



اَوْنُوْزْ سِيْتِيْ تِيْكَوْ لُوْ كِيْ مَارَا
UNIVERSITI
TEKNOLOGI
MARA

**SCHOOL OF INFORMATION SCIENCE COLLEGE OF
COMPUTING, INFORMATICS AND MATHEMATICS,
UNIVERSITI TEKNOLOGI MARA**

DIPLOMA IN INFORMATION MANAGEMENT (CDIM110)

SEMESTER: OCTOBER 2024 – FEBRUARY 2025

INDUSTRIAL TRAINING (IMD310)

INDIVIDUAL REPORT:

OPENSOFT TECHNOLOGIES SDN. BHD.

PREPARED FOR:

MADAM NOOR FARALIZA BINTI SAMSUDIN

PREPARED BY:

SITI NURUL ADILAH BINTI MOHD FAIZAL (2022860796)

GROUP:

N5CDIM1105B

SUBMISSION DATE:

27th OCTOBER 2024

INDIVIDUAL REPORT:
OPENSOFTECHNOLOGIES SDN. BHD.

BY:
SITI NURUL ADILAH BINTI MOHD FAIZAL

INFORMATION SCIENCE STUDIES,
COLLEGE OF COMPUTING, INFORMATICS AND MATHEMATICS
UNIVERSITI TEKNOLOGI MARA NEGERI SEMBILAN

27th OCTOBER 2024

ABSTRACT

This report outlines my experience of 8 weeks during internship from 22 July to 13 September 2024, as a Project Document Management intern at Opensoft Technologies in Putrajaya. I gained insights into the website development process, focusing on the critical role of documentation. I created and organized essential documents, such as User Manuals and System Test Reports, and compiled the Master Test Plan and Test Completion Report. My experience emphasized the importance of clear documentation for aligning development teams with client expectations and included drafting User Acceptance Tests. Additionally, I also worked with Bank Rakyat for Content Management Systems which enhancing my understanding of website development tailored to client needs. I also explored the MyGovernment website, broadening my knowledge of Malaysia's public sector and the significance of accurate documentation for transparency and accountability in government projects.

Keywords: Internship, Project Document Management, User Manual, Content Management Systems, MyGovernment Portal.

TABLE OF CONTENTS

Declaration.....	i
Abstract.....	ii
Table Of Content	iii
List Of Figures.....	v
Acknowledgement.....	vii
CHAPTER 1 INTRODUCTION	1
1.1. Background of the Industrial Training Program	1
1.2. Objectives of the report.....	1
1.3 Significance of industrial training for students of Diploma in Information Management..	2
CHAPTER 2 ORGANIZATIONAL INFORMATION	3
2.1. Background of Opensoft Technologies.....	3
2.2. Vision, Mission, and Objectives of Opensoft Technologies.....	3
2.3 Location.....	4
2.4 Operational Hours	5
2.5 Organizational Structure	5
2.6 Departmental structure and function related to information management	6
2.7 Student's assigned department	7
CHAPTER 3 INDUSTRIAL TRAINING ACTIVITIES	8
3.1. Week 1	8
3.2. Week 2	13
3.3 Week 3	17
3.4 Week 4	19
3.5 Week 5	20
3.6 Week 6	23
3.7 Week 7	25
3.8 Week 8	27
CHAPTER 4 LEARNING OUTCOMES AND ACHIEVEMENTS	30
4.1. Reflection on the learning outcomes achieved during the industrial training	30
4.2. Personal growth, skills enhancement, and professional development.....	31
4.3 Successful projects, accomplishments, or challenges overcome	33
CHAPTER 5 RECOMMENDATIONS AND CONCLUSIONS	34
3.1. Suggestions for improvements in the industrial training program	34
3.2. Recommendations for the organization	35

3.3 Summary of the key findings and insights from the industrial training experience	36
REFERENCES	37
APPENDICES.....	38