



**INFORMATION SCIENCE STUDIES
COLLEGE OF COMPUTING, INFORMATICS AND
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**Diploma in Information Management
(CDIM110)**

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INDUSTRIAL TRAINING REPORT

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Abstract

This report provides an overview of my internship experience in the ICT Department at KTMB Headquarters, highlighting major tasks, skills learned, and insights acquired. The internship required digitizing essential departmental records. The primary goal was to streamline document management and increase data accessibility. In addition, the internship helped to create a complete Standard of Policy (SOP) with the objective of setting standard norms for future document handling and administration throughout the department. The internship improved both technical and organizational abilities by providing hands-on experience with data management systems and teaching me the value of organized data handling in ICT. This example demonstrated the potential for digitized and well-managed data to improve operational efficiency and productivity throughout the department.

Keyword: *Internship, Keretapi Tanah Melayu Berhad (KTMB), Information, Communication and Technology (ICT)*

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LIST OF ABBREVIATIONS

KTMB	Keretapi Tanah Melayu Berhad
HQ	Head Quarters
CSR	Corporate Social Responsibility
IT	Information Technology
MUET	Malaysian University English Test
SOP	Standard of Policy
WIFI	Wireless Fidelity
HOD	Head of Department
UITM	University Technology Mara
SCM	Short Code Memory
KITS	KTMB Integrated Ticketing System
ID	Identification
DBMS	Database Management System