



**UNIVERSITI TEKNOLOGI MARA  
FACULTY OF INFORMATION MANAGEMENT**

**INDUSTRIAL TRAINING REPORT:  
UNIVERSITI SAINS MALAYSIA(USM),  
KUBANG KERIAN, 16150 KOTA BHARU, KELANTAN**

**SPECIAL PROJECT:  
SERVICE DESK MOBILE**

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

**01 AUGUST 2018 – 31 DECEMBER 2018**

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

01AUGUST 2018 – 31 DECEMBER 2018

## DECLARATION

I hereby declare that this is my original work. I have not copied from any other student's work or from other sources. I am also declare that no part of this report has been published or submitted for publication except where due to reference or acknowledgement is made explicitly in text, nor has any part been written for me by another person. I confirm that I have read and understood the UiTM regulations with regards to plagiarism and will be penalized by the university if found guilty.

Signed by



Mohamad Zaimul Hakim Bin Zamri

2016673982

Date of submission: 10<sup>th</sup> January 2019

## ABSTRACT

Industrial training an important phase of a student life. This report writing is based on industrial training which had been completed by trainee from 1 August 2018 until 31 December 2018. The trainee has undergone 5 month of industrial training at Universiti Sains Malaysia (USM) in Pusat Pengetahuan, Komunikasi dan Teknologi (PPKT), which have four IT section that is Pejabat Timbalan Pengarah (PTP), Technical Support, Info structure and Application. Each section has its own task to manage PPKT Health Campus. The Technical Support section is headed by Encik Azahari Omar. This section divided into two sub section which is web, multimedia, e-learning manage by Encik Nareeman Shah and asset, services desk, technical support managed by Encik Azmanzaifkar Ehsan. The technical support section serves for provides technical services, procurement, distribution and management of IT equipment. In addition, it also works as managing assets, website management and multimedia. The trainee has faced multiple types of challenges and experience during the internship period where the trainee has been given a various kind of task. The trainee was given responsibilities in PPKT where the trainee requires to develop a system. The trainee has learned a lot during the internship period, which result in better improvement in lot of aspect such as discipline, skills and knowledge.

**Keywords:** *System development, Pejabat Timbalan Pengarah, Technical Support, Info Structure, Application, web, multimedia, e-learning.*

## **Acknowledgement**

Praise to Allah, The Almighty for giving His blessings, guidance and permission to complete this industrial training and report in fulfillment of the requirements for System Management degree programme. The time I spent in Universiti Sains Malaysia (USM) as an intern from 1st August 2018 until 31th December 2018 at *Pusat Pengetahuan, Komunikasi dan Teknologi (PPKT)*.

First and foremost, I am also thankful to and fortunate enough to get constant encouragement, support and guidance from my industry supervisor, Mr Mohd Nazri Bin Mat Husin who helped me to successfully complete my internship.

Then I would like to thank to industrial training coordinator, Madam Nurulannisa Bt Abdullah who is the person in charge for internship for her valuable guidance and advice. She had always time to answer all my questions concerning my internship.

I would like to express my deep and sincere gratitude to my supervisor, Madam Khadijah Binti Abdul Rahman for giving me the opportunity to do this study and providing invaluable guidance throughout this study. Her dynamism, vision, sincerity and motivation have deeply inspired me. It was a great privilege and honour to work and study under her guidance.

Next, I am extremely grateful to my parents, Zamri Abdullah and Jamilah Yunus for their love, prayers, caring and sacrifices in educating and preparing me for my future. I am extending my heartfelt thanks to my brothers and sisters for their moral support. May Allah grant His blessing and paradise for us.

Finally, my thanks go to all the people who have supported me to complete the paper work directly or indirectly.

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## CHAPTER 1

### INTRODUCTION

#### **Introduction about Industrial Training**

The student who undertakes industrial training is responsible mainly to complete the project and tasks assigned by the organization within the stipulated time frame. As we know, internships provide real world experience to those looking to explore or gain relevant knowledge and skills require entering into particular career field. Internship relatively short term in nature with the primary focus on getting some on the job training and taking what's learned in the classroom and applying it to the real world.

The industrial training held for five months from 1st August 2018 until 31th December 2018, as one of the requirements for the award of Bachelor of Science Information (Hons.) System Management that student should fulfil the industrial training at Universiti Sains Malaysia (USM) Division of Pusat Pengetahuan, Komunikasi dan Teknologi (PPKT) for 22 weeks. It is intended to provide useful knowledge and to train the students in order to prepare themselves in the real world and working environment. During the industrial training session, many principals and theory regarding organizational function are put to into effect. Most students are prepared with a structure towards learning how the organization works in real life so that the subject learned which is IMC 690 Industrial Training can be applied. Most the faculties in Universiti Teknologi Mara (UiTM) provided industrial training to the students and expose the students to the valuable experience in conducting a real experience in the industry after this.

The training is provided in order to fulfil the requirements of the IM245 program which is Bachelor of Science Information and System Management. In this training, students will be exposed to the office environment, how to handle various functions in managing information are taught. Besides that, it also is very useful in preparing the students to be industry ready professional where all the previously learned the theory will put into immediate effect. It provides insights into the intricacies involved in working in various area of the profession as well as inculcate commitment to work, apply knowledge to industrial situation, hone technical and soft skills, get acquainted with professional work environment and develop ethical values.

After training had been complete, hope the students are able to implement everything that already learnt in the industry and provide a huge contribution to the related organization. The details of the organizational structure and nature of training session will be explained in the following chapters.

### 1.1 Background of Institution



Figure 1: Universiti Sains Malaysia (USM), Logo

Established as the second university in the country in 1969, Universiti Sains Malaysia (USM) was first known as Universiti Pulau Pinang. In 1971, USM moved from its temporary premises at the Malayan Teachers' Training College, Bukit Gelugor to the present 416.6-hectare site at Minden, approximately 9.7 km from Georgetown.

USM offers courses ranging from Natural Sciences, Applied Sciences, Medical and Health Sciences, Pharmaceutical Sciences to Building Science and Technology, Social Sciences, Humanities, and Education. These are available at undergraduate and postgraduate levels to approximately 30,000 students at its 17 Academic Schools on the main campus in the island of Penang; 6 Schools at the Engineering Campus in Nibong Tebal (approximately 50km from the main campus); and 3 at the Health Campus in Kubang Kerian, Kelantan (approximately 300km from the main campus).

USM also has 17 dedicated research centres for a wide range of specialisations which include archaeology, medicine and dentistry, molecular medicine, science and technology, Islamic development and management studies, and policy research and international studies. It also provides consultancy, testing, and advisory services to the industry under the ambit of USAINS Holdings Sdn Bhd, the University's commercial arm.

Since the beginning, USM has adopted the School system rather than the traditional Faculty system to ensure that its students are multi-disciplined from their exposure to other areas of study by other Schools. It also encourages students to be active in extra-curricular activities given the myriad of clubs and societies available.

As a Research Intensive University recognised by the Ministry of Higher Education Malaysia (MOHE) in 2007, USM offers educational and research opportunities to students and staff. In 2008, USM also became the first university in the country to be selected by the Malaysian government to participate in the Accelerated Programme for Excellence (APEX), a fast-track programme that helps tertiary institutions achieve world-class status.

### 1.1.1 Vision

"Transforming Higher Education for a Sustainable Tomorrow

### 1.1.2 Mission

USM is a pioneering, Tran's disciplinary research intensive university that empowers future talents and enables the bottom billions to transform their socio-economic well-being.

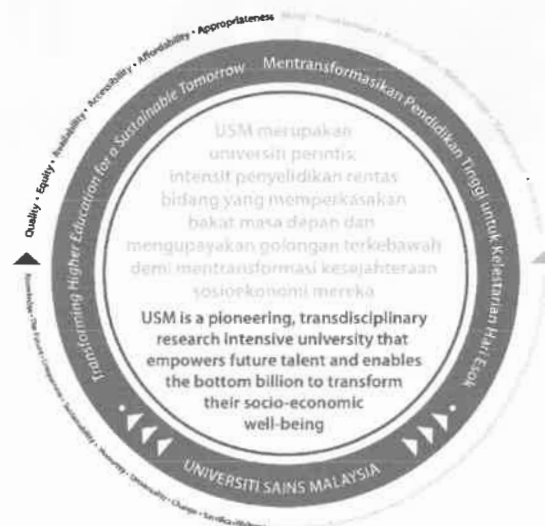


Figure 2: Universiti Sains Malaysia (USM), Brand

### 1.1.3 Value

Quality, Equality, Availability, Accessibility, Affordability, Appropriateness

### 1.1.4 Thrust

Knowledge, the Future, Uniqueness, Sustainability, Humanity, Universality, Change, Sacrifice, Wellness

## CHAPTER 2

### DEPARTMENT STRUCTURE

#### 2.1 Background of Department



Figure 3: Pusat Pengetahuan, Komunikasi dan Teknologi (PPKT), Logo

*Pusat Pengetahuan, Komunikasi dan Teknologi (PPKT)* was established on 1<sup>st</sup> January 2003 with a combination of four information technology-based entities in Universiti Sains Malaysia namely Pusat Komputer, Pusat Teknologi Maklumat, Unit Sistem Maklumat Pengurusan (SISMAP) and Unit Pembangunan Teknologi Maklumat at USM main campus. PPKT official launch was officiated by Vice Chancellor, Yg Bhg Prof Dato' Dzulkifli Abd Razak on 27<sup>th</sup> August 2003. PPKT serve as a center for providing IT services in USM. USM PPKT Health Campus located at Kubang Kerian, Kota Bharu.

PPKT Health Campus now is only a change of name for Cawangan Pusat Komputer. Cawangan Pusat Komputer started with only one staff in 1986 and now continues to grow. In 1996 Cawangan Pusat Komputer started service called the Hospital Information System and also distributed PCs to all lectures, category "A" officers and departments to introduce the USMNet network services which was the core of PPKT service until now.

The Hospital Information System services was eventually taken over by the HUSM Information System Unit in 2000. The number of staffing is up to 101. The deputy director of PPKT is HJ Nik Nashron Ab. Aziz.

### 2.1.1 Mission

1. PPKT's mission is to provide quality and quality services and infrastructure of Information Technology. Coordinate processes involving academic, student, administration and management through website portals for the purpose of transfer and sharing of information in order to enhance the knowledge and expertise of Information Technology among USM citizens.
2. Guiding and being a source of inspiration to University students in the evolving flow of Information Technology. Ensuring the University's vision of becoming a premier institution of study and research will come true with Information Technology as a catalyst.
3. Build a knowledgeable and informed campus community in Information Technology. Become a referral center for Information Technology related matters. And to cultivate campus society with Information Technology.
4. Offering quality service in support of R & D activities, teaching & learning of higher education and providing innovative and creative ICT infrastructure in USM. In addition, PPKT is also an "enabler" to the science and knowledge environment.
5. Unify academic, student, administrative and management services and society through an information portal and its web-based transfer. With the establishment of PPKT will pioneer more new developments for the convenience of dealing, serving, and generating, storing and disseminating knowledge as wide as possible.

### 2.1.2 Objective

1. All applications will be reviewed and approved within 3 (three) working days from the date the completed application form is received.
2. Process and send all bills and claim payments to the Treasurer's Department within three (3) days from the date of receipt of the bill.



**CARTA ORGANISASI  
PPKT Kampus Kesehatan**

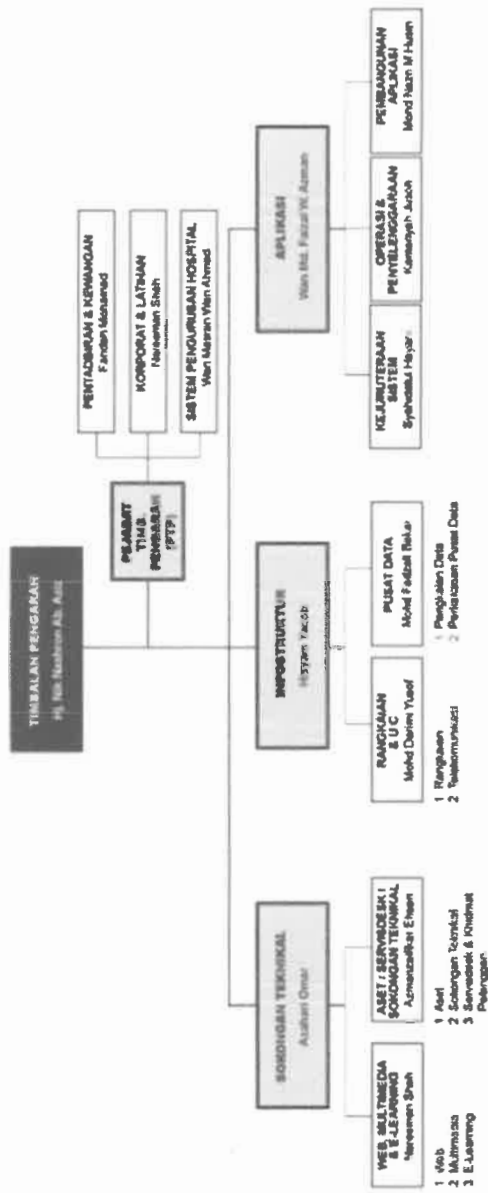


Figure 4: Pusat Pengetahuan, Komunikasi dan Teknologi (PPKT), Organization Chart

## DEPARTMENT FUNCTION

### 2.2 Pusat Pengetahuan, Komunikasi dan Teknologi (PPKT)

PPKT have four IT section that is Pejabat Timbalan Pengarah (PTP), Technical Support, Infostructure and Application. Each section has its own task to manage PPKT Health Campus. The Technical Support section is headed by Encik Azahari Omar. This section divided into two sub section which is web, multimedia, e-learning manage by Encik Nareeman Shah and asset, services desk, technical support managed by Encik Azmanzaifikar Ehsan. The technical support section serves for provides technical services, procurement, distribution and management of IT equipment. In addition, it also works as managing assets, website management and multimedia.

Meanwhile, the Infostructure section headed by Encik Hisyam Yacob. Main services of the Infostructure section is to provide, manage and maintain technical support for network systems, IT security, telecommunications, data centers and database located at USM Health Campus. Only 4 staff involves in maintaining data centers and database based on MSSQL and MySQL for application. They also manage video live connection in USM Health Campus for in inside and also to USM Engineering Campus Pulau Pinang.

I was task to the Application section under supervision En Nazri Bin Mat Husin as the Information Technology Officer. Three unit in application is System Engineering, Operation and Maintenance and Application Development. Main activities in Application section is developing, maintaining and providing services support for applications at the PPKT Health Campus or by Main campus and Engineering Campus. The Application section required all staff to involve with the development activities, maintenance and application support of all time.

#### 2.1.1 Training Structure

I have undergone industrial training under the supervision of Encik Nazri Bin Mat Husin. Each task given by module through GitLab application.

#### 2.1.2 Scope of Training

My scope of training is to build a system called "Inventory System", that will involve about the hardware in the department. In the last minutes' conversation, En Nazri give another tasks to me to collaborates with another student to create



mobile apps that call “Service Desk Mobile”. Besides that, to develop this is system, I was assigned to use and learn Ionic language.



Figure 5: System Development Life Cycle (SDLC)

Figure 5 shows the SDLC model that is being used to develop the system. The system development should follow the rules of SDLC model. I have to undergone all activities in the model except the maintenance activity as I finished my training on January.

### 2.1.3 Training Objective

The training objective is to reveal towards industrial way of work, to be able work in Information System environment in a professional way, to be able to use the knowledge that gain from university and serve the industrial.

## CHAPTER 3

### INDUSTRIAL TRAINING

#### 3.1 Training Activities

IT sections talk and sharing. In this programs, each unit in PPKT show how they work, technology used, requirement to be worker and site visit. Participant have chance to visit video conference room, communication services and database center. A lot exposure to current PPKT technology in this program. This program running for 6 days in 3 weeks.

##### 1. Internship Student Arduino Project Briefing

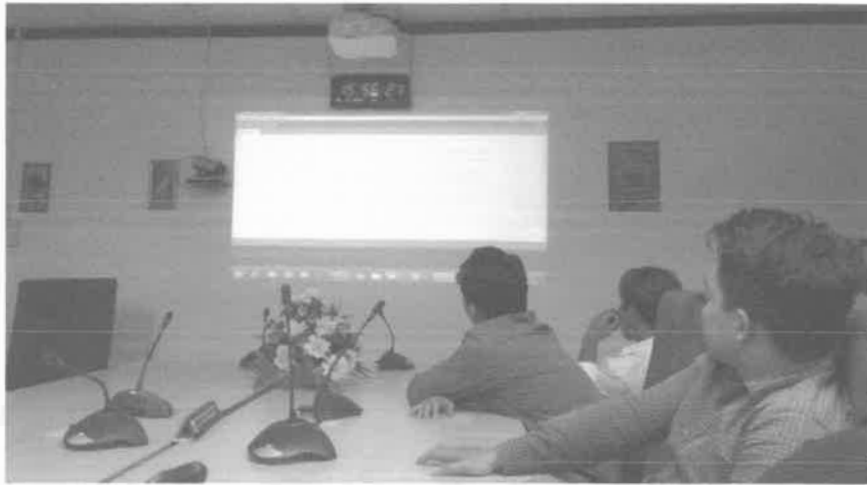


Figure 6: Internship Student Arduino Project Briefing

Figure 6 shows internship student give briefing on her Arduino project in PPKT. The project is about attendant and read user card contain information include name and staff number. The system almost 90% finish and now given to other internship student because last assigned already finish internship at PPKT Health Campus.

## 2. Briefing from Network Unit

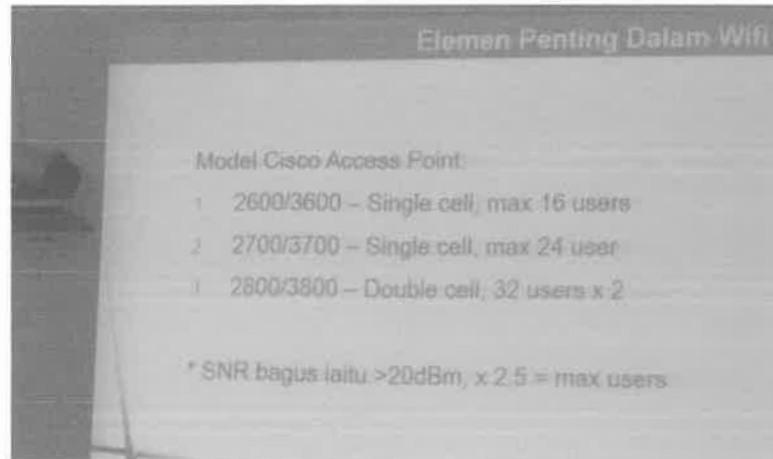


Figure 7: Briefing from Network Unit

Figure 7 shows information given from Network Unit by Encik Darimi. Currently for only 4 staff involve in network unit. In this session Encik Darimi show type of wireless connection devices and their performance for example wireless AC speed up to 1Gbps while wireless N 300Mbps, wireless G 54Mbps and wireless B as low as 11Mbps. There is also two type of frequency which is 5GHz with shorter range 115 feet and 2.4GHz up to 230 feet. All this information included in WLAN Standard: IEEE 802.11. For frequency 2.4GHz, it contains three channel that is 1, 6 and 11. While 5.0GHz contain up to 165 channel. Participant also learn about half duplex and full duplex in wireless connection.

### 3. Briefing from Application Unit



Figure 8: Briefing from Application Unit

Figure 8 shows learning session from Application Unit by Encik Wan Md. Faizal and Encik Mohd Nazri. Information provide for this session including framework used in web development such as QT, Code igniter (CI) and Ruby on Rails. There is similarity between CI and Ruby on Rails based on Model-View-Controller (MVC) in this two framework. In term of performance, Ruby on Rails slightly faster than other three framework used.

### 4. Data Centre Unit Site Visit



Figure 9: Data Centre Unit Site Visit

Figure 9 shows server setup in PPKT Health Campus. Participant have a chance to see up close server. Only four staff involve in maintenance up to 119 servers in there.

### 5. Data Centre Unit Briefing

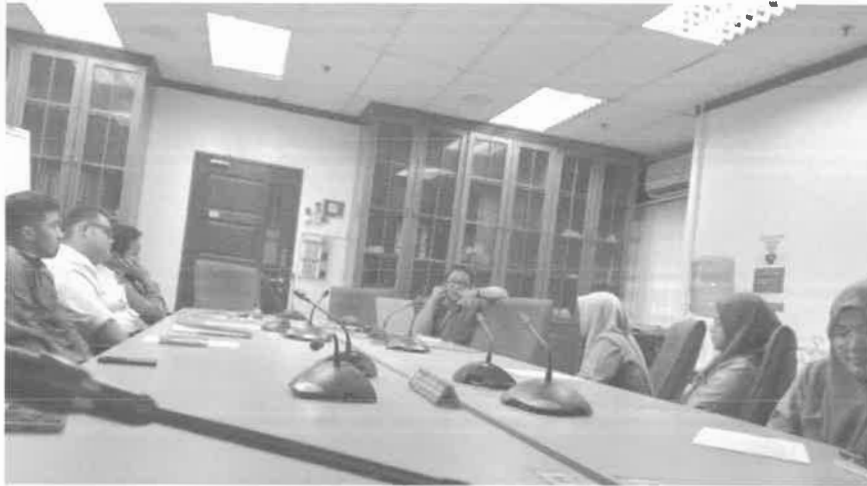


Figure 10: Data Centre Unit Briefing

Figure 10 shows speech given by Encik Razmi from Data Centre Unit. This session allow participant to know about Denial-of-service attack on server. Main operating system used in Data Centre Unit is Linux

### 6. Exposure from Hospital Management System Unit



Figure 11: Exposure from Hospital Management System Unit

Figure 11 shows information sharing by Encik Wan Masran Wan Ahmad from Hospital Management System Unit. This unit exist to assist and support university aspirations in the implementation of Enterprise Architecture to transform Hospital Management System more efficient and productivity. Main idea is to combine and integrated between many systems involve in hospital in to simplest form.

### 7. Briefing from Technical Support Unit



Figure 12: Briefing from Technical Support Unit

Figure 12 shows program session with Technical Support Unit. This session provides information on type of access door used in PPKT which is modular and smart lab.

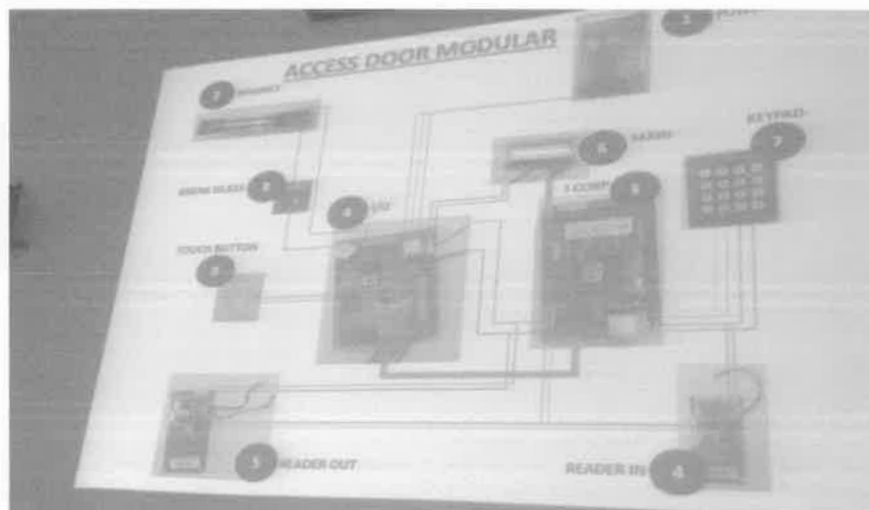


Figure 13: Access Door Tools from Technical Support Unit

Figure 13 shows access door tools provide from Technical Support Unit. This is modular type access door which one main maintenance for this unit. Only three staff involved in this unit assisted by internship student assigned for Technical Support Unit.

## 8. Video Conference Tools from Communication Unit

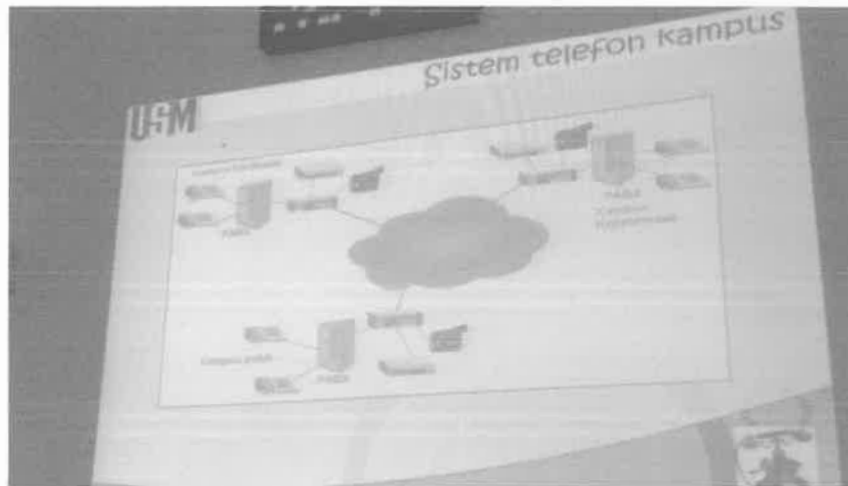


Figure 14: Video Conference Tools from Communication Unit

Figure 14 shows video conference tools used by USM Health Campus and also USM Engineer Campus at Pulau Pinang. This session provides from Communication Unit by Encik Solahasni. Hardware used for video conference including VCS which is gatekeeper, Multi Conference Unit (MCU) and endpoint. Software used is Microsoft Lync and Cisco WebEx.



Figure 15: Communication Unit Site Visit

Figure 15 shows Communication unit site visit where all telecommunication in USM maintenance here. Battery used to backup electricity if power down and this cost approximately RM1.5Bilion.

## 9. GitLab briefing

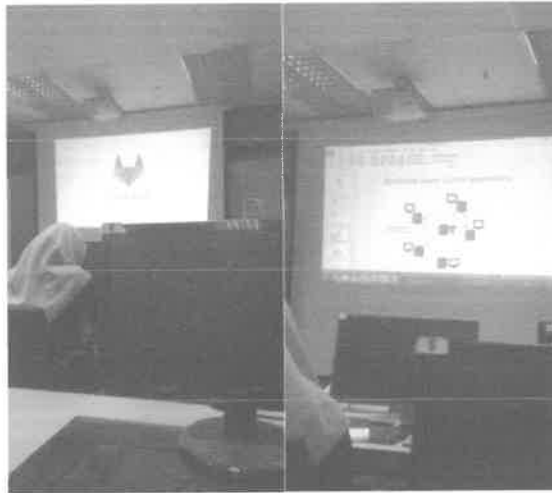


Figure 16: GitLab briefing

Figure 16 shows the presentation make by Puan Syikin about GitLab, GitLab is an open source code repository and collaborative development platform. GitLab offers a location for online code storage and collaborative development of massive software projects. The repository includes version control to enable hosting different development chains and versions, allowing users to inspect previous code and roll back to it in the event of unforeseen problems.

GitLab is a competitor to GitHub, the code repository that hosts Linus Torvalds' Linux kernel development, among many other projects. As GitLab is developed on the same Git basis of version control, it functions very similarly.

Some of GitLab's features include:

- i. LDAP integration
- ii. Open source code library
- iii. Free hosting and services
- iv. Bug tracking mechanism
- v. File editing in the web interface

GitLab supports both public and unlimited private development branches. In contrast, some competitors, such as GitHub, charge for private repositories, while others, such as Bitbucket, charge for additional users over the five allowed for free on a private repository.



### 3.2 Special Project

On 1<sup>st</sup> August, 2018 I have enrolled at the Registrar Office of Universiti Sains Malaysia Health Campus. I was assigned to Pusat Pengetahuan, Komunikasi dan Teknologi (PPKT) and under the supervision of En Nazri Bin Mat Husin who is an IT officer at PPKT.

The first assignment given by En Nazri Bin Mat Husin is to study about framework CI (codeigniter) and also identify the requirement of the hardware in the department that will involve in the system. I also have attended class with En Nazri and also another staff and students to learn more about codeigniter. After that, En Nazri has given me another task that will me collaborate with another practical student from Universiti Teknikal Melaka Malaysia. Before that, the meeting had been attending by En Nazri and that student for discuss about the structure and requirements needed to make this system easier to use and also function in this department. So, I and that student must learn “Ionic” before proceed another step to create the mobile application.

#### 3.2.1 Summary of the Service Desk Mobile Application (SDM)

Service Desk Mobile is the system that will easier the staff to request the form that they need to fulfil their task in the day. Service desk system has already existed but En Nazri want us to change it to the mobile application. It will involve all the request form, details about the maintenance hardware like pc or laptop, reservation of room in the department and others. The process to complete it quite difficult to us because must learn a new computer language in a short time. Then, En Nazri has decide to give me create a database that fulfil the requirement of the system because the time for me to spend is practically ending.

### 3.2.2 Task given

#### 1. Database

The figure will be displays about the requirement of the mobile application and all the database that I create is according existing system of the service desk. In addition, I also ask staff to show the system and it help me to create a database. For the first table is about relevant to the distribution of duties by staff need to enter the ticket number and the will show the number of each staff member along with the name. Then it will show categories for each of the task staff and details of each of their tasks and status whether they are in action or managed by others.

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra	Action
1	id_agihtugas	int(11)			No	None		AUTO_INCREMENT	Change Drop Primary Unique More
2	NoTiket	varchar(100)	latin1_swedish_ci		No	None			Change Drop Primary Unique More
3	TarikhTiket	varchar(100)	latin1_swedish_ci		No	None			Change Drop Primary Unique More
4	Kategori	varchar(100)	latin1_swedish_ci		No	None			Change Drop Primary Unique More
5	TempohTiket	int(11)			No	None			Change Drop Primary Unique More
6	Butiran	varchar(100)	latin1_swedish_ci		No	None			Change Drop Primary Unique More
7	Status	varchar(55)	latin1_swedish_ci		No	None			Change Drop Primary Unique More

Figure 17: Agih tugas table

## 2. Login table

For this table, first users must fill their id which is name and id number. Next, they must fill in for connect to a place where you can find an example of an empty booking room and they can see about empty room locations as well as details about the place.

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra	Action
1	id_pengguna	int(11)			No	None		AUTO_INCREMENT	Change Drop Primary Unique More
2	Name	varchar(88)	latin1_swedish_ci		No	None			Change Drop Primary Unique More
3	NoKP	varchar(88)	latin1_swedish_ci		No	None			Change Drop Primary Unique More
4	NoSambungan	varchar(88)	latin1_swedish_ci		No	None			Change Drop Primary Unique More
5	Lokasi	varchar(88)	latin1_swedish_ci		No	None			Change Drop Primary Unique More

Figure 18: Login table

## 3. Pusat tanggungjawab table

For this table, the function is roughly the same as this table where it is used by staff to see about other staff assignments where other staff have made maintenance on something they will put in the service desk. So other staff can check on assignments, job details, categories and status is complete or incomplete

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra	Action
1	id_ptj	int(11)			No	None		AUTO_INCREMENT	Change Drop Primary Unique More
2	NoTiket	varchar(100)	latin1_swedish_ci		No	None			Change Drop Primary Unique More
3	Tugasan	varchar(100)	latin1_swedish_ci		No	None			Change Drop Primary Unique More
4	Tarikh	varchar(100)	latin1_swedish_ci		No	None			Change Drop Primary Unique More
5	Butiran	varchar(100)	latin1_swedish_ci		No	None			Change Drop Primary Unique More
6	TempohAduan	varchar(100)	latin1_swedish_ci		No	None			Change Drop Primary Unique More
7	Kategori	varchar(100)	latin1_swedish_ci		No	None			Change Drop Primary Unique More
8	ptj_status	varchar(100)	latin1_swedish_ci		No	None			Change Drop Primary Unique More

Figure 19: Pusat tanggungjawab table

#### 4. Staff ke site table

For staff to the site, it is intended to identify staff who report on the damage or there is a problem with the assignment given to him. Subsequently, other staff with higher expertise will be given further tasks to complete the assignment and will have time for the assignment to begin until end.

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra	Action
1	id	int(11)			No	None		AUTO_INCREMENT	Change Drop Primary Unique More
2	staffTerlibat	varchar(100)	latin1_swedish_ci		No	None			Change Drop Primary Unique More
3	Lokasi	varchar(100)	latin1_swedish_ci		No	None			Change Drop Primary Unique More
4	Masa	varchar(100)	latin1_swedish_ci		No	None			Change Drop Primary Unique More
5	Pengadu/NoTiket	varchar(100)	latin1_swedish_ci		No	None			Change Drop Primary Unique More
6	Tempoh	varchar(100)	latin1_swedish_ci		No	None			Change Drop Primary Unique More

Figure 20: Staff ke site table

#### 5. Status table

For status, staff can check every project or task they have stored in the system. It will show you the date of the ticket it was saved, how long it was kept, the details of the problem occurred and the status of whether it was in action or was done.

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra	Action
1	id_status	int(11)			No	None		AUTO_INCREMENT	Change Drop Primary Unique Index More
2	NoTiket	varchar(88)	latin1_swedish_ci		No	None			Change Drop Primary Unique Index More
3	TarikhTiket	varchar(88)	latin1_swedish_ci		No	None			Change Drop Primary Unique Index More
4	TempohTiket	varchar(88)	latin1_swedish_ci		No	None			Change Drop Primary Unique Index More
5	Butiran	varchar(88)	latin1_swedish_ci		No	None			Change Drop Primary Unique Index More
6	Status	varchar(88)	latin1_swedish_ci		No	None			Change Drop Primary Unique Index More

Figure 21: Status table

### 3.2.3 Objective

1. To act as a single point of contact for all user incidents, requests and general communication
2. To restore 'normal service operation' as quickly as possible in the case of disruption
3. To improve user awareness of IT issues and to promote appropriate use of IT services and resources
4. To assist other the other IT functions by managing user communication and escalating incidents and requests using defined procedures.

### 3.2.4 Scope

Service Desk Mobile was developing for staff in USM used. A typical service desk manages incidents and service requests along with handling user communications for things like outages and planned changes to services. A service desk typically has a broad scope and is designed to provide the user with a single place to go for all their IT needs. This results in the service desk playing a pivotal role in facilitating the integration of business processes with the technology ecosystem and broader service management infrastructure.

This mobile application more focus to staff and admin. Admin can check all the activities that has been created in the application and also they can delete for the complete task and staff can add for the new tasks.

### 3.2.5 Hardware and Software Description

#### 3.1.5.1 Hardware

##### 1. Laptop

<b>HP Laptop 14-bs0xx</b>		
Device name	:	LAPTOP – J68PKKMQ
Processor	:	Intel® Core™ i3-6006U CPU @ 2.00GHz 1.99GHz
Installed RAM	:	4.00 GB (3.89 GB usable)
System type	:	64-bit operating system, x64-based processor

Table 1: Laptop description

### 3.2.5.2 Software

#### 1. Software

- **Wamp Server 2.0**

Wamp Server is a Windows web development environment. It allows creating web applications with Apache2, PHP and a MySQL database. Alongside, Php MyAdmin allows managing easily the databases. The function by using this software is as the temporary server for the system which is only for simulation not the actual system.

- **IONIC**

Ionic Framework is an open source SDK that enables developers to build performant, high-quality mobile apps using familiar web technologies (HTML, CSS, and JavaScript). Ionic is focused mainly on the look and feel, or the UI interaction, of an app. This means that it's not a replacement for Cordova or your favourite JavaScript framework. Instead, Ionic fits in well with these projects, in order to simplify one big part of your app development process: the front-end.

- **CODEIGNITER**

CodeIgniter is based on the Model-View-Controller (MVC) development pattern. MVC is a software approach that separates application logic from presentation. In practice, it permits your web pages to contain minimal scripting since the presentation is separate from the PHP scripting.

## USER MANUAL

### 3.2.6 Some of the interface of Service Desk Mobile Application (SDM)

#### 3.2.6.1 Ticket search

First of all, the staff should enter their ticket no. Then select the category of complaint they want to fill in and lastly enter the keywords to find the desired form.

#### Carian Tiket

---

Masukkan No Tiket:

ATAU

Pilih Kategori Aduan:

INSTALASI SISTEM ▾

Masukkan Kata Kunci:

CARI TIKET

Figure 22: Ticket search



### 3.2.6.2 User

For users, they can find tickets based on the types of tasks given or based on the date the ticket is saved and the task's expiry date

#### Pengguna

---

Cari Pengguna

Berdasarkan: ▼

CARI PENGGUNA

Figure 23: User

### 3.2.6.3 Search the center of responsibility

Staff can find a form or ticket to lodge a complaint where there are several central lists that are responsible for receiving any complaints or cases from the staff involved

#### Carian PTJ

---

Pilih Pusat Tanggungjawab: ▼

CARI ADUAN

Figure 24: Search the center of responsibility

### 3.2.6.4 Action search

To find the staff involved in the task assigned, where users need to include the action keywords for each form and enter the name of the staff involved for the project they are doing

#### Cari Tindakan

---

Kata Kunci Tindakan:

Staf Yg Terlibat:

CARI

Figure 25: Action search

## CHAPTER 4

### CONCLUSION

#### 4.1 Application of knowledge, skills and experience in undertaking the task

These challenges were related to industrial training in PPKT Health Campus. First, adopting to the working environment. Due to the fact that trainee was new in the organization, it took some time to get used and cope with the working environment. The trainee was not used to this culture and society this was a big challenge. Therefore, in the first days of internship the student did not have much to do and had to be sit and the day ends without having much to do this was a challenge because it made trainee so idle and bored for the first weeks in the organization. Fortunately, after that day I tried to communicate, and I can cope with the situation and help by the supervisor who provided a schedule of duties to the trainee.

Other than that, I have difficulties at first to understanding the flow of framework system that I am required to build. The task given to me have different understanding from my previous learn. This was solved by the supervisor who gave the trainee an opportunity to ask anything wasn't clear and allow the trainee to look upon the file that is related to the system that will be build. That guidance helped the trainee understand what to do.

While developing the system, I have difficulties on the error and the interface of the system. This was solved by discussing with En Nazri Mat Husin and she gave me idea and solution. For the interface, I study how the existing system looks like. This give me briefly idea how "Inventory System" system looks like.

#### 4.2 Personal thoughts and opinion

PPKT Health Campus have provided such a pleasant opportunity for me to undergo industrial training. By training under PPKT, a lot of knowledge and experience can be gained and built. Moreover, this organization is suitable for undergraduate students who will work soon or further their study in many field and who those passions in learn how real business works. From this industrial training, the trainee can improve their computer science skills and also can increase the oil and plantation knowledge. Besides, I also can train myself to be good in attitude

while doing my work. In addition, I have learnt how important IT department in one organization to run smoothly. The task assigned is to fulfil what is specified in the Bachelor of Information Science (HONS.) Information System Management. All programming and development of this system are constantly reviewed and monitored by En Nazri Mat Husin. This system's information and database is stored on the health campus USM server.

### **4.3 Learning Experience**

There is a lot of learning experience that I have received. I have experienced industrial way of working environment. Thus, I learnt to be in a good attitude while performing the industrial training. I also learnt that different industry has different way of working as the experience that I have gathered being shared among other trainee from different department and different company. I have experienced the technologies use in industry and how different organization could be invited and joint together with PPKT Health Campus to solve problem and work together.

I also have opportunity to join in training and exposure to different section up close and other information. Thus, I have experienced how to present and deal with different type of career in future.

My involvement in the work of upgrading, modifying, testing and controlling the system also included in this department. The designated "Inventory System" involves artificial intelligence applications for health-based Universiti Sains Malaysia (USM).

### **4.4 Limitations and Recommendations**

Organization should provide enough device such as computers for trainee so that trainee can use the company device and does not have to bring their own computer. This will be unfortunate for trainee who does not have any laptop to bring. Thus, providing sufficient device would be the best way to improve productivities. Other than that, organization should allow the trainee to involve with more discussion, meetings or seminar that can be joined by trainee. This will give the trainee the exposure how industrial works. Last but not least, organization should consider on giving allowances to trainee to boost the working spirit and help out the trainee as the petrol cost and toll fare is higher in Kuala Lumpur.

University should provide shorter time for internship from 5 months to 3 months so that the student can find job quicker before the graduation. It is great that university has provide the guidance and constant supervision to ensure the student excel in their training. The university should continue with internship program, this is because it helps to prepare the students for their careers in future and also enable the students to practice the theoretical knowledge obtained during class be exercised practically. It also helps to develop students understanding of work ethics, employment demands, responsibilities and opportunities.

## REFERENCES

Khadijah Abdul Rahman (2018) Personal Interview

Mohd Nazri Mat Husin (2018) Personal Interview

(n.d.). Retrieved January 9, 2019, from <https://sd.usm.my/>

Ionicframework. (n.d.). Build Amazing Native Apps and Progressive Web Apps with Ionic Framework and Angular. Retrieved January 9, 2019, from <https://ionicframework.com/>

# APPENDIX













Download



Agihan Permohonan

Rapikan:  KELULUSAN LEVEL 1  BARU  BELUM SELESAI

Sila klik pada NO TIKET untuk mengagih tugas kepada staf.

NO TIKET	NOMOR KES	TARIKH BUKIT	KATEGORI	TEMPOH POKOK	JUSTIFIKASI	STATUS
1	POT-0301-18 N.K. MAZIAH HUSSIN	17/12/2018	LAIN-LAIN	2 hari	penetapan auto request untuk ujian Total ig & ba...	
2	POT-0300-18 MURNI BINTI MAHMOOD	18/12/2018	LAIN-LAIN	3 hari	Penawaran telefon berokup dan talian terganggu...	
3	PMEL024-18 SHARIFAH ADA BINTI SHEH-IL BRAHIM	18/12/2018	PERMOHONAN EMEL	3 hari	permohonan emal bagi unit Brain and Behaviour Cu...	
4	PKOM0316-18 OK NORASIHEN BT. ZAINAL ABDIN	18/12/2018	PENCETAK TETAP	3 hari	1) Permohonan mesin cetak untuk kegunaan Staf ba...	
5	PKOM0315-18 SITI MUSLIMAH BINTI BAKAR	13/12/2018	PENCETAK TETAP	4 hari	Pencetak sebelum ini didapati bermasalah dan daaa...	
6	PKOM0312-18 ROZITA HASSAN	10/12/2018	KOMPUTER TETAP	7 hari	1 komputer yang sedia ada telah mula menjalani pen...	
7	POT-00208-18 WAN SHA PUDDIN EN YANHA	7/12/2018	LAIN-LAIN	9 hari	PERMOHONAN BAGI PIHAK...	
8	PWEB1764-18 TUAN UMAR BIN TUAN SWAIL	6/12/2018	INSTALASI SISTEM	9 hari	Memohon instalasi Microsoft Visio bagi kegunaan...	
9	PWEB1755-18 MOHD SABRIE BIN MOHD KAWAY	5/12/2018	INSTALASI SISTEM	10 hari	memohon instal microsoft office dalam 2 und cp...	
10	PND00217-18 MOHD ROZMAN MOHAMAD RAPANDI	3/12/2018	ACCESS DOOR/PALANG	12 hari	Pajang pos Akademik rosak tidak boleh guna sus...	

\* NO TIKET mempunyai status belumlah selesai di buat.

\* Senarai gambar dan fail lampiran akan di buat.

Tempoh permohonan dikekalkan sekiranya status tiket tidak selesai.

Laman 1 dari 50

Berikut

Surat belum diterima. Rujuk menu Pengesahan Terima Borang

+ Statist

Agihan Permohonan

Rapikan:  DALAM TINDAKAN  TAMBAH

Sila klik pada NO TIKET untuk mengagih tugas kepada staf.

NO TIKET	NOMOR KES	TARIKH BUKIT	KATEGORI	TEMPOH POKOK	JUSTIFIKASI	STATUS
1	POT-0302-18 NUR MOHAMAD B. MOHD MAKHATAR	18/12/2018	LAIN-LAIN	1 hari	Lokasi Makmal Digital, PPSG Perisian SPSS...	
2	PVCO00410-18 SHARIFAH EMILIA BINTI TUAN SHARIF	18/12/2018	BILIK TELESIDANG PPKT	1 hari	1ST MEETING OF THE WRITING GROUP NATIONAL PATHOL...	
3	POT-0299-18 WAN NOR AZLIN BINTI WAN AZLAN	13/12/2018	LAIN-LAIN	4 hari	Memohon juruteknik untuk setup peralatan dan sta...	
4	PVCO00403-18 FATIN NOORDYANA BT MOHD SABRI	11/12/2018	BILIK TELESIDANG PPKT	6 hari	JAWATANKUASA KESELAMATAN DAN KESIHATAN PEKERJAAN...	
5	PLAB00104-18 ROHAIDA BINTI MOHAMED	13/12/2018	BILIK LATIHAN	7 hari	PEPERIKSAAN SARJANA NEUROSAINS PROGRAM INTEGRASI...	
6	PVCO00400-18 NOZIAH BINTI GHANI	6/12/2018	BILIK TELESIDANG PPKT	9 hari	MESYUARAT	
7	PVCO00395-18 NUR SYAFIQAH BINTI AHAMAD SUJAI	5/12/2018	BILIK TELESIDANG PPKT	10 hari	ROADSHOW GERAN AKADEMIK OPEN CALL...	
8	PVCO00392-18 NORAZEAN BINTI NOOR MOHAMAD	4/12/2018	BILIK TELESIDANG PPKT	11 hari	MESYUARAT PERTAMA PASUKAN PETUGAS HAJAN KEPERLU...	
9	PVCO00392-18 HASNI BINTI HASSAN	4/12/2018	BILIK TELESIDANG PPKT	11 hari	MESYUARAT KE-49/2018 JAWATANKUASA KECIL PTJ IAPP...	
10	PVCO00389-18 FATIN DABTAH BINTI ZAWAW	3/12/2018	TELESIDANG BILIK PERSIDANGAN PPSP	12 hari	MESYUARAT ENTRANCE EXAM UNIVERSITI AWAM	

\* NO TIKET mempunyai status belumlah selesai di buat.

\* Senarai gambar dan fail lampiran akan di buat.

Tempoh permohonan dikekalkan sekiranya status tiket tidak selesai.

Laman 1 dari 51

Berikut

Surat belum diterima. Rujuk menu Pengesahan Terima Borang

Agihan Aduan

Agihan:  DALAM TINDAKAN  TINDAKAN PRIAK LAIN

Sila klik pada NO TIKET untuk mengaji tugas kepada staf.

BIL	NO TIKET	TARIKH TIKET	KATEGORI	TEMPOH TIKET	BUTIRAN	STATUS
1	SMC00346-18 SHAFIE BIN MAHMOOD	19/12/2018	DOOR ACCESS	0 hari	Tidak berfungsi	
2	COM02427-18 NIK NORLIZA BINTI NIK HASSAN	19/12/2018	PERKAKASAN DAN SISTEM OPERASI	0 hari	Pc Tidak Boleh On, lampu butang power berkelip <...	
3	TEL00398-18 ZARINA BINTI AB LAH	19/12/2018	PABX(TELEFON)	0 hari	board telefon bermasalah	
4	COM02428-18 HASMIAH BINTI HUSSA'N	19/12/2018	PERKAKASAN DAN SISTEM OPERASI	0 hari	tidak boleh Jenama Peralatan <...	
5	COM02425-18 ROZAZIPAH AHMAD	18/12/2018	PERKAKASAN DAN SISTEM OPERASI	1 hari	ROHON CEK CPU, ADA MASALAH Jenama Peralatan <...	
6	NET00620-18 LUKMAN BIN ABDUL LATIFF	18/12/2018	RANGKAIAN	1 hari	Switch PUMA down (10.7.1.13)	
7	SMC00347-18 BRAHM BIN ISMAIL	18/12/2018	DOOR ACCESS	1 hari	magnet access door makmal endorm tidak berfungsi	
9	COM02423-18 HELMET JAINEE BINTI MOHD ZAIN	18/12/2018	PERKAKASAN DAN SISTEM OPERASI	1 hari	instal software seperti biasa. Jenama Peralat...	
9	NET00678-18 SARLIZA YASMIN BT SANUSI	18/12/2018	RANGKAIAN	1 hari	network printer no connection, ping time out 10.3.	
10	COM02418-18 NOOR FATMAWATI BINTI MOH KHAIR	18/12/2018	PERKAKASAN DAN SISTEM OPERASI	1 hari	Instal Microsoft Office & Andrius (PC GERAN)	

\* NO TIKET menunjukkan status semasa dan akan diklik  
 \* Semak status dan jumlah semasa dan akan diklik  
 \* Semak status dan jumlah semasa dan akan diklik

Laman 1 dari 53

Berikut

- Stat Ke Site
- Jadual Tempahan

DAFTAR TIKET

- Daftar Tiket
- New Report / Request
- Borang ServisDesk
- (Bagi Pihak Orang Lain)
- Pendaftaran WIFI
- WiFi Registraton
- Reset Katalaluan
- Reset Password

STATUS TIKET (Semak)

- Semak Status
- Status Checking

TIKET TERTUTUP

- Agih Tugas / Kelulusan
- Agih Tugas Semula
- Pengesahan Terima Borang

TIKET TERBUKA

- Semak Tugas
- Laporan Ke Site
- Laporan Ketidakkuratan

DAFTAR & STATISTIK

- Laporan ServisDesk
- Statistik ServisDesk

Agihan Aduan

Agihan:  BARU  BELUM SELESA

Sila klik pada NO TIKET untuk mengaji tugas kepada staf.

BIL	NO TIKET	TARIKH TIKET	KATEGORI	TEMPOH TIKET	BUTIRAN	STATUS
1	NET00681-18 NOP SHAT BAH BINTI SULAIMAN	19/12/2018	RANGKAIAN	0 hari	modem jenis NKEYS selalu mengalami gangguan sign...	
2	COM02437-18 WAN ZAINAL AZWAN BIN WAN ABDUL RAH	18/12/2018	JAN-LAN	1 hari	Komputer Desktop mengalami kerosakan bersewa...	
3	COM02419-18 NURRATUM BINTI HANICAH	18/12/2018	PERKAKASAN DAN SISTEM OPERASI	1 hari	FORMAT KOMPUTER DISABAKAN WINDOW EXPLORER BERM...	
4	SOPO066-18 LIZAZULIANA BT AWAN	17/12/2018	PERKAKASAN DAN SISTEM OPERASI	2 hari	software untuk review mata expired (photosy)	
5	COM02387-18 NORBAZORA BINTI MOHAMMAD	16/12/2018	PERKAKASAN DAN SISTEM OPERASI	3 hari	Varian tidak boleh on 20 buah komputer Jenama	
5	COM02380-18 KALTHOM BINTI HASAN	12/12/2018	PERKAKASAN DAN SISTEM OPERASI	5 hari	instal printer & scanner Jenama Peralatan <...	
7	COM02373-18 WAN NOOR SYAFIYATI BINTI WAN HAJMIL	11/12/2018	PERKAKASAN DAN SISTEM OPERASI	6 hari	keyboard rosak Jenama Peralatan <...	
8	TEL00386-18 MOHD NASHIR BIN SULAIMAN	11/12/2018	PABX(TELEFON)	6 hari	telefon rosak	
9	VDC00018-18 ACHAR BIN OMAR	6/12/2018	TELEFON	9 hari	telefon tidak dapat dialihkannya	
10	TEL00384-18 MUHD RACH BIN YAKOUB	3/12/2018	PABX(TELEFON)	12 hari	telefon tidak dapat dialihkannya	

\* NO TIKET menunjukkan status semasa dan akan diklik  
 \* Semak status dan jumlah semasa dan akan diklik  
 \* Semak status dan jumlah semasa dan akan diklik

Laman 1 dari 9

Berikut

- Carian
- Stat Ke Site
- Jadual Tempahan

DAFTAR TIKET

- Daftar Tiket
- New Report / Request
- Borang ServisDesk
- (Bagi Pihak Orang Lain)
- Pendaftaran WIFI
- WiFi Registraton
- Reset Katalaluan
- Reset Password

STATUS TIKET (Semak)

- Semak Status
- Status Checking

TIKET TERTUTUP

- Agih Tugas / Kelulusan
- Agih Tugas Semula
- Pengesahan Terima Borang

TIKET TERBUKA

- Semak Tugas
- Laporan Ke Site
- Laporan Ketidakkuratan

DAFTAR & STATISTIK

- Laporan ServisDesk
- Statistik ServisDesk

Download

Sila Pilih : ADUAN

ServisDesk@PPKTKK : Carian > Carian Tiket

CARIAN TIKET    CARIAN PENGGUNA    CARIAN PFIJ    CARIAN TEMPAHAN

Sila masukkan No Tiket :

: **CARI TIKET**

ATAU

Sila pilih kategori aduan :

SEMUA

Sila masukkan katakunci :

**CARI TIKET**

Katakunci yang anda cari

ServisDesk@PPKTKK

- Status Semasa  
Current Status
- Carian
- Staf Ke Site
- Jadual Tempahan

Daftar Tiket

- New Report / Request
- Borang Servisdesk
- Bagi Pihak Orang Lain
- Pendaftaran WIFI
- Wi-Fi Registration
- Reset Kata Laluan
- Reset Password

STATUS TIKET

- Semak Status
- Status Checking

LIHAT TUGAS

- Agih Tugas / Kelulusan
- Agih Tugas Semula
- Pengesahan Terima Borang

LIHAT DITUNTUT

- Semak Tugas



Selamat Datang  
**ZAKARIA BIN MOHAMAD**  
Back | Logout

Sila Pilih : ADUAN

ServisDesk@PPKTKK : Carian > Carian Pengguna

CARIAN TIKET    CARIAN PENGGUNA    CARIAN PFIJ    CARIAN TEMPAHAN

**CARI PENGGUNA**

- Nama    No KP    No Sambungan    Lokasi

SILA PILIH PUSAT TANGGUNGJAWAB

CARI ADUAN

Sila klik pada NO TIKET untuk melihat maklumat aduan.

Rujukan:  BARU  DALAM TINDAKAN  BELUM SELESAI  SELESAI  BATAL  TINDAKAN PIHAK LAIN

BIL	NO TIKET	TUGASAN	TARIKH	BUTIRAN	TEMPOH ADUAN	KATEGORI	STATUS
1	SOF00357-18 / MR FANNEER CHELVAM /	MOHD HARIRI BIN HASHIM	10/8/2016	Microsoft Office 2013 expired	0 hari	PERISIAN	<input type="radio"/>
2	OTH00250-17 / P3UKK /	-	25/9/2017	Masalah air bagi penggunaan mesin basuh di DM4 Sa	hari	LAIN-LAIN	<input type="radio"/>
3	TEL00400-17 / PUSAT PEMULIHAN DALAM KOMUNIT /	MOHD ZULKARNAIN BIN MUSTAFA	5/9/2017	Talian telefon di Desa Rakyat tidak berfungsi	1 hari	FABX(TELEFON)	<input type="radio"/>
4	NET00473-17 / MOHD ADZRI BIN AZMAN /	ZUBER BIN ZAINAL ABDIN	26/7/2017	wifi sangat lemah di bloc C dekat nurani	2 hari	RANGKAIAN	<input type="radio"/>
5	NET00452-17 / MOHD NORZEAN BIN MD ZAIN /	KHA RUL AZLAN BIN ARIFF BADRUL HAKIME BIN MAT ISA	11/7/2017	internet problem di rad care	4 hari	RANGKAIAN	<input type="radio"/>
6	NET00451-17 / MOHD NORZEAN BIN MD ZAIN /	BADRUL HAKIME BIN MAT ISA KHA RUL AZLAN BIN ARIFF	11/7/2017	internet problem di rad care	2 hari	RANGKAIAN	<input type="radio"/>
7	A56P00001-17 / MOHD NORZEAN BIN MD ZAIN /	WAN MOHD FAIZAL BIN WAN AZMAN MOHD DARIMI BIN YUSOFF	13/6/2017	ralat pangkalan data dan penyelesaian bertukar	43 hari	SISTEM MAKLUMAT KEHADIRAN	<input type="radio"/>
8	COM00931-17 / SIT AMIRAH BINTI MOHD YUSOF /	MUHAMMAD LUKMAN ISMAIL	3/5/2017	printer tak boleh print	0 hari	PERKAKASAN DAN SISTEM OPERASI	<input type="radio"/>
9	APP00042-17 /					SISTEM MAKLUMAT	<input type="radio"/>

Sila Pilih :

ServisDesk@PPKTKK : Carian > Carian Tiket

CARIAN TIKET	CARIAN PERSEJAJA	CARIAN PTJ	CARIAN TINDAKAN
<p>Sila masukkan katakunci tindakan : <input type="text"/></p> <p>Sila pilih staf yang terlibat : <input type="text"/></p> <p style="text-align: right;"><b>CARI TINDAKAN</b></p> <p>Katakunci yang anda cari :</p>			

ServisDesk@PPKTKK

- Status Semasa
- Current Status
- Carian
- Staf Ke Site
- Jadual Tempahan

MOKAPU (Zoom)

- Daftar Tiket
- New Report / Request
- Borang Servisdesk
- (Bagi Pihak Orang Lain)
- Pendaftaran WiFi
- WiFi Registration
- Reset Katalaluan
- Reset Password

STATUS TIKET (ZAKARIA)

- Semak Status
- Status Checking

AGIHAN TUGAS

- Agih Tugas / Kelulusan
- Agih Tugas Semua
- Pengesahan Terima Borang

REKLAMASI

- Carian Tiket



# JADUAL TEMPAHAN

PERHATIAN! : Sila semak jadual terlebih dahulu bagi mengelakkan pertindihan waktu  
 ATTENTION! : Please check the schedule first to avoid overlapping  
 PILIH : BILIK LATIHAN

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3 8:30AM : PERBINCANGAN SISTEM PESARA (Tempahan One-Off)	4 10:00AM : LATIHAN GET STUDENT PRACTICAL (Tempahan One-Off) 2:30PM : DISCUSSION UNIT KURUTERAAN SISTEM & DEVELOPMENT (Tempahan One-Off)	5	6	7	8 10:00AM : 4TH QUARTER CUTE EXAM (Tempahan One-Off)
9	10	11	12 8:00AM : LATIHAN TMS CMS DAN WEBEX (Tempahan One-Off)	13 8:00AM : LATIHAN TMS CMS DAN WEBEX (Tempahan One-Off)	14	15 8:00AM : 4TH QUARTER CUTE EXAM (Tempahan One-Off)
16	17	18	19	20	21	22
23	24	25	26	27	28	29

Jadual Penggunaan - Google Chrome

sd.usm.my/...

## JADUAL TEMPAHAN

FILEM JEJAS MAKMAL / SIDANG VIDEO

- SILA PILIH
- BILIK LATIHAN
- BILIK TELESIDANG PPKT
- TELESIDANG BILIK PERSIDANGAN PPSP
- TELESIDANG RADIOLOGI ANGIO
- TELESIDANG RADIOLOGI MOBILE

Snipping Tool

zNovate

Status Semasa  
 Current Status

- Canan
- Stat Ke Site
- Jadual Tempahan

Daftar Teras

- Kem Fasiliti / Request
- Borang Servis/Defak
- Bayaran / Bilik / Orang Lain
- Pendaftaran WiFi
- WiFi Registration
- Reset Kata Laluan
- Reset Password

Berikut

Sila klik pada NO TIKET untuk melihat maklumat permohonan.

Papar: 10 ▼ rekod

Carian Pantas:

NO TIKET	TARIKH TIKET	KATEGORI	TEMPOH TIKET	BUTIRAN	STATUS	SURAT	EMEL PERING
PKOM001-17 WONG PAK KAI	1/1/2017	KOMPUTER TETAP	481 hari	Penggunaan harian untuk kerja akademik. s.kin.kal..			
PKOM001-18 NUR ZURIDA BINTI ZAKARIA	1/1/2018	KOMPUTER TETAP	237 hari	PERMOHONAN BAGI PIHAK			
PKOM002-17 WONG MUNG SEONG	2/1/2017	KOMPUTER TETAP	481 hari	pensyarah baru di PPSF jabatan perubahan			
PKOM002-18 AZYANI BINTI AMRAN	1/1/2018	KOMPUTER TETAP	237 hari	PERMOHONAN BAGI PIHAK			
PKOM004-17 NOR-HASMAH BINTI MOHD ZAIN	3/1/2017	KOMPUTER TETAP	480 hari	komputer untuk tugasan nanan			
PKOM004-18 ONG EAN WAH	4/1/2018	PENCETAK TETAP	234 hari	UNTUK KEGUNAAN DI KAUNTER PENDAFTARAN BARU			
PKOM005-17 KHAIRUNNUUR FAIRUZ BINTI AZMAN	3/1/2017	KOMPUTER TETAP	480 hari	Memohon komputer tetap untuk menjalankan tugas h...			
PKOM008-15 AHMAD THAIFUR BIN KHAZEL	2/3/2015	KOMPUTER TETAP	537 hari	Untuk tugasan harian & rasmi			
PKOM006-18 NAJI MADIAH BINTI HAMZAH	10/1/2018	KOMPUTER TETAP	230 hari	PERMOHONAN BAGI PIHAK			
PKOM007-17 ROSNA DA BINTI HUSBAINI RAMLI	4/1/2017	KOMPUTER TETAP	479 hari	PERMOHONAN BAGI PIHAK			

**DAFTAR TIKET**

- Daftar Tiket
- New Report
- Borang Ser (Bagi Pihak Pendaftaran
- WiFi Regis
- Reset Kata Laluan
- Reset Pasw

**STATUS TIKET**

- Semak Sta
- Status Che

**TUGAS TIKET**

- Agih Tugas
- Agih Tugas
- Pengesahai

**LAPORAN TIKET**

- Semak Tug
- Laporan Ke
- Laporan Ke

**LAPORAN TIKET**

- Laporan Se
- Statistik Se

Do

**ServisDesk@PPKT-KES : Semak Status Aduan**

BUKUKAN BARU DALAM TINDAKAN SELESAI BATAL TINDAKAN PIHAK LAIN

Sila klik pada NO TIKET untuk melihat maklumat lengkap aduan anda.

BIL. NUMBER	NO TIKET / TICKET NUMBER	TARIKH TIKET / TICKET DATE	TEMPOH TIKET / PERIOD	BUTIRAN / DETAILS	STATUS / STATUS	SURVEY / SURVEY
1	SVC130383-18	15/11/2018	23 hari	PALANG BAJEMENT TRAUMA NAK SENDIRI (SELAN KE,UA)		
2	SMT00225-18	28/10/2018	34 hari	Penyelenggaraan Berjadual AP Desa Mum 5/8		
3	SMT00225-18	28/10/2018	34 hari	Penyelenggaraan Berjadual AP Desa Mum 5/8		
4	SMT00224-18	28/10/2018	3 hari	Penyelenggaraan Berjadual AP Desa Mum 5/8		
5	SMT00223-18	28/10/2018	3 hari	Penyelenggaraan Berjadual AP Desa Mum 5/8		

\* Semak bil. dan tarikh untuk melihat status aduan anda.

Laman 1 dan 91 ▼

Berikut

**ServisDesk@PPKT-KES : Semak Status Permohonan**

BUKUKAN KELULUSAN BARU LULUS / TINDAKAN LULUS / PENERAHAN TANGGUNG TIAM LINGKAP BATAL

Sila klik pada NO TIKET untuk melihat maklumat lengkap permohonan anda.

TIADA REKOD PERMOHONAN BARU

**ServisDesk@PPKT-KES**

- Status Semasa
- Current Status
- Carian
- Stat Ke Site
- Jadual Tempahan

**DAFTAR TIKET**

- Daftar Tiket
- New Report / Request
- Borang Servisdesk (Bagi Pihak Orang Lain)
- Pendaftaran WiFi
- WiFi Registration
- Reset Kata Laluan
- Reset Password

**STATUS TIKET**

- Semak Status
- Status Checking

**TUGAS TIKET**

- Agih Tugas / Kelulusan
- Agih Tugas Semula
- Pengesahan Terima Borang

**LAPORAN TIKET**

- Semak Tuas

ServisDesk@PPKT-KES : Semak Status Tugas Permohonan

Rujukan:  DALAM TINDAKAN  BELUM SELESAI  LULUS/SELESAI  TINDAKAN PIAK LAIN

Sila klik pada NO TIKET untuk melihat maklumat permohonan.

BIL	NO TIKET	TARIKH - TARIKH	TEMPORAL (HARI)	PERMOHONAN	JUSTIFIKASI	STATUS	SITE	KMSKNI TNDKAN
1	POTH0117-17 MOHAMMAD ROSDI ABDUL RAHMAN	Pohon = 4/4/2017 Agih = 22/11/2018	Pohon = 420 Agih = 401	LAIN-LAIN	MEMOHON PEMASANGAN 'ACCESS MAGNETIC DOOR'		 masa mula	
2	PNOD0148-18 RUSNITA BT AB WAHAB	Pohon = 27/8/2018 Agih = 27/8/2018	Pohon = 75 Agih = 0	ACCESS DOOR/PALANG	Keperluan keselamatan pesakit di wad dan urusan		 masa mula	 (Tindakan Bersama)
3	POTH0090-18 NOR SUHADA BINTI ANJAR	Pohon = 3/4/2018 Agih = 12/6/2018	Pohon = 171 Agih = 45	LAIN-LAIN	Mohon pemasangan sistem 'access door' ba			 (Tindakan Bersama)
4	PVCO00106-18 MUHAMAD SAYUTI BIN DERIS	Pohon = 29/3/2018 Agih = 16/4/2018	Pohon = 174 Agih = 12	TELESIDANG RADIOLOGI MOBILE 	ORTHOPEDIC CONFERENCE			
5	PVCO00105-18 MUHAMAD SAYUTI BIN DERIS	Pohon = 29/3/2018 Agih = 2/4/2018	Pohon = 174 Agih = 2	TELESIDANG RADIOLOGI MOBILE 	ORTHOPEDIC CONFERENCE			

\*\* Setelah di klik butang umut dan butang am Tempoh Selesai dilaksanakan sekiranya status sudah selesai

Kemaskini tidak boleh dilakukan sekiranya icon belum dibuka

ServisDesk@PPKT-KES : Semak Status Tugas Permohonan

Rujukan:  DALAM TINDAKAN  BELUM SELESA  LULUS/SELESA  TINDAKAN PIHAK LAIN

Sila klik pada NO TIKET untuk melihat maklumat permohonan.

BIL	NO TIKET	TARIKH - TARIKH	TEMPOH (HARI)	PERMOHONAN	JUSTIFIKASI	STATUS	SITE	KMSKNI TINDAKAN
1	POTH0117-17 MOHAMMAD ROSDI ABDUL RAHMAN	Pohon = 4/4/2017 Agih = 22/11/2018	Pohon = 420 Agih = 401	LAIN-LAIN	MEMOHON PEMASANGAN 'ACCESS MAGNETIC DOOR'		masa mula	
2	PNOD0148-18 RUSNITA BT AB WAHAB	Pohon = 27/8/2018 Agih = 27/8/2018	Pohon = 76 Agih = 0	ACCESS DOOR/PALANG	Keperluan keselamatan pesakit di wad dan urusan		masa mula	
3	POTH0090-18 NOR SUHADA BINTI ANUAR	Pohon = 3/4/2018 Agih = 12/6/2018	Pohon = 171 Agih = 45	LAIN-LAIN	Mohon pemasangan sistem 'access door' ba			
4	PVCO00106-18 MUHAMMAD SAYUTI BIN DERIS	Pohon = 29/3/2018 Agih = 16/4/2018	Pohon = 174 Agih = 12	TELESIDANG RADIOLOGI MOBILE	ORTHOPEDIC CONFERENCE			
5	PVCO00105-18 MUHAMMAD SAYUTI BIN DERIS	Pohon = 29/3/2018 Agih = 2/4/2018	Pohon = 174 Agih = 2	TELESIDANG RADIOLOGI MOBILE	ORTHOPEDIC CONFERENCE			

\*\* Setelah dibatal cuti umum dan cuti am Tempoh Selesai dikekalkan sekiranya status adalah selesai

Kemaskini No.1 boleh dilakukan sekiranya icon belum dibuka

© 2008-2018 Hakcipta Terpelihara Pusat Pengetahuan Komunikasi & Teknologi Universiti Sains Malaysia Kampus Kejuruteraan.

Mod: HELPDESK Login Terakhir: 19/12/2018 1:15:57 PM IP: 10.5.125.100 Jumlah Log: 2753

ServisDesk@PPKT-KES : Semak Status Tugas Aduan

Rujukan:  DALAM TINDAKAN  BELUM SELESA  SELESA  TINDAKAN PIHAK LAIN

Sila klik pada NO TIKET untuk melihat maklumat aduan.

BIL	NO TIKET	TARIKH TARIKH	TEMPOH (HARI)	KATEGORI	RUTINAN	STATUS	CETAK	SITE	KMSKNI TINDAKAN
1	SMC00346-18 SHAFIE BIN MAHMUD	Aduan = 16/12/2018 Agih = 19/12/2018	Aduan = 0 Agih = 0	DOOR ACCESS	tidak berfungsi			masa mula	
2	SMC00347-18 ABRAHIM BIN ISMAIL	Aduan = 16/12/2018 Agih = 19/12/2018	Aduan = 1 Agih = 1	DOOR ACCESS	magnet access door maksima; endokorn tidak berfungsi			masa mula	
3	OTH00433-18 MOHD NAZR BIN SULLAMAN	Aduan = 17/12/2018 Agih = 17/12/2018	Aduan = 2 Agih = 3	LAIN-LAIN	Access door tidak berfungsi			masa mula	
4	SMC00346-18 NORHAYATI BINTI HUSSIN	Aduan = 16/12/2018 Agih = 16/12/2018	Aduan = 3 Agih = 0	DOOR ACCESS	PINTU TAK MELEKAT			masa mula	
5	SMC00090-18 KHAIRUDIN B. JAFFAR	Aduan = 14/12/2018 Agih = 16/12/2018	Aduan = 4 Agih = 1	PALANG	palang masuk pintu pos akademik rosak			masa mula	

\*\* Setelah dibatal cuti umum dan cuti am Tempoh Selesai dikekalkan sekiranya status adalah selesai

ServisDesk@PPKT-KES : Semak Status Tugas Permohonan

ServisDesk@PPKT-KES

- Status Semasa
- Current Status
- Carian
- Staf Ke Site
- Jadual Tempahan

BORANG / FORM

- Daftar Tiket
- New Report / Request
- Borang Servisdesk (Bagi Pihak Orang Lain)
- Pendaftaran WIFI
- WiFi Registration
- Reset Kata Laluan
- Reset Password

STATUS TIKET / STATUS

- Semak Status
- Status Checking

TIKET / TICKET

- Agih Tugas / Kelulusan
- Agih Tugas Semula
- Pengesahan Terima Borang

TUGAS / TASK

- Semak Tugas
- Laporan Ke Site
- Laporan Ketidakhadiran

ServisDesk@PPKT-KES : Staf Ke Site > STAF KE SITE

STAF KE SITE

TIKET ADUAN

Rekod berstatus **DALAM TINDAKAN** akan dipaparkan.

Sila klik pada No Tiket untuk melihat butiran maklumat.  
Sila klik pada jam untuk reset masa pergi site.  
Sila klik pada tajuk kolom untuk isihan senarai.

Bil	Staf Terlibat	PTJ / Lokasi	Masa	Pengadu / No Tiket	Tempoh
1.	AHMAD SYAKIREN BIN MAZALAN	P PENG KOMUNIKASI & TEK (KCK) (ALL LOBBY)	Trkh Agih: 29/5/2017 10:57:41 AM <small>Sebelum ke Site</small>	MOHD FAZALI BIN SAKAR OT-00009-17	masa mula
2.	AHMAD SYAKIREN BIN MAZALAN	P PENG KOMUNIKASI & TEK (KCK) (ON SITE)	Trkh Agih: 26/3/2017 11:23:13 AM <small>Sebelum ke Site</small>	MOHD FAZALI BIN SAKAR SM000714-17	masa mula
3.	BADRUL HAKIME BIN MAT ISA	HOSPITAL UNIV SAINS MALAYSIA (DOK MAUNTER)	Trkh Agih: 19/12/2018 3:51:20 PM <small>Sebelum ke Site</small>	NORHAYATI BINTI MOD NAWA @ MOHD NAWA COM00191-18	masa mula
4.	BADRUL HAKIME BIN MAT ISA	P P SAINS PERUBATAN (DM5 BILIK 4-13)	Trkh Agih: 17/2/2018 11:44:13 AM <small>Sebelum ke Site</small>	KHAIRULASHRAF BIN AHMAD DES00077-18	masa mula
5.	BADRUL HAKIME BIN MAT ISA	P P SAINS PERUBATAN (PULITEM/296)	Trkh Agih: 23/9/2018 3:16:19 PM <small>Sebelum ke Site</small>	KUGANIYA NAIDU A/P MURUGASAN DES00123-18	masa mula

Laman 1 dari 49

Berikut

TIKET PERMOHONAN

Rekod berstatus **DALAM TINDAKAN** akan dipaparkan.

Sila klik pada No Tiket untuk melihat butiran maklumat.

STAF KE SITE

- Status Semasa  
Current Status
- Carian
- Staf Ke Site
- Jadual Tempahan

PERMOHONAN / Comply

- Daftar Tiket  
New Report / Request
- Borang Servisdesk  
(Bagi Pihak Orang Lain)  
Pendaftaran WIFI  
WiFi Registration  
Reset Katalaluan  
Reset Password

SEMAK STATUS / CHECKING

- Semak Status  
Status Checking

AGIH TUGAS

- Agih Tugas / Kelulusan
- Agih Tugas Semula
- Pengesahan Terma Borang

LAPORAN / REPORT

- Semak Tugas
- Laporan Ke Site
- Laporan Ketidakakuran

TIKET PERMOHONAN

Rekod berstatus **DALAM TINDAKAN** akan dipaparkan.

Sila klik pada No Tiket untuk melihat butiran maklumat.

Sila klik pada jam untuk reset masa pergi site.

Sila klik pada tajuk kolom untuk isihan senarai.

Bil	Staf Terlibat	PTJ / Lokasi	Masa	Pemohon / No Tiket	Tempoh
1.	BADRUL HAKIME BIN MAT ISA	P P SAINS PERUBATAN	Trkh Agih: 19/12/2018 9:04:38 AM <small>Sebelum ke Site</small>	NUR MOHAMAD B. MOHD MAKHATAR POTH00302-18	masa mula
2.	FARIQ IZHAR BIN MOHAMED NOOR	PEJASAT PENGARAH KAMPUS (KCK)	Trkh Agih: 27/7/2017 12:08:57 PM <small>Sebelum ke Site</small>	ALAMIAH BINTI ZAKARIA FOTH0219-17	masa mula
3.	FARIQ IZHAR BIN MOHAMED NOOR	P PENG KOMUNIKASI & TEK (KCK)	Trkh Agih: 18/8/2018 10:05:35 AM Mula: 18/8/2018 10:10:35 AM <small>Sebelum ke Site</small>	WAN MASRAN BIN WAN AHMAD PVCO0343-18	masa tamat
4.	HERMA MARIANEY BINTI SALLEH	HOSPITAL UNIV SAINS MALAYSIA	Trkh Agih: 6/3/2018 8:42:36 AM <small>Sebelum ke Site</small>	NOR HAFIZAH BINTI HAMZAH PWEB00088-18	masa mula
5.	KAMARULAKMAL BIN AB. GHANI	P P SAINS PERUBATAN	Trkh Agih: 29/11/2018 10:17:18 AM <small>Sebelum ke Site</small>	NORNAJUWA BINTI CHE MOHD SALLEH PNOD0148-17	masa mula

Laman 1 dari 5

Berikut

**Statistik Tiket Mengikut Saluran**

JENIS SALURAN	ADUAN	PERMOHONAN
ONLINE	1378	2143
HELPDESK 1111	2185	31
HELPDESK WALK-IN	1265	5
HELPDESK EMEL	1	0
TELEFON	852	273
EMEL	7	94
WALK-IN	658	46
WALK-IN WIFI	1	0
SURAT RASMI	0	156
MEDIA SOSIAL	6	7
TICKET KERJA LEBIH MASA	0	0
<b>JUMLAH</b>	<b>6041</b>	<b>2755</b>

**Statistik Tugas Individu**

TUGASAN (STAF PPKTKK)	ADUAN		PERMOHONAN	
	Diagihkan	B-U-S	Diagihkan	B-U-S
TUGAS BARU	102	0	7	0
TUGAS SIAP	282	1	4	0
<b>JUMLAH</b>	<b>384</b>	<b>1</b>	<b>11</b>	<b>0</b>

**Statistik Status Tiket**

STATUS TIKET (PENGADU)	JUMLAH ADUAN	JUMLAH PERMOHONAN
TICKET DILAPOR / DIPOHON	142	0
TICKET DISELESAKAN	121	0

https://sd.usm.my/.../meta/.../emas/umlaporan.../year-2018

**KESELURUHAN**

ServisDesk@PPKT-KES - Status Semasa > Statistik Papan Laporan Bagi Tahun - 2018

Statistik Keseluruhan Aduan

BAHAGIAN	Baru	Tagih / Duitang	Selesai / Duitang	Selera	Tidak	Tindakan Pihak Lain	JUMLAH TIKET
UNIT PENTADBIRAN & LATIHAN	0	1	0	15	0	0	16
UNIT OPERASI DAN PENYELENGGAMAAN	0	3	0	105	0	0	108
UNIT SOKONGAN TEKNIKAL	42	417	1	5017	402	4	5883
UNIT KEAJURUTERAAN SISTEM	0	0	0	16	0	6	22
UNIT PEMBANGUNAN APLIKASI	0	3	0	7	1	0	11
<b>JUMLAH TIKET</b>	<b>42</b>	<b>424</b>	<b>1</b>	<b>5160</b>	<b>403</b>	<b>10</b>	<b>6040</b>

Statistik Keseluruhan Permohonan (SPO)

BAHAGIAN	Kategori / Tiket	Baru	Tagih / Duitang	Selesai / Duitang	Selera	Modal / Pihak	Tindakan	JUMLAH TIKET
UNIT PENTADBIRAN & LATIHAN	0	54	29	0	43	1	0	127
UNIT OPERASI DAN PENYELENGGAMAAN	0	147	60	0	1148	42	0	1397
UNIT SOKONGAN TEKNIKAL	0	89	196	0	481	56	1	825
UNIT KEAJURUTERAAN SISTEM	0	53	16	0	265	2	0	336
UNIT PEMBANGUNAN APLIKASI	0	0	19	0	60	1	1	81
UNIT KEAJURUTERAAN SISTEM	0	0	3	0	12	1	0	16
<b>JUMLAH TIKET</b>	<b>0</b>	<b>343</b>	<b>325</b>	<b>0</b>	<b>2009</b>	<b>103</b>	<b>2</b>	<b>2782</b>

Terdapat 22 permohonan tidak lengkap.

- + Status Semasa
- + Current Status
- + Canan
- + Staf Ke Site
- + Jadual Tempahan

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- + Daftar Tiket
- + User Report / Request
- + Borang Servisdesk
- + (Bagi Pihak Orang Lain)
- + Pendaftaran WiFi
- + WiFi Registration
- + Reset Kata Laluan
- + Reset Password

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- + Semak Status
- + Status Checking

---

- + Agt. Tugas / Keputusan
- + Agt. Tugas Semula
- + Pengesahan Terima Borang

---

- + Semak Tugas
- + Laporan Ke Site
- + Laporan Ke/dakurakan

---

- + Laporan ServisDesk
- + Statistik ServisDesk

# ATTENDANCE





Tandatangan Penyelia

Tarikh :

NAMA : MOHD ZAIMUL HAKIM BIN ZAMRI  
NO PENGENALAN: 95010703\*\*\*\*

StatusIN	StatusOUT
19-08-18 8:16	19-08-18 16:58
	19-08-18 16:59
20-08-18 8:13	20-08-18 16:57
21-08-18 8:13	21-08-18 13:00
26-08-18 8:17	26-08-18 16:57
27-08-18 8:11	27-08-18 16:56
28-08-18 8:08	28-08-18 16:56
29-08-18 8:10	29-08-18 16:57
30-08-18 8:12	30-08-18 16:42
02-09-18 8:11	02-09-18 16:57
03-09-18 8:14	03-09-18 16:57
04-09-18 8:17	04-09-18 16:57
05-09-18 8:13	05-09-18 16:57
06-09-18 8:16	06-09-18 16:41
12-09-18 8:10	12-09-18 16:57
13-09-18 8:13	13-09-18 16:45
18-09-18 8:33	18-09-18 16:57
19-09-18 8:16	19-09-18 16:59
23-09-18 8:14	23-09-18 16:58
24-09-18 8:14	24-09-18 16:57
25-09-18 8:15	25-09-18 17:02
26-09-18 8:16	26-09-18 17:00
27-09-18 8:15	27-09-18 16:45
30-09-18 8:26	30-09-18 17:01
01-10-18 8:29	01-10-18 17:00
02-10-18 8:12	02-10-18 16:58
03-10-18 8:13	03-10-18 16:58
04-10-18 8:14	04-10-18 16:43
07-10-18 8:23	07-10-18 16:57
09-10-18 8:11	09-10-18 16:59
10-10-18 8:19	10-10-18 16:58
11-10-18 8:19	11-10-18 16:41
15-10-18 8:12	15-10-18 16:58
16-10-18 8:18	16-10-18 16:57
17-10-18 8:13	17-10-18 16:58
18-10-18 8:16	18-10-18 16:42
21-10-18 8:08	21-10-18 16:58
22-10-18 8:16	22-10-18 16:57
23-10-18 8:12	23-10-18 16:58
24-10-18 8:18	24-10-18 16:59
25-10-18 8:13	25-10-18 16:43
28-10-18 8:20	28-10-18 16:58

29-10-18 8:19	29-10-18 16:58
30-10-18 8:24	30-10-18 16:58
31-10-18 8:19	
01-11-18 7:36	

*Kedatangan dipaparkan melalui sistem e-kedatangan.*



*1/1/2019*

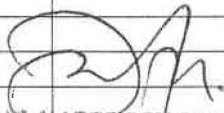
**MOHD NAZRI BIN MAT HUSIN**  
PEGAUAI TEKNOLOGI MAKLUMAT F44  
Pusat Pengetahuan, Komunikasi & Teknologi  
Kampus Kesihatan, Universiti Sains Malaysia,  
16150 Kubang Kerian, Kelantan



REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : MOHD ZAMUL HASSIM B ZAMRI No. Matrik : 2016673982  
No. I/C : 990107-03-\*\*\*\* No. Telefon : 013-9762179  
Nama / Alamat Organisasi : UNIVERSITI SAINS MALAYSIA (USM) 16150  
KUBANG KERIAN KELANTAN  
Nama Penyelia : MOHD NAZRI B MAT HUSIN  
Bulan / Tahun : 2-30 NOV 2018

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
2 / 11 / 2018	8:05	17:50	
4 / 11 / 2018	8:05	17:50	
5 / 11 / 2018	8:05	17:50	
7 / 11 / 2018	8:05	17:50	
8 / 11 / 2018	8:05	17:50	
9 / 11 / 2018	8:05	17:50	
10 / 11 / 2018	8:05	17:50	
13 / 11 / 2018	8:05	17:50	
14 / 11 / 2018	8:05	17:50	
15 / 11 / 2018	8:05	17:50	
16 / 11 / 2018	8:05	17:50	
17 / 11 / 2018	8:05	17:50	
18 / 11 / 2018	8:05	17:50	
19 / 11 / 2018	8:05	17:50	
21 / 11 / 2018	8:05	17:50	
22 / 11 / 2018	8:05	17:50	
23 / 11 / 2018	8:05	17:50	
24 / 11 / 2018	8:05	17:50	
25 / 11 / 2018	8:05	17:50	
26 / 11 / 2018	8:05	17:50	
27 / 11 / 2018	8:05	17:50	
28 / 11 / 2018	8:05	17:50	
29 / 11 / 2018	8:05	17:50	

 11/1/2018  
**MOHD NAZRI BIN MAT HUSIN**  
PEGAWAI TEKNOLOGI MAKLUMAT F44  
Pusat Pengetahuan, Komunikasi & Teknologi  
Kampus Kesihatan, Universiti Sains Malaysia,  
16150 Kubang Kerian, Kelantan

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : 

Tarikh : 31/12/2018

Tandatangan Penyelia

Tarikh



Tandatangan Penyelia

\_\_\_\_\_

Tarikh

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# LOG BOOK



UNIVERSITI  
TEKNOLOGI  
MARA

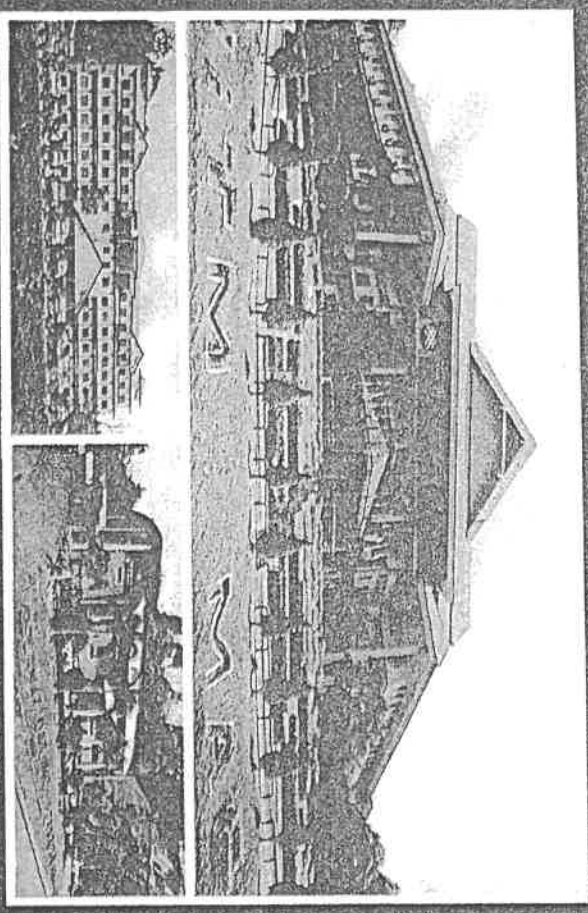
Universiti Teknologi MARA  
Cawangan Kelantan  
Sofit Ilmu, 16500 Machang, Kelantan  
09-978 2000, 09-978 3300  
<http://www.kelantan.uitm.edu.my>



UNIVERSITI  
TEKNOLOGI  
MARA

# UNIVERSITI TEKNOLOGI MARA CAWANGAN KELANTAN

*Leading in Entrepreneurship and Community Engagement*



# PRACTICAL TRAINING LOG BOOK



## INSTRUCTIONS

- 1) This book is issued to you to record your assignments and activities during industrial training.
- 2) All entries must be regularly recorded by trainee and initialed by the Supervisor.
- 3) All entries are made in ink, except sketches.
- 4) The book must be handed to your Industrial Training Coordinator upon completion of attachment.

## PERSONAL DETAIL

1. Name : MUHAMMAD ZAIMUL HAKIM B ZAMRI
2. Student ID : 2016673982
3. Programme : IM245
4. Semester : \_\_\_\_\_
5. Home Address : LOT 618 - C, BATU 2, LORONG H971  
KADIP, JALAN K. KAZI, 15150, KOTA  
BHARU, KELANTAN
6. Tel No (HP) : 013-9742479
7. Email : zaimulhakim95@gmail.com

## ORGANISATION INFORMATION

1. Full Name & Address : \_\_\_\_\_  
\_\_\_\_\_
2. Department : \_\_\_\_\_
3. Supervisor : \_\_\_\_\_
4. Position : \_\_\_\_\_
5. Tel : \_\_\_\_\_ HP : \_\_\_\_\_
6. Email : \_\_\_\_\_

## FOR OFFICE ONLY

Remarks :

\_\_\_\_\_

\_\_\_\_\_

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\_\_\_\_\_

DATE: 1/8/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
17 8-10 - Pendafaran dan lapor diri di Jabatan Pendaftaran UKM.	
21 10-00 - Dapur diri di Jabatan Pendaftaran, Komunikasi & Teknologi kampus Kesihatan.	
31 12-00 - Berjumpa dengan sv iaitu En Nazri - pengendalian diri dan berincang mengenai special projek dan jenis scope kerja yang lain.	
4 2-30 -	

DATE : 2/8/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
<p>9.00 am - Mengenali persekitaran kerja dan pengetahuan - peraturan di jabatan tersebut.</p>	
<p>11.00 am - Mengenali dan beramah mesra dengan staf di klinik PC. Mengetahui tugas dan scope kerja mereka.</p>	

DATE : 5/8/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
<p>9.00 - Berjumpa dengan Sr sebelum dan Naza bertolak ke pingang carpark mengambil H/mgn untuk report duty form.</p>	
<p>2.00 - Memindahkan beberapa komputer ke stor atas di dalam staff</p>	

DATE: 6/8/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
10.00 - Pengumpulan berkasnya Tim. Pengarah PKT iafu En Hagi Nik Narsen dan diben tarimat tentang fungsi setiap unit di jabatan.	
- Mengetahui dan mengenal setiap ketua di jabatan melalui carta organisasi.	
11.00 - Puan Norwanawati mengemukakan untuk merindahkan komputer-komputer yang dipulangkan oleh Patsyarah di tempat yang di sediakan	

DATE: 7/8/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Mencari maklumat dan berkinersi pengawaman dengan staff penjung special piyech.	

DATE: 8/8/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
10.04 - Memindah dan mangganggukan telefon pejabat yang tidak digunakan untuk di-luputkan. Remudannya di masukkan ke dalam kotak dan perlu diserahkan kepada En Azmi.	
11.30 - Layanan ke bilik PABx bersama En. Noshuddin iaitu telah ditendali dengan bilik Server untuk telefon pejabat usin PUSM. Beliau juga telah mengunjungi stop files dan gantikan helak dan bilik PABx melalui bagikan arjam.	

DATE: 9/8/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Melawat dan staff di Klinik <sup>Medina</sup> PC mengambil tugasan yang telah direkan.	



DATE : 12/0/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Melihat dan bertanya seoran kepada staff di kmitk pc dan juga melihat yang km	

DATE : 13/0/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1) Persediaan sebelum projekla . a) Memeriksa sistem yang ada dan fungsinya. b) Nama dan password palu A buat baru untuk demonstrasi baru. c) Memahami dan mendafal semula setiap fungsi sistem dan setiap apa yang ada didalam perter .	

DATE : 14/6/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1.00 pm - Bertolak ke UTM Maladang	
2.30 - Pendaftaran Kalg Tunku Abdul Rahman.	
3.00 - Pendaftaran untuk Klix 2018 di Dewan Profesional. - setting tempat dan booth dan bunting.	

DATE : 15/6/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.00 - Datang ke booth dan setting semula barang dan alatan untuk di gunakan.	
10.40 - Penjuruan selesai - Seramai 2 orang seraja jun bagi setiap booth.	
3.00 - VIP datang dan peraswida penutup dengan pemberian hadiah.	

DATE : 16/8/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
10.00 - Mengunjungi semua lapangan diwipada Sir Ranau dan check out diwipada kolej.	

DATE : 19/8/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Permalink staff dan student him ke hospital untuk cek akses awal.	



DATE: 20/8/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Membantu staff ke Divisi KEMAMAHAN UPAJIB USM untuk diskusi doon.	

DATE: 21/8/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Membantu PC dan format laptop di klinik PC	

DATE : 22/8/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Boljar cara mr waktu dan w/mwonyi rcd 55 pool.	

DATE : 22/3/2018

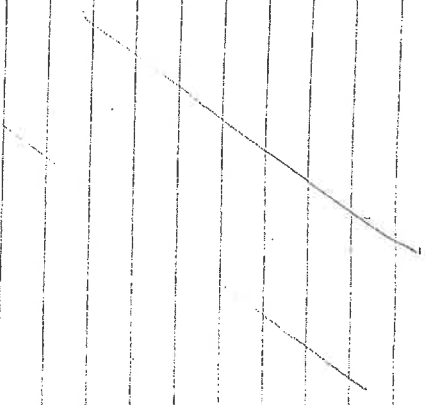
EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Maintenance staff di Mantore.	
Maintenance masalah di Hospital	

DATE: 26/8/2018

EXTRACT NATURE OF WORK DONE

Join beton belanda SV

SUPERVISOR REMARKS



DATE: 27/8/2018

EXTRACT NATURE OF WORK DONE

Join beton

SUPERVISOR REMARKS



DATE : 28/8/2012

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
10.45 - Pembinaan dengan En Nazri untuk special project yang akan dibuat.	
12.00 - Meraikan seba sedikit msklumat mengenai sistem inventori	
3.00 - Meeting dengan Timbalan Pengarah PPT iaitu En-Haji Nik Naiman dan kelompok seorang student praktikal harus update status progress dan kerd seband beraba dengan update juga tentang special project.	

DATE : 29/8/2012

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
→ Join kops di bangunan sivikity En Nazri	
<del>pagi → petang</del>	



DATE : 30/8/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Mencari maklumat tentang inventory sistem.	
- Mengetahui bagaimana ia berfungsi dan apakah kelebihannya.	
- Memahami setiap workflow chart di dalam google dan ikt lain.	

DATE : 2/9/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Mencari maklumat tambahan untuk inventory sistem.	
- Membuatkan pc di kiosk pc bersama Abang Zul.	
- Mengetahui cara untuk format pc dan untuk memilih data-data yang penting untuk di-Simpan.	
- Belajar cara simpan data yang disebut sebagai data log.	

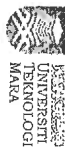
DATE: 3/9/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
<ul style="list-style-type: none"><li>- Belajar format dan juga untuk install pc staff beserta Fn ZAKFI.</li></ul>	
<ul style="list-style-type: none"><li>- Mengenal dan memahami setiap fungsi yang dipakai oleh staff di USM dan juga HRSM.</li></ul>	



DATE: 5/9/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
<ul style="list-style-type: none"><li>- Dengarkan maklumat selama sedikit mengenai framework cadangan dan juga tentang dengan pejar yang lain</li></ul>	
<ul style="list-style-type: none"><li>- Cadangan ialah berdasarkan sistem Model - View - Controller (MVC)</li></ul>	



DATE : 6/9/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Perbaikan lagi tentang framework codeigniter.	
- hanya diperlihatkan oleh pengguna di mana nama controller diperlukan menggunakan model dan view yang menjadikan tampilan web lebih selamat	
- Penggunaan satu laman web menggunakan tiga file untuk Model-View-Controller	

DATE : 10/9/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
<del>CUTI [MCS]</del>	

DATE : 12/9/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Berivadh ke tempat baharu di kawasan aplikasi disambutan pengawakilan pegawai-pegawai yang baru.	

DATE : 13/9/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Berajar semula sedikit coding melalui website W33 schools dan mencari perbezaan coding dengan framework codeigniter.	





DATE : 19/09/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Perbaikan dokumen dan video pembelajaran menggunakan create, read, update, delete (CRUD) 10 dalam framework codingniter.	

DATE : 20/09/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
<ul style="list-style-type: none"><li>- sambung belajar format pc bersama staff.</li><li>- Mengambil pengalaman dengan staff dan pengajar lain untuk membuat access clear.</li></ul>	

DATE : 22/9/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
<p>- Jam 9.30 pagi, kami mengunjungi sebuah pabrik plastik bertumpukan <del>petra</del> di kawasan besar USM.</p>	
<p>- Tujuannya untuk membuat video pendek mengenai info dan prestasi tentang kebitaraan dan di mana tempat berkumpul.</p>	
<p>- Video itu telah di-overkan oleh sff dan multimedia.</p>	

DATE : 25/9/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
<p>- Membuat list barang untuk inventory sistem dan siap keperluannya.</p>	
<p>- Buat perbandingan dengan sistem yang sudah wujud.</p>	

DATE: 26/9/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
<ul style="list-style-type: none"> <li>- Belajar cara-cara maintenance access door beframe 3 pegawai stin.</li> </ul>	
<ul style="list-style-type: none"> <li>- Membantu untuk melakukan punch card waktu on dan off.</li> </ul>	

DATE: 27/9/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
<ul style="list-style-type: none"> <li>- Membuat spreadsheet tentang halogran inventory system dan membuat laporan setiap hari.</li> </ul>	

DATE : 1/10/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- membuat outline dan membuat storyboard sebagai untuk membuat bentuk sistem.	

DATE : 2/10/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- membangun sistem, perancangan sistem	

DATE : 3/10/19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Menjalang untuk persiapan mays di PPT.	

DATE : 4/10/19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Menjalang untuk persiapan di PPT	
- Menjalang laptop dan OK untuk audio	

DATE : 7/10/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Bajar framework cadangan	

DATE : 8/10/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Bajar framework cadangan	

DATE : 9/10/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Belajar coding. - Membantu pc dan format	

DATE : 10/10/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Belajar coding permasalahan codingnya - Membantu pc	

DATE : 11/09/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Belajar coding	
- Install software	
- Bakti PC	

DATE :

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Belajar coding	
- Install software	



DATE : 14/10/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Huf kelas bahasa staff untuk technical	

DATE : 16/10/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Mendiskusikan bahasa persembahan staf technical.	
- Jemputan sukan progress	

DATE: 13/10/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Menentukan dan memberi rangkai di pejabat	

DATE: 18/10/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Menentukan dan memberi rangkai di pejabat	

DATE: 22/10/19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Mendengar taklimat dari En. Dawid daripada Unit Network. Tugas unit ini adalah untuk menjaga server network yang ada di USM dan HUSM. Perancangan memuatkan tugas-tugas seperti yang terlibat dan setiap tugas yang di pelihara	

DATE: 24/10/19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Mendengar taklimat daripada En. Wan Misran. Beliau menceritakan bagaimana praktik usm ingin menganjalai lebih tentang Enterprise Architecture dan memperatkan sedikit tentang EA.	
Taklimat yang disampaikan tentang Data Center. HUSM mempunyai 19 server sentin dan dijaga oleh seorang staff unit data pusat. Kamudanya kompi dibet pelung untuk melaut bitik server dan di sana kami pelah di lapangan tentang fungsi bitik.	

DATE : 25/10/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Mendengar talkshow dan unit saringan femporal yang diberikan oleh En. Azhar Omar. Beliau menyatakan, faktor sejarah tentang unit bawahan serta menunjukkan posisi access dan di mana mereka menjalari access door.	
Kemudian En. Sola Hasni & Abd Karz menunjukkan seperti fungsi unit pemeriksaan.	

DATE : 26/10/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Mendengar talkshow oleh En. Nurainis Shah selaku pegawai IT dari unit web multimedia dan E- learning.	

DATE : 24/10/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Berada di bilik customer service untuk mengkonfirmasikan SOP dan berjalan law untuk install software.	

DATE : 30/10/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Berada di bilik customer service. - Berada cava-cava install software yang baru	

DATE : 31/10/19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Berjalinva SV untuk progress	

DATE : 1/11/19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Iakimod daripada hospital untuk mengaga tubuh badan	

DATE : 4/11/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Memeriksa PC dan formwork	

DATE : 5/11/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Bersih dan riken formwork dan staff menguji server	





DATE : 8/11/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Memeriksa untuk pemasangan Pegang Terak di Pundakan Kontrol	

DATE : 12/11/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Pelajar coating PANDUK Coganter	

DATE : 14/4/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Mengikuti kelas pribadi staff network di bank meeting	

DATE : 15/4/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Mengikuti kelas pribadi staff network di bank meeting	

DATE : 19/11/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Berjumpa sr untuk dibentarkan sistem yang baru.	
- Berasawa dengan student UTM.	
- Sistem Service Desk Mobile.	

DATE : 21/11/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Belajar cara dan memahami bahasa LINC.	

DATE: 22/11/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Belajar 10hrk dengan belajar APTM	

DATE: 28/11/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Install dan belajar coding 10hrk	

DATE: 26/4/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Membuat bantuan staff untuk membuat service desk yang sudah ada untuk membuat database.	

DATE: 29/4/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Membuat database untuk service mobile app	

DATE : 28/4/19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Menerima staff untuk menyediakan layanan service deskr	
- Bantu PC	

DATE : 29/4/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Membantu PC di makmal student.	
- Belajar sonic	

DATE : 2/12/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Membuat database baru untuk sawia desk mobile.	

DATE : 3/12/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- M. Belajar mengenai gantrel fontang ionic	
- Mengikuti pembinaan dengan student UTM	

DATE : 4/12/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
<ul style="list-style-type: none"> <li>Membuat perbandingan dengan Audit Uten.</li> </ul>	

DATE : 5/12/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
<ul style="list-style-type: none"> <li>Cuba untuk design interface ASPERA.</li> </ul>	



DATE : 6/10/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Design interface sistem.	
- Membantu database	



DATE : 9/12/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Berjumpa staff untuk berkoordinasi tentang semua doc.	
- Berada di dalam timah kepe untuk membantu staff di situ.	



DATE: 12/12/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- mambuat staff network dan pindah ke pc, pusing pindahan dan untuk masalah masalah.	

DATE: 13/12/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Membaiki pc dan install software	
- belajar coding	

DATE: 16/12/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Buat sistem manajemen 10hr	



DATE: 17/12/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Buat Sistem dan membantu membantu kepada staff yang mahir.  - BAKI' PC	



DATE : 18/12/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Jemput Sr untuk progress bersama Karyawan UTEM	

DATE : 19/12/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Sambung membuat database yang telah dibalik - sambung buat coding	

DATE : 23/12/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- menginput staff untuk access door.	
- membuat punch card yang rusak	

DATE : 24/12/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- membuat punch card dan access door	
- buat sistem bersama pakar UEM dan salah seorang staff	

DATE : 27/2/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
<ul style="list-style-type: none"><li>- Tallimat dan perijumasan bersama Tuan haji dan semua pelajar praktikal</li></ul>	
<ul style="list-style-type: none"><li>- Perbentangan projek di antara pelajar yang sudah hampir tamat latihan industri</li></ul>	

DATE : ~~28/2~~ 30/2/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
<ul style="list-style-type: none"><li>- Menyelesaikan semua surat sebelum format latihan industri</li></ul>	
<ul style="list-style-type: none"><li>- Berhimpun Siv untuk sistem dan juga deployment.</li></ul>	

DATE: 31/12/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Berjaya. S1 untuk yang terakhir kali yang database dan sistem. - Selanjutnya sistem akan disambung oleh pelajar UTM jelajah.	
Pelajar telah menamatkan kegunaan i-aktiviti di PPT dalam aspek ini yang disediakan oleh Pengerusi Wang.	
Savage for covering.	

**MOHD NAZRI BIN MAT HUSIN**

PEGAWI TEKNOLOGI MAKLUMAT F44

Pusat Penyelidikan, Komunikasi & Teknologi  
Kampus Kesihatan, Universiti Sains Malaysia,  
16150 Kubang Keratan, Kedah

DATE:

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS