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UNIVERSITI  
TEKNOLOGI  
MARA

**MGT666**

# **INDUSTRIAL TRAINING REPORT**

PREPARED BY:  
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**FGV  
PRODATA  
SYSTEMS SDN  
BHD**

PREPARED FOR:  
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NASNI BINTI NASERI

**PRoDATA**

A MEMBER OF FGV



## SURAT KEBENARAN

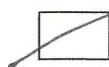
Tarikh : 05/02/2026

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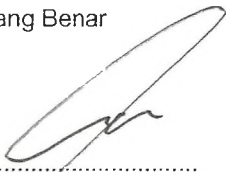
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.....  
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**Jawatan** : Manager of Service Delivery Management  
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# Executive Summary

This report gives a brief reporting on my six month industrial training experience in the Service Delivery Management (SDM) unit of Prodata Systems Sdn. Bhd. Under the tutelage of Encik Amir Fuad bin Azman, and mentoring of Dr. Roszi Naszariah, I am no exception as the internship was a timeless and life-changing experience which improved my professional and personal growth. Throughout six months, I would have acquired practical experience on how to run operations of one of the top ICT firms, as well as acquire knowledge on how to utilize theoretical knowledge in practice.

Prodata Systems is a Malaysian ICT subsidiary of FGV Holdings Berhad and it offers a wide variety of technology solutions. Its services focus on managed ICT services, system integration, software development and hardware maintenance of government agencies, government-linked companies (GLCs) and organizations of the private sector. The company is known to have a systematic way of delivering IT services, which makes it efficient in its operations, its adherence to Service Level Agreements (SLA), and their quality in assisting clients.

My internship experience allowed me to engage in diverse activities during my time, which provided me with experience in the field of ICT service management. I was required to oversee the delivery of services so that the work would proceed efficiently, organize technical support and maintenance services, monitor requests and incidents, keep correct hardware stocks, write comprehensive reports, and help in communication with clients. The activities assisted me in attaching some necessary technical skills, developing my problem-solving capacities, and having a clear picture of the way the ICT services are handled in large-scale organizations. The report, further, includes SWOT analysis of Prodata Systems in detail, and recommendations to improve the same. This underscores some of the insights I have learned throughout the internship, such as my strengths, weaknesses, areas of improvement as well as threats in the ICT services market.

All in all, this internship has been a rich and a fulfilling experience as it has taught me important knowledge, skills on the job and also a better insight of ICT service management. The practical learning and mentorship have included me to a successful career.





# Acknowledgement

With the name Allah S.W.T, the most merciful and the most generous, I would like to say my sincere thanks to Allah S.W.T that has provided me with the strength, perseverance and guidance to complete this internship report within the stipulated time with my advisor who is Dr. Roszi Naszariah. Alhamdulillah, I have also managed to complete my six months internship work at Prodata Systems Sdn Bhd where I was able to get a lot of exposure to the company as well as the working environment.

I am pleased to state that I am impressed by Prodata Systems Sdn Bhd because of giving me a chance to be enrolled in their internship program. I would like to express my gratitude to Encik Amir Fuad bin Azman, who was my supervisor during the internship, supported and promptly encouraged me throughout the internship period. I am also highly grateful to Encik Saufiuddin, Encik Zukhairi and Puan Nur Hazatul Hikmah who helped me greatly in my learning and overall internship experience by offering their support, cooperation and readiness to share knowledge. I owe much of my success as an intern to all the colleagues who provided a good working environment and support to me during the internship period.

Moreover, I would like to say that I really owe my greatest debt to my advisor, Dr. Roszi Naszariah, who guided me, supported me, and provided critical feedback in my internship program. Her support and her commitment have been crucial in assisting me in passing my internship and this report. Finally, I would like to count on all those who have aided me and helped me on my way through the internship either directly or indirectly. May Allah S.W.T bless all of you with gifts of kindness, help and generosity.



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