



UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT:
SCHLUMBERGER (M) SDN BHD (TERENGGANU)
WAREHOUSE 29, KEMAMAN SUPPLY BASE 24007 TELUK
KALONG TERENGGANU

SPECIAL PROJECT: WIRELINE INTEGRATED EXPLOSIVES
INVENTORY SYSTEM

BY
NUR SYAFIQA SOFFIYA BT ZAKARIA
2016317069

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

01 JANUARY 2019 – 30 JUNE 2019

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NUR SYAFIQA SOFFFIYA BT ZAKARIA

FACULTY SUPERVISOR
EN. FAIZAL HAINI B. FADZIL

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

01 JANUARY 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 declared that no part of this report has been published or submitted for publication except where due to reference or acknowledgment is made explicitly in the 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.

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Nur Syafiqah Soffiya bt Zakaria

2016317069

Date of submission: 03rd July 2019

ABSTRACT

This industrial training report documentation is based on the period from 2nd January 2019 until 30th June 2019 at the Information Technology Department in Schlumberger (M) Sdn. Bhd in Kemaman, Terengganu Branch. The overall contents included the tasks performed as IT Onsite Support Analyst during the industrial training such as maintaining hardware, software installation, troubleshooting, managing Schlumberger system, managing IT incidents and connectivity issue and so on. The report also includes the details of the special project which are the system development such as Wireline Integrated Explosives Inventory System, SEA Scorecard, Grade-11 (G-11), Short Term International Assignment (STIA) while the main special project relates to the tracking system, to trace the amount of explosives inventory in all geo-market area.

Keywords: *Explosives Inventory, IT Onsite , Schlumberger, Tracking System*

ACKNOWLEDGEMENT

First and foremost, praise to Allah the Almighty for His blessings, I can complete six months of Industrial Training with Schlumberger WTA (M) Sdn Bhd located at the Kemaman Supply Base, Terengganu.

I would like to express my sincere gratitude to Schlumberger WTA (M) Sdn Bhd for giving me the golden opportunity to be their Vacation Trainee for Information Technology (IT) segment in Kemaman base (MY0106). I would like to express my gratitude to the company supervisor, Mr. Faizal Hussin for all the invaluable guidance from the beginning till the end of my training. I am grateful for his patience in guiding and teaching me the important practical skills and knowledge of an IT Onsite Support Analyst.

Besides that, I would like to thank every staff in Schlumberger Warehouse 29 for all the moral support and trust they gave me whenever they seek help for IT related problems. I really appreciate all their support and patience throughout this wonderful six months of training. I am also grateful for the warm hospitality that they offered me throughout my internship journey. They are so helpful in giving me all the information needed for my special project. Not forget to mention, for an IT team across all of the locations that willing to help me in completing every task for the special project especially when I am new to Office 365 features such as PowerApps, SharePoint and Microsoft Flow that majorly used for the app's development process.

My great appreciation is given to University Technology Mara (UiTM) itself for educating me with useful knowledge and practical skills that are very useful during my industrial training, especially for the app's development process. Plus, for my faculty supervisor, Mr. Faizal Haini that willingly to help me with the project especially for the flows and ERD of the project apart on his busy schedule he still managed to spare his time for me and keep supervise me to complete this internship program.

Lastly, I would like to thank my beloved parents, siblings, classmates, and friends who have been supporting and encouraging me to keep improving myself from time to time, and always be there for moral support.

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CHAPTER 1

INTRODUCTION

1.1 Background of the Organization



Figure 1: Company Corporate Logo

Schlumberger is the world's largest oilfield services company and employs approximately 100,000 people representing more than 140 nationalities working in more than 85 countries. Schlumberger has four principal executive offices located in Paris, Houston, London, and the Hague. Schlumberger provides comprehensive and professional oil field range of products and services cover from exploration to drilling and production with industry-leading technology.

Services provided by the company in the oil and gas industry:

1. Seismic
2. Drilling
3. Reservoir Characterization
4. Completion
5. Subsea Production
6. Well Production
7. Processing and Separation
8. Well Intervention
9. Reservoir Testing

Apart from that, Schlumberger has invested a large sum of money to fund the research and development with the goals to invent the world leading safest oil and gas technology. The four research centers are in Boston, Cambridge, Dhahran, and Moscow. As one of the richest company in the world, Schlumberger stock is listed on the New York Stock Exchange, ticker symbol SLB, on the Euronext Paris, Euronext Amsterdam, London and the SIX Swiss stock exchanges. Schlumberger is a Fortune Global 500 company, ranked 287 in 2016, and listed in Forbes Global 2000, ranked 520 in 2018.

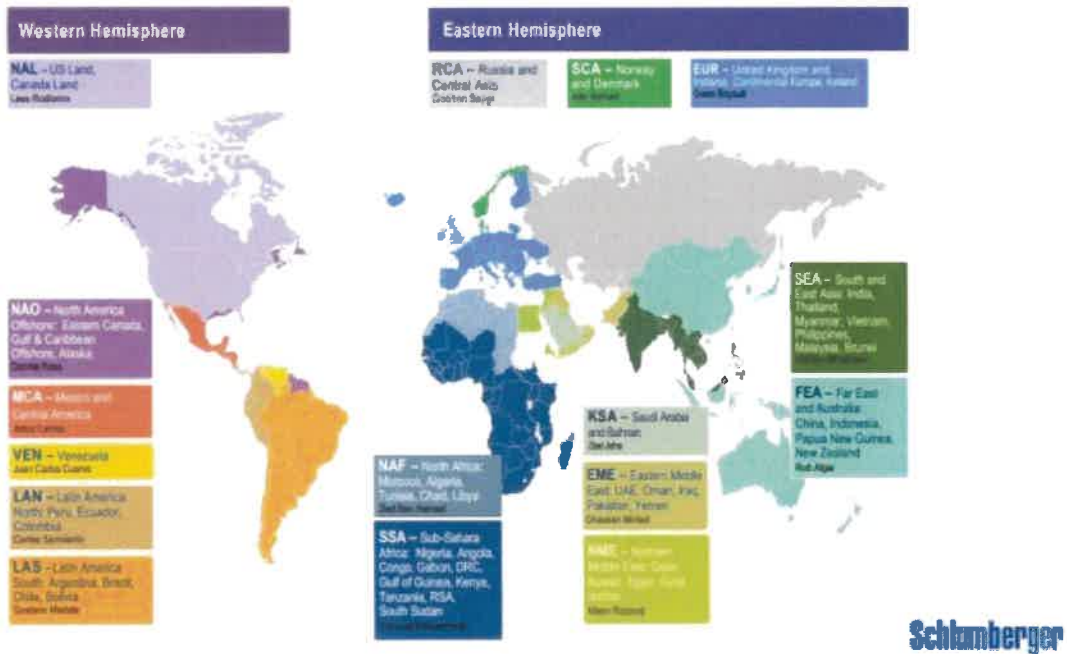


Figure 2: GeoMarkets in Two Different Hemispheres

As demonstrated in Figure 2, Schlumberger operates in 4 different geographic areas which are North America, Latin America, Europe/CIS/Africa and Middle East & Asia. 16 networks namely as 16 GeoMarkets are formed between all the countries in these four geographic-area. Countries in the same GeoMarkets provide logistical, technical and commercial support to each other. For example, Schlumberger in Malaysia is categorized in Eastern Hemisphere – SEA GeoMarket under Mohsin Al-Hadharami as the SEA GeoMarket Manager.

As for the industrial training, the trainee was placed in Schlumberger South East Asia (SEA) in Malaysia, Terengganu Branch located at Warehouse 29, Phase 2, Kemaman Supply Base, Terengganu.



Figure 3: Schlumberger W29, Terengganu

1.2 Organizational Structure

1.2.1 SLB Broad Organization Chart

Schlumberger Organization

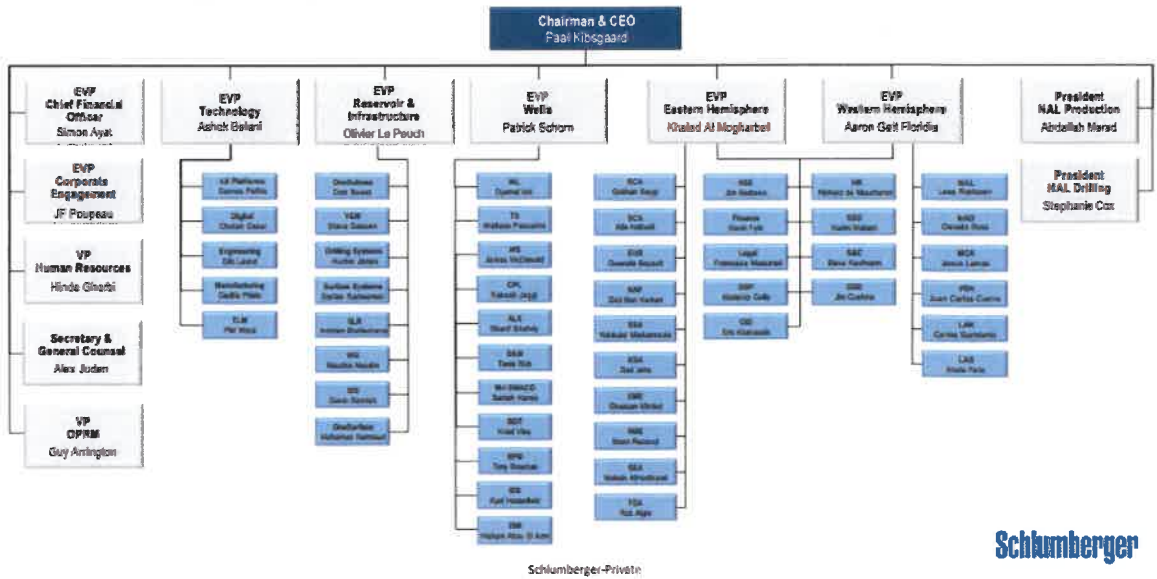


Figure 4: SLB Broad Organization Chart

1.2.2 SLB South East Asia (SEA) Organization Chart

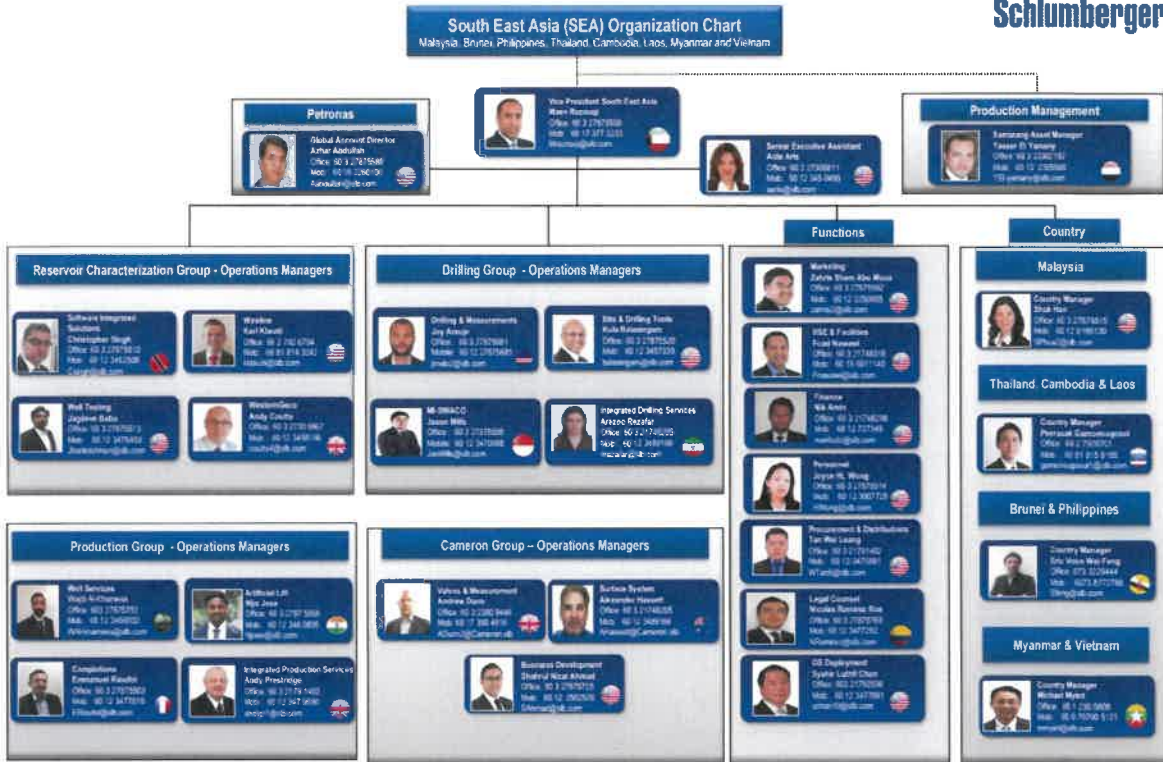


Figure 5: SLB SEA Organization Chart

1.2.3 South East Asia (SEA) IT Organization Chart

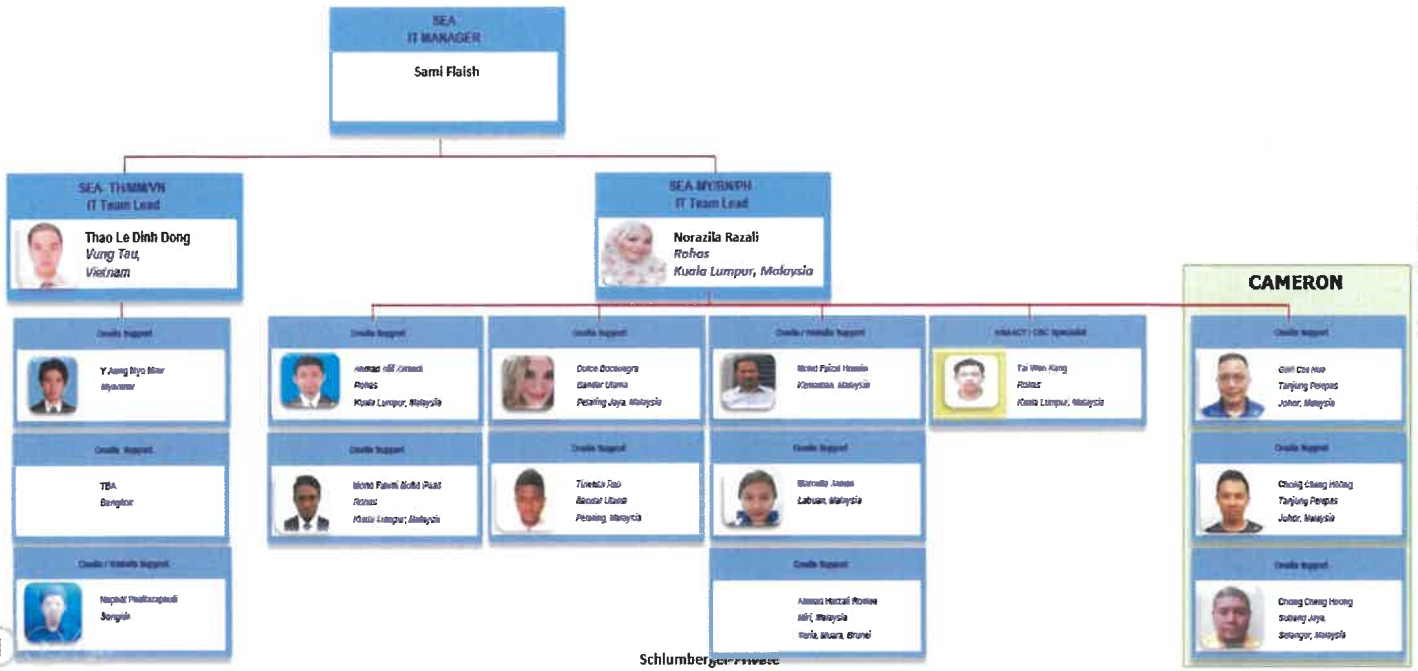


Figure 6: SEA IT Segment Organization Chart

1.2.4 SLB Kemaman Integrated Base Organization Chart



Figure 7: SLB Kemaman Organization Chart

CHAPTER 2

ORGANIZATION INFORMATION

2.1 Departmental Structure – Information Technology Department

Information Technology (IT) Department has many core components including hardware, software, networking, and communications infrastructure, business intelligence and reporting, support, leadership, planning and governance. Strategic Information Technology investments create value by addressing persistent business needs. In Malaysia, Schlumberger operates in six states; Kuala Lumpur has two branches (Rohas Perkasa and First Avenue), Terengganu (Kemaman), Penang, Johor, Labuan and Sarawak (Miri). We have IT departments in all branches to support users in each location. Schlumberger also operates in nearby countries such as Singapore, Thailand, Vietnam, Brunei, and Myanmar. Besides that, another department that is assigned to help user is the Global Service Desk in Jakarta, Indonesia. This team will help users and is available 24 hours a day and 7 days a week.

The trainee was assigned as IT Onsite Support Analyst at Schlumberger Warehouse 29 located in the Kemaman Supply Base, Terengganu. IT Onsite Support is an important job in the oil and gas industry as IT personnel that serves as technical support assisting end users with their day-to-day technical duties and issues. While all initial support requests should be first submitted to the Global Service Desk, onsite support is vital in working with the Service Desk, communicating local issues, addressing a nonstandard process, and, in some cases, acting as Subject Matter Experts.

The IT Onsite Support Analyst is a desktop support expert in charge of computer hardware, software (location specific or worldwide) and peripherals. Onsite Support is the second point of escalation for the resolution of desktop or laptop related incidents, service requests, and connectivity issues. The IT Onsite Support Analyst also enforces Schlumberger's desktop and laptop policies and procedures.

2.2 Department Function

The function of the Information Technology department in Schlumberger has divided into categories that briefly explained below:

2.2.1 Onsite IT Services

Onsite support personnel is the face of IT. While all initial support requests should be directed to the Global Service Desk, onsite support is vital in working with the Service Desk, communicating local issues, addressing a nonstandard process, and, in some cases, acting as Subject Matter Experts. This team consists of trained and experienced IT professionals with a wealth of local and company IT knowledge. This knowledge is leveraged by IT Onsite support directly responsible for planning, communicating, and managing local IT projects. These projects can be part of infrastructure IT improvements run centrally, business-enabling projects requested by the General Manager, or business cost saving initiatives through the implementation of IT solutions or processes.

2.2.2 Global Service Desk (GSD)

The Global Service Desk is a centralized point of contact for all IT incidents, questions, requests, or problems with users' PC, applications, or IT Infrastructure. Since Schlumberger is a global company, many different languages are offered at strategically placed desks around the globe which included North and South America, Europe, and Africa, the Middle East and Asia also Russia. The languages spoken are English, Spanish, Portuguese, Arabic, French, Russian, and Chinese. Problems are often fixed quickly by trained staff with access to knowledge base tools, domain experts, and remote-control tools. In the event in which the GSD team are not able to fix users problem quickly, the GSD team will assign it to a local IT Specialist.

2.2.3 Telecommunication Services

Schlumberger IT Department ensuring operations have a performant network to meet the business requirements and through capacity planning scale the network to meet business changes. The face to face meetings over video conference allows for more productive calls whilst also keeping travel costs down. The transfer of voice calls over the network allows for cost-efficient calls to be made

avoiding expensive international charges. With IP Telephony, users can keep office phone number where ever in the world.

2.2.4 IT for Well-Site Operations and Real Time

IT services tailored and focused on making the well site IT experience as reliable and effective as the office. IT department provides reliable connectivity, standardization and product support in a consistent way around the globe allows field staff to fully concentrate on the operations as well as with InterACT users that ability to access and visualize data via online.

2.2.5 Additional Services

IT department can provide services beyond the core and traditional IT domains. Through the implementation of new IT solutions and processes to help in driving the business strategy. The IT services by Schlumberger that just not core to day to day functions but mostly, delivered on any requests by users.

Additionally, working as a team member of IT Onsite Support needs the trainee to provide support in most of the services mentioned above. IT Onsite Support provides technical support to computer users in the company and strictly to Schlumberger assets only. Problems that are supported for instance hardware problems, troubleshooting, software installations and many more. The first thing that a user needs to do whenever facing an IT related problem is to submit a ticket to the Global Service Desk. It then depends on the problem faced by the user; whether it can be solved by the Service Desk or the issue needs to be solved by Onsite IT.

If the issue cannot be solved by the Service Desk, the ticket will be assigned to the Onsite IT. The ticket system must be handled in time as it is in a way showing the performance of the IT team. Once a ticket is assigned, the Onsite IT must ensure that the issue needs to be solved in time. If the customer comes to the IT room directly and has not created a ticket, the users can use Walk-In Kiosk Machine to create the ticket. When the problem is solved, it is the responsibility of the Onsite IT to close the ticket. The IT department provides support for all Schlumberger employees to ensure the smoothness of the company's operation and plays an important role in maintaining the productivity of other departments

CHAPTER 3 INDUSTRIAL TRAINING ACTIVITIES

3.1 Training Activities

Below are the descriptions of training activities that the trainee performed daily during the internship journey at Schlumberger (M) Sdn Bhd and divided into several categories:

3.1.1 Managing Schlumberger System

3.1.1.1 Handling IT Tickets in REMEDY

The screenshot displays the REMEDY System interface. The top section shows a list of incidents with columns for ID, Category, Priority, Status, Assignee, Assigned Group, SLA Status, Last Name, Last Name, Submit Date, and Submitter. Below this, a detailed view of a specific ticket is shown, including fields for Assigned Group, Reported Date, Customer, and Roles.

ID	Category	Priority	Status	Assignee	Assigned Group	SLA Status	Last Name	Last Name	Submit Date	Submitter
INC00002077432	Change Asset (C) PC Refresh	Low	Assigned	Rubi Lubau IT Walkin	SEA-LABUNAN-MY010	Within the Service Target	Adnan	Andi Nasta	4/12/2019 1:48:37 PM	Andi Nasta
INC00002077439	Future Hardware Network Printer	Low	Assigned	Mohd Faizal Hussein	SEA-SEMAMPAJ-MY010	Within the Service Target	Ismael	Mohd Shahrizan	4/12/2019 1:41:01 PM	Remedy Applicat
INC00002077430	Add Asset (C) Laptop	Low	Assigned	Almoud Nurul Hani	SEA-SERBA-SH0005	Within the Service Target	Haj Mohd Jil	Azmi	4/12/2019 1:30:21 PM	Remedy Applicat
INC00002077432	Add Access Connected Backup	Low	Assigned	Pua Sze Hui	SEA-PETALINGJAYA-MY010	Within the Service Target	Dewani	Din	4/12/2019 1:47:23 PM	Remedy Applicat
INC00002077435	Add Asset (C) Laptop	Low	Assigned	Rubi Lubau IT Walkin	SEA-LABUNAN-MY010	Within the Service Target	Chong	Vincent Simeon Chong	4/12/2019 1:43:29 PM	Remedy Applicat
INC00002077461	Add Asset (C) Laptop	Low	Assigned	Rubi Lubau IT Walkin	SEA-LABUNAN-MY010	Within the Service Target	Ajeng	Adnan Jaki	4/12/2019 1:42:37 PM	Remedy Applicat
INC00002077432	Add Asset (C) PC Refresh	Low	Assigned	Rubi Lubau IT Walkin	SEA-LABUNAN-MY010	Within the Service Target	Mogih	Prize	4/12/2019 1:39:58 PM	Remedy Applicat
INC00002077432	Change Asset (C) PC Refreshment	Low	Assigned	Rubi Lubau IT Walkin	SEA-LABUNAN-MY010	Within the Service Target	Mohd	Prize	4/12/2019 1:38:48 PM	Remedy Applicat
INC00002078118	Remove Asset (C) Laptop	Low	Assigned		SEA-SERBA-SH0005	Within the Service Target	Lu	Wai Han	4/12/2019 1:39:05 PM	Remedy Applicat
INC00002078178	Add Asset (C) PC Refreshment	Low	Assigned		SEA-LABUNAN-MY010	Within the Service Target	Abd Jalil	Adhmany	4/12/2019 11:25:30 PM	Remedy Applicat
INC00002078188	Add Hardware Mouse	Low	Assigned		SEA-SEMAMPAJ-MY010	Within the Service Target	Tuan Harizat	Tuan Mohd Faizal	4/12/2019 11:24:19 PM	Remedy Applicat
INC00002078282	Change Data Laptop	Low	Assigned	Aida Aman Rizza	SEA-SERBA-SH0005	Within the Service Target	Appandiana	Wan Hanan	4/12/2019 11:22:25 PM	Remedy Applicat
INC00002078435	Future Hardware Laptop	Low	Assigned		SEA-SERBA-SH0005	Within the Service Target	Kawakan	Michael Anthony	4/12/2019 11:21:18 PM	Remedy Applicat
INC00002078781	Add Asset (C) Laptop	Medium	Assigned	Nur Syafiq Sofya Zakaria	SEA-SEMAMPAJ-MY010	Within the Service Target	Appandiana	Yunah Naidu	4/12/2019 11:17:35 PM	Remedy Applicat
INC00002078787	Remove Asset (C) Laptop	Medium	Assigned	Nur Syafiq Sofya Zakaria	SEA-SEMAMPAJ-MY010	Within the Service Target	Appandiana	Yunah Naidu	4/12/2019 11:17:01 PM	Remedy Applicat
INC00002078846	Change Asset (C) PC Refresh	Low	Assigned		SEA-LABUNAN-MY010	Within the Service Target	Abd Jalil	Adhmany	4/12/2019 11:16:57 PM	Remedy Applicat
INC00002078846	WFOGTRUB Card Issue	Low	Assigned		SEA-PETALINGJAYA-MY010	Within the Service Target	Mohamad Yusoff	Alia Lizzal Nazim	4/12/2019 11:09:18 PM	Remedy Applicat
INC00002078857	Change Asset (C) Remedy T. Asset Management	Medium	Assigned	Nur Syafiq Sofya Zakaria	SEA-SEMAMPAJ-MY010	Appandiana		Yunah Naidu	4/12/2019 11:05:15 PM	Remedy Applicat
INC00002078943	Add Access Cb. Access Card	Medium	Assigned	Nur Syafiq Sofya Zakaria	SEA-SEMAMPAJ-MY010	Within the Service Target	Tan	Eshwad	4/12/2019 11:05:19 PM	Remedy Applicat
INC00002078942	Laptop key not working	Low	Assigned		SEA-PETALINGJAYA-MY010	Within the Service Target	Zaradzah	Hristianette	4/12/2019 11:04:12 PM	Remedy Applicat
INC00002078943	Nonresponsive laptop battery	Low	Assigned	Aida Aman Rizza	SEA-KUALALUMPUR-MY010	Within the Service Target	Luani	Weng	4/12/2019 11:04:02 PM	Remedy Applicat
INC00002078943	mp key to lock the laptop is missing	Low	Assigned		SEA-PETALINGJAYA-MY010	Within the Service Target	Zaradzah	Hristianette	4/12/2019 11:04:02 PM	Remedy Applicat
INC00002078943	Add Smart Card Photo	Medium	Assigned		SEA-SEMAMPAJ-MY010	Within the Service Target	Arman	Mohd Jemel Abdul	4/12/2019 11:03:37 PM	Remedy Applicat
INC00002078943	Future Connected GlobalProtect	Medium	Assigned	Nur Syafiq Sofya Zakaria	SEA-SEMAMPAJ-MY010	Within the Service Target	Ali Romah	Nur Hida	4/12/2019 11:03:37 PM	Remedy Applicat
INC00002078943	Change Asset (C) PC Refresh	Low	Assigned		SEA-LABUNAN-MY010	Within the Service Target	Huang	Francis	4/12/2019 11:03:37 PM	Remedy Applicat
INC00002078943	Add Asset (C) PC Refreshment	Low	Assigned		SEA-LABUNAN-MY010	Within the Service Target	Huang	Francis	4/12/2019 11:03:37 PM	Remedy Applicat
INC00002078943	Add Access temporary	Low	Assigned		SEA-SERBA-SH0005	Within the Service Target	Yuan	Muhammad Yusoff	4/12/2019 11:03:37 PM	Remedy Applicat
INC00002078943	Add Access (CAP) Directory Services	Medium	Assigned	Nur Syafiq Sofya Zakaria	SEA-SEMAMPAJ-MY010	Within the Service Target	Shabab	Mohamed Faizal	4/12/2019 11:03:37 PM	Remedy Applicat
INC00002078943	Network drive map	Low	Assigned		SEA-SERBA-SH0005	Within the Service Target	Samsulazhar	Chaudhri	4/12/2019 11:03:37 PM	Remedy Applicat
INC00002078943	Add Asset (C) Laptop	Low	Assigned		SEA-LABUNAN-MY010	Within the Service Target	Saiman	Abdul Qari	4/12/2019 11:03:37 PM	Remedy Applicat
INC00002078943	Change Asset (C) PC Refresh	Low	Assigned		SEA-LABUNAN-MY010	Within the Service Target	Huang	Francis	4/12/2019 11:03:37 PM	Remedy Applicat
INC00002078943	Add Asset (C) Laptop	Low	Assigned		SEA-LABUNAN-MY010	Within the Service Target	Ajani	Rudhrak Arachan	4/12/2019 11:03:37 PM	Remedy Applicat
INC00002078943	PC card activation - Libcan	Low	Assigned		SEA-LABUNAN-MY010	Within the Service Target	Libauw	Rubi	4/12/2019 11:03:37 PM	Remedy Applicat
INC00002078943	Activation Access Card	Low	Assigned		SEA-PETALINGJAYA-MY010	Within the Service Target	Mohd Jardi	Muhammad Faizal	4/12/2019 11:03:37 PM	Remedy Applicat

Figure 8: REMEDY System (Ticketing System)

Remedy or also known as a Global Ticketing Services is a platform to monitor any tickets submitted by users who face any IT related issues such as to request for facility access, mobile iron setup, and configuration, PC reimaging, PC hardware replacement, software troubleshooting, SiNET connectivity issues and other issues related to the IT. When the users face any problem or issues, normally the users will create the tickets, in which it can be created by walk-in, System Health Tool (SHT) or by Email. The IT tickets are first managed by the Global Service Desk and are assigned based on the users nearest current location. IT Onsite Support will escalate, open or resolves the tickets with proper documentation. Every incident that has been resolved, proper documentation of resolution will be provided to users. Thus, it is the trainee's responsibilities to

solve the issues submitted by the users as indicated in the tickets and close the tickets after settle. Tickets that were not resolved within its time limit which is 3 days will be flagged red.

3.1.1.2 Provide Access to User

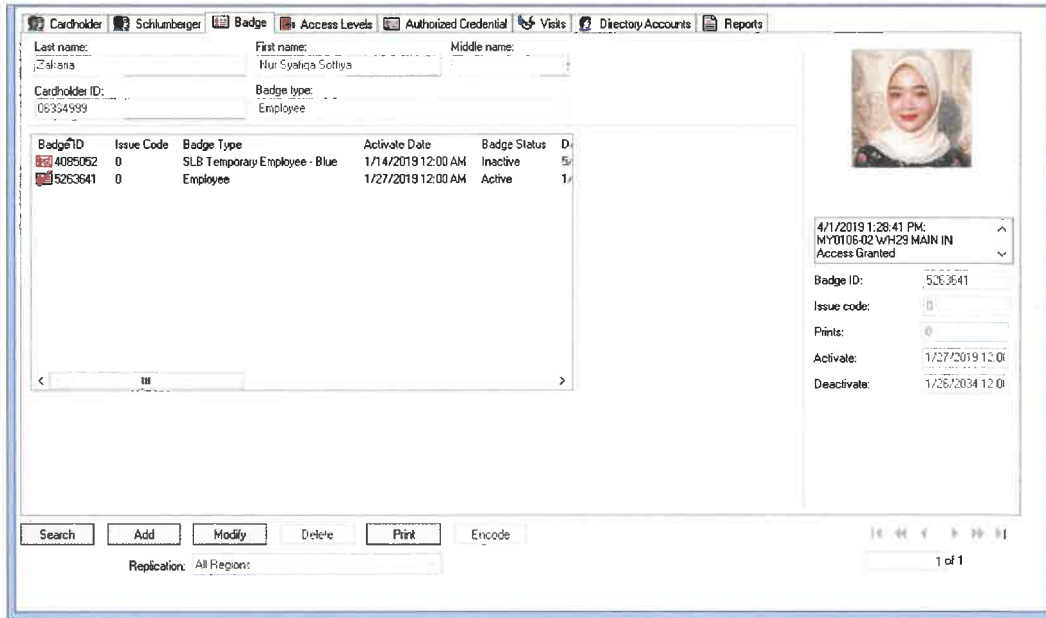


Figure 9: Alarm Monitoring System

Enterprise Physical Access Control System (ePACS) is an online alarm monitoring system for IT personnel to have the admin rights to grant access to doors and rooms around the Schlumberger facilities. With this system, the restricted areas are secured as only a few users have special access. Basically, there are three different cards for access, first is the Schlumberger corporate badge, this is the formal access card that employee must have, second is the temporary employee card which only granted access for an employee that just joined Schlumberger and green card which provided access only for contractors. However, there are two types of access levels which are general access, which provided for non-restricted areas and are granted to all Schlumberger employees, and special access in which access for a specific area such as server room, pressure test bay, coil tools, gun shop gate. However, this access only can be given to certain employees with permission by their manager.

3.1.1.3 Generate Report for Monitoring System

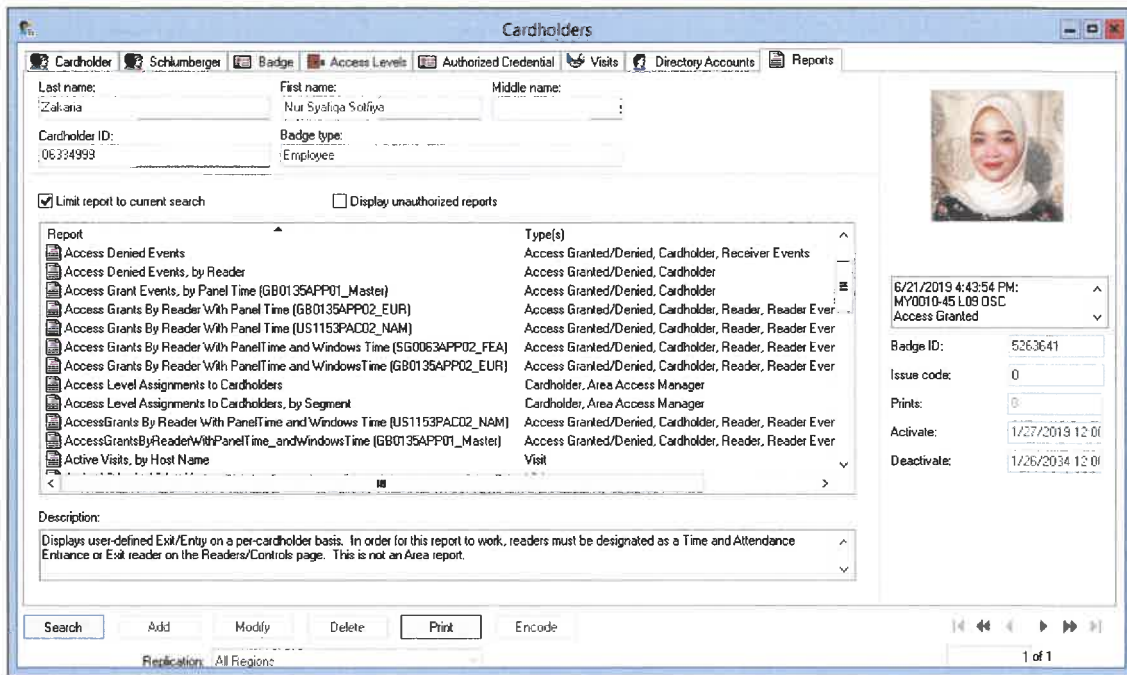


Figure 10: Report Generation through EPACS

Usually, IT Onsite received requests from the manager to generate a report for EPACS. The report can be generated based on different categories. However, this is fully confidential, and IT only received the requests only by the top management. Therefore, the trainee must ensure that the requests must first be submitted to the Global Service Desk to escalates the ticket to local IT in Kemaman. After the ticket has assigned then the trainee must generate the reports and request and send it into PDF format through email.

3.1.1.4 Configuration Mobile Iron

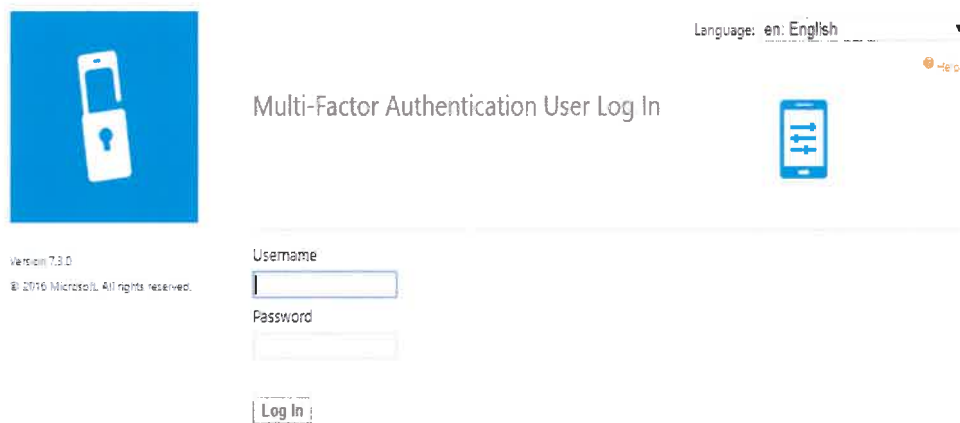


Figure 11: Mobile Devices Management

Schlumberger is using MobileIron as a Mobile Devices Management (MDM) software solution to manage and secure mobile devices. As part of the process to register the user's mobile device with Schlumberger, users will install the Mobile Iron software on each mobile device that users plan to use for business purposes. MobileIron provides a way for Schlumberger to wipe the device clean of all company information when a user leaves the company for any reason, or if the device is lost or stolen. MobileIron also monitors required security measures, like password length and complexity, to maintain proper data protection on your device. The trainee needs to help the users to configure mobile iron so that the users can access to all Schlumberger application using their phone. For this, the trainee needs to register the Multi-Factor Authentication and after that proceed to register the devices in mydevice.slb.com.



Use the buttons below to manage all your mobile devices registered with the enterprise.



Figure 12: Registered Mobile in SLB device

3.1.1.5 Register Asset in Remedy Asset Management (RAM)

The screenshot displays the Remedy Asset Management (RAM) interface. On the left, there is a navigation menu with options: 'Quick Links', 'Explore CI', 'Refered Services', 'View Broadcast', 'Functions', 'Advanced Functions', and 'Create Other Requests'. The main area is titled 'CI Name*' and shows the asset 'slb-615e562'. Below this, the 'CI Information' section contains various fields: 'CI ID*' (DELL_6F55562), 'Tag Number' (643397), 'Serial Number' (6F55562), 'Part Number', 'Supported' (Yes), and 'SSR ID'. To the right, there are dropdown menus for 'Company*' (Schlumberger), 'Primary Capability', 'Capability List', 'System Role', 'Status*' (Deployed), 'Status Reason', 'Impact', 'Urgency', 'Priority' (LOW), 'Users Affected', and 'Additional Information'. Below the form, there are tabs for 'General', 'Specifications', 'Work Info', 'Contracts', 'People', 'Relationships', 'Relationship Details', 'Financials', 'Outage', and 'Impacted Areas'. The 'People' tab is active, showing a table titled 'Current People, Organization, and Support Group relationships'. The table has columns: 'Full Name', 'Role', 'Type', 'Unavailability Ass...', 'Assignment Locked', 'Primary Contact', and 'Access Permitted'. The table is currently empty. At the bottom of the table, there are buttons for 'View', 'Add', and 'Remove'.

Figure 13: Remedy Asset Management

Remedy Asset Management is referred to as Asset Management modules in Remedy. It is a database system in which kept all the information and details related to Schlumberger assets. Each of the Schlumberger assets is assigned with a unique asset tag. Hence, the trainee needs to register new assets information in RAM, this is important because it can indicate which assets belong to who. The trainee needs to ensure all details need to keep up to date especially when users exchange their assets. Hence, the old laptop must be registered in the RAM as 'In Inventory'. The status of the assets must be carefully registered to avoid any upcoming problem.

3.1.1.6 Reporting in QUEST System

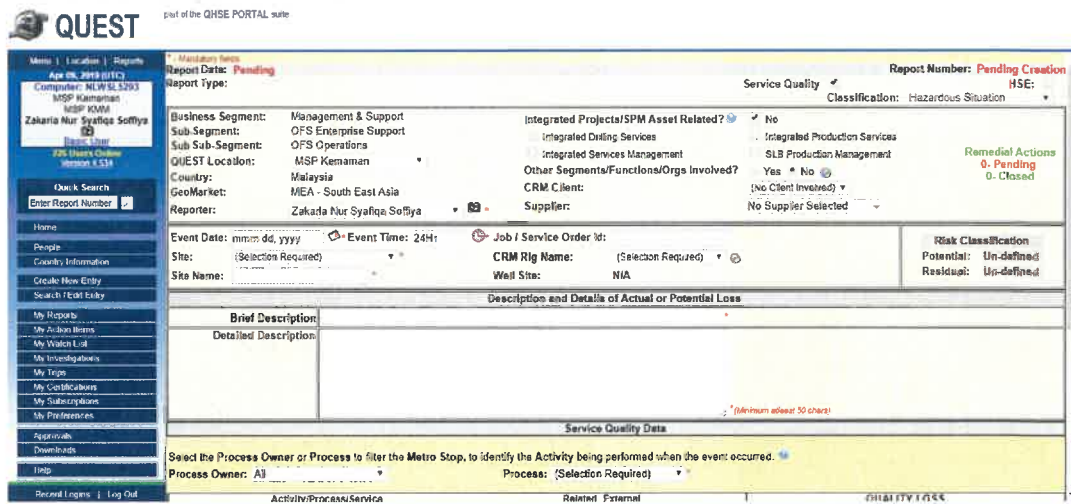


Figure 14: QUEST System

QUEST system is for HSE reporting and management book. Every one of the employees has different numbers of reports that should be submitted per months and year. Hence the employees need to submit the reports all in the QUEST to achieve the target. The reports can be any kind of reports, it may work on non-work related. Hence, just like the employees, the trainee also needs to submit the reports in QUEST needs to achieve the target every month. Therefore, the trainee needs to know on how to create a very professional report because one it was submitted, many HSE professional able to view it. Interestingly, the HSE always gave awards to the employee or trainee every month for the best reports and most reports submitted every month in Townhall Meeting.

3.1.1.7 Manage System Health Tool (SHT) in Schlumberger PC

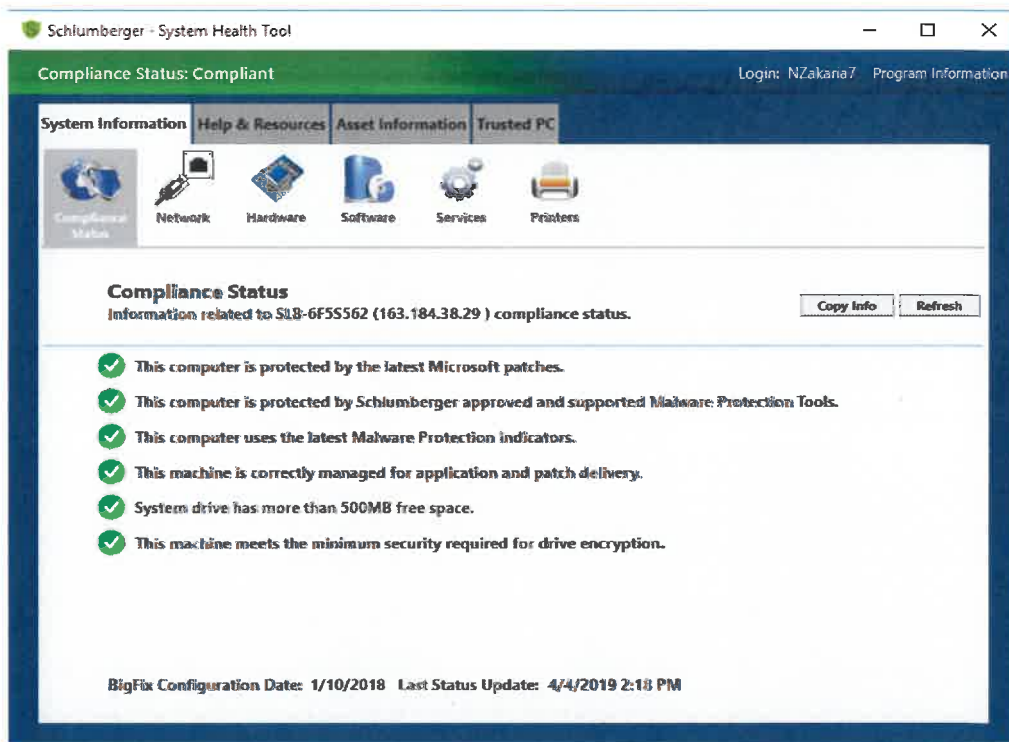


Figure 15: System Health Tool

Every of Schlumberger assets is being installed with System Health Tool (SHT), Schlumberger relies on every user to always keep Schlumberger's network and assets secure. The System Health Tool (SHT) help users to protect standard image PC. The green PC security status icon in every user desktop indicates that the system is properly patched and up to date with malware protection. However, if the icon turns yellow or red, the users normally come to local IT to fix. Hence, the trainee must refresh the tools to know the issues, normally the icon can be flag red because of the outdated malware protection, missing patches or the machine did not meet the security required. Thus, the trainee needs to help the user to do troubleshooting and ensure the SHT comes back green.

3.1.1.8 Update Asset Details

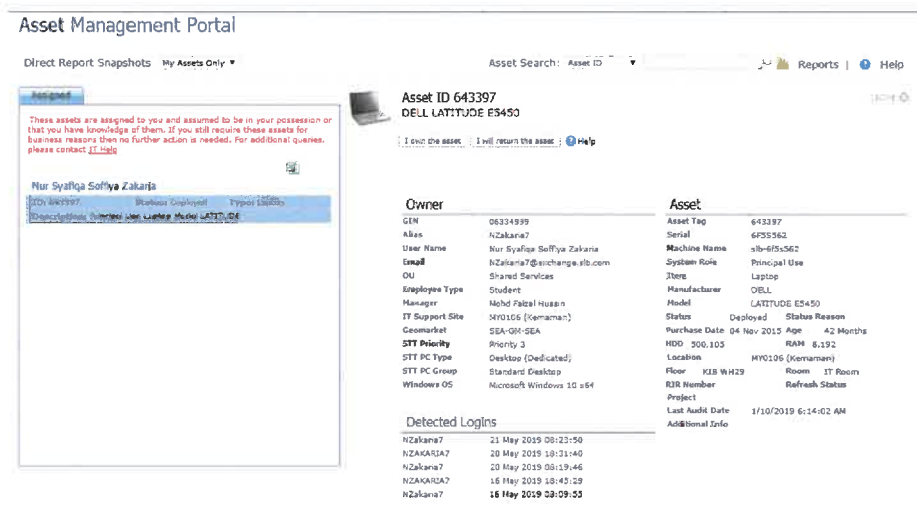


Figure 16: Asset Management Portal

3.1.1.9 Manage SLB Machine Password

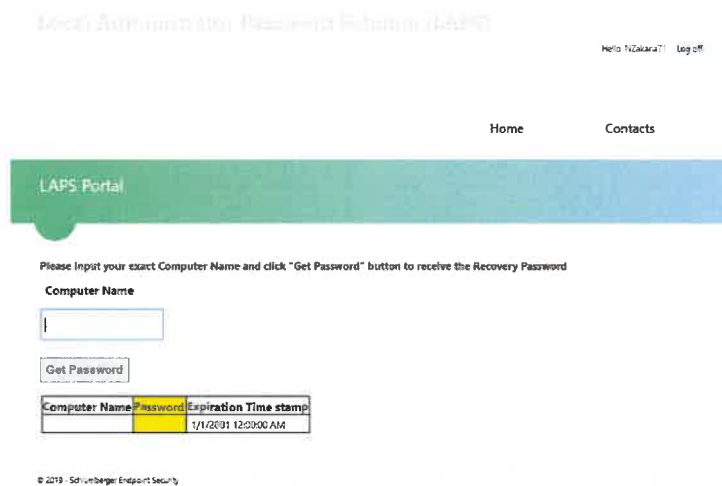


Figure 17: LAPS Portal

Every of the Schlumberger machine is being set with a password and the password will automatically change in every two days. This alternative is to keep the machine secure and cannot be easily hacked. Therefore, the trainee must always trace the password for each machine using the portal as above to get the password for every machine. It can be done by entering the unique computer name set to each machine.


3.1.2 Assist New Hire Employee

3.1.2.1 Activate Lightweight Directory Access Protocol (LDAP)

Nur Syafiqa Soffiya Zakaria

All All People Direct reports	Levels: 1 up and 2 down (1 level)	Text OrgChart Graphical OrgChart
-------------------------------------	--------------------------------------	-------------------------------------

Preferred name Nur Syafiqa Soffiya Zakaria
Common (full) Name(s) Nur Syafiqa Soffiya Zakaria
Nur Syafiqa Soffiya Zakaria 1034987
Telephone number +60 9 860 2628
Mobile phone number +60 19 907 9956
Job title IT Onsite Support Analyst
Email address NZakaria7@exchange.slb.com
Local time 14:59 on Apr 4 in Kemaman
Street address Warehouse 29,
Kemaman Supply Base
City Kemaman
Assigned Country MY
Organisation Oilfield
Organisational Unit Shared Services
Direct Manager Mohd Faizal Hussin
Home page (URL) CNP
Photograph



Alias (Unique username for email to @slb.com) NZakaria7
Employee GIN number 06334999

Figure 18: Corporate Directory

LDAP refers to unique identification given by Schlumberger Human Resource to every employee, trainee or contractor. Every person in Schlumberger must have unique LDAP. This LDAP will be used as their email and login credential in every Schlumberger application including email. This LDAP will available in Corporate Directory, this contains all the records and information about Schlumberger employees. However, for new coming users that just joined Schlumberger, after their LDAP is being created by the HR team, the users must come to local IT to activate the LDAP. This process includes the user to reset the password, take IT top 12 security, proceed with Questions and Answers, and lastly, they must edit their records including entering a latest mobile phone number. All of these must be assisted by IT Onsite Support. Only after the LDAP has successfully activated, then the users can access to all Schlumberger network.

3.1.2.2 Conduct IT Security 12 Presentation

However, for a user to take the Top 12 IT Security test, the trainee must firstly conduct the IT Security presentation to the users. For this, the trainee needs to set up the meeting room, prepare the presentation slide and get the PA system ready, and thus conducted the presentation to all new coming users. This presentation continues to be conducted whenever there is a new user joined Schlumberger. The presentation includes what the user can do and prohibited to do when the user uses a Schlumberger asset or network. Hence, it is important to keep them aware early in the first place before the user owns the asset.

3.1.2.3 Assist for IT Security Top 12 Test



Figure 19: IT Top 12 Test

After the presentation is done, then the trainee needs to help the new hire employee to take to the test. This test includes in QUEST, there so many tests that the employee must take within a specific time (depends on the segment). However, that can be done only after the employee completing all the LDAP, to get it complete, the employee needs to first take the IT security test. Before the user passes the test, the user cannot own the Schlumberger machine whether it is laptop or desktop. There is twelve total questions that should be answered during the time limit, and the users need to answer it all correctly to pass the test.

3.1.2.4 Update Record and Security Questions and Answer

Schlumberger Corporate Directory

Home Search Update Help Directory Admin Role Admin Group Admin

Define Security Questions & Answers

cn=Nur Syafiq Soffiya Zakaria 1034987,ou=student,o=sib,c=an

- You must have all five questions defined
- Answers are case-insensitive.
- Please note that all answers must be at least 4 characters long.
- The red cross next to the first answer box for each question will turn into a green tick when your answer
 - is 4 characters or greater
 - and only contains the characters [! "# \$ % & ' () * + , - . / 0 1 2 3 4 5 6 7 8 9 : ; < = > ? @ A B C D E F G H I J K L M N O P Q R S T U V W X Y Z [] ^ _ ` a b c d e f g h i j k l m n o p q r s t u v w x y z { } ~ and a space
- The red cross next to the confirmation box will turn into a green tick when your answers match correctly.

Question 1:
In what town or city did your parents meet? ▾
Answer 1: X
Confirm: X

Question 2:
What was the name of your first pet? ▾
Answer 2: X
Confirm: X

Question 3:
What was the name of your first school? ▾
Answer 3: X
Confirm: X

Please enter two questions of your own, followed by your answers. The following tips are recommended. All answers should be:

- Something personal - Do not use a publicly known question and answer, e.g. *What is the capital of France?*
- Do not use logical question and answer pairs, e.g. *What is the square root of 1764?*
- Easy to remember, even 5 or 10 years from now
- Not something easily found on social networking sites, your LDAP record, or your CNP.
- A simple one or two word answer.
- If the answer is a date, you may want to include a hint to remind you about the format that you used, e.g. *When did I purchase my first car (d-mmm-yy)?*

Figure 20: Security Q&A

After it all done, then the trainee needs to ensure that new hire updated latest records in the LDAP especially their product lines, emails, latest phone numbers and so on. This can be done by the employee itself however, this is just the process to complete the LDAP status. After done with the records the user needs to complete the security questions and answer. Only after this is done then the LDAP can be considered complete and the users may now connect to Schlumberger Intranet (SiNET).

3.1.3 Troubleshoot Connectivity

3.1.3.1 Troubleshoot SINet Connectivity

SINet is the name given to Schlumberger intranet. Once the users got the login credential, the users can connect to the SINet, however, there is a case when the users get disconnected to the SINet and get blocked from connecting to the SINet. This can be happening if the users may incidentally connect to any suspicious websites, hence the Schlumberger network team will block the users from accessing SINet for security reasons. Thus, the trainee needs to do troubleshooting and configure the reason for failures. After finding the issues, the trainee needs to fix the issues and ensure that the connectivity is good.

3.1.3.2 Troubleshoot GlobalProtect Connectivity

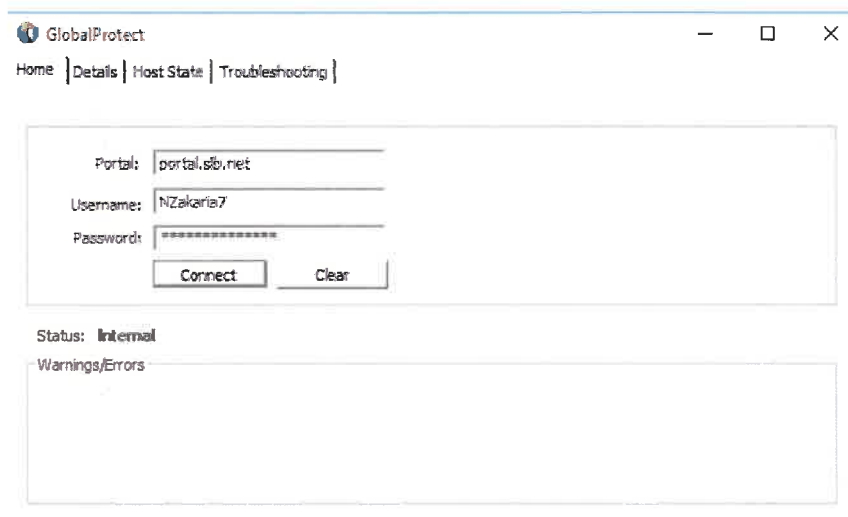


Figure 21: GlobalProtect Error

GlobalProtect is the user Virtual Private Network (VPN) method for connecting to SINet remote access. It is a secure platform to access the Schlumberger's internal resources over the internet. However, the GlobalProtect only works from SLB provided laptop and it requires SLB domain. Sometimes, the users failed to connect to the GlobalProtect especially when the users connected to home WiFi. Then, the trainee needs to fix the Global Protect related issues and ensure that it can be accessed again.

3.1.3.3 Troubleshoot OneDrive Connectivity

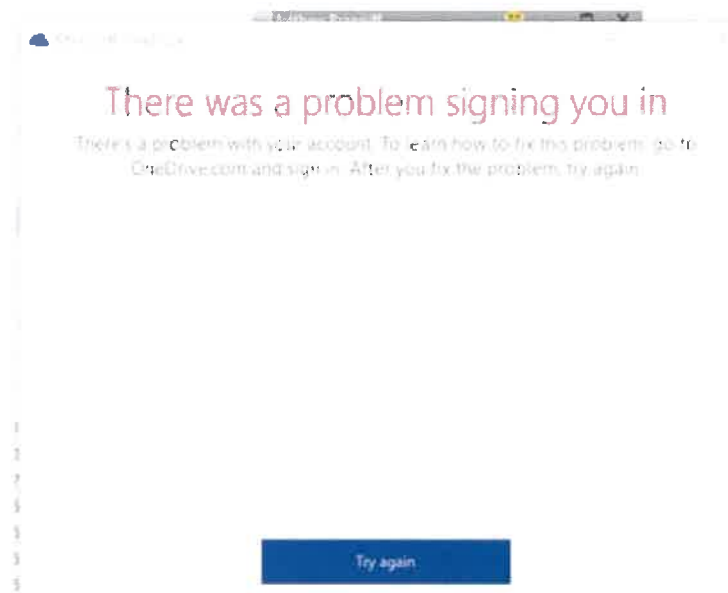


Figure 22: Error Connecting to OneDrive

As Schlumberger mainly using Office 365, then Microsoft OneDrive is one of the cloud storages used by the company provided to all employee. However, there are a few users who cannot connect to the Microsoft OneDrive in which the users failed to open documents stored in Microsoft OneDrive. Usually, the trainee troubleshoots the issue and found that the Firewall is blocking OneDrive. Then, the trainee must fix the issues hence ensure that the Microsoft OneDrive can be connected again. This is important for IT Onsite to ensure OneDrive is connected so it can automatically synchronize all user's data. So, it can reduce the potential of data when missing when it automatically stored in the cloud.

3.1.3.4 Troubleshoot Outlook Connectivity

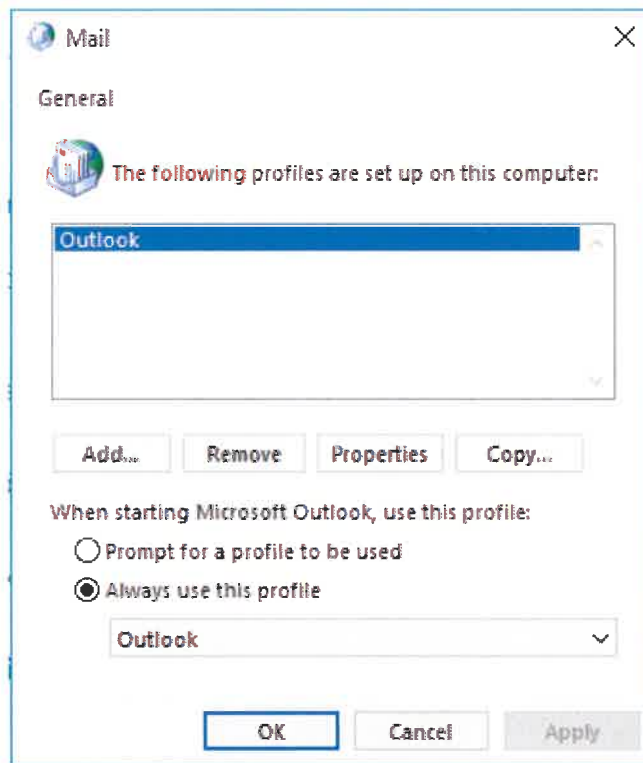


Figure 23: Outlook Recreate Profile

Usually, the users must connect to the Outlook Exchange Server to access all work emails. Occasionally, Outlook has problems connecting to the server and rendered useless when it failed to connect to the server. Then, for this reason, the users seek for IT help to look up the technical issues and troubleshoot the outlook connectivity. Hence, the trainee repairs the Mail office and add another outlook account for the users and proceed to restart the computer.

3.1.3.5 Troubleshoot Bluetooth Connectivity

Wireless mouse is one of the common hardware used by every employee in the company. However, sometimes the users failed to connect the Bluetooth with the wireless mouse and the option for connecting is went missing. The trainee troubleshoots the issue and re-enables the Bluetooth driver software in the Device Manager. After checking the status of the Bluetooth service is connecting, then the restarting the laptop. After that, it should be working fine.

3.1.3.6 Troubleshoot Network Printer Connectivity

Schlumberger used a centralized network printer that connects to all. Even the users are in different base however, the users still connecting to the same printer which is //my0108ors01. When the users had a problem to print directly from own PC or laptop, it can be because the network printer driver is not installed in the user's PC. Therefore, it is the trainee responsibility to install the driver and configure all the settings for the printer and make it available for the users to print directly from the PC.

3.1.4 Update Application

3.1.4.1 Update BIOS Version

There has been a problem identified on the Dell Latitude 5490 systems, that could cause the TPM chip to no longer be functioning. In certain cases, the only solution to get this fixed is to have the mainboard replaced by Dell, causing downtime to the user. Dell has confirmed the problem and published an urgent BIOS update that must be applied to prevent this issue. So that, the trainee must contact all the affected users to come to the local IT for BIOS Version. To get this done, the trainee needs to download the current BIOS version in the Dell support website and then proceed to install BIOS in each of the laptops and keep updating lists of the affected users.

3.1.4.2 Update Windows Version

As Microsoft stated that the support for Windows 7 ends by the end of this year, hence the trainee needs to contact all the affected users for migration to Windows 10. After the users came and send the machines, firstly before formatting to upgrade into Windows 7, the trainees must ensure that all the data stored in the PCs are fully backed up into Microsoft OneDrive. Only after all the data are safely secured in the cloud, hence the progress for reimaging to Windows 10 can be done. The whole migration process normally takes 3 – 4 hours depends on the size of the data stored in the PCs. After it all done, the trainee needs to add the user as an administrator, proceed to the first login to syncing data from cloud to local storage. After that, the process continues with connecting the machine to the network printer, skype and outlook and other settings necessary as well.

3.1.4.3 Update Repeated Asset Tag Number

There is an updated list of assets affected by the asset tag number repetition at Dell factory and many countries are included. Hence, the trainee needs to intercept and retag the asset tag number and replace with Schlumberger Asset Tag for Kemaman Base. There is some action requested for this issue which included Intercept affected assets, Remove Dell asset tag, Place Schlumberger Asset tag and the new tag number assigned must be updated in BIOS of PC by using SACT Utility and lastly the tag number needs to be filled in RAM.

3.1.4.4 Update Potentially Missing Asset

As Schlumberger is the oil and gas company, the users mostly go to the Offshore. Due for that reasons, most of the machine own by the users that go to Offshore are flagged with potentially missing asset due to not connected to the Schlumberger Intranet (SiNet) for a very long time. Then, the lists of machines flagged into the system as potentially missing asset keep increasing. The trainee must keep in touch with the affected users and ensure that the machine is connected to the SiNet to erase it from missing asset. This is important to ensure that an IT Analyst in Kemaman meets the KPI every month.

3.1.5 Fix Hardware Issue



Figure 24: Replacing hardware (HDD, CMOS battery)

Basic guidelines need to be followed before any PC troubleshooting occurs. There are few situations when a laptop or desktop need to be reimaged. The most common issue is when the ticket is raised due to poor performance and Windows failure. The escalated ticket will be handled by IT Onsite Support for reimaging purpose. Then, the asset is configured so that Schlumberger's policies and procedures are properly met. PC troubleshooting and PC-related incidents are daily routines for IT Onsite Analyst since all users in Schlumberger Warehouse 29 will directly escalate their problem to the Local IT Onsite.

3.1.5.1 Hard Disc Corrupted

Normally, most of the users are being assigned laptop by the local IT in each location. Usually, when the laptop has reached 40 to 50 months years old. The user can proceed to request to order a new laptop from the segment. However, the users need to get approval from the head of own product line and with approval from the IT Manager. However, when the machine is already old, most of the problems reported usually related to the screen went blank due to hard disk failure. Then, the trainee needs to try to resolve the issues. However, most of the time it cannot troubleshoot any longer. So, when the problem like this occurs, the trainee will raise ticket cc to the product line and IT manager that the user needs to proceed with the laptop replacement.

3.1.5.2 Keyboard Replacement

The broken keyboard can be considered as quite common issues reported by a local user. Hence, the trainee should be able to fix the keyboard issues. For this, the trainee needs to remove a broken keyboard and replace with a new one in the inventory.

3.1.5.3 RAM Installation

Most of the users submitted the IT tickets because the laptop is too slow. Then, upgrading the memory is the easiest way to make the machine snappier. Hence, the trainee learned on how to install the RAM correctly and most crucial part to know which type of RAM to be used and how much RAM needs to be added for a specific machine because some computers require very specific types of RAM to operate. Because it's fragile, putting the wrong type of card or RAM in a slot can

cause damage to the computer system and ruin the card. Applying the correct ways to install the RAM is compulsory for the trainee.

3.1.5.4 Server Maintenance

The server room is located in the IT room which is near to the IT personnel to do troubleshooting and maintenance for the server. There are few servers in the server room which are my0106, my0108, my0330 and so on. As Schlumberger is a big company, hence the server in a different location is being managed by the Enterprise Management Center (EMC) team in KL. The team control all server including in Kemaman Base. Therefore, the EMC team will firstly receive an alarm if there is some failure such server down in a certain location. Then, the EMC team will contact the local IT in a specific location to assist for checking. Hence, the trainee must check the power, cabling, and equipment of the physical server at the site and update the verification.

3.1.5.5 Network Switch Maintenance

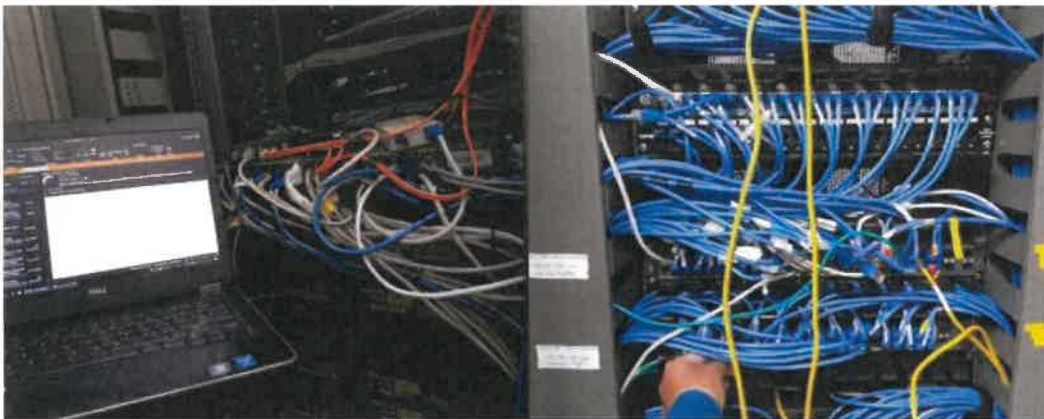


Figure 25: Network Switches

Local IT personnel will be notified by the EMC Team when there is network equipment outage on site. As an IT Onsite Analyst, the trainee is required to do any checkup and maintenance requested by the EMC Team. Any faulty of the network equipment such as fiber media converter, core switch needs to be replaced immediately to avoid any interruption on daily operations.

3.1.5.6 VSAT Deployment

Very Small Aperture Terminal (VSAT) is a satellite communications system that serves home and business users. The VSAT end user needs a box that interfaces between the user's computer and an outside antenna with a transceiver. The transceiver receives or sends a signal to a satellite transponder in the sky. The satellite sends and receives signals from an earth station computer that acts as a hub for the system. Each end user is interconnected with the hub station via the satellite in a star topology. For one end user to communicate with another, each transmission must first go to the hub station which retransmits it via the satellite to the other end user's VSAT. VSAT handles data, voice, and video signals.



Figure 26: VSAT Ready for Deployment

Therefore, IT personnel including the trainee need to work together with VSAT Engineer from Speed cast to set up and configure for offshore network and telecommunication access. The trainee was given a little exposure to the VSAT equipment and components. The knowledge is quite useful as VSAT is very important for offshore daily operations.

3.1.5.7 IP Phone Configuration



Figure 27: IP Phone to Configure

The trainee is taught on how to configure Cisco IP Phone by the local IT Onsite Specialist. First, the trainee must submit an email or escalated IT ticket to the Global Service Desk for the Cisco IP Phone registration. Then, the trainee needs to follow the step by step guide to prepare and configure the IP Phone before the extension number is registered. This can be a very simple yet tricky process as if the extension number is not being registered carefully, hence the configuration is considered failed and cannot be used.

3.1.6 Setup and Configure New Laptop

3.1.6.1 Trace Laptop New Order

After the users placed an order for a new laptop, then the order details will be submitted to Onsite IT. Then, the trainee needs to always trace the whereabouts of new ordered and communicate with the supervisor of each segment.

3.1.6.1 Windows Reimage

In Schlumberger, the employees can request for a new machine once the old reached to 60 months. Then, usually, after the employees placed an order to Dell, the machines firstly arrived in the IT room. Then the trainee needs to reimage the windows. Reimage is the process to uninstall all the installed software in the laptop and re-install with Schlumberger operating system. This process usually takes at least an hour per machine. Normally, the PC reimaging will be done when the new laptop arrived, when do PC troubleshooting, windows updated or on user request. There's always a case when the trainee does the troubleshooting, and the solution is only by reimaging the PC.

3.1.6.2 One Drive Configuration

After done with the installation, then the trainee must configure and set up the Microsoft OneDrive application and transfer all the data employee's data from the old machine to the new machines by connecting to Microsoft OneDrive. This process normally takes a very long time depending on the size of the data store in their machines.

3.1.6.3 Install Network Printer Driver

Schlumberger employee must connect to the network printer that is installed globally. To enable them to print directly by using the machines hence, the trainee needs to connect the machines to the printer. The network printer name was '\\my01080ors'.

3.1.6.4 Configuration Outlook, Skype and Other Settings

For the first time login into the PC, the trainee must configure some settings especially adds an account for the users. For instance, the trainee configures Microsoft Outlook, add account setting in Skype for Business and other settings related. This is a must during the first-time login process and considers incomplete if it not done properly. After this has been carefully setup then only after that the IT can give ownership of a new laptop for the users.

3.1.6.5 Manage Return Old Machine to Local IT

After the users got a new laptop, then the users must return the machine to the local IT. The trainee must first check the machine and ensure it is in good condition and remove the attached stickers and stuff on the laptop. After that, the trainee must place the machine in the inventory and decided which it belongs to, it is either in a good condition, waiting for disposal or missing parts. Not just that, the trainee must ensure that the accessories given to the users such as power adapter and cable lock are returned to the IT and put it back in the inventory.

3.1.6.6 Update in Remedy Asset Management

Changing the PC also means changing of all asset ownership details. The most crucial part that needs to ensure that the assets details must be updated into Remedy Asset Management (RAM). This is important to ensure that all details stored in the system are latest. If the users are currently changing the laptop, the trainee must update the asset tag (Schlumberger unique asset machine ID) in the system.

3.1.7 Design

3.1.7.1 Design SET Organization Chart and Official T-Shirt Design

As the courses provided by the faculty also related to designing, hence it gives advantage to the trainee to design the organization chart for the company. SET is a group of empowered, proactive people who work to improve the wellbeing of their colleagues and contribute to the continued success of the company. Every location or base are representing with the SET team. This team designed assist location line management in a cooperative effort to strengthen the HSE engagement of personnel and improve HSE performance. The SET is a group of personnel who value HSE, the well-being of their colleagues and the continued success of the company. The trainee has been chosen to be a Secretary for this team. Then, as to carry out the role the trainee had volunteered to use the designing skills to design the team official t-shirt design and for organization chart.

3.1.7.3 Poster and Banner Design

SET always organize a program, this included Health Nudges Campaign, Office Hazard Hunt, ActiveSEA Campaign and Free Market. Hence, every of the event needs for poster and banner. Therefore, as the trainee got the designing skills by using Adobe and other designing software, hence the trainee volunteered to design the poster, banner, and stuff related for the team for every event held.

3.1.8 Filing

3.1.8.1 Manual Filing

For IT segment, the files are all stored in the server, however, for any laptop or hardware purchase placed by the employee will all need approval from IT segment and the materials will arrive in the IT room. Usually, all the equipment purchase arrived with the invoice. Hence, the trainee must keep the invoice in the file. The trainee does the manual filing arrange it into chronological order and based on the type of material purchased. This is important for future references and perusal and keeps it in neat to ensure it can be retrieved when it is needed.

3.1.9 Conduct IT Presentation

3.1.9.1 Monthly IT Awareness Presentation

Monday	Tuesday	Wednesday	Thursday	Friday
1st April 2019 (Makm) Mobile Application Security Session 1 (11:00am KL Time, Duration: 30 mins) O365 MS Planner	2nd April 2019 (Sabri) Home Digital Security Session 1 (11:00am KL Time, Duration: 30 mins) O365 PowerApps & Flow	3rd April 2019 (Makm) Securing Your Computer (DO's and DON'Ts) Session 1 (11:00am KL Time, Duration: 30 mins) OneDrive O365	4th April 2019 (Sabri) 10 Tips To Secure Your Mobile Devices Session 1 (11:30am KL Time, Duration: 30 mins) O365 MS Teams	5th April 2019 (Makm) Going Beyond Passwords Session 1 (11:30am KL Time, Duration: 30 mins) O365 Power BI
8th April 2019 (Makm) Securing Your Computer (DO's and DON'Ts) Session 1 (11:00am KL Time, Duration: 30 mins) OneDrive O365 (shahid awwal)	9th April 2019 (Makm) Non-SLB Devices Connecting to SIEMT Session 1 (11:00am KL Time, Duration: 30 mins) O365 MS Planner	10th April 2019 (Y) Web Browser Security-Friends and Family Session 1 (11:00am KL Time, Duration: 30 mins) O365 OneNote	11th April 2019 (Muzammil) Acceptable Personal Use In SIEMT Session 1 (9:30am KL Time, Duration: 30 mins) O365 PowerApps & Flow	12th April 2019 (Dagwa) Phishing Risks and Tips Session 1 (10:30am KL Time, Duration: 30 mins) O365 MS Teams
15th April 2019 (Makm) Home Digital Security Session 1 (11:00am KL Time, Duration: 30 mins) O365 Yammer	16th April 2019 (Muzammil) 10 Tips To Secure Your Mobile Devices Session 1 (11:00am KL Time, Duration: 30 mins) O365 SharePoint Online	17th April 2019 (Muzammil) Laptop Security & Data Loss Session 1 (11:00am KL Time, Duration: 30 mins) O365 Power BI	18th April 2019 Data Security (Muzammil)	19th April 2019 (Muzammil) Web Browser Security-Friends and Family Session 1 (10:30am KL Time, Duration: 30 mins) OneDrive O365
22nd April 2019 (Y) Dangers of Using Peer-To-Peer Apps Session 1 (11:00am KL Time, Duration: 30 mins) O365 SharePoint Online	23rd April 2019 (shahid awwal) Mobile Application Security Session 1 (11:00am KL Time, Duration: 30 mins) O365 PowerApps & Flow	24th April 2019 (Muzammil) Data Security Session 1 (11:00am KL Time, Duration: 30 mins) O365 Power BI (chandran)	25th April 2019 Acceptable Personal Use In SIEMT (Gen) Session 1 (9:30am KL Time, Duration: 30 mins) O365 Sway (beqees)	26th April 2019 (Makm) Non-SLB Devices Connecting to SIEMT Session 1 (10:30am KL Time, Duration: 30 mins) O365 Stears
29th April 2019 (Muzammil) Phishing Risks and Tips Session 1 (11:00am KL Time, Duration: 30 mins) O365 SharePoint Online	30th April 2019 (Makm) Social Media Usage Session 1 (11:00am KL Time, Duration: 30 mins) O365 PowerApps & Flow			

Figure 28: IT Broadcast Schedule for April

During the internship journey with Schlumberger, the trainee majorly involves with presentation session. The trainee needs to present for a various event such as HSE Monthly Meeting which to talk in front of all employees and contractor in Kemaman Base, Use IT Sharing Session, Worldwide IT Broadcast Session and ShareIT Program which conduct only by using Skype. These are the training program initiative across Schlumberger whereby IT experts share their knowledge on a given topic with the larger IT community.

This training helps the user to learn IT tools, IT services, and IT products at their disposal and how to use them effectively as well as to know who the IT domain experts are and how to contact them. It is to ensure that all of Schlumberger employees know how to use all software especially Microsoft product with Office 365. This training also allows the IT community to share local initiatives or projects that have an impact elsewhere in the world. Hence, the IT team which is Marcella Guntubon is responsible to create a schedule for the team and assigned the topic for them to present. The topic must be IT related material that uses for presentation is approved ShareIT material.

3.1.10 Participate in IT Training

3.1.10.1 Completing IT Skype Training

Schlumberger is a company that really emphasized on the quality of the employee. Because of that reason, hence, Schlumberger provided so many training programs for the employee to increase the knowledge. In can be online or direct learning programs. However, as Schlumberger is a multinational company, most of the training programs held via Skype Meeting. Especially for the IT team. The IT head manager wants the team to be proactive and always be learning agility especially related to IT. This includes training such as Office 365 training, EPACS training, Remedy Asset Management training and so on. Therefore, the trainee must actively attend all the training conducted.

3.1.10.2 Completing Module in Degreed

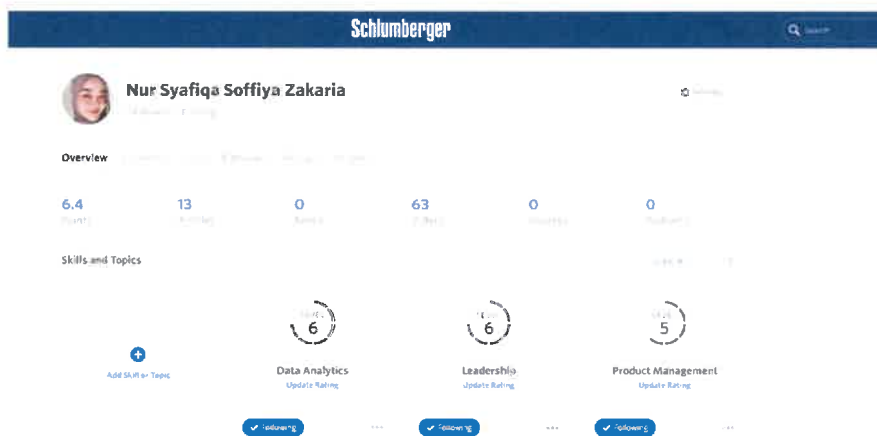


Figure 29: Degreed Pathway

Degreed is an education technology that is engaged in enabling and recognizing professional and lifelong learning and skills. The platform allows the users to learn, develop and measure individual skills from courses to videos to articles and more. Degreed empowers the employees to learn every day with powerful tools including a daily learning playlist, learning pathways, unified search, and sharing. The users can also follow people to see what others are learning and join groups to learn with and from colleagues around the world. As an IT trainee in Schlumberger, the trainee must complete the Degreed Pathway which consists 3 of three modules which are Basic – Digital

Mindset, Basic – Automation and Basic – Business Intelligence. This is compulsory for all IT team across South East Asia (SEA) to get exposure to the digital transformation as Schlumberger moving to that. Therefore, the module not just limited to that, the users can always search for any materials to add on skills with.

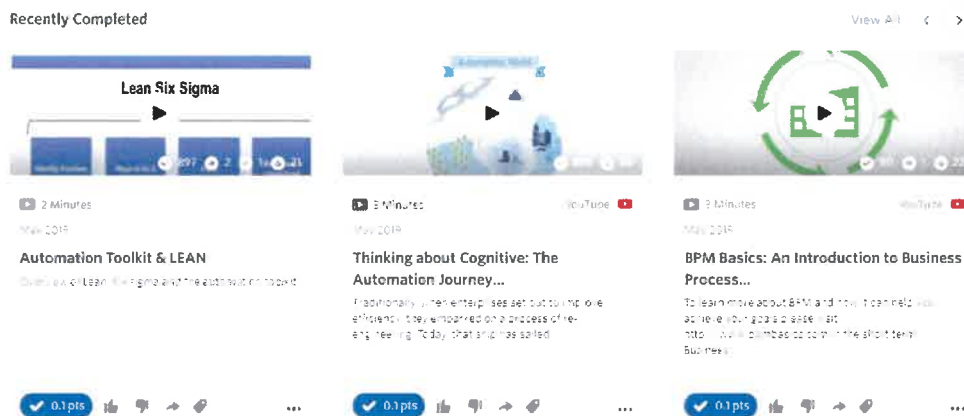


Figure 30: Completed Module in Degreed

3.1.10.3 Completing Quiz Session

Schlumberger IT team always provide an initiative for the employees to always improve themselves by providing many pieces of training in IT related topic. This is included with all the trainee in the IT segment. After the team has completed all the Skype Training and Degreed, the team and the trainee must complete the quiz and tests posted as soon as they completed the module.

Team	Group/PLI	Attended the Kick off Call (1)	Survey Complete	Joined Degreed Group	Started Degreed	Completed Pathway (all 3)	Completed Quiz (>70% green)
Not Manda Nur Syafiq	IT	Yes	Yes	Yes	Yes	Yes	Yes Session 1
No Tinesh Rao		Yes	Yes	Yes	Yes	Yes	Try Harder :)
No Fateh Jaifani		Yes	Yes	Yes	Yes	Yes	Try Harder :)
No Pua Sze Kiat		Yes	Yes	Yes	Yes	Yes	Try Harder :)
Not Manda Marina Allahyar	IT	Yes		Pending invite			
No Kamlesh Bhatia		Yes	Yes	Yes	Yes	Yes	Yes Session 2
No Md Rashid Samad		Yes		Yes	Yes		
No Mahesh Sukale	IT	Yes	Yes	Yes	Yes	Yes	Try Harder :)
No Akshay Patil	IT	Yes	Yes	Yes	Yes	Yes	Almost There!
No Shubhan Shrivastava	IT	Yes	Yes	Yes	Yes	Yes	Try Harder :)
No Gourav Singh Shekhawat	IT	Yes		Pending Invite			
No Ranjithkumar Rajangam	IT	Yes		Pending Invite			
No Ranjith Panchat				Yes			
No Onkar		Yes		Yes	Yes		Try Harder :)

Figure 31: Completed Degreed Pathway

3.1.11 Assembling Audiovisual Equipment for Meetings

3.1.11.1 Setup for Conference Call, Webcast, Meetings and else

The trainee is responsible for setup for all equipment needed for every meeting, conference call, webcast and others that held in Kemaman base. This included to set up the PA system, sound system and projector and so on to ensure that it all in good condition. The trainee must test all the equipment properly before the actual events got started. No matter what events are held and which meeting room that the users use, the trainee has to set up all equipment needed to ensure that the event will run smoothly. In addition,

3.1.12 System Development

The trainee also involved in system development tasks in which majorly used Office 365 features which are PowerApps, SharePoint, MS Flow, Power BI as well as connecting to individual Office 365 profiles, for example, Outlook, Calendar, Microsoft OneDrive. As Schlumberger is currently moving to a digital platform, hence the IT team across all location takes an alternative to moving all the manual work into a digital platform which majorly develops with PowerApps. Therefore, the Onsite IT in each base (whether in Kemaman, KL, Labuan, Bandar Utama and etc) are currently accepting any request from the segment for digital transformation. Hence, the IT team are accepting any of the project requested from the product line, the trainee in each location is responsible to work the request into action. Below are some of the brief explanation about the system development in which the trainee involved. The detail information regarding this project can be found in the next section (3.2 Special Project).

3.1.12.1 New System Development: Wireline Interactive Explosives Inventory

The main purpose of this app is to display the real-time amount of explosives in the inventory in certain geo-market. The application can allow the person to easily check the status of explosives for quick decision making and to reduce the problem with unavailable material of the rig job, thus ensure that the explosives are available when it is needed. This application is to replace all the manual process such as filling a paper form and excel file and interpret into an interactive application. This application is still in the development process and expected to be delivered by July 2019.

3.1.12.2 New System Development: Short Term International Assignments (STIA)

STIA is an app that easily manages the employees who's got assigned to the other country/place. STIA manage requests of individual and easy to keep track of an individual range to be pay for a specific time the employee was sent for another assignment in another country. STIA replaced the current manual process and eliminate the problem in managing the account payable for each of individual employee especially currently the individual must claim manually. With the development of STIA, it allows for the systematic process as every process manages in one application.

3.1.12.3 New System Development: Grade - 11 (G11)

Grade 11 or G11 is an application that manages all candidates who are in Grade 11. G11 is a replication app to individual evaluation for all the grade 11 candidates. For this, the candidates must have a specific interview and presentation schedule to increase each individual score. This app can trace the overall score of the individual in every product line. The candidates can see the upcoming calendar for the interview, and after the interview session, the candidate must follow the existing presentation schedule, after it all complete, the overall score can be seen. After the score reached to 100%, then the name of the candidate no longer valid for evaluation and considered completed.

3.1.12.4 New System Development: Interactive SEA Scorecard

The scorecard is a simple app for South East Asia (SEA) score entry. This app is published in across SEA within the team a set leading behaviors and action that is translated to this app. Scorecard app is a simple tracking system that will allow a collaboration team to keep track of each their scoring. Hence, it allows for healthy competition between leaders that the leaders can identify if the leaders currently winning or losing the game. Therefore, this app is to create an environment of collaboration, team accountability in simple, attractive yet simple, attractive and addicting in healthy competition.

3.1.12.5 New System Development: Integrated Ready Box Inventory

On the other hand, this app is to create more transparent information about the items in the ready box and the readiness of the ready box. Nowadays, the engineers from offshore will demand a ready box and the Job Delivery Leader (JDL) needs to communicate with the ready box guy to check the ready box which wastes a lot of time. This project will enable the whole OBS Wireline team to have a clear view of the items and how many ready boxes are RTG (Ready To Go). This project is still in queuing and the trainee will start working on it by the end of June.

3.2 Special Project

3.2.1 Wireline Interactive Explosives Inventory – Wireline IEIS

Wireline IEIS is a tracking system which mainly displays the real-time amount of explosives in inventory in each of the geo-market, country and location. This app automatically deducted the amount of the explosives in the inventory after a new request for explosives utilization was submitted. The app removed the current manual process and cut most of the time taken for communicating. This project will test the ability of Job Delivery Leader (JDL) and Safety Explosives Officer (SEO) efficiency to utilize data transparency of explosives inventory in every geo-market and save time taken for job pre-planning and avoid the sudden realization of explosives in demand. The details for the project such as project proposal, entity-relational diagram (ERD), flowchart and storyboard are attached in the appendices in appendix A, B, C and D start from page 60.

This project constructs majorly by using Office 365 features which are PowerApps, Power BI and SharePoint. The development of the project is by applying the System Development Life Cycle (SDLC) applied during in lectures hall lesson. This project is still in the development process and expected to be published in early August. The trainee has been extended until August to work on a few projects requested. The duration of this project is about four months, starting from 30 May 2019 an expected to be completed on 20 July 2019 and to be published in all geo-market area in August 2019.

This project was requested by the Wireline segment. After having a discussion with the team, this project was fully assigned to the trainee. Therefore, the trainee participated in planning, analysis, design, implementation and maintenance part. For the planning stage, as this project is quite huge can cover all geo-market area, the planning part considers the crucial part as the trainee must plan the duration and tasks for the overall development process, especially when the trainee only works alone for the project. The trainee must plan accordingly to make sure the project will be fully completed according to a specific time. Hence, the trainee constructs the Gantt Chart to ensure every task are being managed.

For the analysis stage, the trainee communicates with the representative from the Wireline segment to know the requirement for the project. All information & resources are being studied and identified. The objectives, functionality, and design of the project were being discussed truly to ensure that all the requirement is met. As the trainee is in a different segment, the trainee must communicate well with the segment and understand the business needs and the current process. After it's done, in the design stage, the trainee begins to construct the flowchart of the project by using Microsoft Visio, draw Entity Relational Diagram (ERD), and the storyboard, and the data dictionary was designed as per requested. Move to the implementation stage, all the requirement has been translated into action, the trainee working with the functionality, logic, programming, and constructing the back -end (database) and designing the user interface. As the project is still in the development, the process is up until the implementation phase only.



Figure 32: Wireline IEIS Main Page

More of the design of interface can be found in Appendix E which is on page 64 to 65.

3.2.2 Short Term International Assignment (STIA)



Figure 33: STIA Modules

As mentioned above, STIA is an app that easily manages the employees who's got assigned to the other country/place. Below are some of the modules for the STIA app. The main function of the app is to manage each individual request for payment after a certain employee is being assigned to another country for specific tasks. This is because the payment of a certain assignment is being calculated differently from one and another. Therefore, this app will make it easier to always keep track of individual requests and the payment can be made directly to the employee.

As the development of this application applied by using the SCRUM methodology, the trainee involved with the team that consists of three members which are the IT Onsite in Rohas base, a contractor, and the trainee itself. This project has started on 4 April 2019 and the trainee only majorly involved in implementation stage where the trainee only works for the back end of the

project. While the other team was working on the logic and functionality and user interface. The database constructed by the trainee attached in appendix

This is the first project that the trainee involved with, and the trainee had zero experience in using any of the application needed for the project, hence the trainee was being informed earlier to be work for the back-end of the app. For starting, the trainee has studied all the reading material provided and reviewing the past project from the team. For the back-end, Schlumberger used the SharePoint as the database for any data submitted for the project. Therefore, the trainee firstly constructs all the SharePoint lists. This required the trainee to always communicate with the team which to avoid any problems.

3.2.3 Grade 11 (G11)



Candidates



Figure 34: Grade 11 Main Page

Great-11 is a replication app from the other geo-market, hence, the Rohas development team replicates the app from Europe (EUR) to be used for South East Asia (SEA). As for this project, the trainee was majorly involved with only designing the front-end or user interface of the app. This app already being published and used by the Grade 11 candidates across in South East Asia (SEA) for the evaluation process. The designing process only takes a month to be completed. The trainee adds on designing using Adobe Photoshop, Canva, and Snapseed. Apart from that, the trainee responsible for creating the official video to introduce the app.

3.2.4 Interactive SEA Scorecard

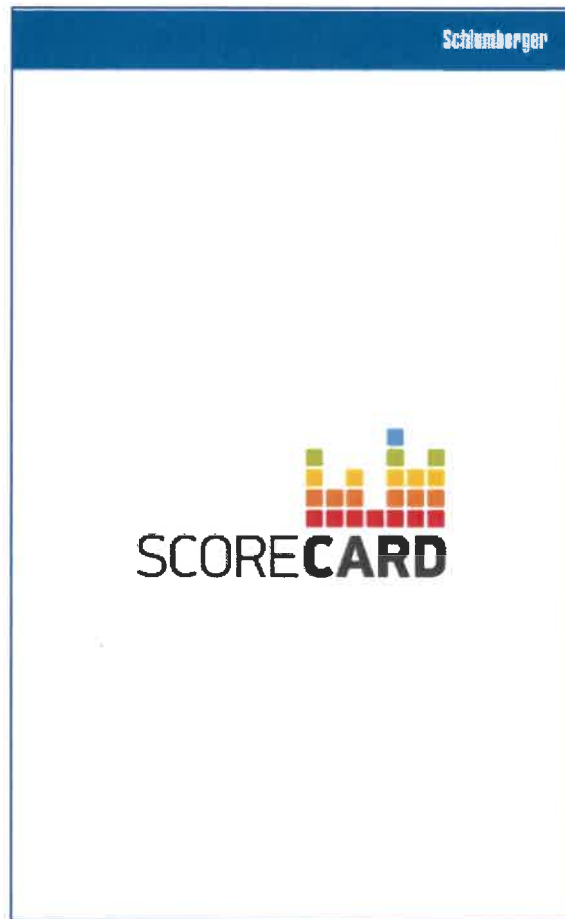


Figure 35: Scorecard Main Page

Interactive SEA Scorecard is an app requested by Operation Service Manager in KL base, which is Shok Han Phuah. This app was already published across SEA and used only by the top leaders. This app includes many actions that need to be completed by each of the leaders. In concise, the leaders must complete a certain action, and after the action has marked completed then the score is increased. With the app, the leaders can see other's current score. Hence, the objective of the app is to allow for each top leader in Schlumberger for competitive advantage and lead the leaders to keep improving themselves.

For this project, the trainee also involved with the team in KL base which in Rohas and in Bandar Utama. The trainee also was responsible to work for the back end of the app. However, for the logic, programming and front-end of the apps were handled by the IT Onsite in Rohas and a Data Analyst in Bandar Utama. This project also being used in the PowerApps Hackathon Competition. The important part is to ensure that the database is strong enough to be used for a long time. Therefore, all the relationships and tables need to construct correctly. The more details for the database can be found in appendix G.

The screenshot shows a SharePoint list interface for 'Scorecard V2'. The table contains the following data:

Name	Type	Count	Date
Style Library	Document Library	0	6/19/2019 2:36 AM
Action Details	List	8	6/17/2019 7:06 PM
Add Leaders	List	19	6/22/2019 1:19 AM
Career Progression Action	List	0	6/17/2019 7:19 PM
Compliance Review	List	0	6/17/2019 8:16 PM
Contract Performance Assessment	List	0	6/17/2019 8:22 PM
Integrity Session	List	0	6/17/2019 8:16 PM
Leader Goals List	List	0	6/19/2019 11:40 PM
Mentor Mentee	List	0	6/17/2019 7:14 PM
Opportunity Account Review	List	0	6/17/2019 8:19 PM
P&L Review	List	10	6/17/2019 8:02 PM
Promotion & Development Review	List	2	6/19/2019 6:59 AM
Site Pages	Page Library	1	6/19/2019 2:36 AM

Figure 36: Scorecard Database

3.2.5 Integrated Ready Box Inventory

Integrated ready box inventory is the second individual project assigned by the IT manager to the trainee. This project will be starting to be developed on 1st August 2019. As for the beginning, the trainee already involves the planning and analysis part whereby all of information, resources and project requirement was being gathered. The details for the project description can be found in the appendix J.

3.3 Multimedia Application - App Promotional Video

The trainee also involved with the development of the official videos to introduce the new mobile apps for Schlumberger. This is included the SEA Interactive Scorecard, Grade 11 as well as Short Term International Assignment (STIA). The trainee majorly used PowToon to create animations videos and additional editing with Adobe Premium Pro. For viewing these three videos, it can be found in the folder 'Special Project Videos' in CD attached with this report. These videos created to promote the new apps developed by the IT team to entire geo-market.

3.4 Asset Disposal Project



Figure 37: Asset to be Junk

Asset disposal is an important procedure as any of the Schlumberger private and confidential data might be compromised if asset disposal is not done properly. Schlumberger assets such as laptops, desktops, monitors, computer peripherals, core switch, hard disks, printers, DVD, IP Phone need to follow Schlumberger asset disposal standard from A to Z. Hard disk needs to be drilled using the 3 Pass Wipe method to prevent any confidential data theft. Therefore, the trainee mainly involved with the disposal project and must ensure that the entire process was being done correctly. Any laptop, desktop, core switch and IP Phone are labeled with the asset tag. So, the trainee must update the assets tag accordingly in the Remedy Asset Management System and the QUEST number need to be included to ensure asset disposal is successful.

CHAPTER 4

CONCLUSION

4.1 Application of Knowledge, Skills, and Experience

The trainee had applied the knowledge and skills learned from System Analysis and Design I and II subject to develop apps requested by the product line as a special project. The System Development Life Cycle (SDLC) methodology learned in the lecture halls applied has beneficial the trainee to develop apps in the right way. The trainee feels fortunate because already had experience in developing a system under subject Advanced Web Design and Content Management (IMS 607) and under subject System Analysis I and II (IMS 606 and IMS 655). With the experience, the trainee can easily manage all tasks given. A lesson learned from subject Information System Project Management (IMS 654) has enhanced the trainee project management skills especially when the trainee involved with the development of an app. Coping through a short period of time for the project and to focus on the daily work schedule is not an easy task. However, with the knowledge applied, the trainee managed to divide the tasks accordingly.

As an IT Onsite Support, many of the tasks assigned are related to the core function of IT. This includes solving tickets relating to hardware, software, troubleshooting network and so on. The trainee had applied the knowledge gained during the lesson in lecture halls to solve many of the problems with the hardware or connectivity as taught in the halls. The trainee as well had explored independently furthermore on new skills with Office 365 features, especially on PowerApps, SharePoint, MS Flow, and Power BI by referring to other sources such as Degreed.com, YouTube, Yammer, as well as Microsoft Forum. The company provides many beneficial pieces of training for the trainee to adhere to the knowledge and added new skills. The training includes live orientation training, IT Use Training, IT Broadcast, Global Webcast and so on. Additionally, not just in IT related, also HSE related and others. The trainee is aware that the safety must always be put as number one during working, a part of performing well every day.

Not just that, the skills gained by the trainee in the lectures hall in designing also has benefited the trainee to implement the skills in designing for the company. The knowledge learned in lecture halls regarding Adobe Photoshop, InDesign, Illustrator are useful for the trainee to create videos, poster, and banner design and for the company official SET t-shirt.

The experience participating with the clubs and society in UiTM Kelantan had desired the trainee to be part of Schlumberger club in which, Schlumberger Empowerment Team (SET). The SET team is a group of empowered, proactive people whose work to improve the wellbeing of the colleagues and contribute success to the company. Additionally, the trainee was assigned as 'Secretary' represent this team. The experience gathered from handling events and programs (including user training) during studies in Faculty of Information Management, UiTM Kelantan also had benefited the trainee to communicate with the staff and to handle an event that SET held in and outside the organization. The trainee realized that those experience were precious because it can help the trainee to handle the events effectively as already being exposed with that during studies.

4.2 Personal Thoughts and Opinion

Industrial Training is a very good opportunity for the trainee to implement what have learned into practical usage. Working under the actual environment really test what the trainee is capable of. Getting the first-hand exposure in the IT department as IT Onsite Support Analyst was in this big name of oil and gas company, the trainee feels quite challenging in the beginning and feels different from what the trainee has been taught in the lecture halls. However, with the strong support, guidance, and training given by the company, also with the supportive environment and helpful staffs, the trainee managed to develop self in terms of practical skills and knowledge. The trainee acquired several vital IT skills, as well as soft skills which could further be used in future studies and career. The best part of to be with the company is because of the great hospitality, supportive people and the environment because Schlumberger stands as one. Even the supervisor, the top management, the staffs and the colleagues are so friendly and very easy to deal with. All are helpful in providing as much information that the trainee needed for the special project and other knowledge.

The trainee realized that even working with a team, it is crucial to be independent, brave and develop own self-learning. There was a time when the supervisor is on leave, then the trainee needs to assist the user alone, facing the new ticket and problems submitted as the trainee do not have quick contact to refer to, hence the trainee learned to be quick-minded, calm, and think rationally hence a problem solver. The tickets submitted by the users must be closed in three days before it turns to be red. As there are only two IT Onsite in Kemaman, hence, it is quite challenging as the trainee needs to communicate with the users as fast possible to solve the issues. Therefore, the trainee able to handle the situations better and always calm and panic to handle unexpected incidents. The trainee also thinks that knowledge and skills provided by faculty are necessary and useful especially in handling events and project management for project development. The experience in organizing events during the such as user training are useful in guiding the trainee to manage the schedule and organizing tasks for an event. As the trainee also involves with Schlumberger Empowerment Team (SET), so the trainee can perform tasks accordingly based on the events.

The trainee realized that Schlumberger (M) Sdn Bhd is a very professional company and besides of the nature of work, the company allows the individual to grow whether the employee, contractor or trainee in every segment. This is because the company provided so many training and broadcast session. For instance, for an IT segment, the training conducted almost every month regarding various topic. Due for this reason, the trainee gets a lot of exposure not just limited to the IT segment, also in various product lines.

4.3 Lesson Learnt

Schlumberger is a multinational company and working with so many people from different background and countries really boosted the trainee self-confidence. Most of the time the trainee must communicate in English especially when handling with a foreign employee that mostly have a different accent which is difficult to understand. As an IT Onsite Support, the trainee needs to be both good speaker and listener, as the trainee need to communicate well with the users to know what is the problem that the user is facing. The trainee has improved in communication skills, not just because working with different people from different countries, but because the company seek the trainee to get involved with so many talks as a speaker such as to conduct the IT awareness during Townhall meeting, to conduct the Use IT Session worldwide broadcast, and to present progress to the IT leader every month.

This also provides an opportunity for the intern in analyzing potential IT solutions to help the organization. This includes involving many apps' development project for digital solutions. With these involvements also, the trainee got the opportunity to interact and cooperate with different product lines to further understand for the problems, and business requirements. Because in providing a solution to product lines, the trainee must understand the problems. Hence, good communication and interaction are needed. Thus, this can broaden the trainee perspective in thinking. This also provides an opportunity to further and extend many technical skills and knowledge in learning new technology, especially in PowerApps and SharePoint.

The trainee also learned how to commit with time, multiple tasks and developed critical thinking and problem-solving skills are put in test in everyday work tasks as problems that arise need to be solved immediately and efficiently. As being with oil and gas company, every second count as money, hence any delay in operations within the company will result in a great loss that will produce the undesirable result, punctuality, and discipline widely grown within the trainee. So, the trainee has learned to be more discipline, work under pressure to respond to any unexpected events and challenges that could possibly occur at any time. The trainee must be proactive and be multitasking especially when the trainee must complete the project and assist user at the same time. The trainee must be proactive especially when dealing with stakeholder to deliver the project. The

trainee realized that it is different when in a working environment compared to when at the university.

Moreover, the trainee also exposed to the 'Buddy System' technique and realizing the most important part is to work with a team to achieve a common goal. Teamwork is essential in corporate organizations for better output and better bonding among employees. When the workload is shared, and the individuals feel motivated when completing the tasks especially when the trainee got too busy with the projects as to meet the deadline from the product line, the other teams working out to handle the tickets submitted by the users.

Furthermore, the trainee also gains lesson in complying with QHSE standards of the company in providing a safe working environment. The trainee has learned a lot about the importance to comply with the HSE standards that the company has implemented. Schlumberger is a company that is very strict to the HSE standards because it ensures that the employees will always be safe in every job condition. Schlumberger always pays high attention for all the employees whether while working, at home or while traveling, and abiding with the Schlumberger HSE policy is a must. With this all valuable knowledge, the trainee is completely a different person compared to seven months ago before joining for the internship program.

4.4 Limitations and Recommendations

As the trainee was placed in Kemaman base, the source of information to complete the project is quite limited compared with the other base. It is because more of the expertise in using Office 365 are in Bandar Utama and Rohas, it is always hard when the trainee needs some hands during the system development. The trainee must travel to Kuala Lumpur just to keep in touch with the expertise. Although, the communication can still be using Skype for Business, however, there's always a barrier to get the information at the time when it is needed. Therefore, it can be considered as a limitation for the trainee to complete the system development tasks because the source of information really limited, plus with the time set to complete the tasks. Therefore, the trainee would like to suggest that the organization may if the source of information is should be available in every base to make it easy for the trainee if any of the inquiries during the development process.

Not just that, the communication barrier also one of the limitations faced by the trainee during the development process. For example, when working for the project dealing with users in product lines in Rohas, the trainee felt the pressure to keep in touch with the users, as the users are mostly from the top management, the schedule is really packed and the Skype meeting always got postponed all time. Not just that, the limitations also with the provision of the data when the product lines do not provide the latest data for the inventory when the trainee needs it. So, it hard to track the real-time amount of explosives. For the recommendation, the trainee suggests that the product lines must move from the excel format to SharePoint especially for a project requested develop by using PowerApps. This reason delays the time for the development process, hence, the trainee realizes that it is important to always gather data effectively, and always get a latest, accurate and reliable data for the development process.

For faculty's recommendation, the trainee would also like to recommend that faculty may improve the courses by providing more hands-on courses so that the future students who will undergo practical training will be well-equipped will hands-on skills rather than only theories learned in classes. For example, if the trainee was given a role for IT, of course, the basic of the tasks is to serve user related to hardware or troubleshooting failure. Other than just providing only the theories, the faculty should give more hands-on most related with IT tasks. For instance, give more

hands-on to fix some of the hardware issues or troubleshooting issues. Because it is different when the tasks come at hands and the trainee already got the experience to handle the issues. Furthermore, the trainee would like to suggest the faculty should fully guide the students to choose a suitable company for the industrial training a suitable role for the students. Because as for the trainee opinion, the exposure and knowledge gained during the industrial training are really valuable. That's why the students must choose the place wisely and ensure that the students get the role related to courses because it can give better production to find a suitable job in the future.

Plus, the trainee taught that faculty may add on the subject in handling events because it is good to give exposure to the students especially in managing time to handling something and dividing tasks accordingly. This can give a better experience for the students when they are in the company and must participate and working with the team for some events. The experience of coping with project management is useful when the students are with the company. The other improvement can be done by the faculty, for example, to engage the students with real competition development of the system since we are in bachelor's in information system management, other than just completing assessment, the trainee personally think that the faculty can hold an event to raise encourage the competitive spirit among the students. Because that is what the trainee felt when entering in a real professional engagement. The students must know to distinguish between theory and practical.

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APPENDICES

**APPENDIX A
SPECIAL PROJECT (PROJECT PROPOSAL)**

PROJECT PROPOSAL TEMPLATE

REQUESTER DETAILS:

Name: NUR SYAFIQA SOFFIYA BT ZAKARIA
Product Line/Function: OFS/IT
Geomarket: SEA
Location: KEMAMAN MY0106

REQUEST SUMMARY

Project Title:

Wireline Interactive Explosives Inventory

Project Description/Problem Statement

The current problem occurs when the personnel hard to determine the usage of explosives in Kemaman inventory and having difficulties to track the amount of explosive available.

A brief description of problem or opportunity to be addressed

With PowerApps application this issue can be solved by displaying the real time amount of explosives in the inventory. The application can allow the personnel to easily check the current status of explosives for quick decision making.

Current Process/Work Flow:

Currently, Job Delivery Lead (JDL), Client Engagement Coordinator (CEC) or Engineer will have discussion with Kemaman Explosives Safety Officer (ESO) which is Supparmaniam before every project demanded by the clients regarding the amount of explosives needed and in demand in Kemaman Base prior to every project. They currently communicate using email if there are any project demanded for the explosives. Right now, the total amount of explosives just kept in Excel Worksheet and being fully control by ESO. ESO will notified JDL if the numbers of explosives running low for new order.

*Tell us about your current process.
Please attach current work flow or*

Include a short summary explaining what are the main scopes,

Objectives:

Highlight the specific objectives that the project shall achieve at the

Expected Results:

Explain the quantifiable results at the end of the implementation of

Benefit to Business:
Business motivation

Who is your target audience?:

Who is the product owner?

Expected Delivery Date:

The application can show the real time amount of inventory, the amount of explosives that are low in numbers and in demand, trigger notification email to personnel, and able to

The main objective is that the application can show the real time amount explosives in the inventory, to assist in quick decision making and to reduce the problem with unavailable material for rig job. So, we can manage the materials and make it available when it is needed.

This project will test the ability of CEC, JDL and engineer's efficiency to utilize data transparency of explosives inventory in Kemaman Base in order to save time taken for job pre-planning and avoid sudden realization of explosives in demand.

Improve the fluidity of data transmission between ESO and JDL, CEC or Engineers and vice versa. Plus, ESO and JDL will be notified about explosives in demand in real time and quickly as soon as a project's plan has been submitted in the system, hence can offer for better decision making for JDL.

Client Engagement Coordinator, Job Delivery Lead, Engineers and Explosives Safety Officer

Explosive Safety Officer (ESO)

29th June 2019

APPENDIX B PROJECT FLOWCHART

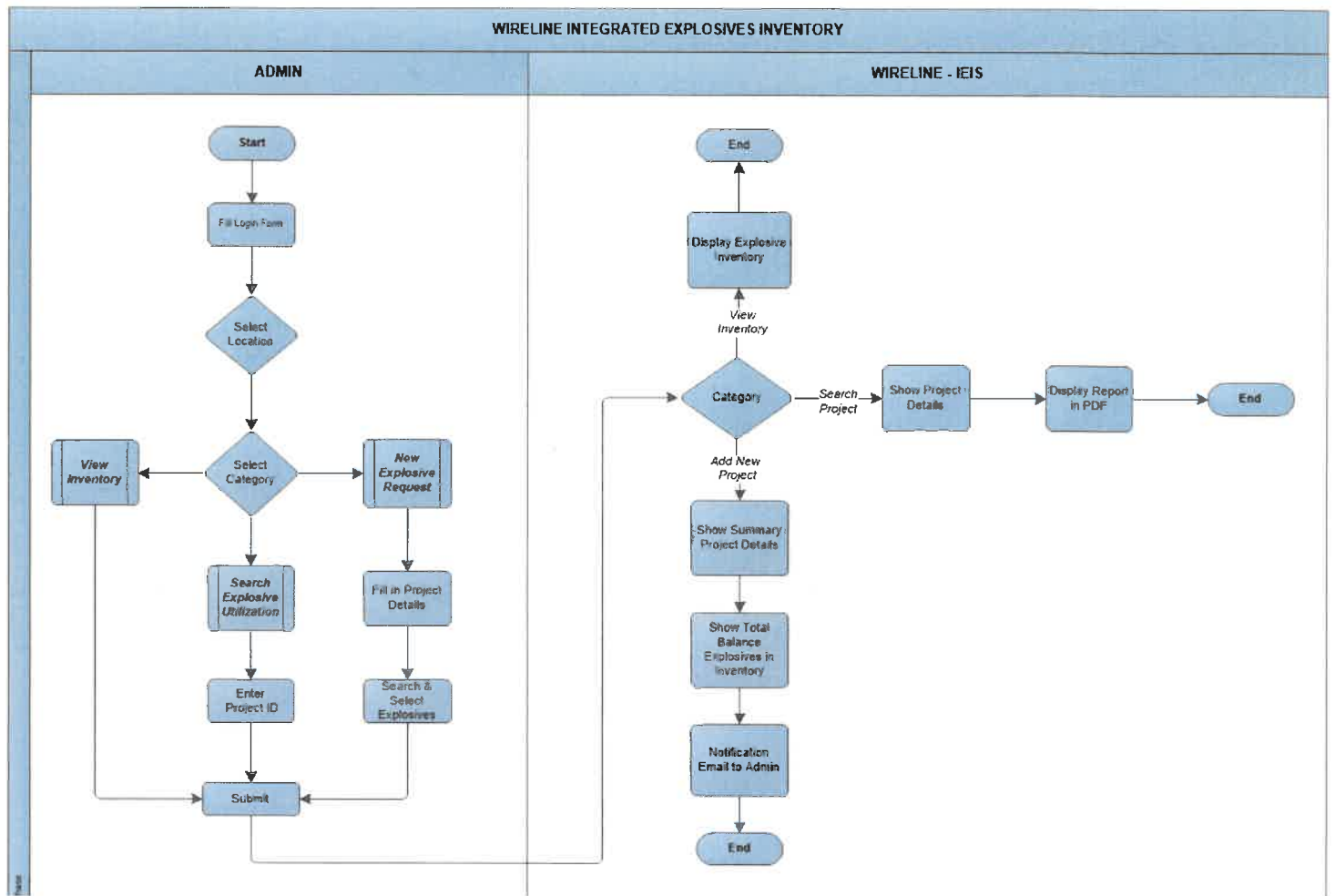


Figure 38: Flowchart

APPENDIX C
ENTITY RELATIONAL DIAGRAM (ERD)

ExpD

User	
PK	user - ID
	user - name
	user - email
FK	Location_ID

Geomarket	
PK	geomarket - ID
	geomarket - name
FK	

Location Description	
PK	Description - ID
FK	Geomarket - ID
FK	Country - ID
FK	Location - ID
FK	User - ID

Country	
PK	Country - ID
	Country - name

Location	
PK	Location - ID
	Location - name

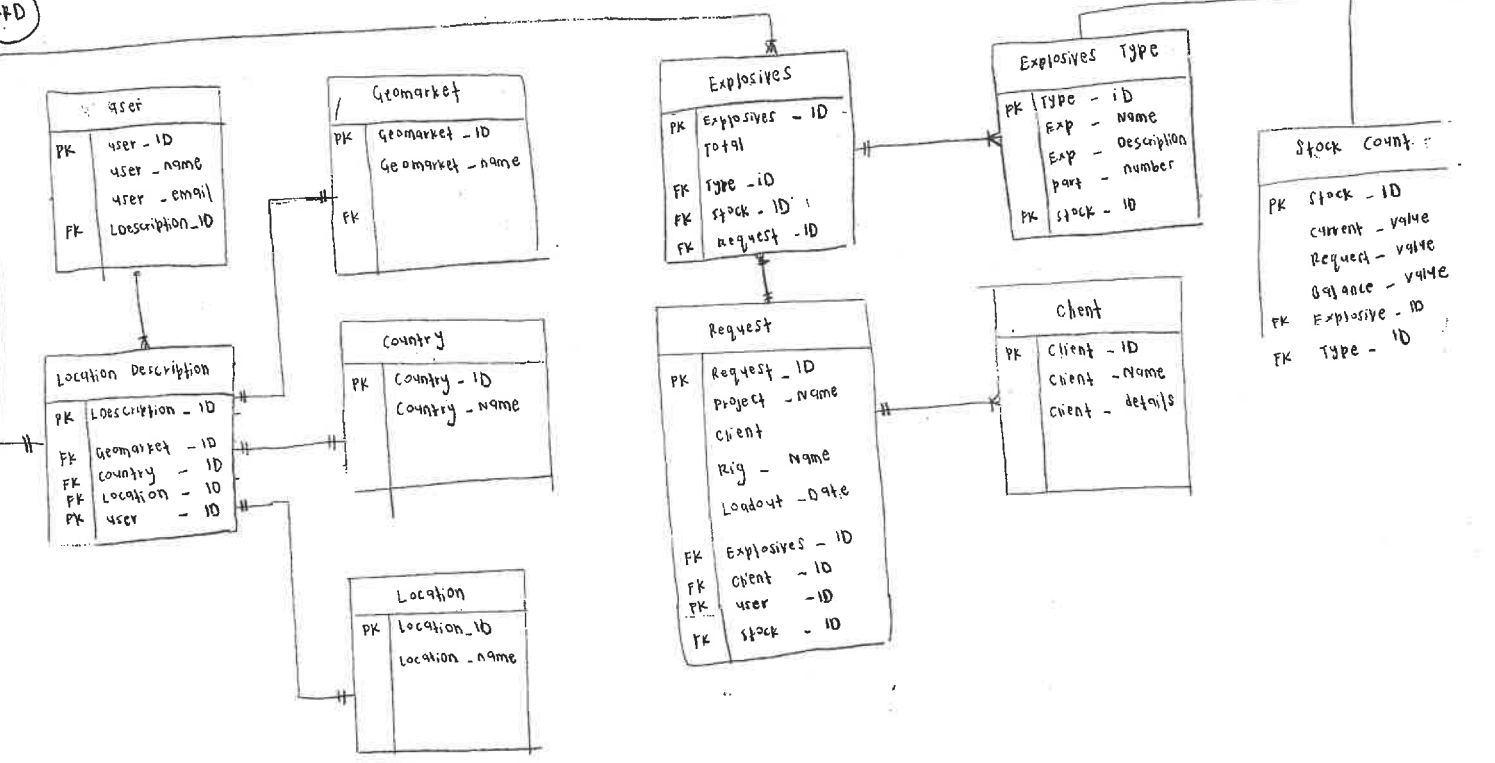
Explosives	
PK	Explosives - ID
	Total
FK	Type - ID
FK	Stock - ID
FK	Request - ID

Explosives Type	
PK	Type - ID
	Exp - Name
	Exp - Description
	part - number
FK	Stock - ID

Request	
PK	Request - ID
	Project - name
	Client
	Rig - name
	Loadout - Date
FK	Explosives - ID
FK	Client - ID
FK	User - ID
FK	Stock - ID

Client	
PK	Client - ID
	Client - Name
	Client - details

Stock Count	
PK	Stock - ID
	current - value
	Request - value
	Balance - value
FK	Explosive - ID
FK	Type - ID



**APPENDIX D
STORY BOARD**

1) Login Page

Welcome Intensive
Explosive Inventory

Username

Password

Submit

2) Landing Page

Welcome!

Inventory

Current

Current Inventory

Details

New Exp Request

New Exp Request

Search Exp Request

3) New Explosives Inventory Page

Type of Explosives

Quantity

Details

Submit

4) New Explosives Request Page

Project Name

Client

Exp Name

Explosives Request

Total Request

Current Total:

Balance Total:

Submit

can select multiple explosives

5) New Explosives Allocation Page

with eg Project ID

Project details

100019388

APPENDIX E
SAMPLE OF INTERFACE (WIRELIN IEIS)



Figure 39: Wireline IEIS Interface

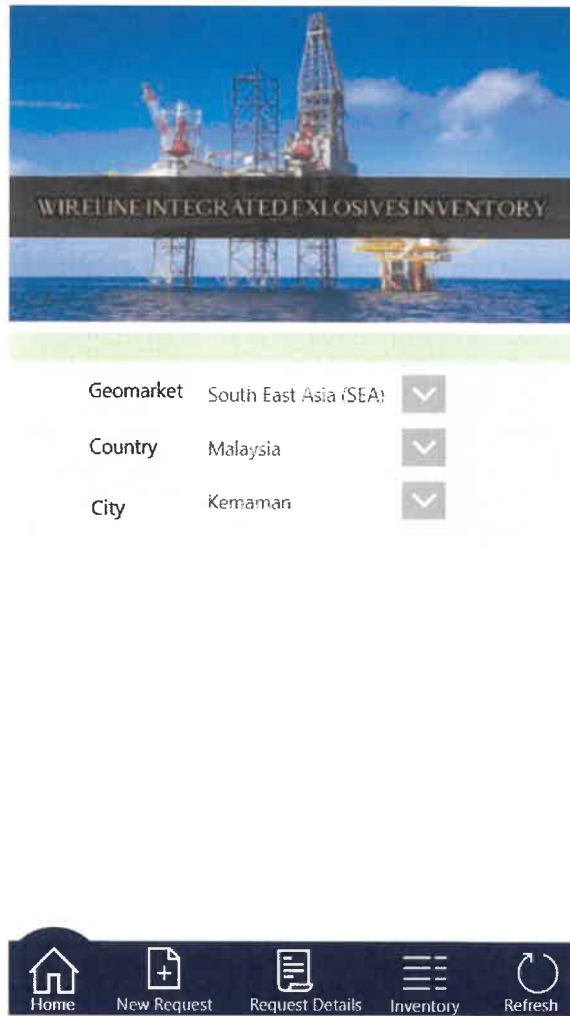


Figure 40: Landing Page



Geomarket South East Asia (SEA)
 Country Malaysia
 City Kemaman

100019788	328
CHARGE, POWERJET OMEGA2906, HMX	
100019791	70
CHARGE, POWERJET OMEGA4505, HMX	

Home New Request Request Details Inventory Refresh

Figure 41: Explosives Inventory



Project Details

Project Name Client Find items
 Rig Name Loadout Date 12/31/2001

How many type of explosives required for this project? 1

Explosive 1

Part Number	Description	Total
Text input		
Description		Current Total:
		Balance Total: 0

Submit

Home New Request Request Details Inventory Refresh

Figure 42: New Explosives Request

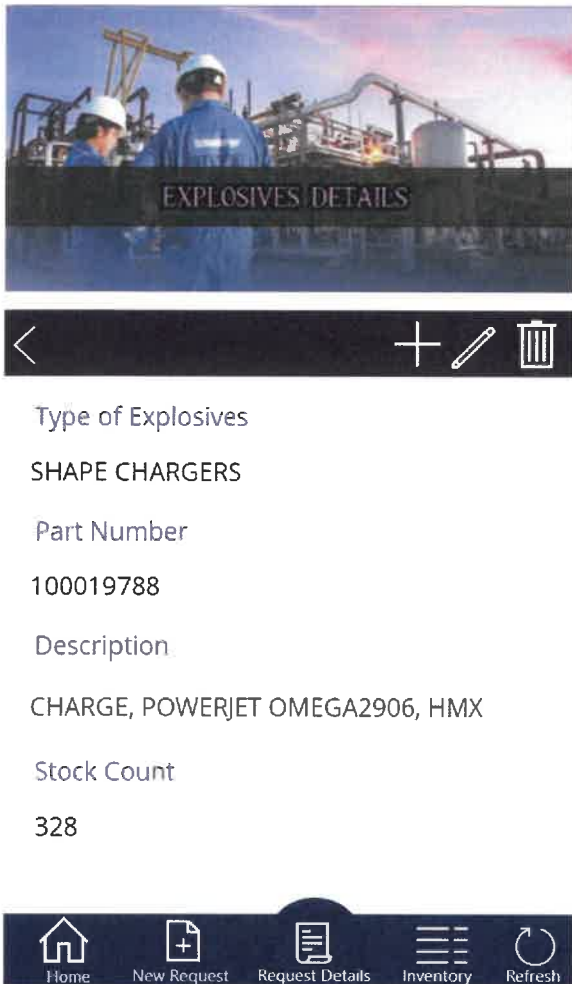


Figure 43: Explosives Details

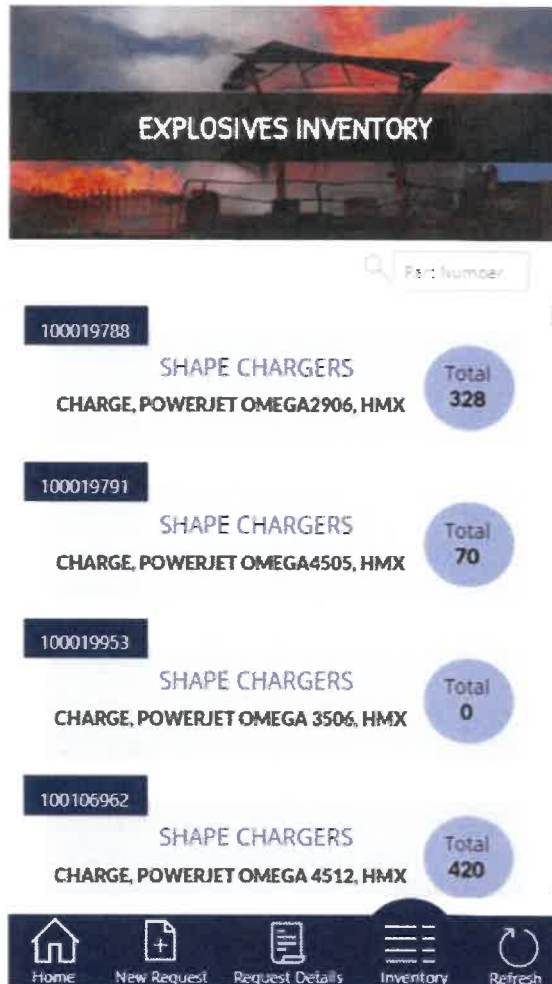


Figure 44: Inventory Interface

REQUEST DETAILS

Bosku

REPSOL

Hehe

6/27/2019

CHARGE, POWERJET OMEGA2906, HMX

20



Bosmu

LUNDIN

Bosmuuu

6/11/2019

CHARGE,1606S PUNCHER, HNS

50



Figure 45: PDF Generation Interface

Documents

name	Modified	Modified By	Add column
nama2.pdf	11 minutes ago	Nur Syafida Sofhya Zakari	
nama6.pdf	5 days ago	Nur Syafida Sofhya Zakari	
test.pdf	2 minutes ago	Nur Syafida Sofhya Zakari	

Figure 46: PDF Documents Send to OneDrive

WIRELINE EXPLOSIVES INVENTORY REPORT

PROJECT NAME: Bosku

PROJECT CLIENT: REPSOL

EXPECTED LOADOUT DATE: 6/27/2019

LIST OF EXPLOSIVES:

NO	DESCRIPTION	PART NUMBER	QUALITY USED
1	CHARGE, POWERJET OMEGA2906, HMX	100019788	20
1	CHARGE, POWERJET OMEGA4505, HMX	100019791	10

CREATED BY: Nur Syafiqah Soffiya Zakaria

DATE: 7/1/2019

TIME: 16:48

Figure 47: Report in PDF Format

APPENDIX F DATABASE DESIGN – WIRELINE IEIS

ID	Type of Explosiv...	Part Number	Description	Stock Count	Geomarket	Country	City
76	SHAPE CHARGERS	100019788	CHARGE POWERJET OMEGA2906 HMX	328	South East Asia (SEA)	Malaysia	Kemaman
79	SHAPE CHARGERS	100019791	CHARGE POWERJET OMEGA4505 HMX	70	South East Asia (SEA)	Malaysia	Kemaman
80	SHAPE CHARGERS	100019953	CHARGE POWERJET OMEGA 3506 HMX	0	South East Asia (SEA)	Malaysia	Kemaman
81	SHAPE CHARGERS	100106962	CHARGE POWERJET OMEGA 4512 HMX	420	South East Asia (SEA)	Malaysia	Kemaman
82	SHAPE CHARGERS	100138732	CHARGE LOW DEBRIS POWERJET OX 3505 HMX	0	South East Asia (SEA)	Malaysia	Kemaman
83	SHAPE CHARGERS	100295464	CHARGE PURE PUNCHER 4505 HMX	30	South East Asia (SEA)	Malaysia	Kemaman
84	SHAPE CHARGERS	100348838	CHARGE POWERJET NOVA2906 HMX	466	South East Asia (SEA)	Malaysia	Kemaman
85	SHAPE CHARGERS	100348841	CHARGE POWERJET NOVA3406 HMX	0	South East Asia (SEA)	Malaysia	Kemaman
85	SHAPE CHARGERS	100397875	CHARGE POWERJET OMEGA 3506 HNS	640	South East Asia (SEA)	Malaysia	Kemaman
87	SHAPE CHARGERS	100917567	CHARGE POWERJET NOVA2006 HMX	3 000	South East Asia (SEA)	Malaysia	Kemaman
88	SHAPE CHARGERS	100409070	CHARGE POWERJET OMEGA2906 HNS	371	South East Asia (SEA)	Malaysia	Kemaman
90	SHAPE CHARGERS	101148863	CHARGE 4505 POWERJET NOVA HMX	42	South East Asia (SEA)	Malaysia	Kemaman
91	SHAPE CHARGERS	101235609	CHARGE 4512 POWERJET NOVA HMX	0	South East Asia (SEA)	Malaysia	Kemaman
92	SHAPE CHARGERS	102886021	CHARGE 2006 PIC HMX	1 693	South East Asia (SEA)	Malaysia	Kemaman
93	SHAPE CHARGERS	1447479	CHARGE POWERJET 1606 HMX	1 416	South East Asia (SEA)	Malaysia	Kemaman

Figure 48: Data Source










Contents	Subsites	Type	Items	Modified
	Name			
	Documents	Document library	5	6/29/2019 8:12 AM
	Form Templates	Document library	0	4/21/2019 6:02 PM
	Site Assets	Document library	1	4/20/2019 1:53 AM
	Style Library	Document library	0	4/20/2019 1:53 AM
	Geo market	List	17	6/20/2019 1:51 AM
	Request	List	5	6/25/2019 11:50 PM
	Request2	List	10	6/25/2019 8:36 PM
	Test	List	399	6/25/2019 6:35 PM
	Test (Front)	List	16	5/12/2019 9:47 PM
	Test (Front-Dummy)	List	16	5/13/2019 9:21 PM
	Site Pages	Page library	1	4/20/2019 1:53 AM

Figure 49: Site Contents Page

Geo market

Geomarket	Country	City	— Add column
South East Asia (SEA)	Malaysia	Kemaman	
South East Asia (SEA)	Malaysia	Rohas (KL)	
tESTS	GFDGFD	UII	
South East Asia (SEA)	Malaysia	Labuan	
South East Asia (SEA)	Malaysia	Klang	
South East Asia (SEA)	Malaysia	Miri	
South East Asia (SEA)	Thailand	Phitsanulok	
South East Asia (SEA)	Thailand	Hat Yai	
South East Asia (SEA)	Thailand	Songkhla	
South East Asia (SEA)	Thailand	Bangkok	
South East Asia (SEA)	Thailand	Sattaniip	
South East Asia (SEA)	Thailand	Rahong	

Figure 50: Geo-Market Table

Request2

ProjectName	Client	RigName	ExpectedLoudo.LD...	PartNumber	Explosives	TotalExplosives
Besku	REPSOL	Hefe	6/27/2019	100019708	CHARGE POWERJET OMEGA4505 HMX	20
Besku	REPSOL	Hefe	6/27/2019	100019791	CHARGE POWERJET OMEGA4505 HMX	10
Bosmu	LONDON	Bosmuuu	6/11/2019	100434076	CHARGE 16095 PUNCHER HMX	50
Lol	TOTAL	Hks	6/18/2019	100019708	CHARGE POWERJET OMEGA4505 HMX	80
Lol	TOTAL	Hks	6/18/2019	100019791	CHARGE POWERJET OMEGA4505 HMX	9
Lol	TOTAL	Hks	6/18/2019	100106960	CHARGE POWERJET OMEGA4512 HMX	60
Lol	TOTAL	Hks	6/18/2019	H446864	CHARGE 1-10.16 BLEFJET HNS	10
Helic	REPSOL	Hai	6/20/2019	100106960	CHARGE POWERJET OMEGA4512 HMX	10
Helic	REPSOL	Hai	6/20/2019	100019791	CHARGE POWERJET OMEGA4505 HMX	10
Hai	NEW FIELD	Helic	6/19/2019	H446369RE	DET CORD 60 GR/FT HMX LC SHR NR 145	10

Figure 51: Request Table (Dummy Data)

APPENDIX G SAMPLE OF INTERFACE (G11)

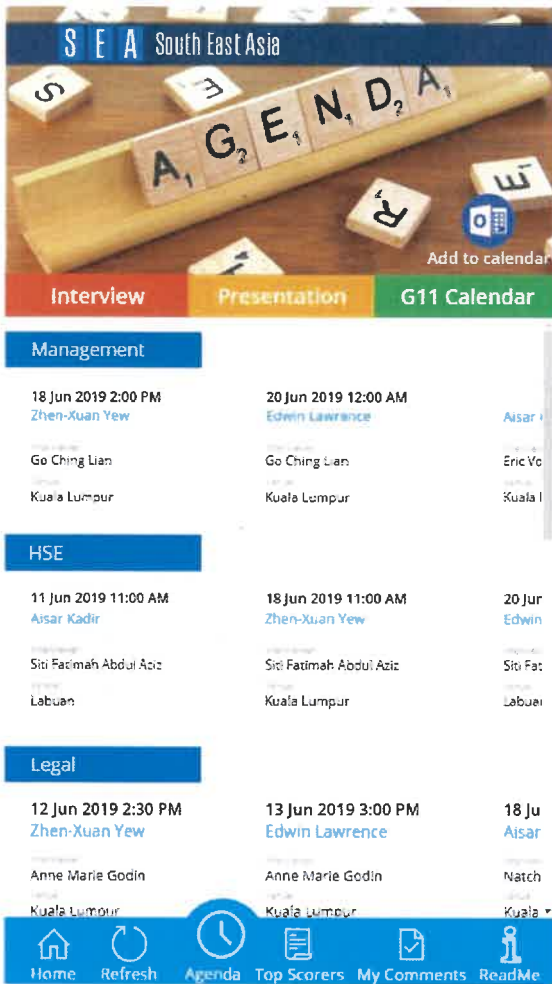


Figure 52: Agenda Interview Interface

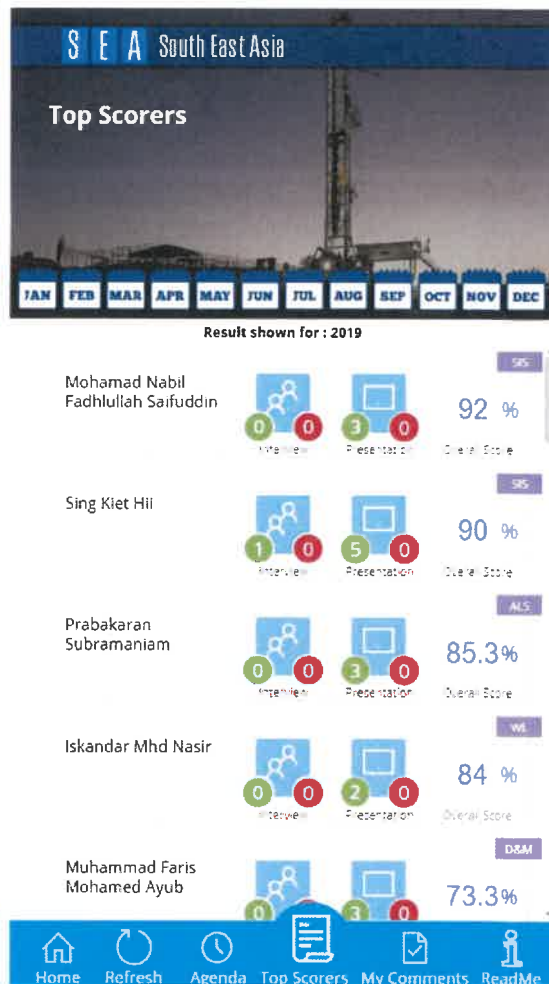


Figure 53: Stop Scorer Interface



Figure 54: ReadMe Interface

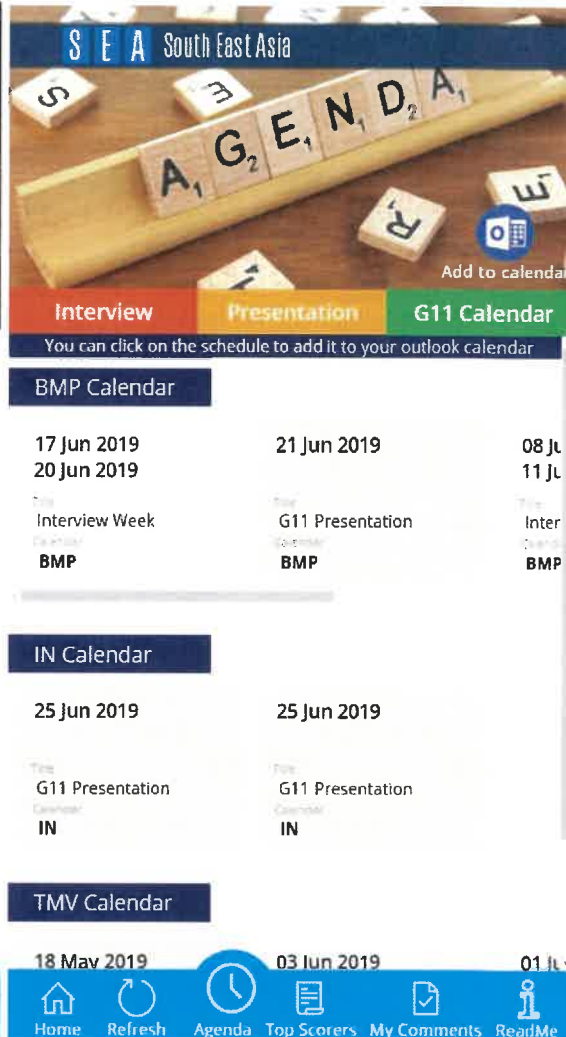


Figure 55: Calendar Interface



Do Minh Tuan
 25 Jun 2019 11:00 AM
 Bangkok



Figure 56: Presentation Agenda Interface



Figure 57: List of Invitation Interface

APPENDIX H DATABASE DESIGN (SEA INTERACTIVE SCORECARD)

Act Leaders

Leader ID	LeaderName	Leaders Email	Action 1 Score	Action 2 Score	Action 3 Score	Action 4 Score	Action 5 Score	Action 6 Score
1	Walter Wachter	Wachter@b.com	1	1	1	1	1	1
2	Ignacio Hernandez	Hernandez@b.com	1	1	1	1	1	1
3	Walter Wachter	Wachter@b.com	1	1	1	1	1	1
4	Walter Wachter	Wachter@b.com	1	1	1	1	1	1
5	Walter Wachter	Wachter@b.com	1	1	1	1	1	1
6	Walter Wachter	Wachter@b.com	1	1	1	1	1	1
7	Walter Wachter	Wachter@b.com	1	1	1	1	1	1
8	Walter Wachter	Wachter@b.com	1	1	1	1	1	1
9	Walter Wachter	Wachter@b.com	1	1	1	1	1	1
10	Walter Wachter	Wachter@b.com	1	1	1	1	1	1
11	Walter Wachter	Wachter@b.com	1	1	1	1	1	1
12	Walter Wachter	Wachter@b.com	1	1	1	1	1	1
13	Walter Wachter	Wachter@b.com	1	1	1	1	1	1
14	Walter Wachter	Wachter@b.com	1	1	1	1	1	1
15	Walter Wachter	Wachter@b.com	1	1	1	1	1	1

Figure 58: Table Leader

Action Details

ID	Action Title	Action Description	+
1	Career Progression Action	Close 1 career progression ACTION for a HR employee from function geography PL (Definition of Action = Promotion, Transfer, Career Change)	+
2	Promotion & Development Revi...	Participate in Review - G11, SETC, SEPC, SUP-3 of T2-2	+
3	Coaching & Mentoring	Engagement with 3 identified person/assigned mentee (Example of activities such as lunch discussion, attend seminar together etc.)	+
4	Integrity Session	Each leadership team to host 1 integrity session to their targeted audience	+
5	Compliance Review	Update and discuss the Compliance level issues, actions needed, follow up of actions, lesson learnt of SEA	+
6	Opportunity Account Review	Opportunity pipeline/Account review to ensure strategic readiness & resource allocation for business engagement tenders proposal including intergration	+
7	Contract Performance Assessme...	Contract Review Summary by PL (Customer Contract) - SSC (supplier contract)	+
8	P&L Review	P&L Review with All PLE with SEA Leadership, Wk Amn to organise	+

Figure 59: Table Action Details

Promotion & Development Review

Meeting Title	Meeting Description	Start Date	End Date	Meeting Venue	Meeting Host	Attendees
Meeting A2	Meeting A2 Details	6/16/2019 10:00 PM	6/16/2019 10:00 PM	Full	Kristina Katz	
Webcast Q3 Meeting	Webcast Q3 Meeting Details	6/17/2019 9:00 PM	6/17/2019 10:00 PM	Webcast - Webcast	Shane G. Smith, Katherine	

Figure 60: Table Promotion and Development Review

+ New ▾ Site usage Site workflows

Item Name	Type	Count	Last Modified
Style Library	Document library	0	6/15/2019 2:36 AM
Action Details	List	8	6/17/2019 7:06 PM
Add Leaders	List	14	6/23/2019 10:10 PM
Career Progression Action	List	0	6/17/2019 7:18 PM
Compliance Review	List	0	6/17/2019 6:18 PM
Contract Performance Assessr	List	0	6/17/2019 6:22 PM
Integrity Session	List	3	6/17/2019 8:18 PM
Leader Goals List	List	0	6/19/2019 11:12 PM
Mentor Mentee	List	0	6/17/2019 7:14 PM
Opportunity Account Review	List	0	6/17/2019 8:19 PM
P&L Review	List	0	6/17/2019 8:22 PM
Promotion & Development Re	List	2	6/18/2019 6:58 AM
test	List	0	6/25/2019 2:47 AM

Figure 61: Overall List for Project

**APPENDIX I
SAMPLE OF INTERFACE (SEA INTERACTIVE SCORECARD)**

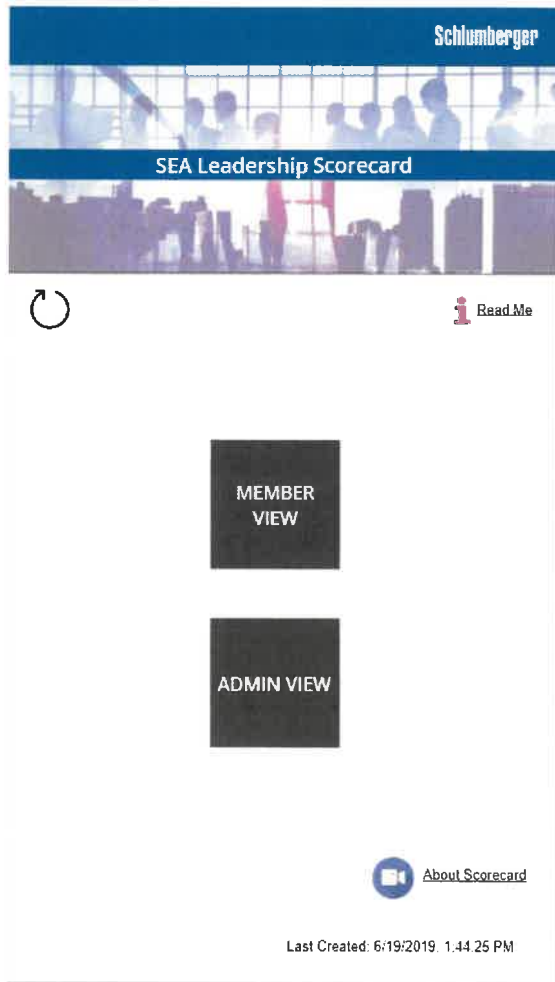


Figure 62: View Interface



Figure 63: Actions List Interface

SEA Leadership Scorecard Schlumberger

A1

Nur Syafiqah Soffiya Zakaria
IT Onsite Support Analyst

Progress 0%

Action Name : Career Progression Action

Action Description : Close 1 career progression ACTION for a HV employee from function, geography, PL (Definition of Action = Promotion, Transfer, Career Change)

Promoted : 0 Employee(s) Add Entry

SCHEDULE MEETING

A4

Title

Description

Meeting Start

Meeting End

Venue

Host

Clear Form
Submit

The Board Actions Home Top Scorers Refresh

The Board Actions Home Top Scorers Refresh

Figure 64: Action Item

Figure 65: Add Meeting Description

**APPENDIX J
SAMPLE OF INTERFACE (STIA)**

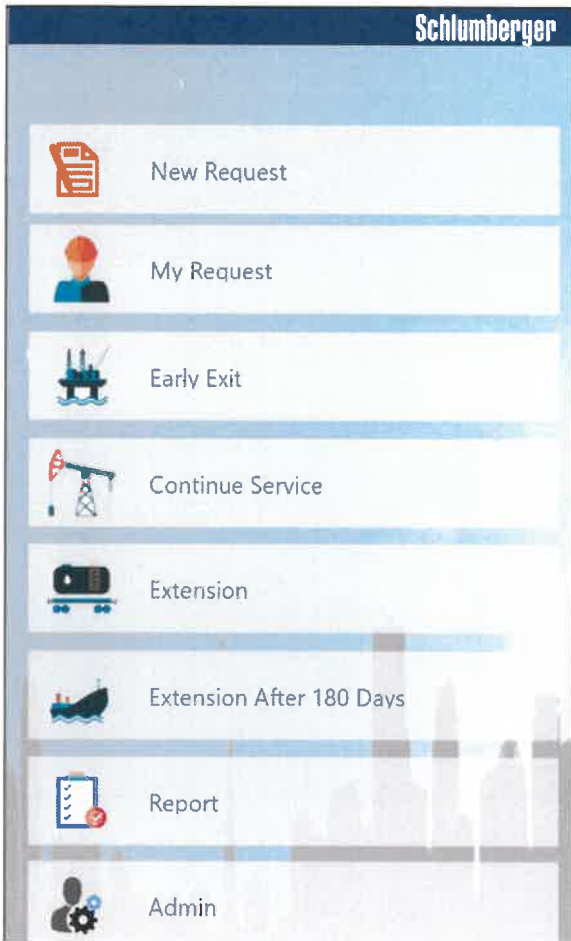


Figure 66: STIA Modules

Figure 67: New Request Interface

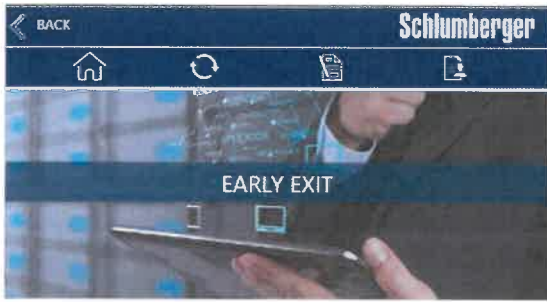


Figure 68: Early Exit Module Interface

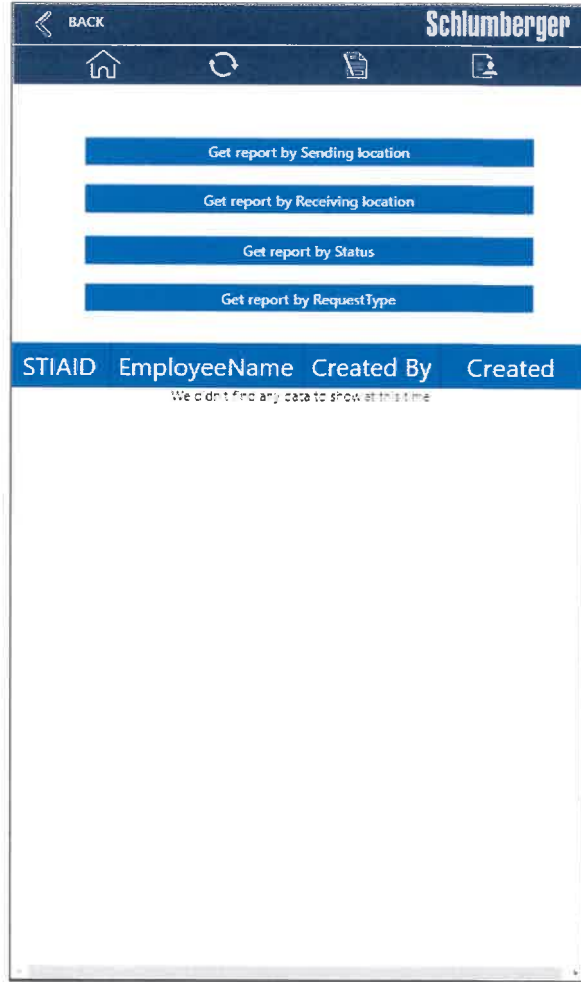


Figure 69: Report Generation Interface



Figure 70: Admin Interface

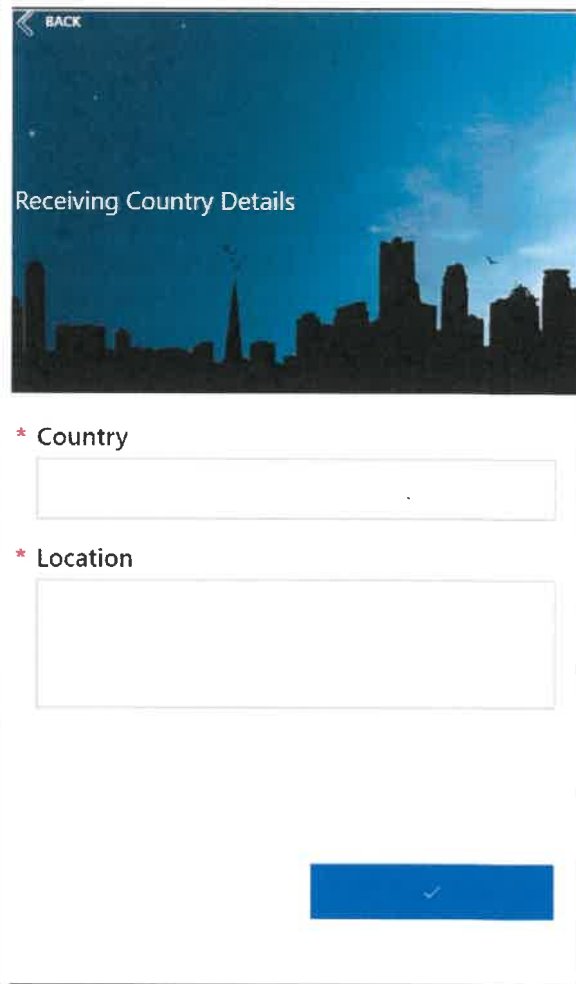


Figure 71: Add Country - Admin Interface

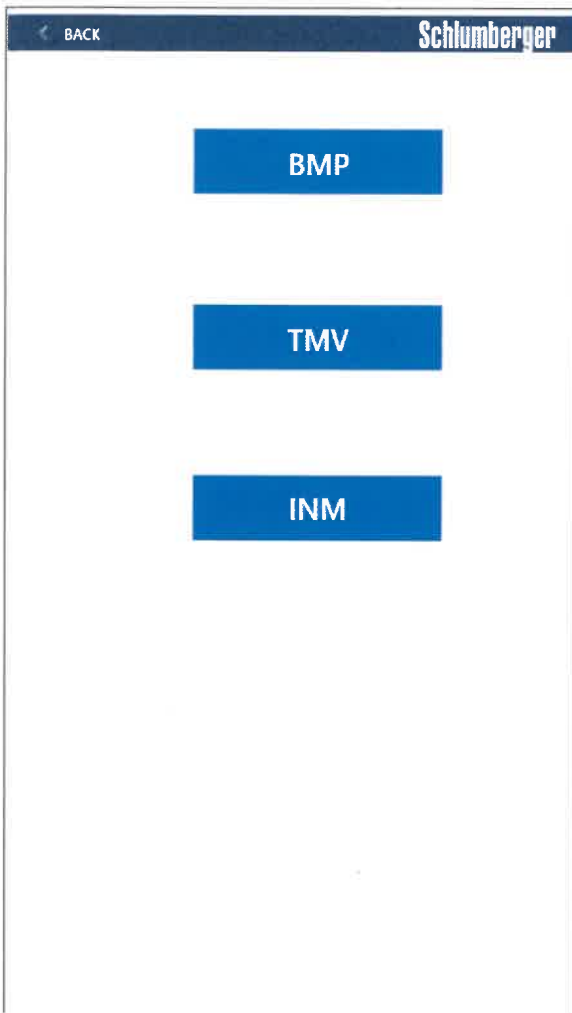


Figure 72: Add Workforce, HR, Visa Interface



Figure 73: Extension Interface

APPENDIX K DATABASE STRUCTURE – STIA


















 Style Library	Document library	0	6/15/2019 6:39 AM
 Admin	List	1	6/25/2019 1:19 AM
 BMPSendingHR	List	0	6/24/2019 7:52 PM
 BMPVisa team	List	0	6/25/2019 12:04 AM
 BMPWorkForceCoordinators	List	6	6/24/2019 1:40 AM
 Country	List	46	6/26/2019 12:00 AM
 INMSendingHR	List	0	6/25/2019 12:35 AM
 INMVisaTeam	List	0	6/25/2019 12:37 AM
 INMWorkForceCoordinators	List	6	6/24/2019 1:30 AM
 Product line	List	23	6/19/2019 8:04 PM
 STIA New Request	List	0	6/30/2019 7:02 PM
 Test	List	2	6/27/2019 10:01 PM
 TMVSendingHR	List	0	6/25/2019 12:35 AM
 TMVVisaTeam	List	0	6/25/2019 12:36 AM
 TMVWorkForceCoordinators	List	7	6/24/2019 1:41 AM
 Site Pages	Page library	1	6/15/2019 6:39 AM
 Workflow Tasks	Tasks list	0	6/19/2019 10:45 PM

Figure 74: STIA Back End

TMVWorkForceCoordinators

WorkforceCoordina...	WorkforceCoordina...	+ Add column
Deepthi Konda	VKonda@slb.com	
Trinh Hong Mai	MHong@slb.com	
Weena Sukkato	WSukkato@slb.com	
Pinit Pinitchan	PPinitchan@slb.com	
Thao Dang Thi Thanh	TThanh@slb.com	
Parichat Thongsree	PThongsree@slb.com	
Sine Yuwachat Chotirat	YPankaew@slb.com	

Figure 75: Work Force Table

Country

Country	Location	Add column
IN	PITC Pure India Technology Centre	
IN	West_Bamrer_IP5-ABH_TSC	
IN	West_Bamrer_IP5-RDQ_TSC	
IN	Office	
IN	TataNet Teleport	
IN	TC Shreenath - MI SWACG	
IN	MI Warehouse Kabinada	
IN	NET WORK LOGISTIC LTD	
MY	No 8 Jalan Perak	
MY	Ranca-Ranca Industrial Estate	
MY	Lot 17856 Block 5 Mdd Jee Foh Krokap	
MY	Warehouse 29 Kawasan Perindustrian KSB Fasa 2	
MY	1 First Avenue	
MY	ASA HQ	

Figure 76: Country Table

APPENDIX L
PROJECT PROPOSAL (INTEGRATED READY BOX)

PROJECT PROPOSAL TEMPLATE

REQUESTER DETAILS:

Name:
Product Line/Function:
Geomarket:
Location:

NUR SYAFIQA SOFFIYA ZAKARIA
OFS/IT
SEA
MY0106

REQUEST SUMMARY

Project Title:

Project Description/Problem Statement:

A brief description of problem or opportunity to be addressed

Integrated Ready Box Inventory

creates a more transparent information about the items in the ready box and the readiness of the ready box. Nowadays, the engineers from offshore will demand a ready box and JDL needs to communicate with the ready box guy to check the ready box which waste a lot of time. A project which could saves this boundary would be the best choice now.

Current Process/Work Flow:

Tell us about your current process. Please attach current work flow or process guideline if any.

Now, there is a ready box guy which handles the ready box where most of it only he knows the items and readiness of the box. He does inventory using a paper which is no reliable. Time wastage occur as the engineers offshore will email our JDL and he then must communicate with our foreman to see the availability of the items.

Project Scope/High level requirement:

Include a short summary explaining what are the main scopes, requirement and activities

Objectives:

Highlight the specific objectives that the project shall achieve at the end of its implementation.

Please see the attached details below this table.

This project will enables the whole OBS team of Kemaman Wireline to have a clear view of the items and how many ready box are RTG (Ready To Go). With this project, it will save a lot of time as the inventory will be in the apps. A phone app to monitor ready box will be more effiecient compare to just at the desktop.

Expected Results:

Explain the quantifiable results at the end of the implementation of the project

Benefit to Business:

Business motivation

Who is your target audience?:

List down the End User /Parties involved

Who is the product owner/the stakeholder?

Expected Delivery Date:

It enables our JDL and ready box guy to have a proper planning of jobs with the transparency information about the ready box. It will be more efficient to handle the sudden need of ready box or MnS items from offshore.
Increase the efficiency of data transmission between the offshore and base sides as it will quickly notified and show real time data where the base side will be ready with the ready boxes and MnS items.
Job Delivery Leader, Ready box guy, Foreman, Technician and Engineers.
Job Delivery Leader and Ready Box Guy
30th April 2019

Project Scope/ High Level Requirement

Input from JDL and Ready Box Guy	Inventory list of ready box
	Amount of runs it is capable of
	The location of ready box
	Input from Engineer
	The real time amount of items used in offshore

Process/Workflow

Engineers will update in the system and email it to the base for preparation of ready box
Ready box guy and JDL will plan the ready box loadout based on the data provided by the offshore crew

Output/Results

Amount of ready box which are ready in the base
Location of ready box currently
Email will be sent to the base if the items in the ready boxes are getting low

Appendices



APPENDIX M
PROJECT STORY BOARD (INTEGRATED READY BOX)

User Interface / start up interface



Normal user



Admin user

Schlumberger-Private



- If you choose to EDIT, it will bring you to this interface.
- The NEW choice will enable the admin to add a new ready box in the database.
- UPDATE will enable the admin to update the status of the current ready box in the database according to the location.

Schlumberger-Private

UPDATE interface

To standardise all the ready box, the amount of runs is kept at 10 runs each.

No	Ready box	Runs	Location
1.	+	10	▼
2.	+	10	▼
3.	+	10	▼
4.	+	10	▼
5.	+	10	▼

The search box can be use to search any readybox

The location arrow enables the admin to filter the location

This arrow enables the admin to change the location
Ex: from CHESS – Rigless to Base

The plus sign enables the user to see the items in the ready box

Schlumberger-Private

This box will show the items as the plus sign is click

No	Ready box	Runs	Location
1.	+	10	base
	-		IWIP
	-		IBA
	-		PM3S
	-		HESS
	+		+ BLA
2.	+	10	

The runs column will be the quantity of each item inside the readybox

As the arrow is click, the choices of location will pop up for updating purposes

The plus sign here is to enable the admin to add location or items if it is needed

Schlumberger-Private

NEW interface

The minus sign indicates the ability to delete any wrong item filled in

The list of the items in the ready box together with the amount

Initial location of the ready box which should be the base

Ready Box :

Runs :

Items :

1.	-	
2.	-	
3.	-	

Location :

Engineers :

The name of the ready box itself
Ex : RB WPSA-AA (1)
RB WPSA-AA (2)

The number of runs can be type but it should be 10.

The inventory or items inside the ready box should be filled in together with the amount. Every "enter" will add a new line in the list below it

The naming system is exactly the same as lbase or Outlook email.
Engineers will be notified in their project section

Schlumberger-Private

SEARCH interface

The plus sign is still available in order to see each items together with its quantity

search

No	Ready box	Runs	Location
1.	+	10	
2.	+	10	
3.	+	10	
4.	+	10	
5.	+	10	

The search button is still available to search for a specific type of ready box

The arrow is still available in order to filter the location

There is no more arrow each ready box location because it prevents others from editing it except the users

Schlumberger-Private

EMAIL interface

- An automated email will be send from the offshore to base side (admin) every week in order to monitor their consumption
- There are 3 ways to show the email

All of the ready box

Dear all,

No.	Ready Box	Quantity
1.		

Offshore used ready box

Dear all,

No.	Ready Box	Quantity
1.		

Ready box is arrange base on jobs

Dear all,

No.	Ready Box	Quantity
Repsol Rigless		
1.		

Exxon - IBA

Schlumberger-Private

PROJECT interface

REPSOL RIGLESS

No	Ready box	Runs	Location
1.	+	10	
2.	+	10	
3.	+	10	
4.	+	10	
5.	+	10	

REPSOL RIGLESS

No	Ready box	Runs	Location
1.	+	5	repsol
	-		(+) (-)
	-		(+) (-)
	-		(+) (-)
	-		(+) (-)
	-		(+) (-)
2.	+	5	

The plus and minus sign is use from the crew offshore
 Minus is when they are consuming in the offshore
 Plus is when there is a ready box loadout to offshore, they must add the amount of items sent

Schlumberger-Private

APPENDIX N
SAMPLE OF DESIGN

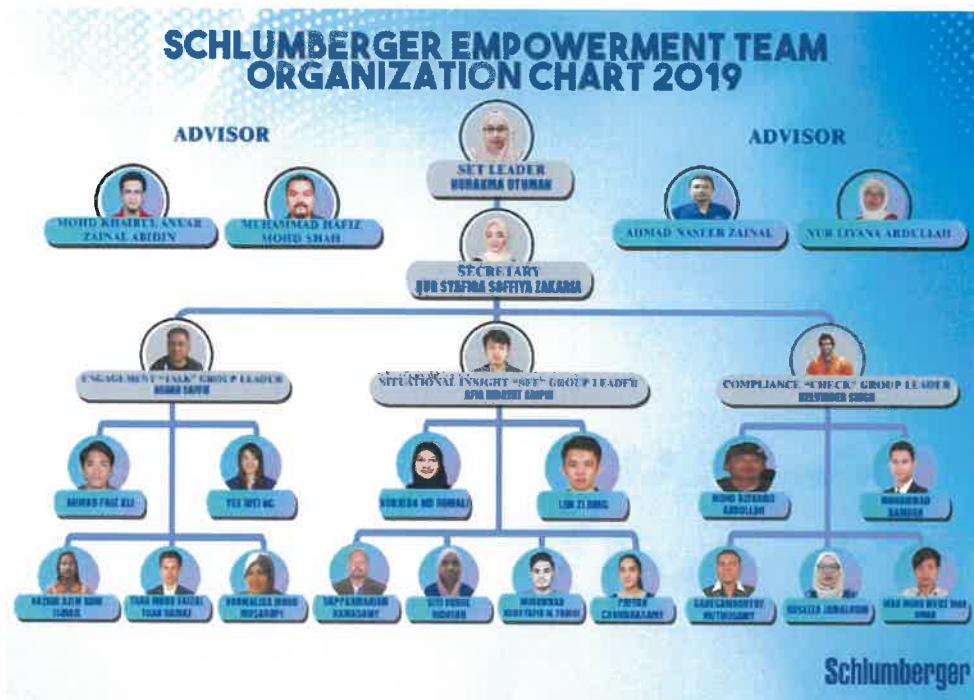


Figure 77: SET Organization Chart Design



Figure 78: SET Official T Shirt Design

APPENDIX O
PHOTOS OF ACTIVITIES



Figure 79: Secretary for SET Team



Figure 80: Ladies Hazard Hunt



Figure 81: PowerApps Hackathon

**APPENDIX P
PHOTOCOPY OF LOG BOOK**

APPENDIX R
INDUSTRIAL TRAINING CHECKLIST

**APPENDIX Q
COPY OF ATTENDANCE**

EAST SEA GEOMARKET (MALAYSIA) STUDENT INTERN TIME SHEET

Intern Name:	Nur Syafiq Soffiya bt Zakaria	Product Line:	IT
Manager:	Mohd Faizal b. Hussin	Claim Date	3-Feb-19

Day	Time From	Time To	Location	Remarks
1st				
2nd	8:00	17:30	Kemaman	
3rd	8:00	17:30	Kemaman	
4th	8:00	17:30	Kemaman	
5th	8:00	17:30	Kemaman	
6th	8:00	17:30	Kemaman	
7th				
8th				
9th	8:00	17:30	Kemaman	
10th	8:00	17:30	Kemaman	
11th	8:00	17:30	Kemaman	
12th	8:00	17:30	Kemaman	
13th	8:00	17:30	Kemaman	
14th				
15th				
16th				
17th	8:00	17:30	Kemaman	
18th	8:00	17:30	Kemaman	
19th	8:00	17:30	Kemaman	
20th	8:00	17:30	Kemaman	
21st	8:00	17:30	Kemaman	
22nd				
23rd				
24th	8:00	17:30	Kemaman	
25th	8:00	17:30	Kemaman	
26th	8:00	17:30	Kemaman	
27th	8:00	17:30	Kemaman	
28th	8:00	17:30	Kemaman	
29th				
30th				
31st				

Submitted by Student Intern:

Name: Nur Syafiq Soffiya Zakaria
Date: 3-Feb-19



Student Intern's Manager Approval:

Name: Mohd Faizal Hussin
Date: 03-Feb-19

EAST SEA GEOMARKET (MALAYSIA) STUDENT INTERN TIME SHEET

Intern Name:	Nur Syafiqah Soffiya bt Zakaria	Product Line:	IT
Manager:	Mohd Faizal b. Hussin	Claim Date	11-Mar-19

Day	Time From	Time To	Location	Remarks
1st	8:00	17:00		
2nd	8:00	17:00		
3rd	8:00	17:00	Kemaman	
4th	8:00	17:00	Kemaman	
5th	8:00	17:00	Kemaman	
6th	8:00	17:00	Kemaman	
7th	8:00	17:00	Kemaman	
8th	8:00	17:00		
9th	8:00	17:00		
10th	8:00	17:00	Kemaman	
11th	8:00	17:00	Kemaman	
12th	8:00	17:00	Kemaman	
13th	8:00	17:00	Kemaman	
14th	8:00	17:00	Kemaman	
15th	8:00	17:00		
16th	8:00	17:00		
17th	8:00	17:00	Kemaman	
18th	8:00	17:00	Kemaman	
19th	8:00	17:00	Kemaman	
20th	8:00	17:00	Kemaman	
21st	8:00	17:00	Kemaman	
22nd	8:00	17:00		
23rd	8:00	17:00		
24th	8:00	17:00	Kemaman	
25th	8:00	17:00	Kemaman	
26th	8:00	17:00	Kemaman	
27th	8:00	17:00	Kemaman	
28th	8:00	17:00	Kemaman	
29th	8:00	17:00		
30th	8:00	17:00		
31st	8:00	17:00	Kemaman	

Submitted by Student Intern: _____

Student Intern's Manager Approval: _____

EAST SEA GEOMARKET (MALAYSIA) STUDENT INTERN TIME SHEET

Intern Name:	Nur Sya'iqqa Soffiya bt Zakaria	Product Line:	IT
Manager:	Mohd Faizal b Hussin	Claim Date	4 Apr 19

Day	Time From	Time To	Location	Remarks
1st	8:00	17:30	Kemaman	
2nd	8:00	17:30	Kemaman	
3rd	8:00	17:30	Kemaman	
4th	8:00	17:30	Kemaman	
5th	8:00	17:30		
6th	8:00	17:30		
7th	8:00	17:30	Kemaman	
8th	8:00	17:30	Kemaman	
9th	8:00	17:30	Kemaman	
10th	8:00	17:30	Kemaman	
11th	8:00	17:30	Kemaman	
12th	8:00	17:30		
13th	8:00	17:30		
14th	8:00	17:30	Kemaman	
15th	8:00	17:30	Kemaman	
16th	8:00	17:30	Kemaman	
17th	8:00	17:30	Kemaman	
18th	8:00	17:30	Kemaman	
19th	8:00	17:30		
20th	8:00	17:30		
21st	8:00	17:30	Kemaman	
22nd	8:00	17:30	Kemaman	
23rd	8:00	17:30	Kemaman	
24th	8:00	17:30	Kemaman	
25th	8:00	17:30	Kemaman	
26th	8:00	17:30		
27th	8:00	17:30		
28th	8:00	17:30	Kemaman	
29th	8:00	17:30	Kemaman	
30th	8:00	17:30	Kemaman	
31st				

Submitted by Student Intern: _____

Student Intern's Manager Approval: _____

EAST SEA GEOMARKET (MALAYSIA) STUDENT INTERN TIME SHEET

Intern Name:	Nur Syafiqah Soffiya bt Zakaria	Product Line:	IT
Manager:	Mohd Faizal b. Hussin	Claim Date	8 May 19

Day	Time From	Time To	Location	Remarks
1st				Labour Day
2nd	8:00	16:00	Kemaman	
3rd				
4th				
5th	8:00	16:00	Kemaman	
6th	8:00	16:00	Kemaman	
7th	8:00	16:00	Kemaman	
8th	8:00	16:00	Kemaman	
9th	8:00	16:00	Kemaman	
10th				
11th				
12th	8:00	16:00	Kemaman	
13th	8:00	16:00	Kemaman	
14th	8:00	16:00	Kemaman	
15th	8:00	16:00	Kemaman	
16th	8:00	16:00	Kemaman	
17th				
18th				
19th	8:00	16:00	Kemaman	
20th	8:00	16:00	Kemaman	
21st	8:00	16:00	Kemaman	
22nd	8:00	16:00	Kemaman	
23rd	8:00	16:00	Kemaman	
24th				
25th				
26th	8:00	16:00	Kemaman	
27th	8:00	16:00	Kemaman	
28th	8:00	16:00	Kemaman	
29th	8:00	16:00	Kemaman	
30th	8:00	16:00	Kemaman	
31st				

Submitted by Student Intern: _____

Student Intern's Manager Approval: _____

EAST SEA GEOMARKET (MALAYSIA) STUDENT INTERN TIME SHEET

Intern Name:	Nur Syafiqah Soffiya bt Zakaria	Product Line:	II
Manager:	Mohd Faizal b Hussin	Claim Date	13-Jun-19

Day	Time From	Time To	Location	Remarks
1st				
2nd	8:00	17:30	Kemaman	
3rd	8:00	17:30	Kemaman	
4th	8:00	17:30	Kemaman	
5th	8:00	17:30	Kemaman	
6th	8:00	17:30	Kemaman	
7th				
8th				
9th	8:00	17:30	Kemaman	
10th	8:00	17:30	Kemaman	
11th	8:00	17:30	Kemaman	
12th	8:00	17:30	Kemaman	
13th	8:00	17:30	Kemaman	
14th				
15th				
16th	8:00	17:30	Kemaman	
17th	8:00	17:30	Kemaman	
18th	8:00	17:30	Kemaman	
19th	8:00	17:30	Kemaman	
20th	8:00	17:30	Kemaman	
21st				
22nd				
23rd	8:00	17:30	Kemaman	
24th	8:00	17:30	Kemaman	
25th	8:00	17:30	Kemaman	
26th	8:00	17:30	Kemaman	
27th	8:00	17:30	Kemaman	
28th				
29th				
30th	8:00	17:30	Kemaman	
31st				

Submitted by Student Intern:

Student Intern's Manager Approval:

INDUSTRIAL TRAINING STUDENT'S CHECKLIST

Student's Name :
Student's ID :
Unit / Department :
Organization :
Semester : February 2019 – June 2019

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

7.	Understand that public holidays/special leaves/weekend are different between states; follow current state during internship / organization's policy. (put remark in the logbook)		...	
8.	Record every attendance in the form ('Borang Kedatangan Latihan Industri') or use any method provided by organization (thumbprint or punch card).	YES (Copy of attendance)		
9.	Record every task given in the logbook every day. Ask the Organizational Supervisor to sign/verify on daily OR weekly OR monthly basis.	YES (Copy of logbook entries)		
10.	Fill up Organizational Supervisor's details ('Template Maklumat Penyelia') and submit to the Industrial Training Coordinator once the supervisor has been assigned. (**You may include the topic for Special Project, if you already have it**) Email : nurul1217@kelantan.uitm.edu.my		...	
11.	Discuss with Organizational Supervisor regarding Special Project (must be ISM OR IM related tasks).		
12.	Plan and strategize all the tasks given during internship (discuss with the Organizational Supervisor regarding duration for the tasks, especially Special Project). You may use the planner ('Jadual Perancangan Latihan Industri') OR make your own custom planner using MS Office / MS Project OR use the planner provided by the organization (if any).	YES		
13.	Consult with your Faculty Supervisor regarding the tasks (especially Special Project) at least 4 TIMES , via face-to-face OR email OR phone calls OR any types of communication medium, which necessary.			
14.	Hand over the industrial evaluation form (Rubric – Industrial Evaluation) to the Organizational Supervisor (softcopy or hardcopy, any way preferable by the supervisor). The Organizational Supervisor will make an evaluation on the student's performance.			
15.	PAY your fees Refer Academic Calendar for the date.		
16.	REGISTER for IMC690 (Industrial Training) course– Refer Academic Calendar for the date.		
17.	VALIDATE for IMC690 (Industrial Training) course.– Refer Academic Calendar for the date.		
18.	Update your MUET status to the HEA (to those who not yet submitted the result/status).			
19.	Have a visit from the Visiting Supervisor (from nearest campus / faculty) during internship. Prepare the evaluation form ('Borang Penilaian Visiting Supervisor'). Students may discuss or seek			

	for opinions from the Visiting Supervisor. But approval for the tasks (especially Special Project) may only be done by the Organizational Supervisor & Faculty Supervisor.			
20.	Submit the evaluation form (Rubric – Industrial Evaluation) to Industrial Training Coordinator OR Faculty Supervisor within the last week of internship			
21.	Attend the presentation (viva) at the faculty *subject to change. Bring along the evaluation form ('Borang Penilaian Pelajar') during the presentation.			
22.	Submit the Industrial Training Report (hard cover bind, dark blue)			
23.	Provide a softcopy of Industrial Training Report in a CD, sealed in an envelope nicely, and attached at the back of the report.	YES		
24.	Attach this checklist in Appendices section.	YES		
25.	Attach any other necessary documents which related to your tasks in Appendices section (i.e. : user manual, photos of activities, forms, sketches of storyboard, sample of interface, etc.).	YES		

NOTES :

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