. There is a certain cases where the wallpaper become pitch after joining the domain.

5.0 How to solve blank wallpaper problem?

- i. Copy **Wallpaper2.jpg** form pendrive (can ask from DMS Amirah). Then, paste in **C:/Windows**

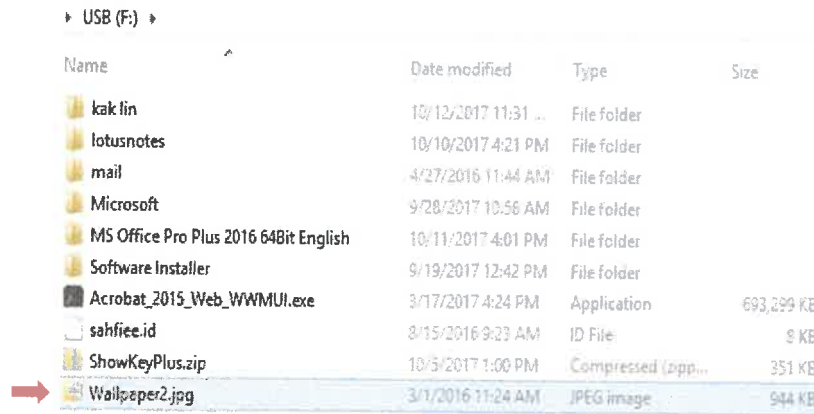


Figure 14: Source to get Wallpaper2.jpg

- ii. Open Command Prompt and type **gpupdate /force** and press **Enter**. Wait until the computer policy updated successfully.

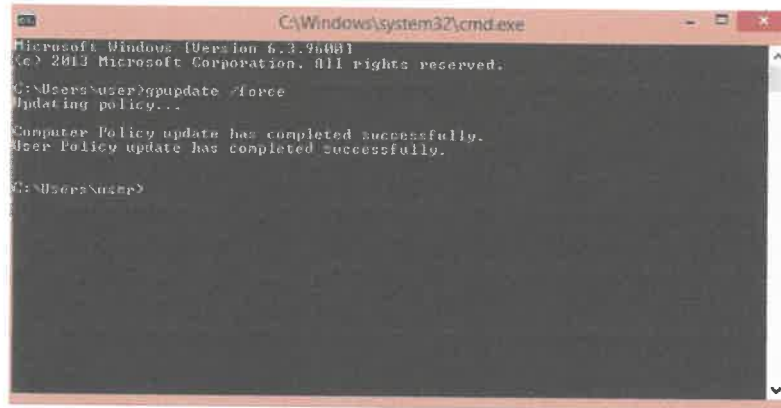


Figure 15: Insert the command in Command Prompt

- iii. **Restart** the notebook/ laptop. The wallpaper will changed



Figure 16: HeiTech's domain wallpaper

End of Section



HEITECH MANAGED SERVICES SDN.BHD.

SUPPORTED DOCUMENTATION

Guideline on SHARP ACP Printer (Scan to USB Drive)

8th April, 2019
Version 1.0

Prepared by : Rossmadieayana Maizatul Badriah Binti Adi
Trainee

HeiTech Managed Services Sdn. Bhd., Selangor, 2008.

Company Number: 485673-A

All rights reserved. No part of this publication may be reprinted, reproduced, stored in a retrieval system or transmitted, in any form or by any means, without the prior permission in writing from the owners.

First published and distributed in April, 2019

This edition distributed in April, 2019.

TABLE OF CONTENT

1.0	Introduction	4
2.0	SHARP Printer Guideline (Scan to USB Drive)	4
	Appendix A – Quality System Document Amendment Register	7

LIST OF FIGURES

Figure 1:	USB port at SHARP ACP Printer	4
Figure 2:	USB icon on screen	4
Figure 3:	Need to log in before proceed to the next step	4
Figure 4:	Put the paper in paper tray	4
Figure 5:	Click MFP Mode to scan	5
Figure 6:	Click Scan to HDD to transfer the data to USB	5
Figure 7:	Click Scan to External Memory Device	5
Figure 8:	Insert File Name	5
Figure 9:	Click Original for more option	5
Figure 10:	To scan in both-sided, click 2-Sided Booklet	5
Figure 11:	Click Start to proceed	5
Figure 12:	Wait for the data to be transfer to USB Drive	5
Figure 15:	Remove the paper from tray	6
Figure 16:	Check USB Drive by inserting to laptop/ notebook	6

End of Section

1.0 Introduction

Printer is an external hardware output device that takes electronic data stored on a computer or other device and generate it as hardcopy. It is used to print text or pictures. Besides that, printer can also transform the information in paper format into softcopy by scanning. The higher the resolution of the printer, the price will become more expensive. There is various type of printers. The purpose of this guideline is as a guide to scan the information on the paper to USB Drive.

This guideline only valid for the printer SHARP ACP.

2.0 SHARP Printer Guideline (Scan to USB Drive)

Step 1: Insert USB Drive to printer's USB port **Step 2:** Make sure the USB icon appear on the screen. If not, please retry to insert the USB Drive



Figure 1: USB port at SHARP ACP Printer



Figure 2: USB icon on screen

Step 3: Insert your "User Name" and "Password"

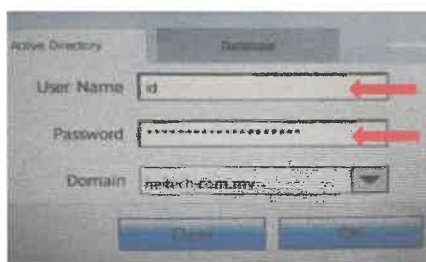


Figure 3: Need to log in before proceed to the next step

Step 4: Insert the paper in the tray



Figure 4: Put the paper in paper tray

Step 5: Click “MFP Mode”



Figure 5: Click MFP mode to scan

Step 6: Click “Scan to HDD”



Figure 6: Click scan to HDD to transfer the data to USB Drive

Step 7: Click “Scan to External Memory Device”

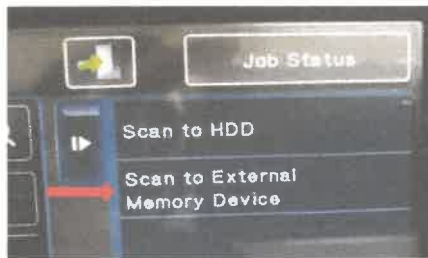


Figure 7: Click Scan to External Memory Device

Step 8: Insert “File Name”



Figure 8: Insert File Name

Step 9: For more option, click “Original”

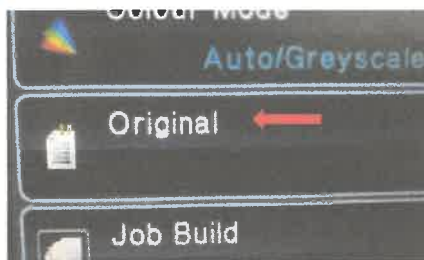


Figure 9: Click Original for more option

Step 10: Click “2-sided Booklet” to scan for both pages”

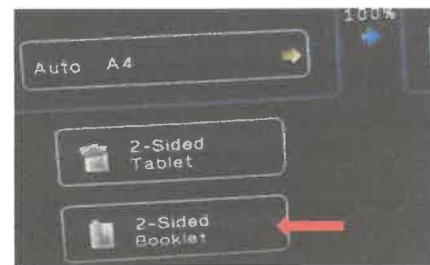


Figure 10: To scan in both sided, click 2-Sided Booklet

Step 11: Click “Start” to proceed



Figure 11: Click Start to Proceed

Step 12: Wait until the data had successfully sent to USB Drive



Figure 12: Wait for the data to be transfer to USB Drive

Step 15: Remove the paper from the tray



Figure 13: Remove the paper from tray

Step 16: Check the file by inserting the USB Drive to your laptop/ notebook



Figure 14: Check USB Drive by inserting to laptop/ notebook

End of Section

Appendix A - Quality System Document Amendment Register

No	Date	Reason	Chapter	Version	Initials
1	08.04.2019	Original Release	All	1.0	Dieayana

End of Section



HEITECH MANAGED SERVICES SDN.BHD.

SUPPORTED DOCUMENTATION

Guideline on Lotus Notes Installation & Configuration

10th April, 2019
Version 1.0

Prepared by : Rossmadieayana Maizatul Badriah Binti Adi
Trainee

HeiTech Managed Services Sdn. Bhd., Selangor, 2008.

Company Number: 485673-A

All rights reserved. No part of this publication may be reprinted, reproduced, stored in a retrieval system or transmitted, in any form or by any means, without the prior permission in writing from the owners.

First published and distributed in April, 2019

This edition distributed in April, 2019.

TABLE OF CONTENT

1.0 Lotus Notes Installation for Android 4
 2.0 Lotus Notes Installation for iOS 9
Appendix A – Quality System Document Amendment Register 14

LIST OF FIGURES

Figure 1: Install IBM Traveler Server at Play Store 4
 Figure 2: IBM Traveler Server for Android 4
 Figure 3: Click the correct link for Android version 5
 Figure 4: IBM Verse License 5
 Figure 5: Select My company’s server 6
 Figure 6: Insert the correct server address 6
 Figure 7: Click yes for IBM Security Alert 7
 Figure 8: Insert you ID and Password 7
 Figure 9: Select the features 7
 Figure 10: IBM Verse successfully configured 8
 Figure 11: IBM Verse profile 8
 Figure 12: IBM Verse mail 8
 Figure 13: IBM Verse Calendar 8
 Figure 14: IBM Verse Contact 8
 Figure 15: IBM Verse What To Do Notes 8
 Figure 16: IBM Traveler Server for iOS 9
 Figure 17: Click the correct link for iOS version 9
 Figure 18: Generate Apple profile 10
 Figure 19: Allow to open setting 10
 Figure 20: Click install 10
 Figure 21: Insert passcode to allow IBM Notes to be installed 11
 Figure 22: Insert webmail password 11
 Figure 23: Profile installed 11
 Figure 24: Select your Lotus Notes profile 12
 Figure 25: IBM Verse inbox 12

End of Section

1.0 Lotus Notes Installation for Android

- i. Search IBM Verse at **Play Store** and click **Install**.

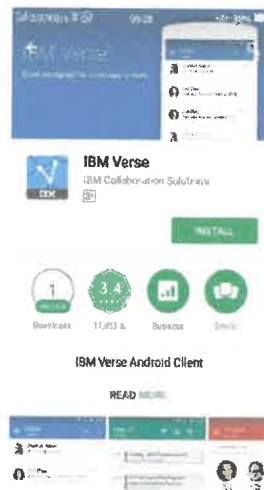


Figure 1: Install IBM Verse at Play Store

- ii. IBM Verse Client can also be downloaded from IBM Traveler Server.
(<https://yourservername/servlet/traveler>). Change yourservername according to your company's server either:
 - merpati.heitech.com.my
 - nuri.heitech.com.my

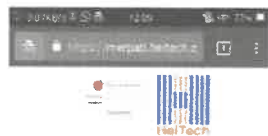


Figure 2: IBM Traveler Server for Android

- iii. Click **Download the legacy IBM Traveler Client for Android from IBM Traveler Server**.
Click the link to download it.
Note: Please “Enable Unknown Sources” at Setting → Security

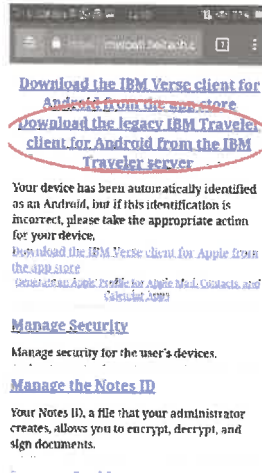


Figure 3: Click the correct link for Android version

- iv. After the installation, open it and the screen will popup a prompt about IBM Verse License. Click **Accept**.

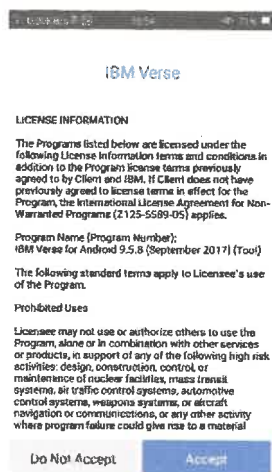


Figure 4: IBM Verse License

v. Select connect to **My company's server**

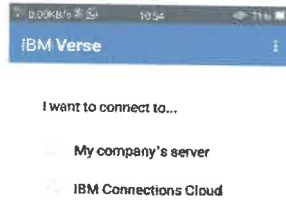


Figure 5: Select My company's server

vi. Insert the server address either:

- **merpati.heitech.com.my**
- **nuri.heitech.com.my**

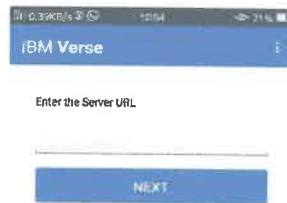


Figure 6: Insert the correct server address

- vii. The screen will popup a prompt about IBM Security Alert. Click **Yes**.

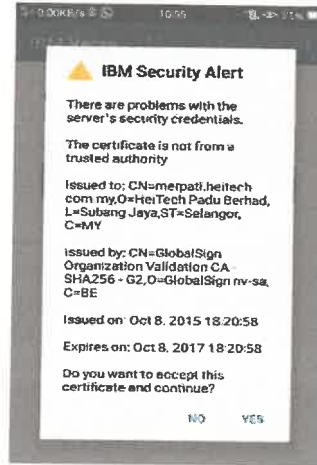


Figure 7: Click yes for IBM Security Alert

- viii. Insert your **ID** and **Password** (company's email. E.g: ali@heitech.com.my)



Figure 8: Insert your ID and Password

- ix. Select the **features** that you want to be installed for IBM Verse in your mobile phone. It will sync with the features that you select.



Figure 9: Select the features

- x. IBM Verse is ready to use once it has successfully connect to the server. Now you can access to the Lotus Notes via your Android device.



Figure 10: IBM Verse successfully configured



Figure 11: IBM Verse Profile

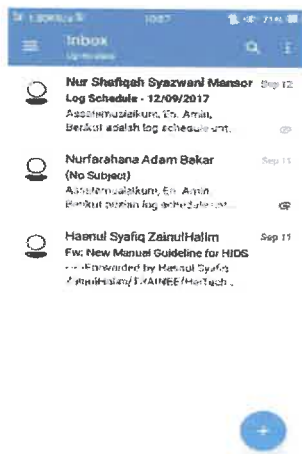


Figure 12: IBM Verse Mail



Figure 13: IBM Verse Calendar

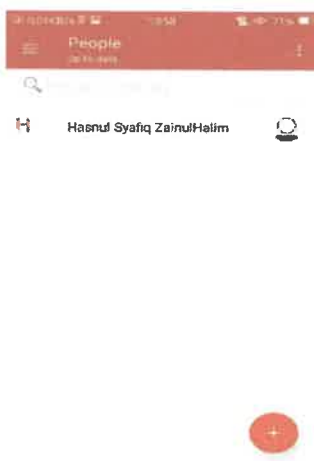


Figure 14: IBM Verse Contact

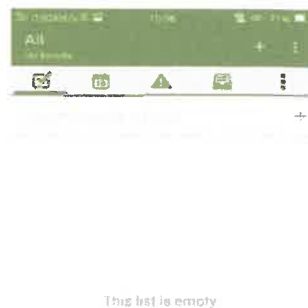


Figure 15: IBM Verse What To Do Notes

2.0 Lotus Notes Installation for iOS

i. Open Safari browser and search <https://yourservername/servlet/traveler>. Change yourservername according to your company's server either:

- merpati.heitech.com.my
- nuri.heitech.com.my

Insert your Lotus Notes Username and Password.

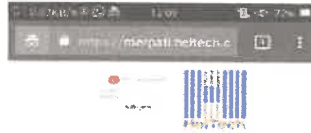


Figure 16: IBM Traveler Server for iOS

ii. Click **Generate as Apple Profile for Apple Mail, Contacts and Calendar Apps**



Figure 17: Click the correct link for iOS version

iii. Check your Login Name and Mail Address. Then, click **Generate**.

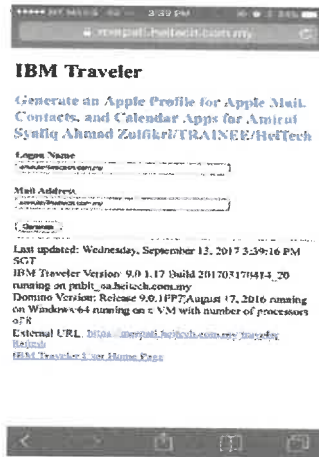


Figure 18: Generate Apple profile

iv. When the prompt popup, click **Allow**.

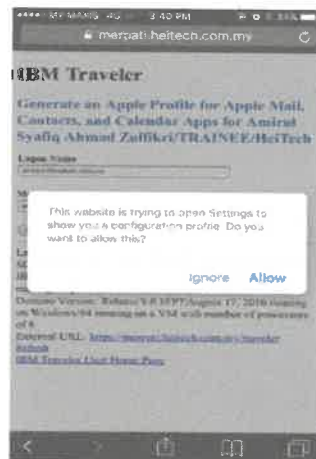


Figure 19: Allow to open setting

v. Click **Install**.

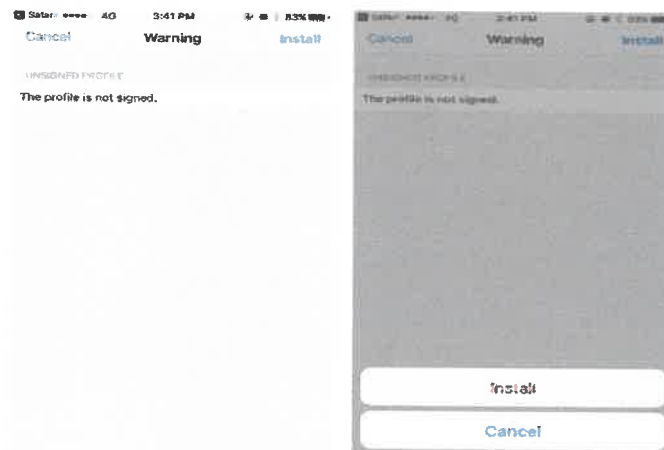


Figure 20: Click Install

vi. If your device has a passcode, insert it to **give the permission to install IBM Notes**.

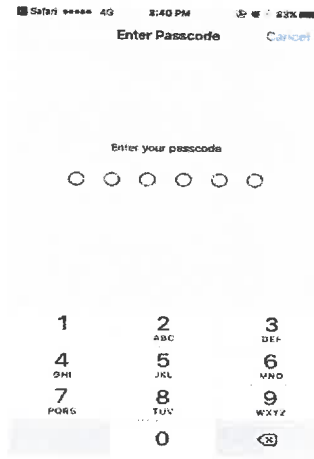


Figure 21: Insert passcode to allow IBM Notes to be install

vii. Insert your webmail **Password** and click **Next** (Password for Merpati/ Nuri).



Figure 22: Insert webmail password

viii. The screen will show "Profile Installed". Click **Done**.



Figure 23: Profile installed

ix. Open mailboxes and **Select your Lotus Notes Profile.**

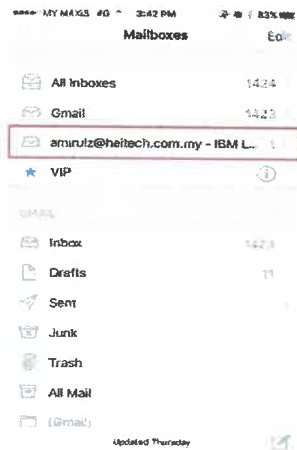


Figure 24: Select your Lotus Notes profile

x. Your Lotus Notes inbox will sync in your device. Now you can access to the Lotus Notes via your iOS device.

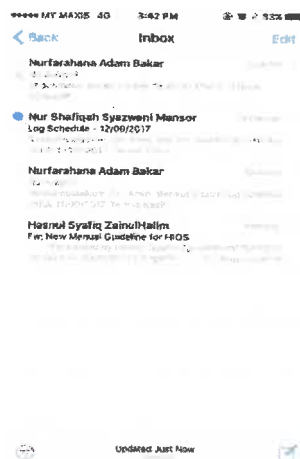


Figure 25: IBM Verse inbox

End of Section

Appendix A - Quality System Document Amendment Register

No	Date	Reason	Chapter	Version	Initials
1	10.04.2019	Original Release	All	1.0	Dieayana

End of Section



HEITECH MANAGED SERVICES SDN.BHD.

SUPPORTED DOCUMENTATION

Guideline Installation SHARP ACP Printer

15th April, 2019
Version 1.0

Prepared by : Rossmadieayana Maizatul Badriah Binti Adi
Trainee

HeiTech Managed Services Sdn. Bhd., Selangor, 2008.

Company Number: 485673-A

All rights reserved. No part of this publication may be reprinted, reproduced, stored in a retrieval system or transmitted, in any form or by any means, without the prior permission in writing from the owners.

First published and distributed in April, 2019

This edition distributed in April, 2019.

TABLE OF CONTENT

1.0 Installation SHARP ACP Printer 4
Appendix A – Quality System Document Amendment Register 8

LIST OF FIGURES

Figure 1: Display for Windows 7 4
 Figure 2: Display for Windows 10 4
 Figure 3: Folder for printer installer 4
 Figure 4: Installer (setup.exe) 4
 Figure 5: Run as administrator 5
 Figure 6: Installation is in progress 5
 Figure 7: Devices and Printers display for Windows 7 5
 Figure 8: For Windows 8 users, need to click at Control Panel 6
 Figure 9: Devices and Printers display for Windows 10 6
 Figure 10: SHARP ACP icon on Windows 7 6
 Figure 11: SHARP ACP icon on Windows 10 6
 Figure 12: Click Printing Preference 6
 Figure 13: Insert Domain ID 7

End of Section

1.0 Installation SHARP ACP Printer

- i. Please ensure that you are connected to HeiTech’s network in order to install sharp printer driver. Click **Start + Run** and insert an IP address server printer (**\\172.19.2.100**) then **Enter**.



Figure 1: Display for Windows 7



Figure 2: Display for Windows 10

- ii. System explorer will popup the server page. Click on **ACP** folder to proceed.



Figure 3: Folder for printer installer

- iii. **Right click** for the installer (**setup.exe**).

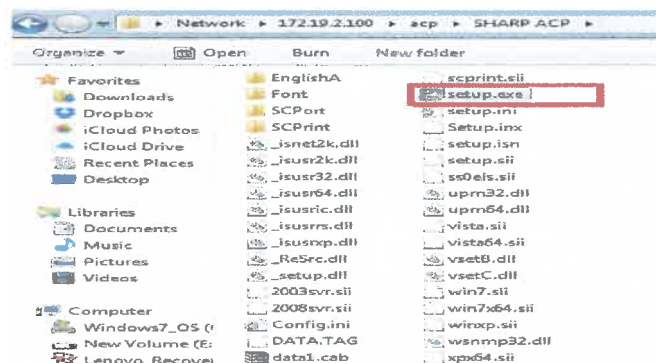


Figure 4: Installer (setup.exe)

iv. Click **Run as administrator**.

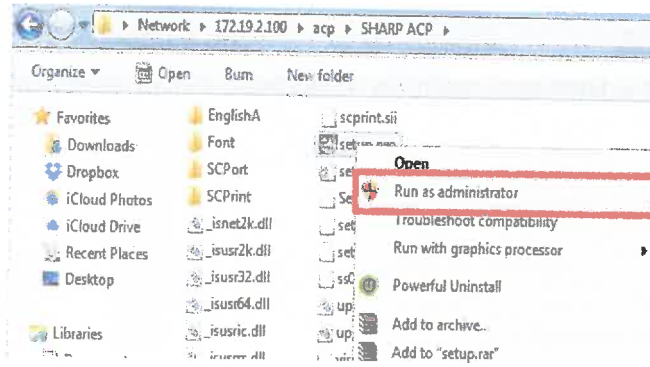


Figure 5: Run as administrator

v. Wait until the installation had success.

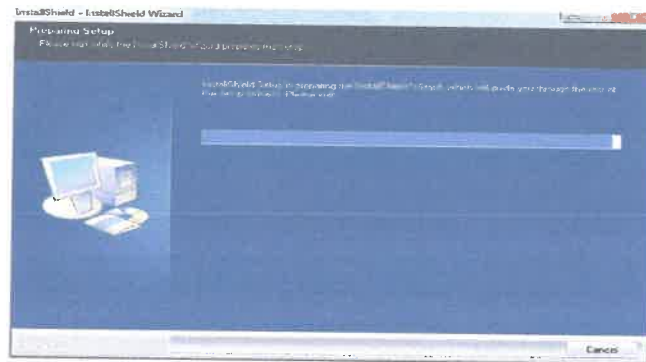


Figure 6: Installation is in progress

vi. To verify the status and configure, click **Start**. Click at **Devices and Printers**.

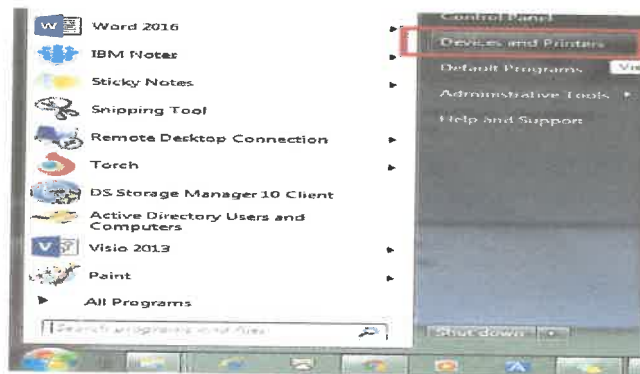


Figure 7: Devices and Printers display for Windows 7

For Windows 10 users. **Right click** at Windows icon and select **Control Panel**. Then click **Devices and Printers**.



Figure 8: For Windows 8 users, need to click at Control Panel

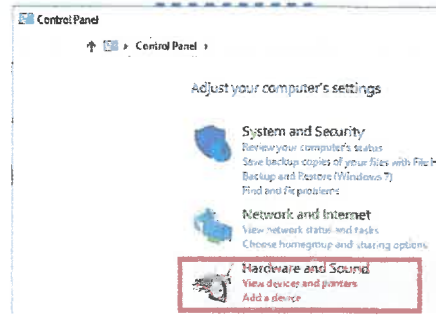


Figure 9: Devices and Printers display for Windows 10

vii. **Right click** at printer icon, then click **Default**.

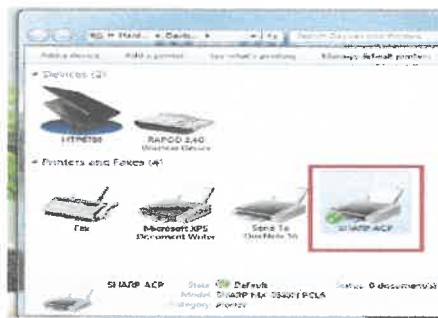


Figure 10: SHARP ACP icon for Windows 7

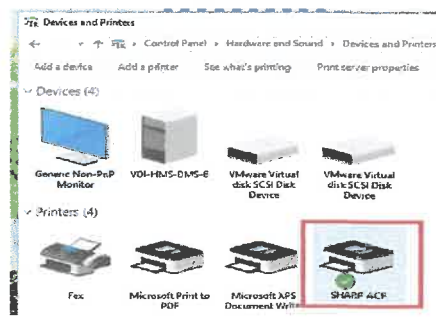


Figure 11: SHARP ACP icon for Windows 10

viii. In order to verify job handling name, use your domain ID. Right click at SHARP ACP icon and click **Printing preference**.

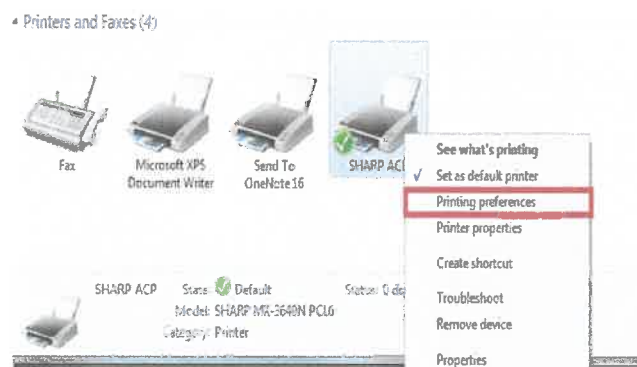


Figure 12: Click printing preference

ix. Click Job handling and ensure that it using your domain ID.

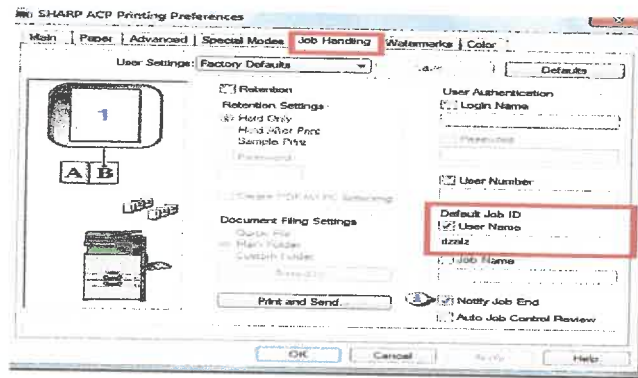


Figure 13: Insert domain ID

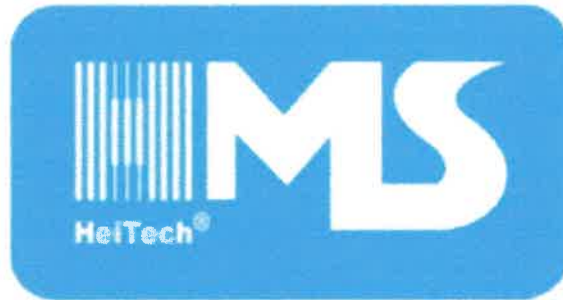
P/S: Not all users are entitle for color printing. In order to enable you for color printing, please request from your supervisor.

End of Section

Appendix A - Quality System Document Amendment Register

No	Date	Reason	Chapter	Version	Initials
1	15.04.2019	Original Release	All	1.0	Dieayana

End of Section



HEITECH MANAGED SERVICES SDN.BHD.

SUPPORTED DOCUMENTATION

Guideline to Uninstall IBM Verse & Traveler

22nd April, 2019
Version 1.0

Prepared by : Rossmadieayana Maizatul Badriah Binti Adi
Trainee

HeiTech Managed Services Sdn. Bhd., Selangor, 2008.

Company Number: 485673-A

All rights reserved. No part of this publication may be reprinted, reproduced, stored in a retrieval system or transmitted, in any form or by any means, without the prior permission in writing from the owners.

First published and distributed in April, 2019

This edition distributed in April, 2019.

TABLE OF CONTENT

1.0	IBM Verse Overview	4
2.0	Uninstallation of IBM Verse (For Android Users)	4
3.0	Uninstallation of Traveler (For iOS Users)	5
	Appendix A – Quality System Document Amendment Register	6

End of Section

1.0 IBM Verse Overview

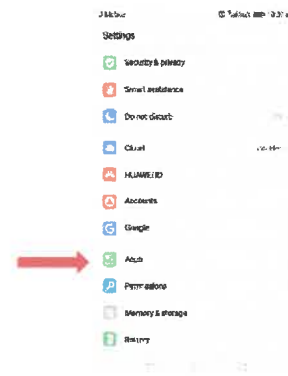
IBM Verse is a business email. It will helps you to prioritize your work, personalize your work experience and build a stronger working relationships. The features include mail, calendar, contacts, to-do-list and so on. Each of the features have their own functions. For example, calendar will help you to keep track about upcoming meeting and events. Here are the steps on how to uninstall the IBM Verse/ Traveler.

2.0 Uninstallation of IBM Verse (For Android Users)

i. Open **Setting**



ii. Click **Apps**



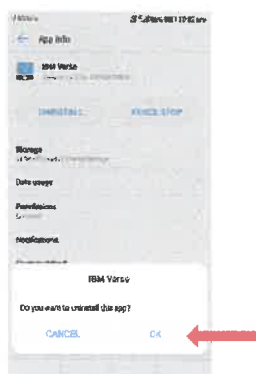
iii. Click **IBM Verse**



iv. Click **Uninstall**



v. Click **OK**

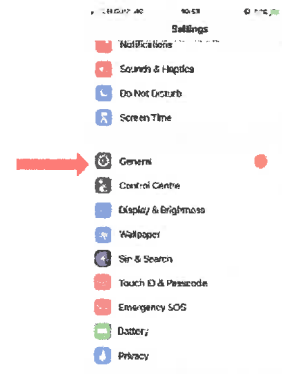


3.0 Uninstallation of IBM Verse (For iOS Users)

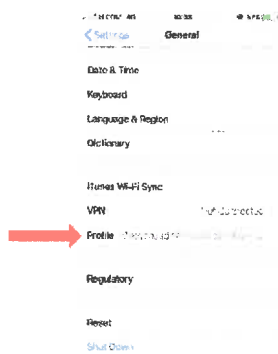
i. Open **Setting**



ii. Click **General**



iii. Click **Profile**



iv. Choose your **IBM profile**



v. Click **Remove Profile**



vi. Enter your **passcode** (iPhone passcode)



vii. **Click Remove**



End of Section

Appendix A - Quality System Document Amendment Register

No	Date	Reason	Chapter	Version	Initials
1	22.04.2019	Original Release	All	1.0	Dieayana

End of Section



HEITECH MANAGED SERVICES SDN.BHD.

SUPPORTED DOCUMENTATION

Guideline to Change Password on Lotus Notes & Webmail

22nd April, 2019
Version 1.0

Prepared by : Rossmadieayana Maizatul Badriah Binti Adi
Trainee

HeiTech Managed Services Sdn. Bhd., Selangor, 2008.

Company Number: 485673-A

All rights reserved. No part of this publication may be reprinted, reproduced, stored in a retrieval system or transmitted, in any form or by any means, without the prior permission in writing from the owners.

First published and distributed in April, 2019

This edition distributed in April, 2019.

TABLE OF CONTENT

1.0 Reset Lotus Notes Client Password 4
2.0 Reset Webmail Password 6
Appendix A – Quality System Document Amendment Register 9

LIST OF FIGURES

Figure 1: Click change password 4
Figure 2: Insert current password 4
Figure 3: Insert new password 5
Figure 4: Webmail log in interface 6
Figure 5: Change the view format 6
Figure 6: Interface after changing the format 6
Figure 7: Click preference to change password 7
Figure 8: Click change internet password 7
Figure 9: Reset your password 8

End of Section

This guideline only valid for Lotus Notes Client version 9.0 and above. In order to reset Lotus Notes & Webmail password, please connect to HeiTech network.

1.0 Reset Lotus Notus Client Password

- i. To reset Lotus Notes password, **Log in** to your Lotus Notes by using your current password (New user password: lotusnotes)
- ii. From Lotus Notes Application console, click **File** then click **Change Password**

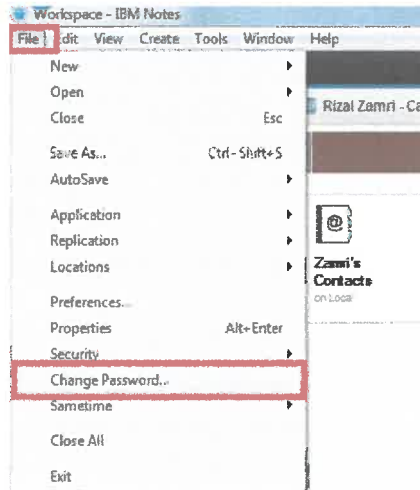


Figure 1: Click Change Password

- iii. A prompt to request password will pop up on screen, insert **current password**. Click **Log in** to proceed

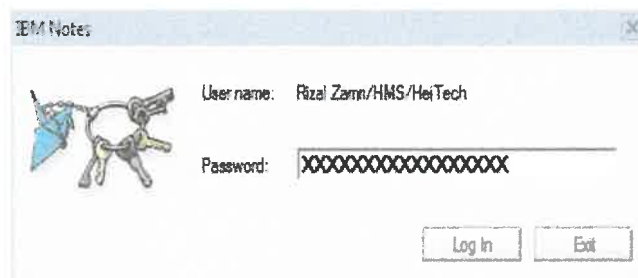


Figure 2: Insert current password

iv. Enter **New password** and **Re-enter new password**. Click **Ok**



Figure 3: Insert new password

2.0 Reset Webmail Password

- i. Log in to webmail using current **Username** and **Password**



Figure 4: Webmail log in interface

- ii. After log in, change view format into full mode. At the webmail footer, click on **Full Mode**

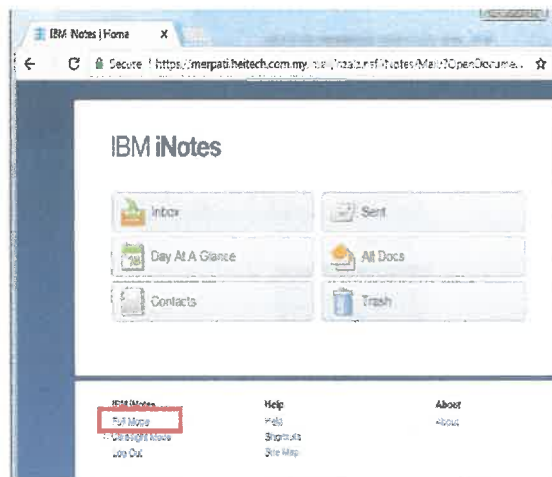


Figure 5: Change the view format

- iii. The interface format will be same as Lotus Notes Client

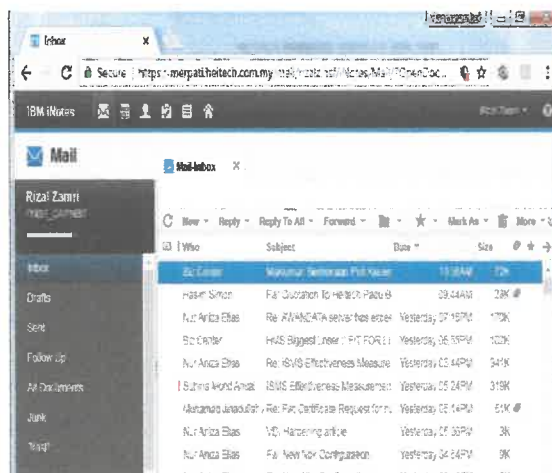


Figure 6: Interface after changing the format

- iv. To change password, on the top right page, click at your name and click **Preference**

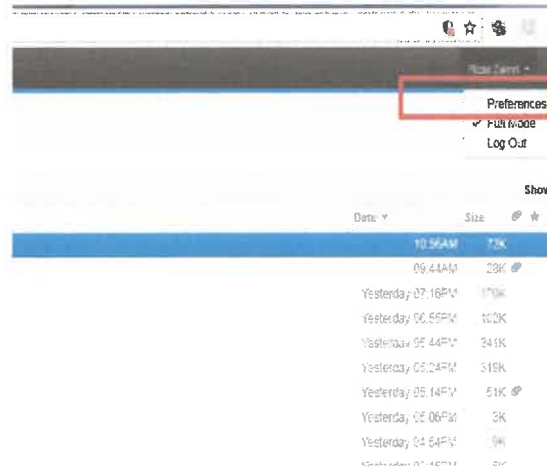


Figure 7: Click preference to change password

- v. On preference tab, click **Security**. After that, click **Change Internet Password**, then click **Change**

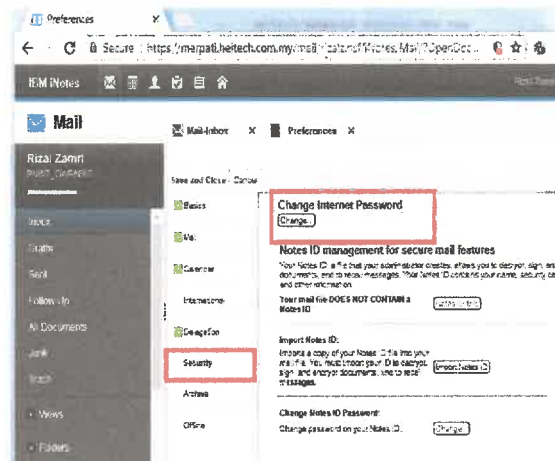


Figure 8: Click change internet password

- vi. A pop up about change internet password will appear on screen. Fill up the **Old password** and fill up twice for **New internet password** and Click **OK**

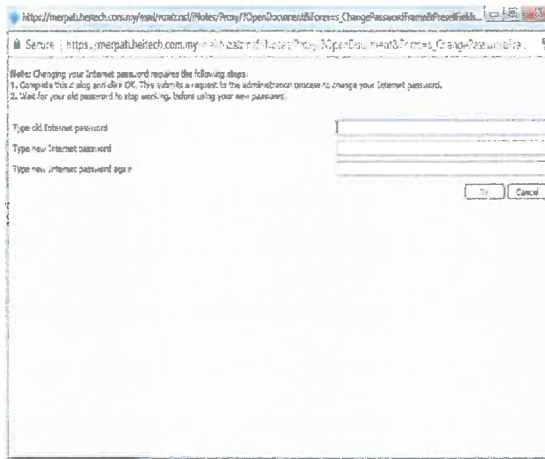


Figure 9: Reset your password

End of Section



HEITECH MANAGED SERVICES SDN.BHD.

SUPPORTED DOCUMENTATION

Guideline to Reconfigure Lotus Notes Application

23rd April, 2019
Version 1.0

Prepared by

⋮ Rossmadieayana Maizatul Badriah Binti Adi
Trainee

HeiTech Managed Services Sdn. Bhd., Selangor, 2008.

Company Number: 485673-A

All rights reserved. No part of this publication may be reprinted, reproduced, stored in a retrieval system or transmitted, in any form or by any means, without the prior permission in writing from the owners.

First published and distributed in April, 2019

This edition distributed in April, 2019.

TABLE OF CONTENT

1.0	Lotus Notes Overview	4
2.0	Reconfiguration Lotus Notes Application	4
	Appendix A – Quality System Document Amendment Register	7

End of Section

1.0 Lotus Notes Overview

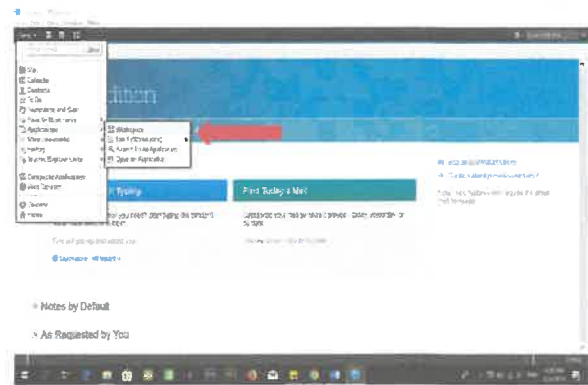
Lotus Notes is an enterprise email software by IBM. IBM Notes essentially a desktop workflow application that provide email, calendars and so on. Tools that are provided by IBM Notes look to enhance and simplify workplace collaboration. Here, are the steps on how to Reconfigure Lotus Notes Application.

2.0 Reconfiguration Lotus Notes Application

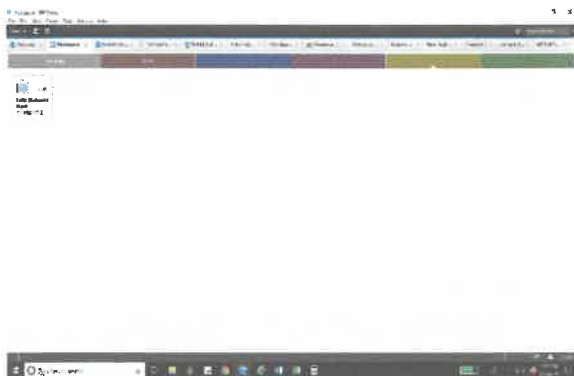
i. Open your Lotus Notes and click Open



ii. Click Application, then click Workspace

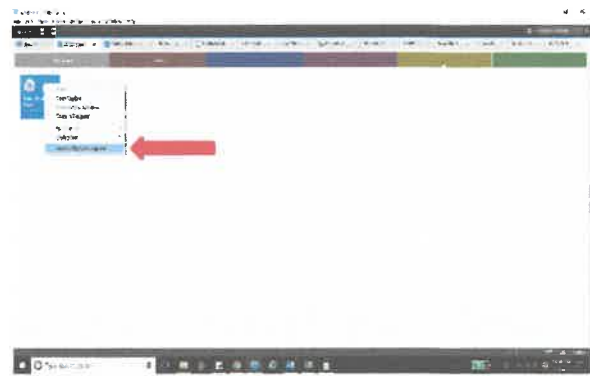


iii. Open your IBM Notes Workspace

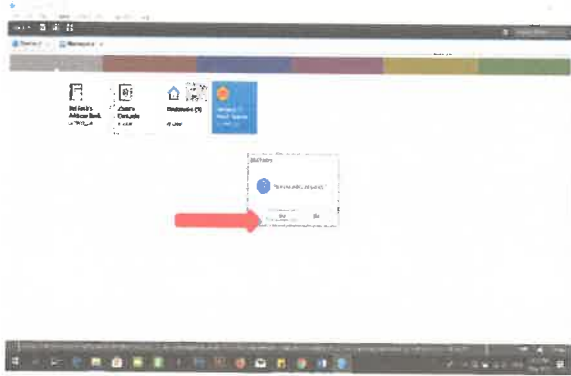


iv. Right click on the mail icon and click Remove from workspace

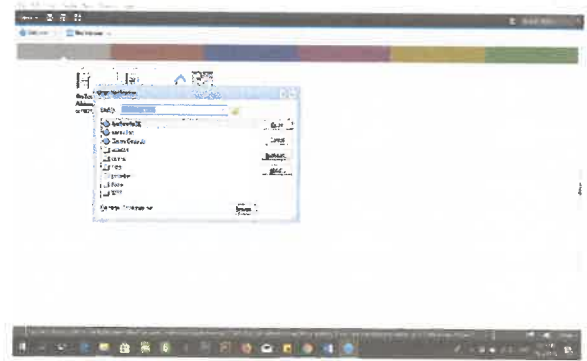
P/s: Please ensure that you had close all the tabs before removing the mailbox from workspace



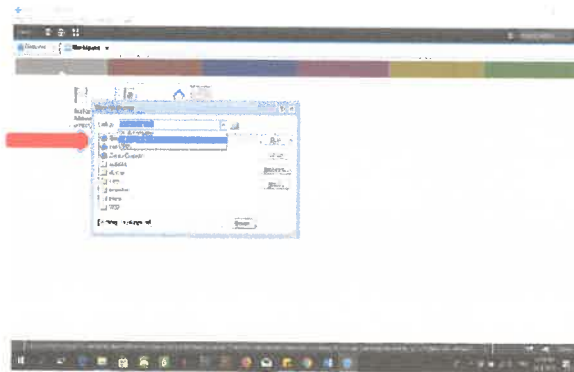
v. Click Yes



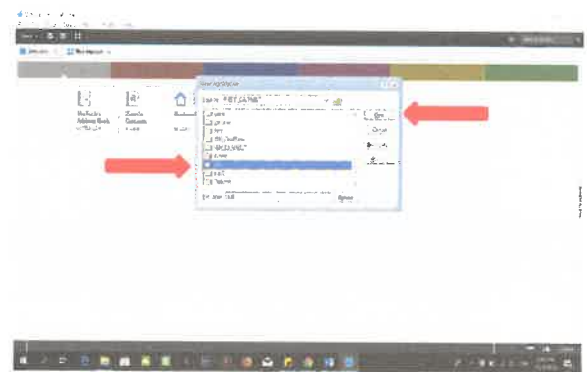
vi. To open mailbox, press **Ctrl + o**



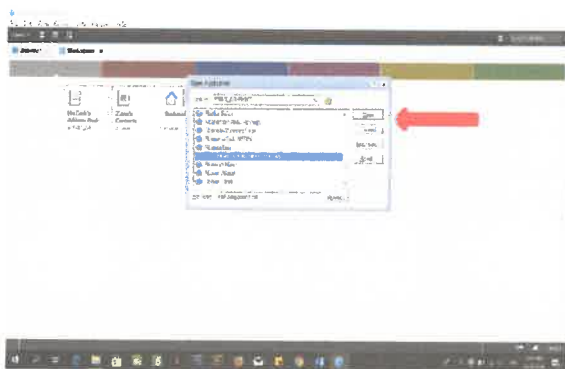
vii. Type **PNBIT_OA/PNBIT** at look in: space



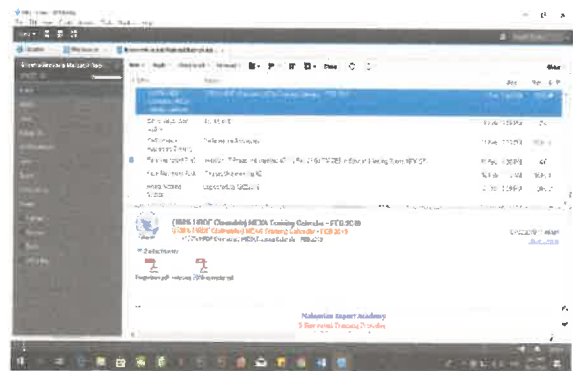
viii. Scroll down and select **Mail**. Then click **Open**



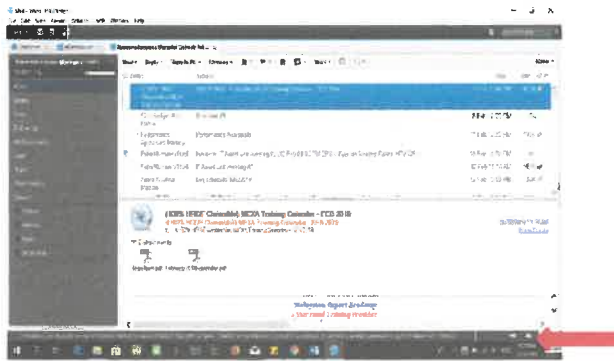
ix. Search your **Name** and click **Open**



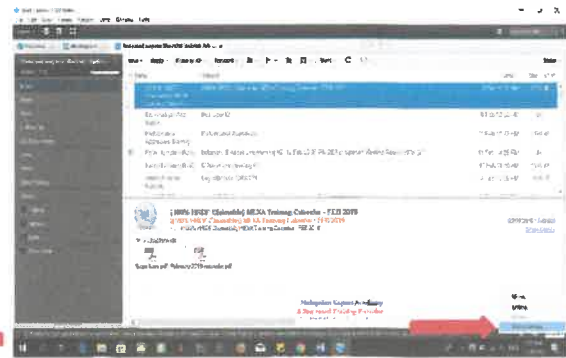
x. Now, you have successfully get access to your webmail



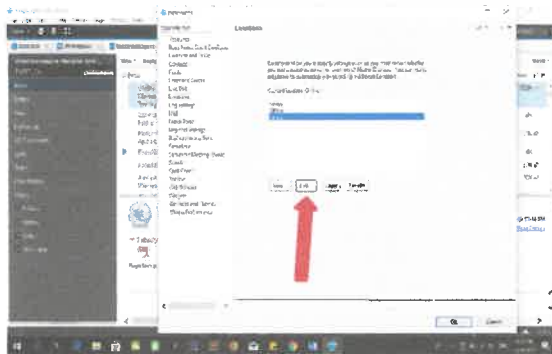
xi. To edit location to PNBIT_OA, click **Online** on the bottom of the page



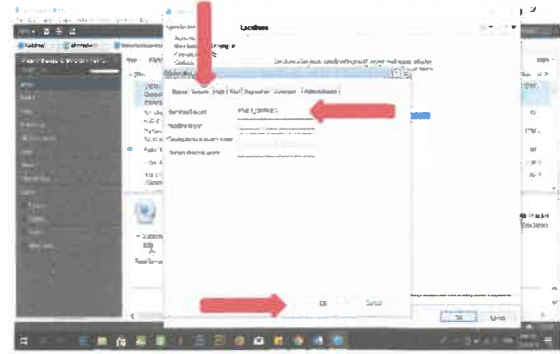
xii. Click **Edit locations**



xv. Please ensure that your location is **Online** and click **Edit**



xvi. Click **Servers** and ensure that home/ mail server is **PNBIT_OA/PNBIT**. Then click **Ok**



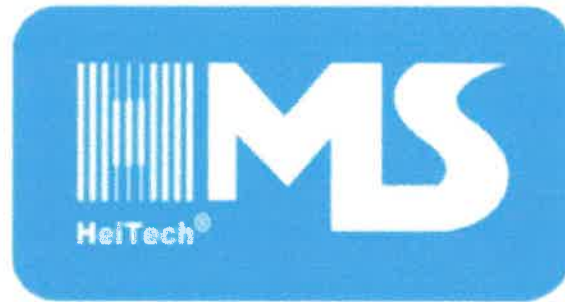
Now, you have successfully reconfigure your Lotus Notes Application. Kindly be informed that nuri.heitech.com.my will no longer be accessible. Please login to merpati.heitech.com.my in order to access your webmail.

End of Section

Appendix A - Quality System Document Amendment Register

No	Date	Reason	Chapter	Version	Initials
1	23.04.2019	Original Release	All	1.0	Dieayana

End of Section



HEITECH MANAGED SERVICES SDN.BHD.

SUPPORTED DOCUMENTATION

Guideline to Map Network Drive (Windows 10)

25th April, 2019
Version 1.0

Prepared by : Rossmadieayana Maizatul Badriah Binti Adi
Trainee

HeiTech Managed Services Sdn. Bhd., Selangor, 2008.

Company Number: 485673-A

All rights reserved. No part of this publication may be reprinted, reproduced, stored in a retrieval system or transmitted, in any form or by any means, without the prior permission in writing from the owners.

First published and distributed in April, 2019

This edition distributed in April, 2019.

TABLE OF CONTENT

1.0 How to Map Network Drive Configuration (Windows 10) 4
Appendix A – Quality System Document Amendment Register 7

LIST OF FIGURES

Figure 1: Click at This PC and right click 4
Figure 2: Map Network Drive 4
Figure 3: Click browse for the folder you want to connect 5
Figure 4: Popup showing shared file 5
Figure 5: Successfully mapped the drive 6

End of Section

1.0 How to Map Network Drive Configuration (Windows 10)

i. Open This PC and Right click

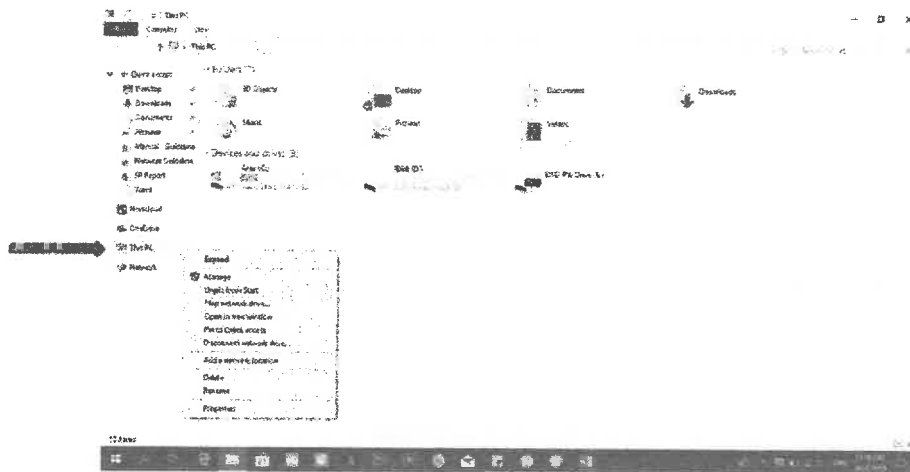


Figure 1: Click at This PC and right click

ii. Click on Map Network Drive



Figure 2: Map Network Drive

- iii. Choose the available **Drive** from dropdown list. Then, click **Browse** for the folder that you want to connect and tick on **Reconnect at sign-in**. After that, click **Finish**

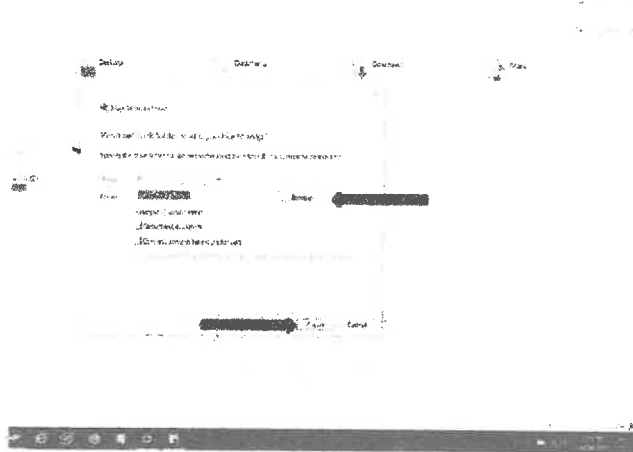


Figure 3: Click browse for the folder you want to connect

- iv. There will be a pop up showing the files that have being shared

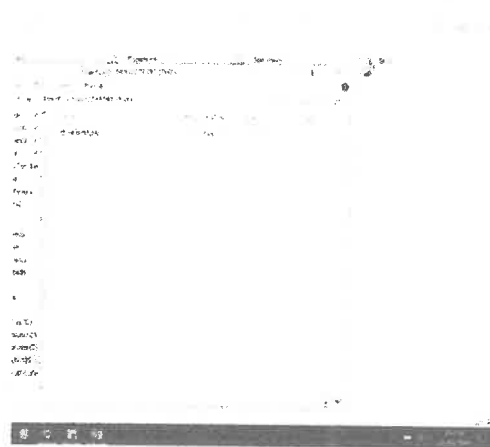


Figure 4: Popup showing shared file

- v. Open This PC and the display will show the shared folder that have be mapped as drive



Figure 5: Successfully mapped the drive

End of Section

HEITECH PADU BERHAD

Rosmadiajaya Maizajul Badriah Adi
(2016338277)



BACKGROUND OF THE ORGANIZATION

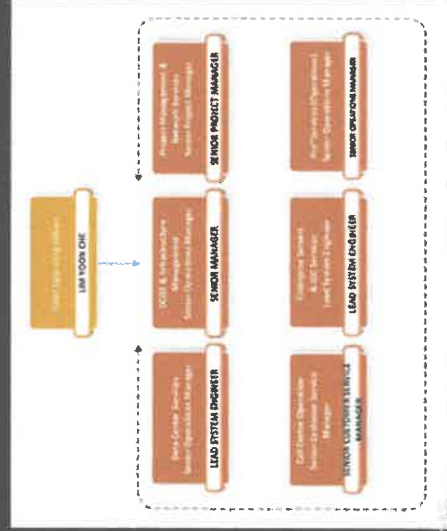
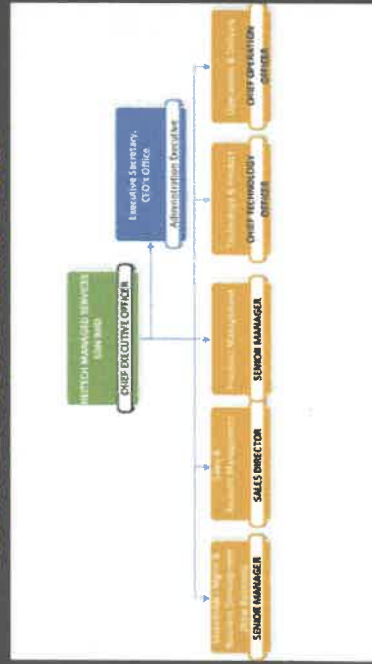
1994 DIVISION WAS INCORPORATED UNDER PNB TRAINING & RESORT MANAGEMENT SON BHD BECAME A WHOLLY-OWNED SUBSIDIARY BY PNB

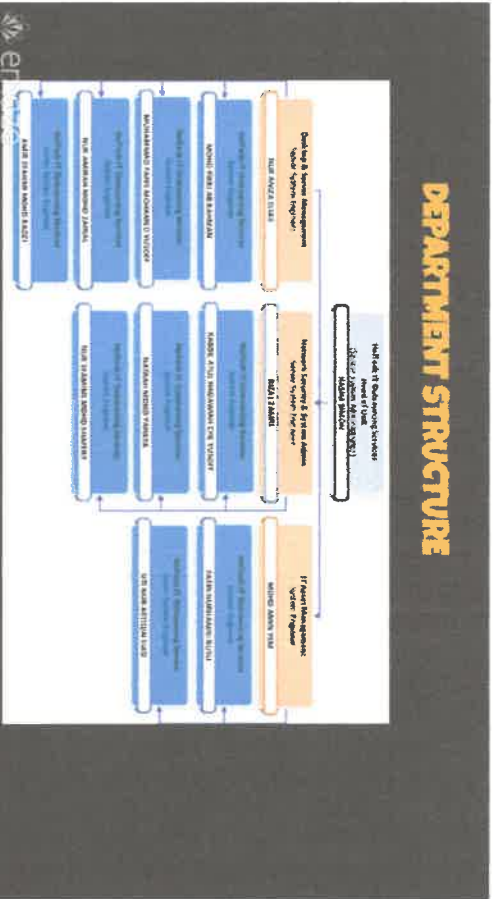
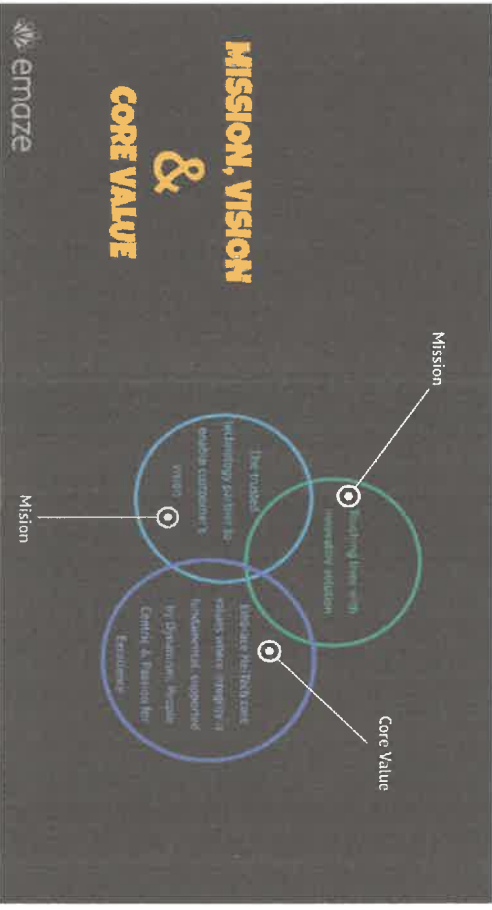
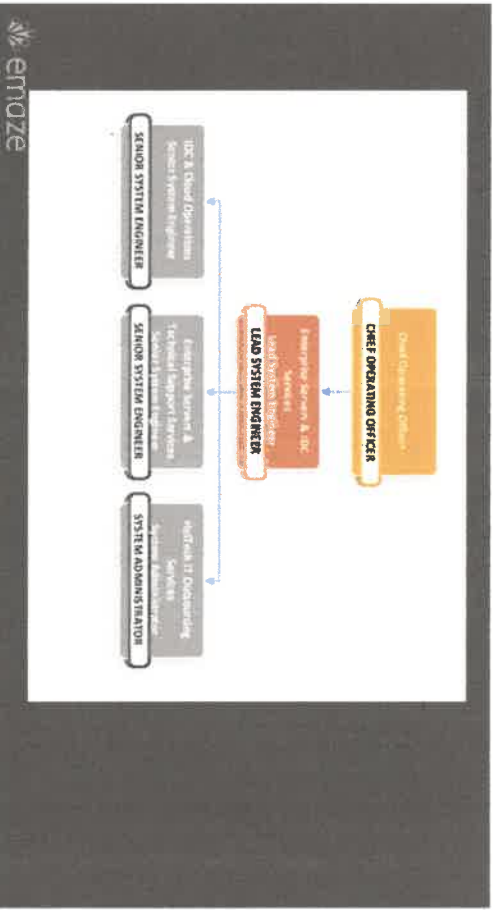
1999 COMPANY CHANGED ITS NAME TO HEITECH PADU SON BHD

2002 OPERATED NEW CORPORATED HEADQUARTERS, MENARA HEITECH VILLAGE 1, IN USJ 1, SUBANG JAYA

2008 LAUNCHED HEITECH'S TIER-IV READY DATA CENTER BY YAB DATO SRI MOHD NAIMB TUN FU ABDUL RAZAK

ORGANIZATIONAL STRUCTURE







SUMMARY OF TRAINING ACTIVITIES

NO.	ACTIVITY	QUALIFICATION
1	TRAINING SUPERVISOR <ul style="list-style-type: none"> • Skills core competencies • Design EPQO network • Personal readiness • Skills and contribution over PC • Certificate for staff and byline • Annual review 	Includes in all departments
2	LOG MONITORING <ul style="list-style-type: none"> • Monitor SLA • Monitor SLA • Monitor SLA 	Includes in all departments
3	ASSET MANAGEMENT <ul style="list-style-type: none"> • Asset disposal • IT Asset System Replacement • Managing SLA • IT Asset Store Management • Asset Tagging 	IT Asset Line
4	NETWORKS <ul style="list-style-type: none"> • Preparing Guideline • Audit SLA • Prepare SLA • Manage SLA 	Includes in all departments
5	ADMINISTRATIVE MONITOR <ul style="list-style-type: none"> • Prepare SLA • Manage SLA 	Includes in all departments
6	OTHERS <ul style="list-style-type: none"> • Asset Replacement • Asset SLA • Prepare SLA • Includes with other departments for SLA 	MOA

emaze



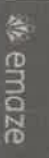
KNOWLEDGE, SKILLS & EXPERIENCE

Knowledge	Skills	Experience
<p>Strong PC and Network - Ability to manage new PC and network hardware</p> <p>Able to setup PC and network by own</p>	<p>Computer skills and Technical skills</p>	<p>Working with various storage and cloud services</p> <p>Have the right setup to setup PC and network. Also they will be able to setup by own</p>
<p>Advanced users - Able to solve problems that faced by staffs, friends with the problem such as connect to WIFI and internet setup</p>	<p>Technical support skills and communication skills</p>	<p>Trained and monitor the log from ERM. After that they will set up the guides to solve the problem. Once had being taught various set skills to solve problems by own</p>
		<p>Agencies for Information Technology Application in Information Agencies</p> <ul style="list-style-type: none"> • MDC22 - Information Technology Application in Information Agencies • MDC12 - Information Technology Application in Information Agencies

Reporting SLA team	Reporting guidelines	If Asset Store
<p>Know with many details about what is SLA. They'll handle, status and completing the SLA. Also with the guide team that to change</p>	<p>Documentation skills and communication skills</p>	<p>3 days daily and computer skills</p>
<p>Able to produce more, speed of production for hardware team and physical Asset Store. Also have a guidance for various and update the information. All the guidance had being established by AssetStore as baseline</p>	<p>Documentation skills and communication skills</p> <p>Trained to be able to produce a guidance for a standard format. They will be able to update the information for all staffs. For example: Guidance to Reporting a user Manual Application</p>	<p>With the guide team Asset Store, they had made various improvement for store team in terms of arrangement of physical site and had established a new asset store strategy</p>
	<p>and generate report and also able to manage. After production finished they will be able to manage. After that they will set up the guides to solve the problem. Once had being taught various set skills to solve problems by own</p>	<p>Agencies for Information Technology Application in Information Agencies</p> <ul style="list-style-type: none"> • MDC22 - Information Technology Application in Information Agencies • MDC12 - Information Technology Application in Information Agencies



Asset disposal	Log monitoring	Managing a server
<p>Know how to identify the notebook that need to be disposed. Generally, notebook that had being damaged and cannot be fixed will be disposed. For example, notebook that had being damaged</p>	<p>Monitor log monitoring for ERM and Trenchless Office Scan and will produce daily report</p>	<p>Know how to control asset and disposed users with unlicensed software</p>
<p>Technical skills and network skills</p>	<p>Computer skills and technical skills</p>	<p>Computer skills and technical skills</p>
<p>After team work, staffs will be able to identify and what to do for notebook that will be disposed. Then they will let team to identify by own</p> <p>Based on the troubleshooting data, staffs will try to solve the problems by find had being heard. When there is reported users, staffs will check with the staffs will report to Network team to manually clear the virus through server</p> <p>After team only explained about what is the use of Lammaster and will let reduce to report by own</p> <p>For unlicensed software, staffs will report to Asset team and they will report to Asset team and they will report to Asset team and they will report to Asset team</p>		



PERSONAL THOUGHTS & OPINION

Solve problems together

Friendly staffs

Minimize supervision from supervisor & staffs

