



UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT:
TM ONE PENANG,
TKT 2 WISMA TM BUTTERWORTH, TM ONE,
PULAU PINANG MALAYSIA

SPECIAL PROJECT:
CONTRACT TRACKING SYSTEM (CTOS SYSTEM)

BY
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2015146335

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

01 FEBUARY 2018 – 30 JUNE 2018

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FACULTY SUPERVISOR:
EN MOHAMAD RAHIMI MOHAMAD ROSMAN

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

01 FEBUARY 2018 – 30 JUNE 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

A handwritten signature in black ink, appearing to read 'Muhammad Faris Hami Mohd Zahibi', written over a horizontal line.

Muhammad Faris Hami Mohd Zahibi

2015146335

Date of submission: 11 July 2018

ABSTRACT

As a requirement for a student to acquire a Bachelor's degree in Information System Management. He/she or she has to complete training in order to gain experience regarding the field. The training could've been in any government or private sector and deal with Information Technology (IT) during the training. In past few months, based on the period from February 1st to June 30th 2018, I've trained in TM One Department at Telekom Malaysia in Pulau Pinang.

In this report, I have highlighted the experience and skills I gained, challenges that I faced and actions taken in solving the problems during my training.

My training focused on various things like multimedia stuff, admin stuff like Photostat and set up technical things during any event and meeting. Some of the activities I did during this training include: building system, handle multimedia stuff during any events, assisting admin in photocopy the documents.

During this training, there was an improvement of skills acquired and among these were ability to work under minimum supervision and being a team player.

ACKNOWLEDGEMENT

I would like to express my deepest appreciation to Allah SWT for giving me permission to complete this assignment. A special gratitude to my beloved lecturer, Sir Mohd Rahimi, who has motivated me and coordinate me to finish this this task.

Furthermore, I also would like to acknowledge with much appreciation to the staff of TM ONE Penang who has guided me through Industrial Training. Industrial Supervisor, Mr Mohd Nazri Razali and Admin Team.

Next, most thanks given to Madam Anis Abdullah, Industrial Training coordinator that helped a lot throughout the internship period

Lastly, thanks to the family that always give me strength in my studies.

TABLE OF CONTENT

NO	TITLE	PAGE
	<i>Declaration</i>	<i>i</i>
	<i>Abstract</i>	<i>ii</i>
	<i>Acknowledgement</i>	<i>iii</i>
	<i>Table of Content</i>	<i>iv</i>
	<i>List of Figures</i>	<i>vi</i>
	<i>List of Tables</i>	<i>viii</i>
	<i>List of Appendices</i>	<i>viii</i>
1.0	INTRODUCTION	1
	1.1 Background of the Organization	1
	1.2 TM ONE	3
2.0	ORGANIZATION INFORMATION	4
	2.1 Departmental Structure	4
	2.2 Department Function	5
3.0	INDUSTRIAL TRAINING ACTIVITIES	7
	3.1 Training Activities	7
	3.2 Special Project	24
4.0	INDUSTRIAL TRAINING REFLECTION	31
	4.1 Application of knowledge	31

	4.2 Personal thoughts and opinions	34
	4.3 Lesson Learnt	35
	4.4 Limitations and Recommendations	37
5.0	Conclusion	39
	References	40
	Appendices	41
	Log Book	54

LIST OF FIGURES

FIGURE	PAGE
Figure 1: Board of Directors of TM	2
Figure 2: Organizational Structure of TM ONE	3
Figure 3: Organization Chart of TM ONE Penang	4
Figure 4: AOP tshirt	8
Figure 5: AOP in Jerai	9
Figure 6: Animation backdrop AOP	7
Figure 7: CNY Setup	11
Figure 8: Pep Talk	12
Figure 9: Customer Experience Center Visit	13
Figure 10: Multimedia committee in State Convention	14
Figure 11: Quotation	15
Figure 12: Pvot Table	16
Figure 13: Raya Backdrop	17
Figure 14: Ramadhan Pep Talk Poster	18
Figure 15: Raya Pep Talk Poster	19
Figure 16: Animation Backdrop for State Convention	20
Figure 17: Farewell Video	21
Figure 18: Filing Workflow	22

Figure 19: Holiday Calendar	23
Figure 20: Contract Tracking System (CTOS)	24
Figure 21: CTOS Timeline	26
Figure 22: CTOS Contact Diagram	28
Figure 23: Data Flow Diagram of CTOS	29
Figure 24: ERD CTOS	30
Figure 25: CTOS Login Page	25
Figure 26: Sign Up form	20
Figure 27: CTOS Main Menu	21
Figure 28: Add New Form	22
Figure 29: Contract List Details	23
Figure 30: Action Taken Form	25
Figure 31: Report Form	26

LIST OF TABLE

TABLE	PAGE
Table 1: Departmental Structure	3
Table 2: Department Functions	5
Table 3: Budget for CTOS	29

LIST OF APPENDICES

APPENDIXES	PAGE
Appendix A: CTOS User Manual	41
Appendix B: Other Task	49

CHAPTER 1

Introduction

1.1 Background of the Organization

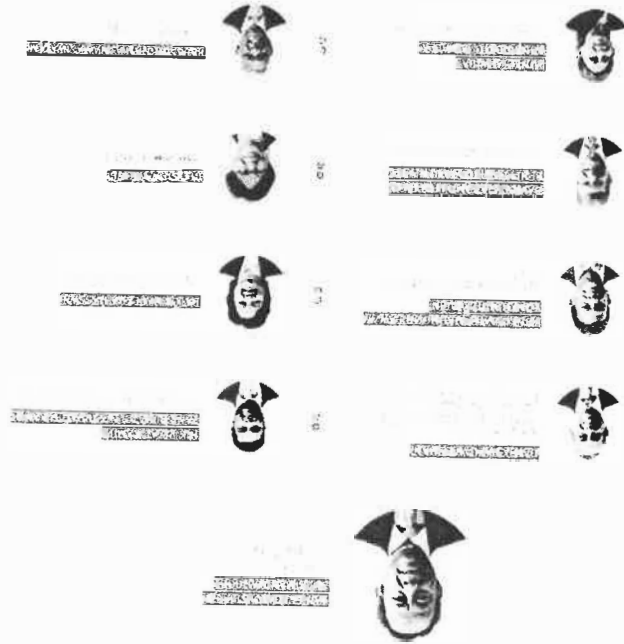
Telekom Malaysia Berhad (TM), Malaysia's Communications Services Provider, offers a wide-ranging communication services and solutions in broadband, data and fixed-line. It stress on supplying an enhanced customer experience via nonstop customer service quality improvements and innovations, while focusing on increased operational efficiency and productivity.

TM is well positioned to strength Malaysia as a regional Internet hub and digital gateway for South-East Asia. TM remains persistent in its transformation into a new generation communications provider to deliver an enhanced and integrated digital lifestyle to all Malaysians, and opening up possibilities through connection, communication and collaboration, towards shared vision of inspiring the nation into a high-income economy.

As a model corporate citizen committed to good governance and transparency, TM continues its recruit to ensure the integrity of processes, people and reputation as well as the sustainability of operations. Corporate Responsibility (CR) code reinforces responsible behavior in the four main domains of the marketplace, workplace, the community and the environment. With a focus on ICT, the Group further promotes 3 major platforms i.e. education, community/nation-building and environment, through our Reaching Out programs.

TM looks forward to continue serving customers with its comprehensive suite of offerings, delivering a continuous digital experience and integrated business solutions to meet their lifestyle and business communication needs - towards making "Life and Business Made Easier for a Better Malaysia".

Figure 1: Board of Directors of TM



1.2 TM ONE

TM ONE is separated from TM main tower. TM ONE has its own building in Damansara shown in Figure 3. It offers solutions for only industries, consist of banking and financial institutes, educations, logistics, manufacturing, oil and gas, public shared services, real estate, retail and utilities. TM ONE provides business solution including data center, smart building, network services, smart services, smart service and internet. Top Management of TM ONE is shown in Figure 2.

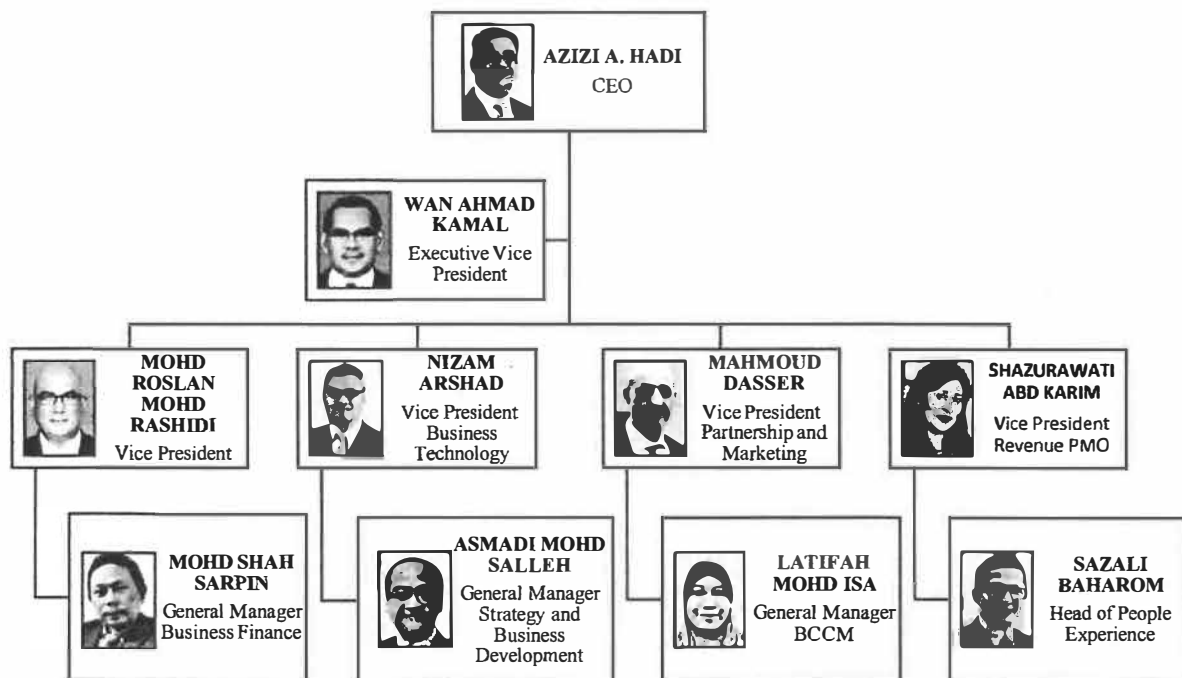


Figure 2: Organizational Structure of TM ONE

Chapter 2: Organization Information

2.1 Departmental Structure

TM ONE department in Penang consist of Assistant General Manager (AGM) as the boss. Then there are 4 Managers below AGM. Those managers consist of manager of sales, manager of retention, manager of client management. The organizational chart of TM ONE Penang shown in Figure 3. The details of their responsibility explained in Table 1.

Table 1: Departmental Structure

Department	Function
Sales	Finding sales
Retention	Retain existing customers
Service Delivery Unit	Making service delivery process
Admin	Assisting all department

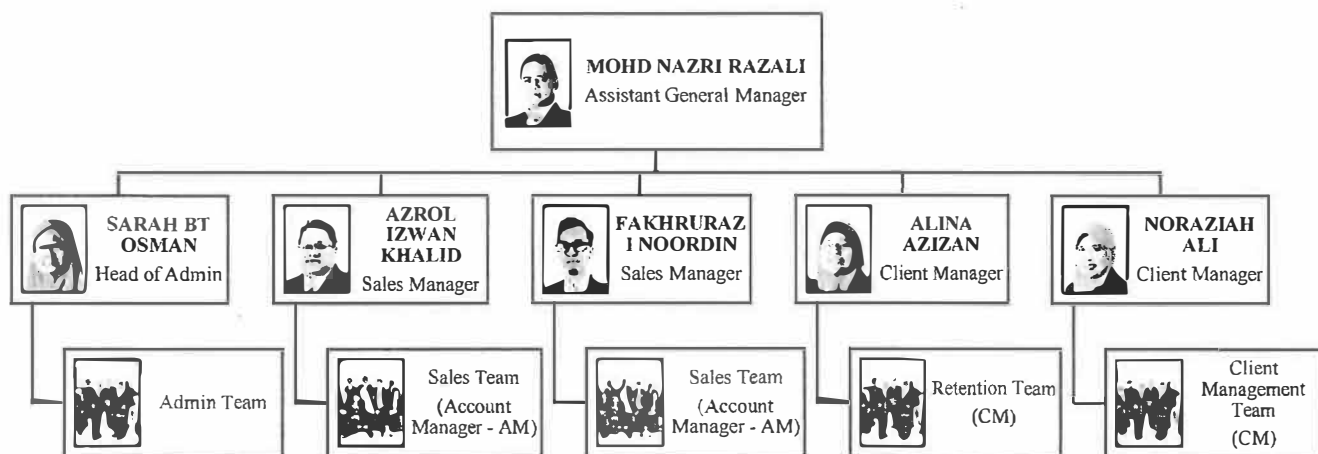


Figure 3: Organizational Chart of TM ONE Penang

2.2 Department Function

TM ONE Penang is responsible in reaching sales target every year. For example, for the year of 2018, this department responsible to reach RM118 million revenue per year and try to retain existing customers that already contribute RM97 million. There are 4 division that will help in reaching the department goals. Sales Team, Client Management Team and Retention Team. Their responsibilities explained in Table 2.

Table 2: Department Functions

Person	Responsibilities
Assistant General Manager (AGM)	<ul style="list-style-type: none">• Responsible in guiding managers in achieving company's goals.
Sales manager	<ul style="list-style-type: none">• Guiding Sales Team in finding and closing sales.• Come out with ideas and strategies in sales.
Client Manager	<ul style="list-style-type: none">• Guiding Client Management Team in dealing with existing customer regarding their daily problem.
Client Manager (Retention Team)	<ul style="list-style-type: none">• Come out with ideas and strategies in retaining existing customer e.g. loyalty event and offer special package for those who want to make the churn (cut the line).
Sales Team (Account Manager – AM)	<ul style="list-style-type: none">• Finding Sales

	<ul style="list-style-type: none"> • Treat respectfully customer regarding internet and smart services
Client Management Team (CM Team)	<ul style="list-style-type: none"> • Managing existing customer regarding phone line • Provide customers' details to AM • Support AM with information and details about customers.
Admin	<ul style="list-style-type: none"> • Support executives and management regarding their task.

Chapter 3: Industrial Training Activities

3.1 Training Activities

There are several events that I've been given chances to join and been given responsibility. Those events and experience are briefly explained as follows.

3.1.1 Annual Operating Plan 2018 (AOP 2018)

Annual operating Plan (AOP) is an event where all Account Managers (AMs) will present their aspiration for the year. The aspiration regarding to the sales target to achieve in that particular year. Each AM will present their respective target to the bosses. The event also joined by General Manager of TM ONE States, Encik Nizam and State General Manager (SGM) Mr Kelvin Lee. AOP 2018 was held in Jerai Chalet.

3.1.1.1 Event's T-Shirt

A week before the AOP. I was assigned to design a t-shirt for the AOPs' participants. The design shown in Figure 4.



Figure 4: AOP tshirt

3.1.1.2 Setup the place for AOP 2018

I was assigned to be part of the committee to handle the AOP as the multimedia. Before the participant arrive, I was asked to install banners and buntings to be as the direction to the hall and the chalet.



Figure 5: AOP in Jerai

3.1.1.3 Handling multimedia stuff during the AOP.

I've been given the responsibility to handle multimedia stuff during the AOP. The task include making animation backdrop, ensuring the flow presentation slide run as planned and play the songs during the participants eating.



Figure 6: Animation Backdrop AOP

3.1.1.4 Handle the game

I'm handling the Giant Chopstick game for participants. There are 5 teams participated and from the game, I learned that teamwork really matter in handling the game.

3.1.2 Other Task

3.1.2.1 Setup the lobby for Chinese New Year

I've given the opportunity to join the committee of decoration for Chinese New Year celebration.



Figure 7: CNY Setup

3.1.2.2 Share the ambition

I was given the opportunity to share my ambition during the pep talk.

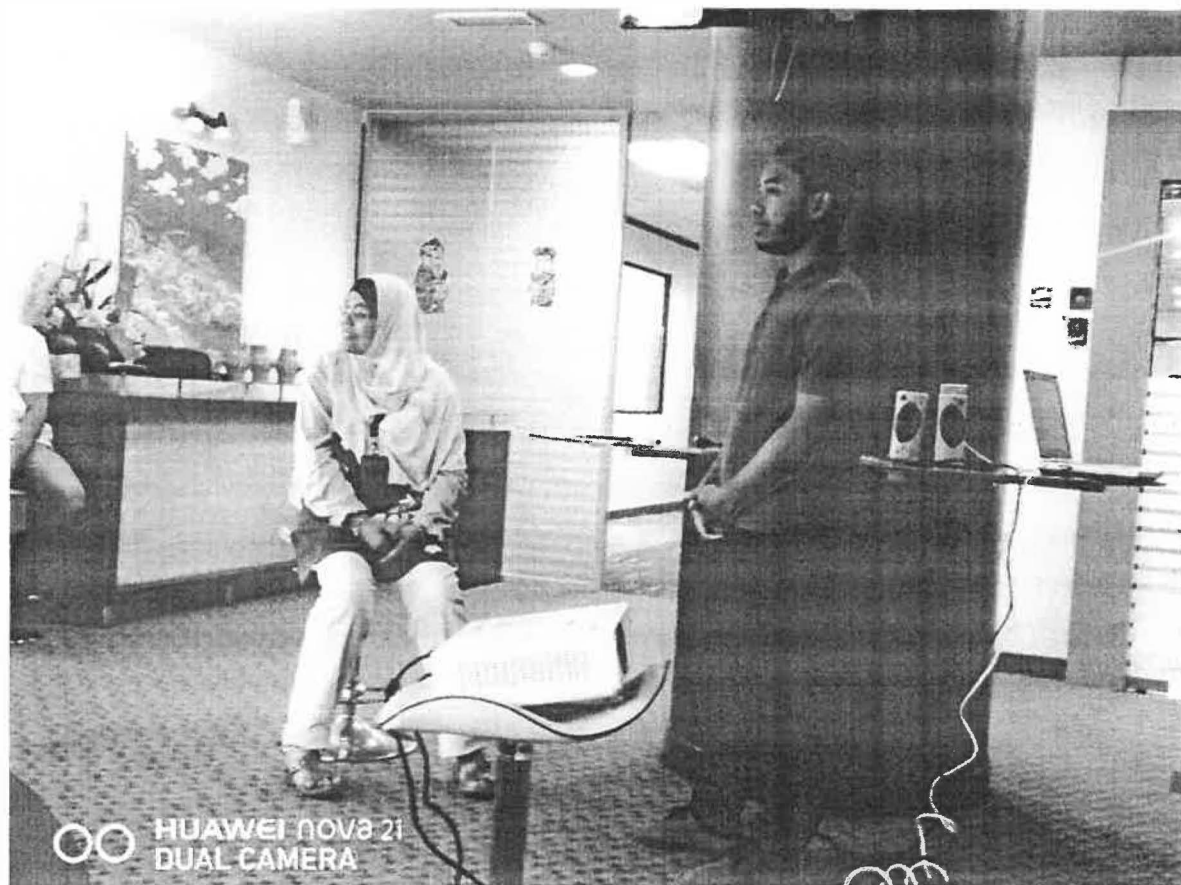


Figure 8: Pep Talk

3.1.2.3 Customer Experience Center Visit

I was given the opportunity to assist the executives during visit to the Customer Experience Center in TM ONE tower in Damansara.

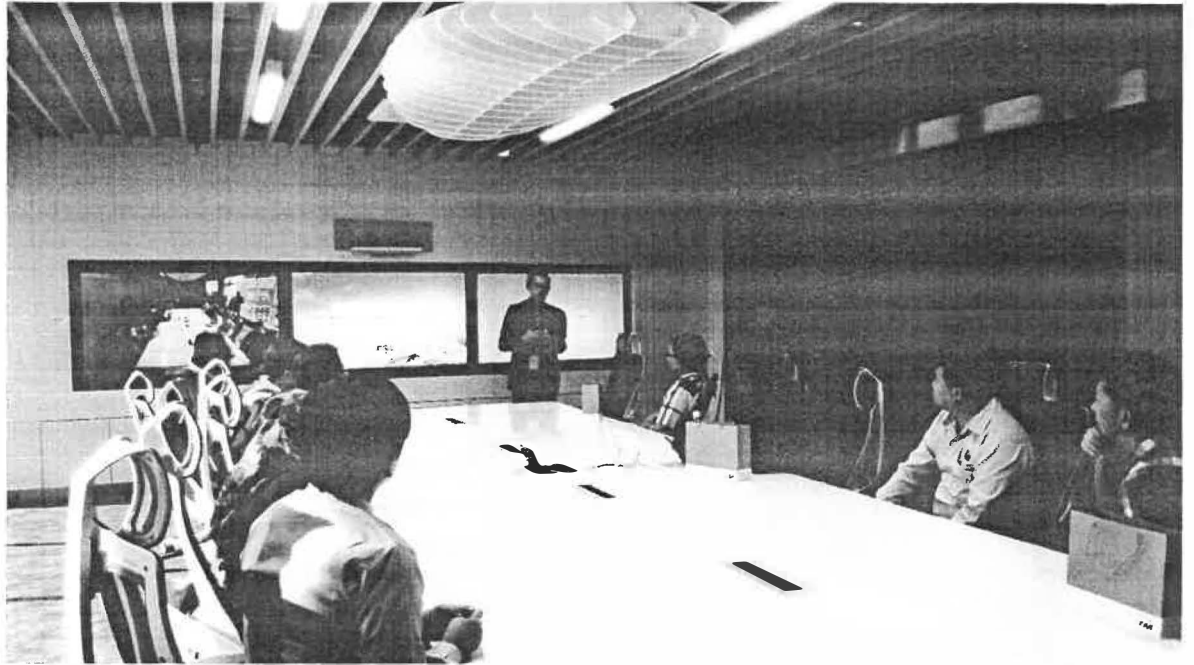


Figure 9: Customer Experience Center Visit

3.1.2.4 Multimedia Committee during State Convention

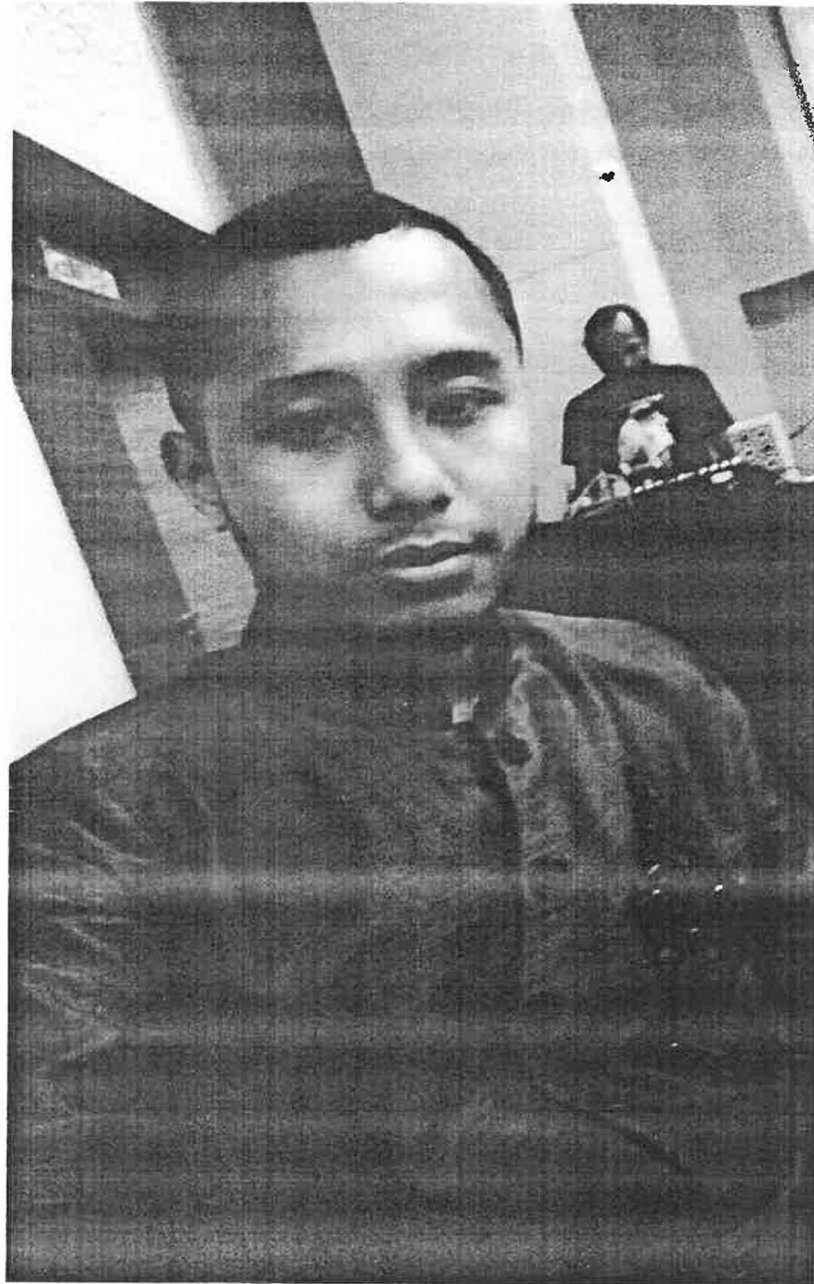
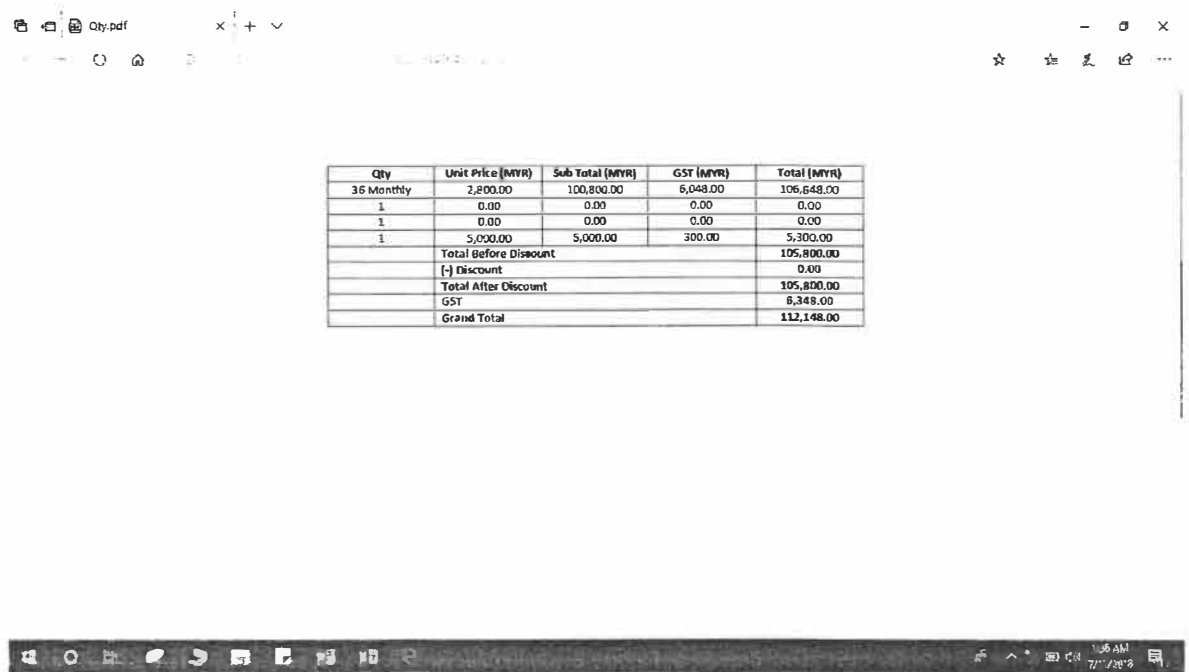


Figure 10: Multimedia committee in State Convention

3.1.2.5 Help one of the executive create quotation



Qty	Unit Price (MYR)	Sub Total (MYR)	GST (MYR)	Total (MYR)
36 Monthly	2,800.00	100,800.00	6,048.00	106,848.00
1	0.00	0.00	0.00	0.00
1	0.00	0.00	0.00	0.00
1	5,000.00	5,000.00	300.00	5,300.00
Total Before Discount				105,800.00
[-] Discount				0.00
Total After Discount				105,800.00
GST				6,348.00
Grand Total				112,148.00

Figure 11: Quotation

3.1.2.6 ASACp (Assisting Sales Account Planning).

Responsibility of Mr Fuad is handling customers' details and provide them to the AMs. Every time AM have an appointment with respective customer, AM will ask Mr Fuad for the details of the customer. So, the idea of Assisting Sales Account Planning (ASACp) is distributed. ASACp is the project where Mr Fuad and I will sort customers' details by respective AM. Then the customers' details will be inserted in a thumb drive and distribute to the AMs. So, they wouldn't have to ask the details and wait for it anymore.

I. Learn to compress data using Pivot

By guidance by Mr Fuad, I am assisting him dividing the data using Pvote Table. The example of the Pvote shown in Figure 12.

Count of STATUS						
CUSTOMER_NAME	SEGMENT_CODE	SEGMENT_GROUP	CIRCUIT_NUM	LAST_ORDER_TYPE	PRODUCT	CONTRACT_PERIOD
AAA PROPRIETARY SDN BHD	S30	SME	IE1013002795	(blank)	IEPL Domestic Leg	(blank)
ACORN VENTURES SDN BHD	S30	Enterprise	LD1003284303	New Install	Metro-E Leg	(blank)
DEN LINE AGENCIES(MALAYSIA) SDN BHD	S40	Enterprise	LD1003284306	Relocate	Metro-E Leg	(blank)
			LV1015409603	New Install	IPVPN Premier Leg	36 Months
			LV1015881678	Relocate	IPVPN Value Leg	12 Months
			LV1015883328	New Install	IPVPN Value Leg	12 Months
			LV1016317299	New Install	IPVPN Premier Leg	36 Months
			LV1016421946	New Install	IPVPN Value Leg	12 Months
			LV1016444713	New Install	IPVPN Premier Leg	36 Months
			LV1016808981	New Install	IPVPN Premier Leg	36 Months
			LV1016825512	Relocate	IPVPN Premier Leg	36 Months
			LV1016914116	Retain Resource	IPVPN Premier Leg	3 Months
DYNACRAFT INDUSTRIES SDN BHD	S40	SME	LV1017021054	New Install	IPVPN Premier Leg	36 Months
			LD1025711973	New Install	Standard Direct Package - DOME	36 Months
			DQ1011187497	(blank)	Digitaline II Leg	(blank)
ESQUEL MALAYSIA SDN BHD, PAPER PRODUCT FACTORY,	S30	SME	DQ1011187498	(blank)	Digitaline II Leg	(blank)
IBIDEN ELECTRONICS (M) SDN BHD (ATTN: KELVIN PHUA)	S30	Enterprise	LD1006613695	(blank)	Direct Standard Plus Package	12 Months
IQ GROUP SDN BHD	S30	SME	LD1006613489	(blank)	Direct Standard Plus Package	12 Months
SOUTHERN RUBBER WORKS SDN BHD	S30	Enterprise	LD1006614065	(blank)	Direct Standard Plus Package	12 Months
			LD1010816740	New Install	Direct Leased Line Basic Package - DOL	36 Months
YRIQ PAPER MILLS SDN BHD	S30	SME	LD1024756797	New Install	Standard Direct Package - DOME	36 Months
UNIFIED CARE CONSULTING & SERVICES	S30	Enterprise	LD1016794627	New Install	Standard Direct Package - DOME	60 Months
(blank)	(blank)	(blank)	(blank)	(blank)	(blank)	(blank)

Figure 12: Ptot Table

3.1.2.7. Setup Meeting Room

Before any meeting started, I'm assigned to set up the projector, pollycomm and LED.

3.1.2.8. Being part of Deko Raya committees

I've been given the opportunity to be part of Deko Raya committee as the designer.

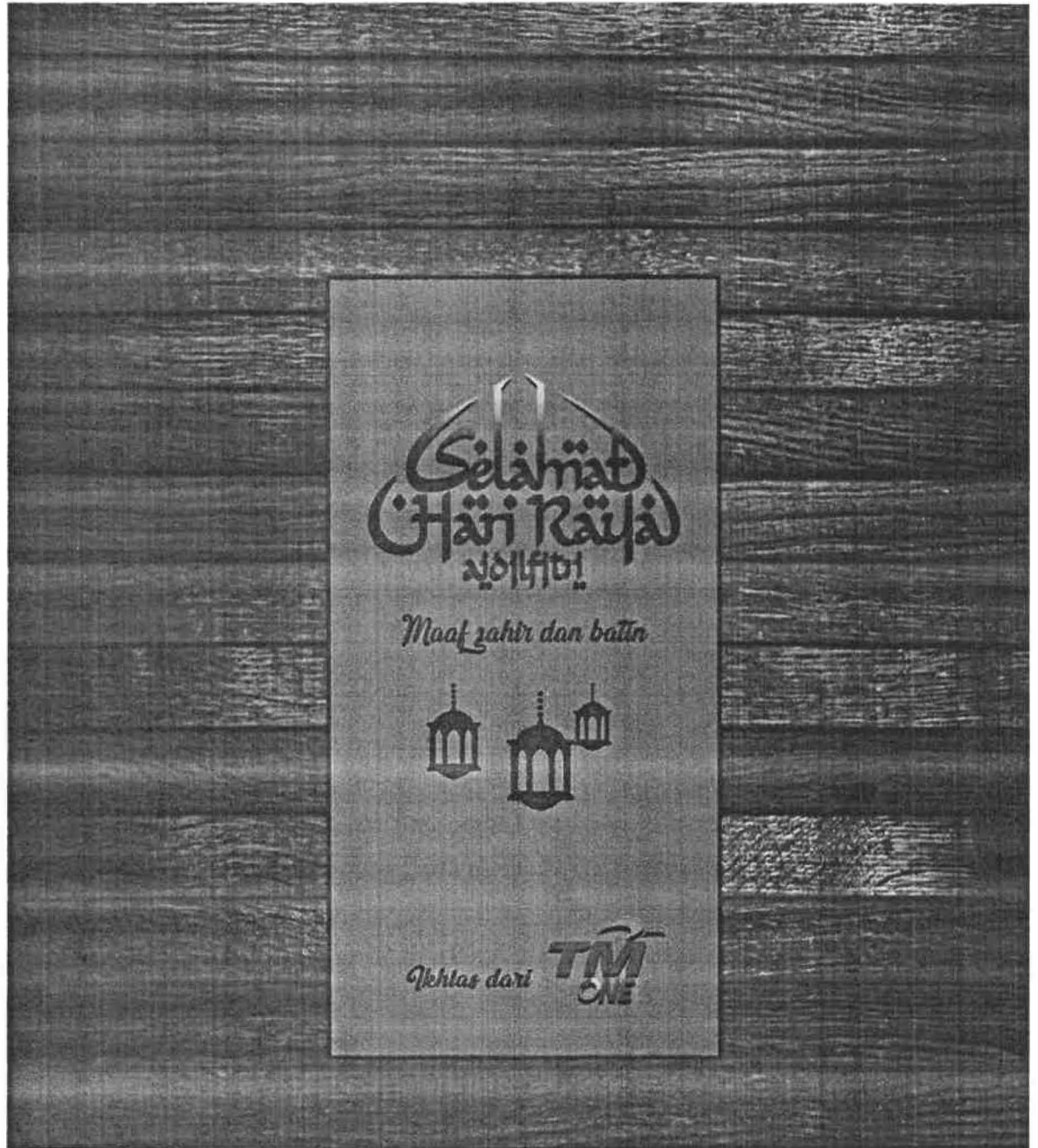


Figure 13: Raya Backdrop

3.1.2.9. Design Peptalk Ramadhan poster



Figure 14: Ramadhan Pep Talk Poster

3.1.2.10. Design Peptalk Raya poster



Figure 15: Raya Pep Talk Poster

3.1.2.11. Design Animation Backdrop for State Convention



Figure 16: Animation Backdrop for State Convention

3.1.2.13. Edit video for Admin staffs farewell



Figure 17: Farewell Video

3.1.2.14. Create workflow for Filing Project

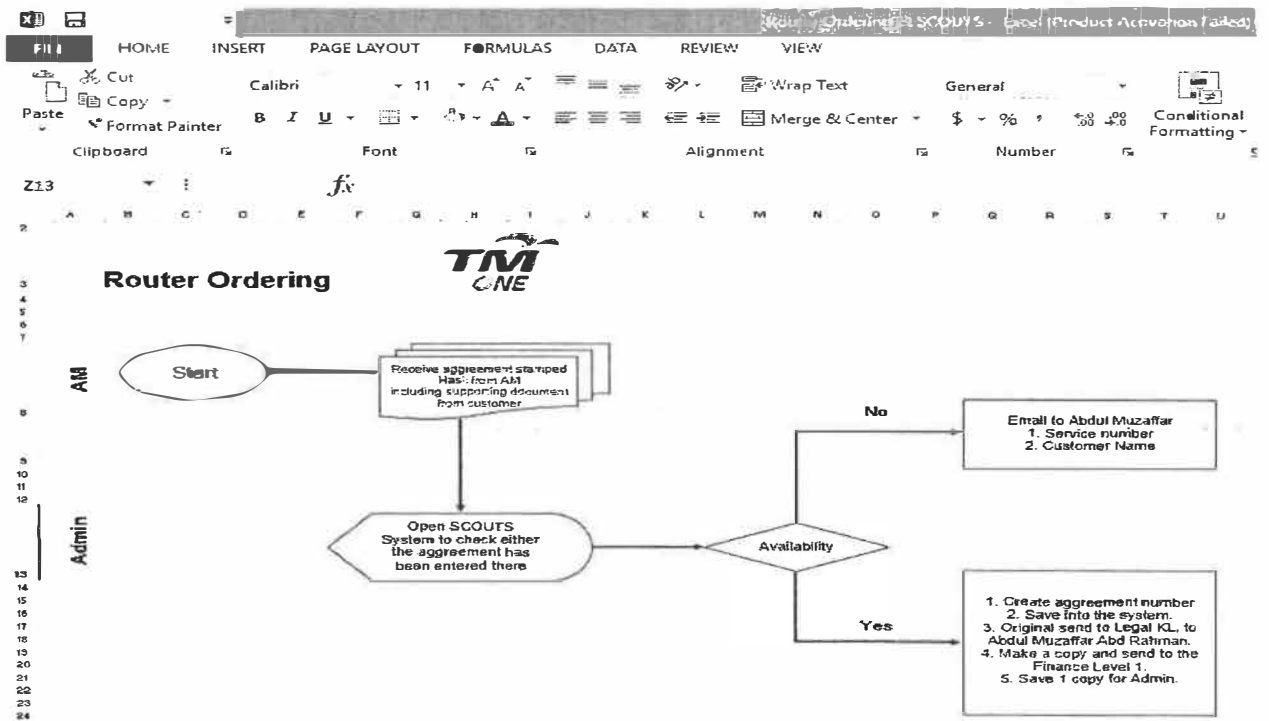


Figure 18: Filing Workflow

3.1.2.15. Making holiday calendar for staffs

CUTI PERSEKUTUHAN JUN 2015 - Excel (Product Activation Failed)

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
	JUN																			
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED
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Figure 19: Holiday Calendar

3.2 Special project

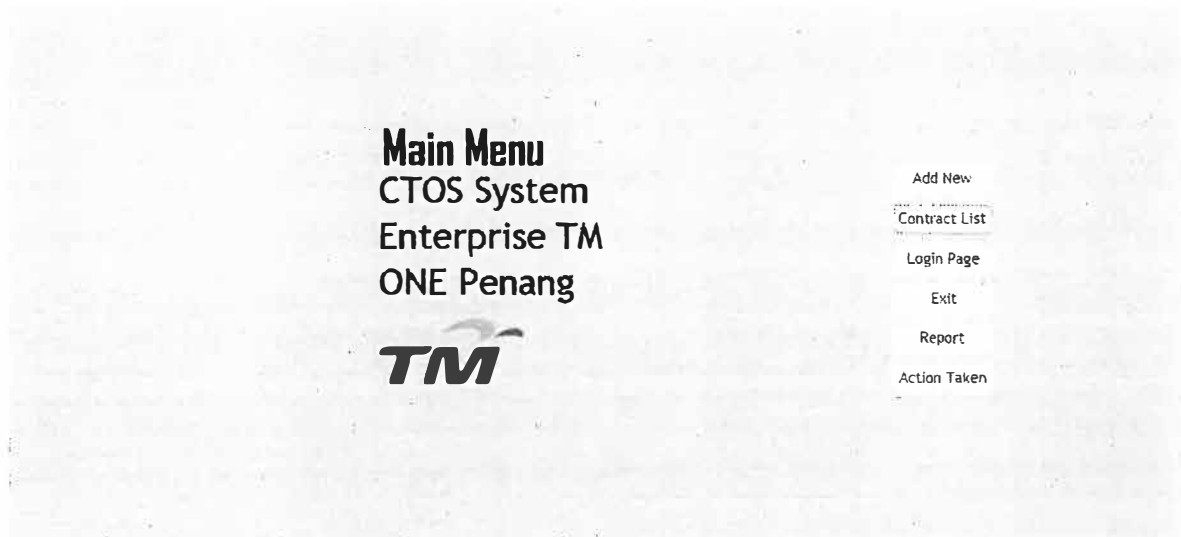


Figure 20: Contract Tracking System (CTOS)

3.2.1 Introduction to CTOS

The business atmosphere is full of agreements between businesses and individuals. Most businesses use formal written contracts when engaging in operations. Written contracts provide individuals and businesses with a legal document stating the expectations of both parties and how negative situations will be resolved. Contracts also are legally enforceable in a court of law. Contracts often represent a tool that companies use to safeguard their resources. (Osmond Vitez, 2018).

For now, retention team is in action on helping the Admin to trace numerous of agreements that still being held by AMs.

CTOS (Contract Tracking System) is proposed to help this situation. CTOS is capable of reminding the Admin with a few mechanism reminder e.g. number of days auto calculated for each contract signed, "received and not received" button to mark which contract has been received or not. The AM, SDU and BILLING also would be able to explain in CTOS on the reason of the handover lateness.

CTOS also capable in producing a report where it will display the details of each AM lateness including the reason, for helping the management in decision making process.

3.2.2 Problem Statement

- Hard to track numerous of agreements on time
- A need to simplify the monitoring and updating the contracts documents information in the office.

3.2.3 Objectives

- To have a better KPI in 2018 (To have 100% agreement sent to Legal Department and signed)
- To create awareness of importance of the records.
- To track agreements on time

3.2.4 Scope of the project

CTOS System is created for Admin in TM ONE Department to assist in tracking contracts made by sales team. The actual purpose of this system is to make the admin department more efficient in tracking and fetching contracts. The target audience of CTOS is admin department. CTOS also can help in finding out the individual that always late in submitting the contract to the admin.

3.2.5 Target user

There are 2 main users of this system which are Admin Department and Management Team, lecture and student from other faculty and organization. This system can enable TM ONE manage their contracts more efficient and can help in achieving the objectives.

3.2.6 Timeline

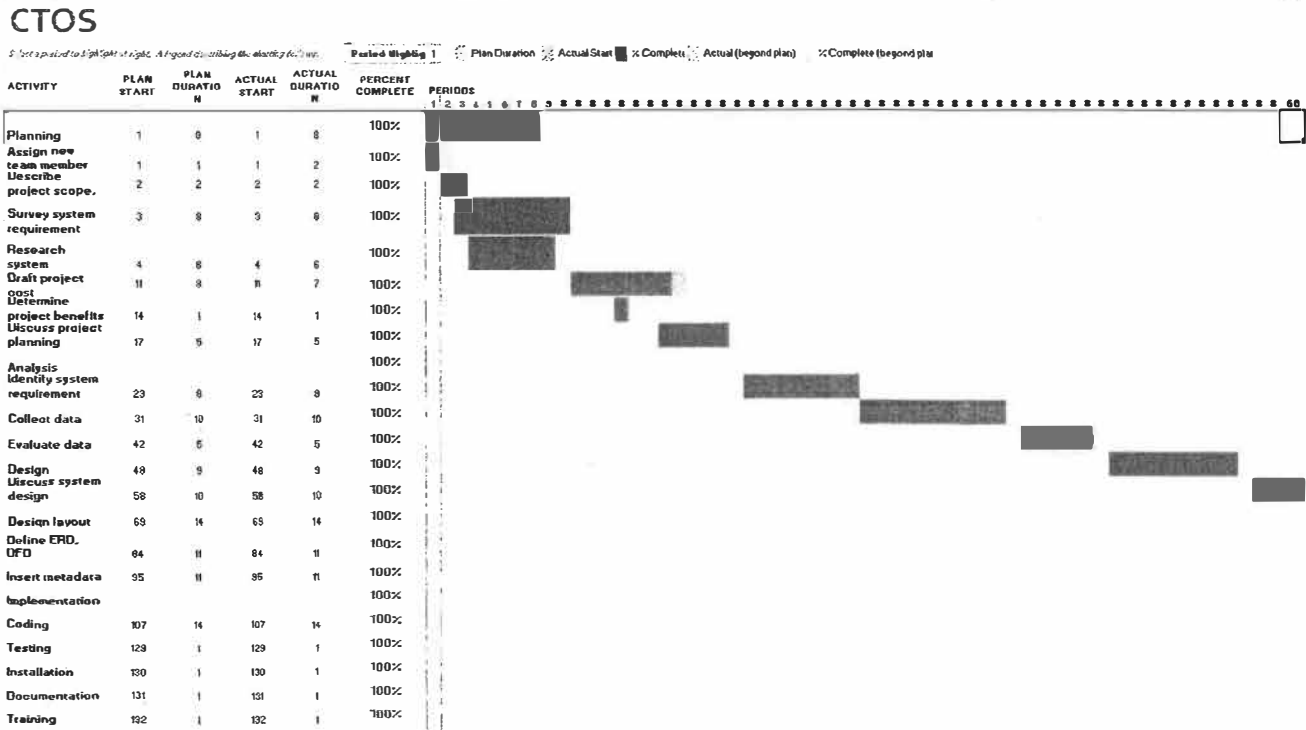


Figure 21: CTOS Timeline

3.2.7 Budget

Table 3: Budget for CTOS

NO.	HARDWARE	PRICE PER UNIT (RM)	QUANTITY (UNIT)	TOTAL COST (RM)
1	Computer Acer Aspire E 14 <ul style="list-style-type: none"> • Intel® Core™ i5-7TH Gen-2.8GHz • 4GB DDR3 RAM, • 1TB 5400rpm HDD 	RM2,200	1	RM2,200
TOTAL COST				RM2,200

NO.	SOFTWARE	PRICE PER UNIT (RM)	QUANTITY (UNIT)	TOTAL COST (RM)
1	Microsoft Windows 10 Professional	RM637.00	1	RM637.00
2	Microsoft Office 2013	RM688.00	1	RM688.00
TOTAL COST (RM)				RM1,325.00

3.2.8 Contract Diagram

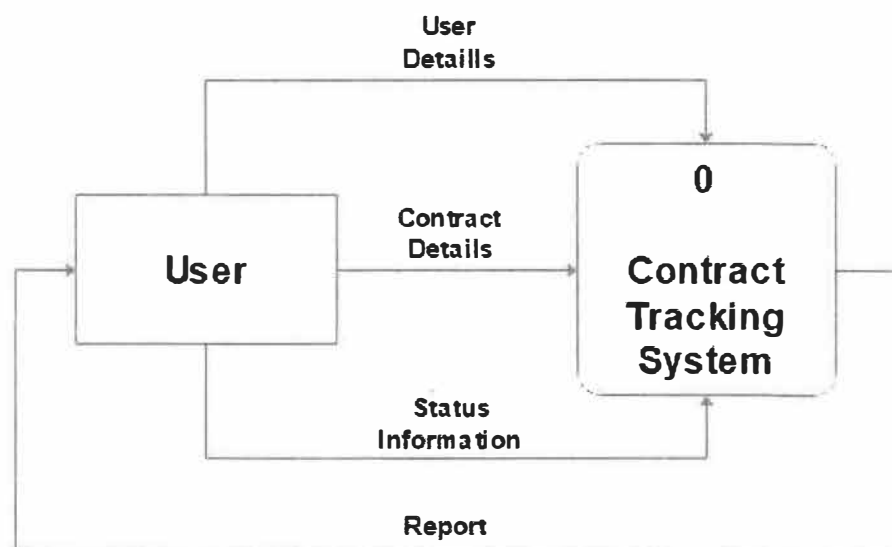


Figure 22: CTOS Contact Diagram

3.2.9 Data Flow Diagram

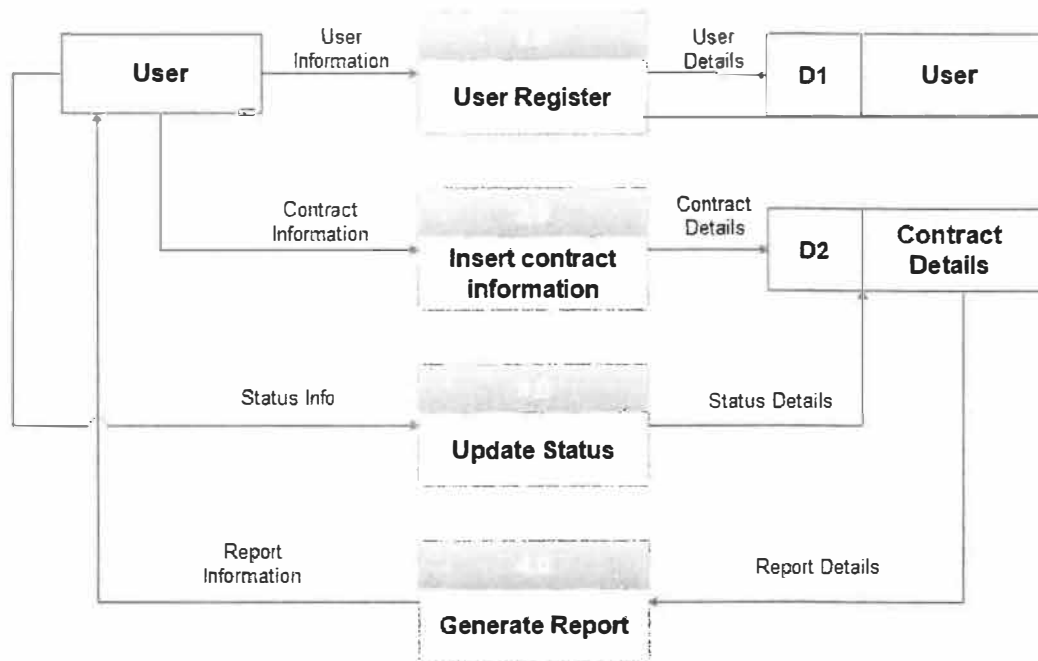


Figure 23: Data Flow Diagram of CTOS

3.2.10 Entity Relationship Diagram

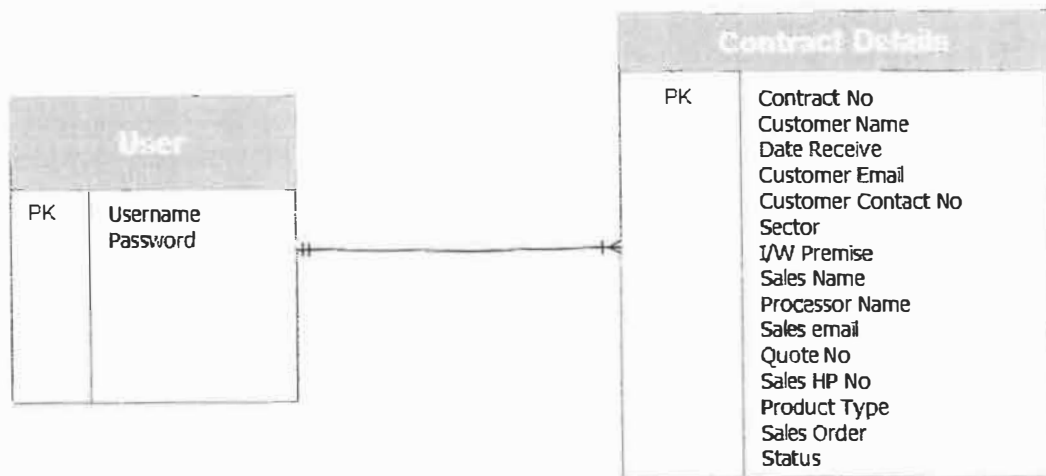


Figure 24: ERD CTOS

Chapter 4: Industrial Training Reflection

4.1 Application of knowledge

4.1.1 Interpersonal Skill

This is most of common and one of the most important skills during internship period. This skill helps the trainee to interact with others in much better and professional manner. It is an art to present the views, thought, and ideas to the listeners. During the internship period, the colleagues helped the trainee through the way of communication.

4.1.2 Build the Relationship

In early, it is really awkward to communicate with the other staffs in the department. However, in order to manage the awkwardness between the trainee and the other staffs, the trainee approach and introduce himself to them. Day by days, then the trainee recognizes that the senior staffs actually are quite friendly with newcomers. They could accept the new members without being of any compromise. So, it is easier for the trainee to communicate with them.

4.2 Personal Thoughts and Opinion

Based on industrial training session, the trainee managed to learn some new working experience from the real working situation that been showed by the TM ONE staffs.

- **Proper Self-Management**

A proper self-management help the trainee in handling the entire practical session. During the practical session, a good self-management teaches the trainee to handle the entire task efficiently.

Different with having complication with job, it also could increase quality and productivity towards your job and projects because good environment will drive us into improvement in work surrounding.

- Time Management

Trainee felt that, a lot of lesson learnt that has been acquired during this training and one of them is time management. A good time management is being showed by most of TM ONE's Penang staffs. Early come to the office but usually become the last person went to home could be great motivation for the trainee. Most of seniors' staff will come to the office at 7.30 am in the morning. This is because, it will help them to prepare early in order to face a lot of requirement on the days.

- Communications and Soft Skills

The main lesson learnt that trainee gained while working under TM ONE Penang is communications and soft skills. This communication skill is very important in order to help the trainee being very successful person in life. This thought trainee to become quicker thinker to persuade audiences.

Besides, by meeting the client everyday has taught the trainee to learn how to communicate and the skill of communicating and persuading the clients. So, in order to handle and solve their problems, the trainee need to communicate with them with suitable approach based on their situation and problem. A good soft skill will help the trainee in communicate approach and the way to solve any problem occur.

- Work Experience

Work experience is important for a fresh graduate student. This is because a valuable opportunity for students to gain experience before getting into the real working world. With the knowledge, skills and experience it will give students the opportunity to put what they learned into practice. Besides that, work experience also provides the ideal preparation for a future interview, because the student will have examples and experience to bring in an interview. Once have some form of practical experience in the workplace, having overcome a difficult interview questions by using existing knowledge.

4.2 Personal thoughts and Opinion

In my opinion, this industry practical is an important thing as it can trained the skills learned by students in their learning in the lecture hall where it can be applied effectively. This is also a branch to build self-confidence students for the real working world that will be encountered in the future. This is because the industry practical has been to provide appropriate disclosure regarding the ins-outs of preparing students for work in the working environment in the future. In addition, it also has allowed me to know the purpose of the lessons in the management of the resources that i have learned.

The training is not only able to increase my self- confidence to face the real working environment, but also has helped me improve the way I communicate with people. Cooperation in the training of staff is very good and this has taught me how the great sense of cooperation. I feel very proud and fortunate to have the opportunity to undergo training in this industry. This is because at present, to get a job in any organization or company we must have the skills that we're in position.

During 5 month industrial training in TM ONE Penang, I am satisfied with the cooperation attention and guidance that have been provided by the staff no matter what their rank or position. Knowledge and skills acquired during the practical have helped me a lot in improving the performance capability and identify weaknesses that exist in addition to sharpen the theory learned in college.

4.3 Lesson Learnt

Industry training is a good method in which the process can help students in terms of practical methods, as can students acquire some of the activities and tasks performed so students can know every responsibility and role when training period. In addition the industrial training is very effective because it is the students an opportunity to learn the ins and outs of the world of work and conscious of the tasks around is very good for students, especially to open the minds and brains to be more creative and highly knowledgeable and able to deal with the problem and this problem resulting in an actual work situation.

Industrial training as well, not only helped me in a real work situation even helped me improve the way we communicate with the users. Cooperation between the employees benefit me a lot about the sense of teamwork that has been able to build myself when a good job and have a big impact on me when experienced her future.

During my practical, it is an alternative to myself to be knowledgeable and experienced in myself and to benefit me in terms of progress in carrying out the work assigned when a real job someday. There are some lessons that I have learned during practical training in which it will explain every skill and knowledge that I've learned in the TM ONE Penang. Here are the lessons that I learn in:

- Human Management

During practical training there are many experiences that I have faced with the different character of people and also different situation. Sometimes the experienced teach me about the conceptual of adopting good behavior. Brave, confident, honesty, hardworking and many more of good behavior should be adopted in our daily life especially when we working with the other peoples. During practical training if I could not do the work, I learn to ask someone or staff to help me to do the works. I also learn to do a work in a group because it can save the energy and time management.

- Admin Department

The Admin Department is the department that gives a lot of skills and also provides many related skills towards effective management. This is because the Admin Department assisting all the aspects related to the TM ONE business processes. I got to learn from them the basics on how to handle those processes.

4.4 Limitation and Recommendation

4.4.1 Limitation

- No IT personnel

Once the Information System Management (ISM) student entered TM ONE Penang, there are a lot of request from executives to assist and help them regarding to IT stuff. Before, there's no one who IT related hired in that department, or at least one who knows the basic about IT.

- Lack of using technology

The staff in TM ONE department also still lacking in using the technology that need practiced to enhance their skills and knowledge's.

- Lack of space

The file room has many of documents that need to dispose follow the date. The record or documents in file room at TM ONE department are not organized and not follow the record keeping procedures which are current record, semi current records and non-current records.

4.4.2 Recommendations

- No IT personnel

TM ONE should consider in hiring one or two IT Personnel to assist and help the staffs in IT related. This doing could reduce the delay time when the staffs encounter problems in IT related.

- Using technology

The management should consider in update the staffs with current rapid technology development, by sending them to seminars or training about technology.

- Lack of Space

The Admin department should start making 5S and find a way to arrange records and dispose what shouldn't be there.

5.0 Conclusion

Overall, the industry training undertaken by students in their final semester is very useful for me. This is the platform for me to get to know the real scope of work and broaden my knowledge. In addition, the knowledge acquired during studies at UiTM fully applied in the world of work.

A more professional style of communication is something that I get to improve my communication skills. Therefore, this training was very good and should continue to produce graduates better quality in line with the government's intention to create dynamic professionals. During the industrial training in the TM ONE Penang, a lot of knowledge and new experiences I had when I do work in the office. This knowledge and experience is useful to develop themselves and help to facilitate future.

I also have a lot of exposure to various activities and tasks in this department. Furthermore I learned every responsibility and role of each employee in the department. Exposure to the real working environment is good for the student especially to open their minds to be more creative and knowledgeable. Students can also identify and address the problems that often arise in a real work situation.

Even many challenges encountered by each student doing the trainin, but what is important is that one should be more positive in the face of every situation so that the experience gained can be used in the future. Lastly, I express all my gratitude to all the TM ONE's staffs for their support, cooperation, guidance and advice in order to help me finishing my practical training successfully. I hoped that in the future the valuable knowledge gained in TM ONE Penang will be able to provide and serve the people and organization I work for.

References

(Nor Kamariah Binti Chik, personal communication, January 16, 2018).

(Akmal Faiz Bin Osman, personal communication, January 1, 2018).

(Che Noor Maar , personal communication, January 16, 2018).

(Mohd Irfan Hafizhi Bin Zulkifli, personal communication, January 16, 2018).

Appendix A:

CTOS User Manual

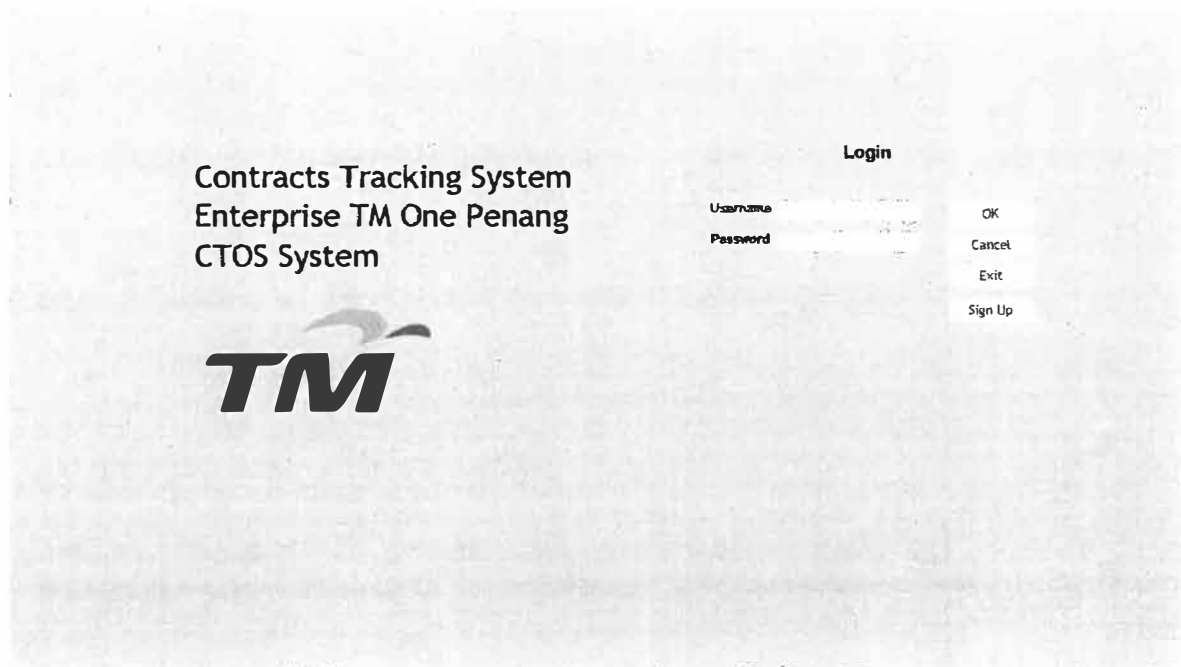


Figure 25: CTOS Login Page

1. Right click anywhere and select design view
2. Click “Enable Content”
3. Insert username and password and click OK.
 - Username: ina
 - Password: 123
4. If not registered yet, ask the admin for registration (click Sign Up).

Search for
user

Figure 26: Sign Up form

1. Admin will enter the passcode for signing up.

- Passcode: 123

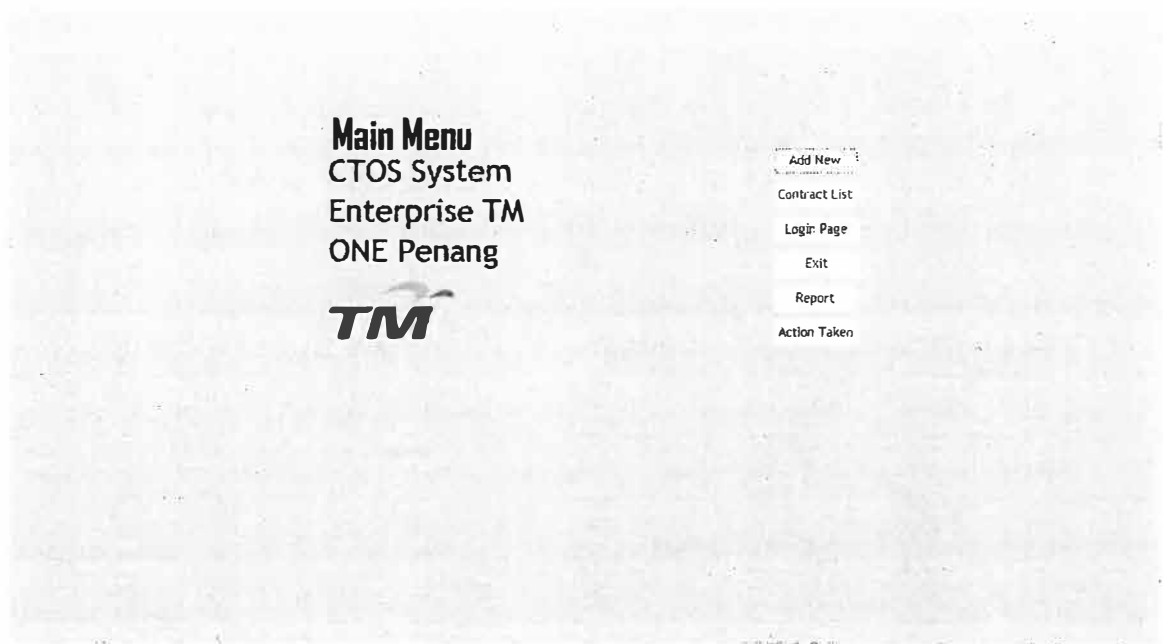


Figure 27: CTOS Main Menu

1. Click Add New to go to Add New form.
2. Click Contract List to go to Contract List form and contract details.
3. Click Exit to Exit the system
4. Click Report to open report
5. Click Action Taken to write/view remarks

Add New

Main Menu Contract List Open Report Action Taken Exit

Date Received
Application Ref No
Sector
Customer Name
Processor Name
Quote No
Product Type
Order Type
Order No
Installation Address
Action Taken

Expected Installation Date
Customer Contact Person
Customer Contact No
Customer Email
I/W Premise Readiness
Sales Name
Sales Email
Sale HP No
Sales Order
Work Order Status

Remark
AM
Attachment

Save Record

Record: 1 of 1 Search

Figure 28: Add New Form

1. Insert the details of new record and click Save Record

Inn details 5

Contract Details											
Add New Main Menu Open Report Action Taken Exit											
Sales-HP NO	Product Type	Sales Order	Order No	Work Order	Order Type	Remark	Installation	AM	Expected Ins	Customer Co	Status
013-439590	Metre-E (PDP/E)		1-16619415316	SUBMITTED/PR	New Installation	ME1026993953	TURAY MALAYS			GOM KEAT / D1 385	Received
013-439590	Metre-E (PDP/E)		1-1908461114	SUBMITTED/PR	New Installation		25 PAPERDOME			MR MYU H2-2 218	NotReceived
013-439590	Metre-E (PDP/E)		1-16122912591	SUBMITTED/PR	New Installation		Metre Direct Ca			Fathim Zahal, 439	NotReceived
013-439590	Metre-E (PDP/E)		1-16114600093	SUBMITTED/PR	New Installation		Direct Carrier K			Fathim Zahal, 439	NotReceived
013-439590	Metre-E (PDP/E)		1-16110749419	SUBMITTED/PR	New Installation		2 MARS PDP MC			Fathim Zahal, 439	NotReceived
013-439590	Metre-E (PDP/E)		1-16110749419	SUBMITTED/PR	New Installation	1/1; Mohon bar	2 MARS PDP MC			Fathim Zahal, 439	NotReceived
013-439590	Metre-E (PDP/E)		1-16110749419	SUBMITTED/PR	New Installation		Metre Direct Ca			Fathim Zahal, 439	NotReceived
013-439590	Metre-E (PDP/E)		1-16110749419	SUBMITTED/PR	New Installation		Metre Direct Ca			Fathim Zahal, 439	NotReceived
019-4789561	IPVPH Premier		1-15949635676	SUBMITTED/PR	New Installation	Kindy confirm i				SOUTHERN STE 475	Received
019-4789561	IPVPH Premier		1-15949635676	SUBMITTED/PR	New Installation	Kindy confirm i				SOUTHERN STE 475	Received
019-4789561	IPVPH Premier		1-15949635676	SUBMITTED/PR	New Installation	Kindy confirm i				SOUTHERN STE 475	NotReceived
019-4789561	IPVPH Premier		1-15949635676	SUBMITTED/PR	New Installation	Kindy confirm i				SOUTHERN STE 475	NotReceived
019-4789561	IPVPH Premier		1-15454827631	SUBMITTED/PR	New Installation	Site abbrev (RAP ALANG (RAP				SOUTHERN STE 475	Received
019-4789561	IPVPH Premier		1-15399939384	SUBMITTED/PR	New Installation	SSRJOHOR				SOUTHERN STE 475	Received
019-4789561	IP Line (DOME)		1-15985695096	SUBMITTED/PR	New Installation	Mohon barikan	KUCHINGPETAN			MR AW HENG L 453	Received
019-4789561	IP Lite (EFH)		1-15976208427	SUBMITTED/PR	New Installation	Please provide	SABAH			MR AW HENG L 453	Received
019-4789561	IPVPH Premier		1-15586371792	SUBMITTED/PR	New Installation	SITE aBERE (RM RAWANG (RNG)				SOUTHERN STE 475	Received
019-4789561	Direct (DOME)		1-17618528266	SUBMITTED/PR	New Installation					MOHD KHAIZUL 327	Received
019-4789561	Direct (DOME)		1-1736663818	SUBMITTED/PR	New Installation	Service order f: MPL				MOHD KHAIZUL 328	Received
019-4789561	Direct (DOME)		1-1736663818	SUBMITTED/PR	New Installation		MLA			MOHD KHAIZUL 328	Received
019-4789561	Direct (DOME)		1-1736663818	SUBMITTED/PR	New Installation		MLA			MOHD KHAIZUL 328	Received
019-4789561	Direct (DOME)		1-17154533782	SUBMITTED/PR	New Installation	Please create c: EOMMETALL INC				TAN KEAT LEE, 348	Received
019-4789561	IPVPH Premier		1-18949317345	SUBMITTED/PR	New Installation		SSBSA			SOUTHERN STE 208	Received
019-4789561	Direct (DOME)		1-15872435498	SUBMITTED/PR	New Installation	AE need to crea ICLARA				INTERNATIONAL 457	Received
019-4789561	IPVPH Premier		1-16713365926	SUBMITTED/PR	New Installation	Kindy confirm i				SOUTHERN STE 475	Received
013-4399978	Multi Line SIP		1-16713365926	SUBMITTED/PR	New Installation	1. Plse attach c No. 45, Jalan T.				WONG MUN LOI 384	Received
013-4399978	Multi Line SIP		1-8903F32	SUBMITTED/PR	New Installation	ORDER SUBMITT	Toll Global Foru			Thiagarajoo Set 279	Received
013-4399978	Multi Line SIP		1-8903F32	SUBMITTED/PR	New Installation	Kindy helo to Ir TOLL GLOBAL F				Thiagarajoo Set 279	Received

Record: M 1 of 95 Search

Figure 29: Contract List Details

1. Click Received or Not received for each contract and then refresh. The bar color will turn into Red: Not Received or Green: Received

Report

Main Menu Contract List Action Taken Add New Exit

Bar	Item	Status	Order No	Action Taken	Remarks
Ahmad Fuad Abu Sahid	385	Received	I-16619415316	AM	ME1026593953 LD1026593954 LD1026593957
Alina Azizah	218	NotReceived	I-19006861114	BILLING	
Azrol Izwan Bin Khalib Aka Khalid	439	NotReceived	I-16122912588	AM	
Azrol Izwan Bin Khalib Aka Khalid	439	NotReceived	I-16114650093	SDU	
Azrol Izwan Bin Khalib Aka Khalid	439	NotReceived	I-16110749419	AM	
Azrol Izwan Bin Khalib Aka Khalid	439	NotReceived	I-16110138229		5/5: Mohon berikan nama bagi kelima-lima site primary & backup... mohon juga bantuan tuan berikan staff id yang terdapat di NOVA kerana 580456 tiada didalam NOVA..
Azrol Izwan Bin Khalib Aka Khalid	439	NotReceived	I-16123631046		
Chong Moi Fung	475	NotReceived			Kindly confirm should the customer lan ip required charges as per sof. Kindly help to update charges tq.
Chong Moi Fung	475	Received	I-15545635676		please input billing details. 31/3/2017. As confirmed with Sales : AAI no charges on Lan IP. Order submitted on 31/3/2017. LY1025556979 UP1025556981 CE1025621348
Chong Moi Fung	475	Received			kindly confirm CPE to be associated. Details given new cpe and existing cpe. tq.
Chong Moi Fung	475	NotReceived			please provide billing details, sales ptt, bit mask for second ip address.

Record: 14 1 of 1

Search

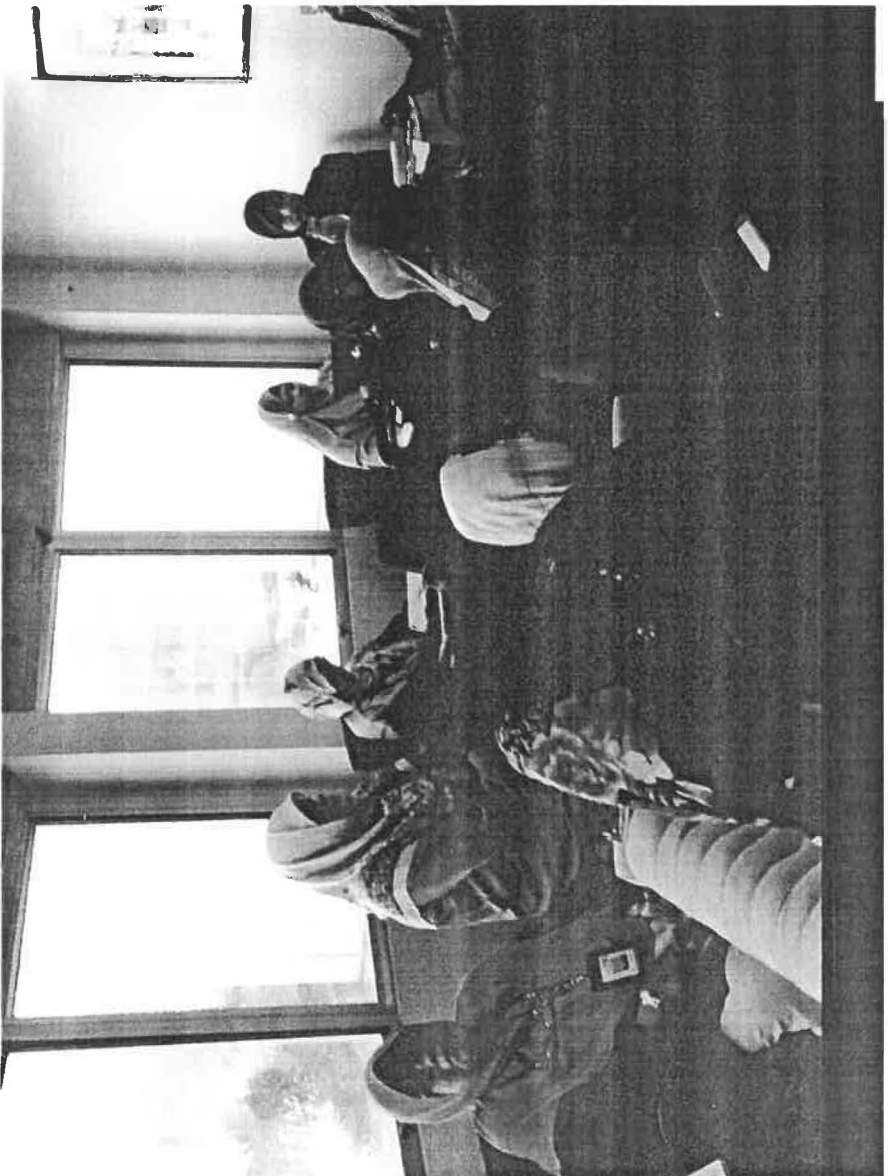
Figure 31: Report Form

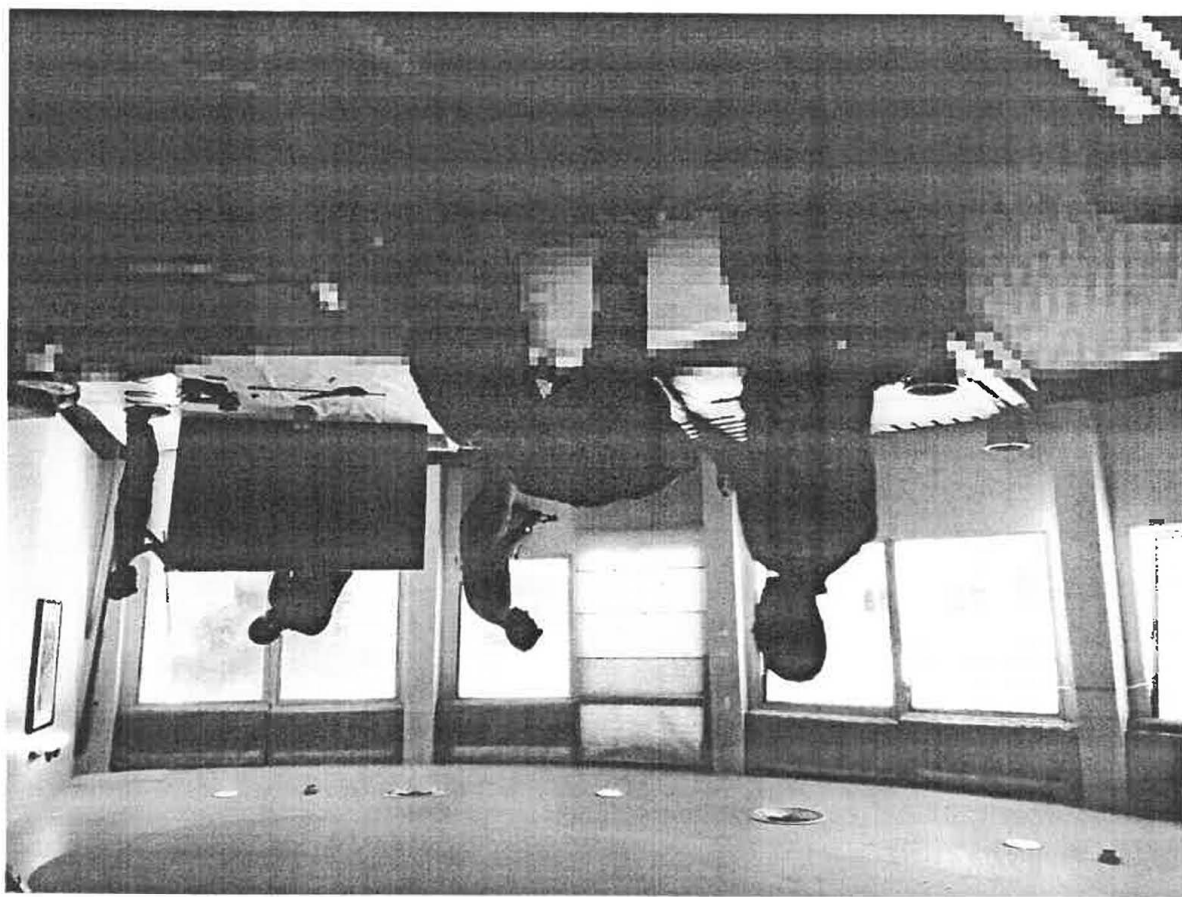
1. The report shows Delq (latency days) and who the one who's late.

Appendix B:

Other Task







Log Book

PERSONAL DETAIL

1. Name : MUHAMMAD FARIS HANI MUHAMMAD ZAHIBI
2. Student ID : 2015146335
3. Programme : INFORMATION MANAGEMENT
4. Semester : 7
5. Home Address : KG BARU CELOK, 33400
LENGGONG, PERAK
6. Tel No (HP) : 011-10068181
7. Email : ~~data~~ faushamidi@gmail.com

ORGANISATION INFORMATION

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

FOR OFFICE ONLY

Remarks :

DATE: 2 Feb 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
i. Weekly peptalk (Friday) - Presentation by Retention Team, - Explain their ideas in retain customers.	
ii. Second meeting for TV Content - asked by En. Nazri to come out with plan on what are kind of content that the group want to propose to insert into the TV.	
Comment: I get to know that there are various sources that we can use to grab business opportunity. e.g. Carnival advertised in the newspaper, we can sponsor our service.	

DATE: 5/2/18

[illegible]

DATE: 8/2/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
i- Continue working on the system (changing Table header and modify them)	
ii- Download microsoft VB - Download microsoft Net (unsuccessful using VB on microsoft VB platform) - Continue working the system with microsoft Access.	
iii- Attending conference	
iv- Meeting with Retention Team (stakeholder) (Client)	
v- Consult with Mr Devan (project leader) to gather his view on CTOS	
vi- Hanging angpau for Raya Cina	
vii- Help Zarina key in agreements detail into SCUTS.	
viii- Continue decorate office for CNY.	

**PRACTICAL TRAINING
LOG BOOK**

 **UNIVERSITI
TEKNOLOGI
MARA**

MOHD NAZRI BIN RAZALI
Enterprise Sales Penang
Telekom Malaysia Berhad (128740-P)

DATE: 9/2/18

[illegible]

**PRACTICAL TRAINING
LOG BOOK**

 UNIVERSITI
TEKNOLOGI
MARA

AGM
Enterprise Sales Penang
Telekom Malaysia Berhad (128740-P)

DATE: 14/2/2018

[illegible]

PRACTICAL TRAINING LOG BOOK



MOHD NAZRI BIN RAZALI
AGM
Enterprise Sales Penang
Telekom Malaysia Berhad (128740-P)

DATE: 19/2/18

[illegible]

PRACTICAL TRAINING LOG BOOK



MOHD NAZRI BIN RAZALI
Enterprise Sales Penang
Telekom Malaysia Berhad (128740-F)

DATE : 22/2/18

[illegible]

MOHD NAZRI BIN RAZALI
AGM

DATE: 23/2/18

[illegible]

~~MOHD NAZRI BIN RAZALI~~

DATE: 28/2/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
I- Short briefing by Pa Alina - about task and plan - I've given a task to buy gunnicks's stuff (pop)	
II- Editing and modifying animated backdrop - Searching for SGM photos	
III- Creating four poster for blasting e.g: Tom Solat, drive safe, good night & morning)	
IV- Downloaded 10 songs (pop) for Jerai AOP	
V- Ordered to go up and stay a night early at Gunung Jerai	

PRACTICAL TRAINING
LOG BOOK



MOHD NAZRI BIN RAZALI
AGM
Enterprise Sales Penang
Telekom Malaysia Berhad (128740-P)

DATE: 1/3/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
AOP Jerai Annual Operating Plan.	
I) Set up banner and bunting along the way from chalet entrance to the hall.	
II) - Set up Bunting inside hall. - set up seats for VIPs, Admin and Executives. - Set up multimedia	
III) - Be the multimedia exco for the day	
IV) - Handle games for staffs during evening (giant chopstick)	

PRACTICAL TRAINING
LOG BOOK



MOHD NAZRI BIN RAZALI
AGM
Enterprise Sales Penang
Telekom Malaysia Berhad (128740-P)

DATE: 6/8/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
I- Help Puan Zarina carrying boxes to the store.	
II - Continue on creating country days (Delq) from the signed date.	
- Finished	
III - Helping broadcast announcement for peptalk through email	
IV - Continue with CTOS (Delq)	

MOHD NAZRI BIN RAZALI
AGM

DATE: 7/3/18

[illegible]

MOHD NAZRI BIN RAZALI
AGM

DATE : 12/3/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
I- Change own laptop's keyboard - short circuit - continue fixing laptop	
II- Analysis AM in 1 year How many % given the agreement	
MOHD NAZR BIN RAZALI	

PRACTICAL TRAINING LOG BOOK



MOHD NAZR BIN RAZALI

Enterprise Sales Penang
Telekom Malaysia Berhad (128780-P)

DATE: 13/3/18

[illegible]

PRACTICAL TRAINING LOG BOOK



MOHD NAZRI BIN RAZALI

AGM
Enterprise Sales Penang
Telekom Malaysia Berhad (128740-P)

DATE :

MOHD NAZRI BIN RAZALI
AGM

DATE: 19/3/18

MUHD NAZRI BIN RAZALI

DATE :

MOHD NAZRI BIN RAZALI
AGM

Enterprise Sales Penang

Telekom Malaysia Berhad (128740-P)

DATE: 23/3/18

MOHD NAZRI BIN RAZALI

Enterprise Sales Penang

Telekom Malaysia Berhad (129740-P)

DATE: 28/3/12

[illegible]

PRACTICAL TRAINING LOG BOOK



MOHD NAZRI BIN RAZALI
AGM
Enterprise Sales Penang
Telekom Malaysia Berhad (128740-P)

DATE: 29/3/18

[illegible]

PRACTICAL TRAINING LOG BOOK



MOHD NAZRI BIN RAZALI
AGM
Enterprise Sales Penang
Telekom Malaysia Berhad (128740-P)

DATE: 3/4/2018

[illegible]

PRACTICAL TRAINING LOG BOOK



MOHD NAZRI BIN RAZALI
AGM
Enterprise Sales Penang
Telekom Malaysia Berhad (128740-2)

DATE : 4 / 4 / 2018

[illegible]

PRACTICAL TRAINING LOG BOOK



Enterprise Sales Penang
Telekom Malaysia Berhad (128740-P)

DATE : 24/2018

[illegible]

DATE: 10/9/2018

[illegible]

DATE: 10/9/2018

[illegible]

DATE: 16/4/18

[illegible]

DATE: 19/04/

[illegible]

DATE: 23/4

[illegible]

DATE : 25/4

[illegible]

DATE : 26/4/18

[illegible]

DATE : 3/5/18

[illegible]

DATE: 4/5/10

[illegible]

DATE :

[illegible]

DATE :

[illegible]

DATE: 17/5/12

[illegible]

DATE: 18/5/10

[illegible]

DATE: 6/6/18

[illegible]

DATE: 9/16/18

[illegible]

DATE: 27/6/5

[illegible]

DATE : _____

[illegible]

TM Group

ATTENDANCE SHEET

Name :	MUHAMMAD FARIS HAMI BIN MOHD ZAHIBI
I/C No :	941001085523
Division :	Admin
Month :	February

WEEK	DAY	DATE	TIME IN	TIME OUT	SIGNATURE	REMARKS
WEEK 1	MONDAY					
	TUESDAY					
	WEDNESDAY					
	THURSDAY	1/2/2018		6.20		
	FRIDAY	2/2/2018	8.27	5.55		
	SATURDAY	3/2/2018				
	SUNDAY	4/2/2018				
WEEK 2	MONDAY	5/2/2018	8.21	5.34		
	TUESDAY	6/2/2018	8.18	5.33		
	WEDNESDAY	7/2/2018	8.27	5.41		
	THURSDAY	8/2/2018	8.21	6.43		
	FRIDAY	9/2/2018	8.27	5.35		
	SATURDAY	10/2/2018				
	SUNDAY	11/2/2018				
WEEK 3	MONDAY	12/2/2018	8.13	5.52		
	TUESDAY	13/2/2018	8.17	5.41		
	WEDNESDAY	14/2/2018	8.25	5.35		
	THURSDAY	15/2/2018	Tahun Baru Cina	Tahun Baru Cina		
	FRIDAY	16/2/2018	Tahun Baru Cina	Tahun Baru Cina		
	SATURDAY	17/2/2018				
	SUNDAY	18/2/2018				
WEEK 4	MONDAY	19/2/2018	8.28	5.35		
	TUESDAY	20/2/2018	8.29	5.39		
	WEDNESDAY	21/2/2018	8.31 ²	5.40		
	THURSDAY	22/2/2018	8.28	5.33		
	FRIDAY	23/2/2018	8.28	12.33		
	SATURDAY	24/2/2018				
	SUNDAY	25/2/2018				
WEEK 5	MONDAY	26/2/2018		6.22		
	TUESDAY	27/2/2018		5.33		
	WEDNESDAY	28/2/2018	8.28	6.35		
	THURSDAY	1/3/2018				
	FRIDAY	2/3/2018				

Supervisor's Signature:

MOHD. NAZRI BIN. RAZALI
AGM
Enterprise Sales Penang
Telekom Malaysia Berhad (128740-P)

6/3/18

Name	M FARTS NAME			ID	32		Dept.	ADMIN			Shift	Morning shift			Date	2018-02-1-2018-02		
Duty (D)		Work (H. M)		EWork (H. M)		Late	Early	Tearly	Evection (H. M)		Leaves (H. M)	Absent (H. M)	Pay					
Fact	Stand	Fact	Stand	OT 1.5	OT 2.0	M	M	M	pay	No pay			Daypay	EWork	DeDuct	Other	Total	
18	28	12.00	223.60	0.00	0.00	124	26	84										
Record Report																		
Date	Segment 1		Segment 2		Segment 3		Day Stat.			Date	Segment 1		Segment 2		Segment 3		Day Stat.	
Week	IN	OUT	IN	OUT	IN	OUT	Worklen	early	OT	Week	IN	OUT	IN	OUT	IN	OUT	Worklen	early
2018-02-1-2018-02-28																		
01 D4					15:24	18:20	02:06			17 D6								
02 D5	08:27		13:05		14:39	17:55	02:21	00:03		18 D0								
03 D6										19 D1	08:28					17:35		00:02
04 D0										20 D2	08:29					17:39		00:01
05 D1	08:21		13:00		13:59	17:34	03:30	00:10		21 D3	08:31					17:40		
06 D2	08:18					17:33		00:12		22 D4	08:28					17:33		00:02
07 D3	08:27					17:41		00:03		23 D5	08:28	12:33					04:03	00:02
08 D4	08:21					18:43		00:09		24 D6								
09 D5	08:27					17:35		00:03		25 D0								
10 D6										26 D1						18:22		
11 D0										27 D2	08:28					17:33		00:02
12 D1	08:13					17:52		00:17		28 D3						18:35		
13 D2	08:17					17:41		00:13										
14 D3	08:25					17:35		00:05										
15 D4																		
16 D5																		

[Signature]
6/3/18
a

ATTENDANCE SHEET (INTERNSHIP)

Student Name : Muhammad Faris Hami bin MohdZahibi					
I/C No : 941001-08-5523					
Qualification : Please tick (/)		<input type="checkbox"/> Diploma		<input checked="" type="checkbox"/> Degree	
LOB :					
Division : TW ONE Penang					
Duration Internship		Start Date	...1.../...02.../...18.	End date	...30.../...6.../...18...
Month :		JAN / FEB MAR / APR / MAY / JUNE / JUL / AUG / SEPT / OCT / NOV / DEC (Please circle)			
WEEK	DAY	DATE	TIME IN	TIME OUT	REMARKS
WEEK 1	MONDAY				
	TUESDAY				
	WEDNESDAY				
	THURSDAY	1/3/18			AOP Jerai
	FRIDAY	2/3/18			AOP Jerai
	SATURDAY	3/3/18			
	SUNDAY	4/3/18			
	MONDAY	5/3/18	8.35	5.34	Lewat (thumb Tak detect)
WEEK 2	TUESDAY	6/3/18	8.31	5.39	
	WEDNESDAY	7/3/18	8.28	5.41	
	THURSDAY	8/3/18	8.20	5.31	
	FRIDAY	9/3/18		5.31	Thumb not detect during enter
	SATURDAY	10/3/18			
	SUNDAY	11/3/18			
	MONDAY	12/3/18	8.31	5.36	
	TUESDAY	13/3/18			ZBC Bukit Mertajam
WEEK 3	WEDNESDAY	14/3/18	8.25	5.33	
	THURSDAY	15/3/18	8.26	5.37	
	FRIDAY	16/3/18	8.21	5.03	
	SATURDAY	17/3/18			
	SUNDAY	18/3/18			
	MONDAY	19/3/18	1.01		False clock time& not detect during out
	TUESDAY	20/3/18	8.46	5.36	Patah balik terlupa barang
	WEDNESDAY	21/3/18	8.29	5.34	
WEEK 4	THURSDAY	22/3/18	8.32	5.30	Lewat
	FRIDAY	23/3/18	8.26	5.02	
	SATURDAY	24/3/18			
	SUNDAY	25/3/18			
	MONDAY	26/3/18	8.31		
	TUESDAY	27/3/18	8.32	5.32	
	WEDNESDAY	28/3/18	8.35	5.32	Lewat
	WEEK 5	THURSDAY	29/3/18		
FRIDAY		30/3/18		12.36	Thumb not detect during enter
SATURDAY		31/3/18			
SUNDAY					

I hereby confirmed that the above attendance report is to be true.

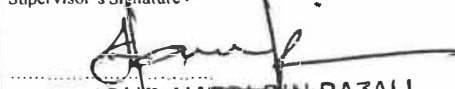
Student's Signature



Name : Muhammad Faris Hami MohdZahibi

Date : 3/4/18

Supervisor's Signature



Name : **MOHD NAZRI BIN RAZALI**

AGM
Enterprise Sales Penang

Telekom Malaysia Berhad (128740-1)

8/4/18

Name	M FARIS HAMI			ID	32		Dept.	ADMIN			Shift	Morning shift			Date	2018-03-1-2018-03		
Duty (D)		Work (H. M)		EWork (H. M)		Late	Early	Tearly	Evection (H. M)		Leave (H. M)	Absent (H. M)	Pay					
Fact.	Stand	Fact	Stand	OT 1.5	OT 2.0	M	M	M	pay	No pay			Daypay	EWork	DeDuct	Ohter	Total	
18	31	0.00	247.55	0.00	0.00	93	23	484										

Record Report

Date	Segment 1		Segment 2		Segment 3		Day Stat.			Date	Segment 1		Segment 2		Segment 3		Day Stat.	
Week	IN	OUT	IN	OUT	IN	OUT	Worklen	early	OT	Week	IN	OUT	IN	OUT	IN	OUT	Worklen	early
2018-03-1-2018-03-31																		
01 D4	Jerai									17 D6								
02 D5	Jerai									18 D0								
03 D6										19 D1	01:01							02:-3
04 D0										20 D2	08:16					17:36		
05 D1	08:35					17:34				21 D3	08:29					17:34		00:01
06 D2	08:31					17:39				22 D4	08:32					17:30		
07 D3	08:28					17:41		00:02		23 D5	08:26					17:02		00:04
08 D4	08:20					17:31		00:10		24 D6								
09 D5						17:31				25 D0								
10 D6										26 D1	08:31					17:34		
11 D0										27 D2	09:32					17:32		
12 D1	08:31					17:36				28 D3	08:35					17:32		
13 D2	ZBC									29 D4	ZBC							
14 D3	08:25					17:33		00:05		30 D5		12:36						
15 D4	08:26					17:37		00:04		31 D6								
16 D5	08:21					17:03		00:09										

Thumb
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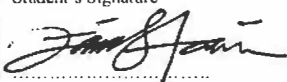

MOHD NAZRI BIN RAZALI
 AGM
 Enterprise Sales Penang
 Telekom Malaysia Berhad (25240-P)

ATTENDANCE SHEET (INTERNSHIP)

Student Name : Muhammad Faris Hami bin Mohd Zahibi					
I/C No : 941001-08-5523					
Qualification : Please tick (✓)		<input type="checkbox"/> Diploma		<input checked="" type="checkbox"/> Degree	
LOB :					
Division :					
Duration Internship		Start Date		End date	
		... 1 ... / ... 02 ... / ... 18.		... 30 ... / ... 6 ... / ... 18.	
Month :		JAN / FEB / MAR / <u>APR</u> / MAY / JUNE / JUL / AUG / SEPT / OCT / NOV / DEC (Please circle)			
WEEK	DAY	DATE	TIME IN	TIME OUT	REMARKS
WEEK 1	MONDAY	2/4/18	8.18	5.30	
	TUESDAY	3/4/18	8.28	5.35	
	WEDNESDAY	4/4/18	8.20	5.32	
	THURSDAY	5/4/18	8.10	5.32	
	FRIDAY	6/4/18		5.00	Thumb in not detect
	SATURDAY	7/4/18			
	SUNDAY	8/4/18			
	MONDAY	9/4/18	8.21	5.39	
WEEK 2	TUESDAY	10/4/18	8.09	6.20	
	WEDNESDAY	11/4/18			MC - Gastric
	THURSDAY	12/4/18	8.06	5.31	
	FRIDAY	13/4/18	8.23	5.00	Thumb not detect during enter
	SATURDAY	14/4/18			
	SUNDAY	15/4/18			
	MONDAY	16/4/18	12.43	5.35	Time not correct during thumb in
	TUESDAY	17/4/18	8.26	5.44	
WEEK 3	WEDNESDAY	18/4/18	8.22	5.54	
	THURSDAY	19/4/18	8.23	5.33	
	FRIDAY	20/4/18	8.34	5.03	
	SATURDAY	21/4/18			
	SUNDAY	22/4/18			
	MONDAY	23/4/18		5.31	Thumb not detect during enter
WEEK 4	TUESDAY	24/4/18	8.14	5.30	
	WEDNESDAY	25/3/18	8.29	5.34	
	THURSDAY	26/4/18	CEC	CEC	Trip to Customer Experience Center (TM One)
	FRIDAY	27/4/18	Book Off	Book Off	Book off for those who joined the trip
	SATURDAY	28/4/18			
	SUNDAY	29/4/18			
WEEK 5	MONDAY	30/4/18		5.33	Time not detect during thumb in
	TUESDAY				
	WEDNESDAY				
	THURSDAY				

I hereby confirmed that the above attendance report is to be true.

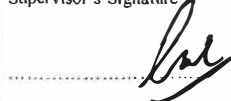
Student's Signature



Name : Muhammad Faris Hami Mohd Zahibi

Date : 24/4/18 3/5/18

Supervisor's Signature



Name :

SARAH BINTI OSMAN
Business Support

Date :


Enterprise Sales Penang
Mekong Malaysia Berhad (126740-P)

3/5/18

Name	M FARIS HAMJ		ID	32		Dept.	ADMIN		Shift	Morning shift		Date	2018-04-1-2018-04				
Butir(D)		Work(H.M)		EWork(H.M)		Late	Early	Tearly	Evection(H.M)		Leave(H.M)	Absent(H.M)	Pay				
Fact	Stand	Fact	Stand	OT 1.5	OT 2.0	M	M	M	pay	No pay			Daypay	EWork	DeDuct	Other	Total
19	30	0.00	239.58	0.00	0.00	96	0	1062									

Record Report

Date	Segment 1		Segment 2		Segment 3		Day Stat.			Date	Segment 1		Segment 2		Segment 3		Day Stat.	
Week	IN	OUT	IN	OUT	IN	OUT	Worklen	early	OT	Week	IN	OUT	IN	OUT	IN	OUT	Worklen	early
2018-04-1-2018-04-30																		
01 D0										17 D2	08:26					17:44		00:04
02 D1	08:18					17:30		00:12		18 D3	08:22					17:54		00:08
03 D2	08:28					17:35		00:02		19 D4	08:23					17:33		00:07
04 D3	08:20					17:32		00:10		20 D5	08:34					17:03		
05 D4	08:10					17:32		00:20		21 D6								
06 D5						17:00				22 D0								
07 D6										23 D1						17:31		
08 D0										24 D2	08:14					17:30		00:16
09 D1	08:21					17:39		00:09		25 D3	08:15					17:32		00:15
10 D2	08:09					18:20		00:21		26 D4								
11 D3										27 D5								
12 D4	08:06					17:31		00:24		28 D6								
13 D5	08:23					17:00		00:07		29 D0	00:30							02:=4
14 D6										30 D1						17:33		
15 D0																		
16 D1	00:43					17:35		02:21										


 SARAH BINTI OSMAN
 Business Support
 Enterprise Sales Penang
 Telekom Malaysia Berhad (138740-P)

3/5/18

ATTENDANCE SHEET (INTERNSHIP)

Student Name	Muhammad Faris Hami bin Mohd Zahibi				
I/C No :	941001-08-5523				
Qualification :	Please tick (/)		<input type="checkbox"/> Diploma	<input checked="" type="checkbox"/> Degree	
LOB :					
Division :					
Duration Internship	Start Date	...1...../...02...../...18.	End date	...30...../...6...../...18.....	
Month :	JAN / FEB / MAR / APR / <u>MAY</u> / JUNE / JUL / AUG / SEPT / OCT / NOV / DEC (Please circle)				
WEEK	DAY	DATE	TIME IN	TIME OUT	REMARKS
WEEK 1	MONDAY				
	TUESDAY	1/5/18	Labor Day	Labor Day	
	WEDNESDAY	2/5/18	8.09	5.32	
	THURSDAY	3/5/18	8.20	5.36	
	FRIDAY	4/5/18	8.18	5.00	
	SATURDAY	5/5/18			
	SUNDAY	6/5/18			
	MONDAY	7/5/18	8.25	5.30	
WEEK 2	TUESDAY	8/5/18	8.27	5.30	
	WEDNESDAY	9/5/18	PRU14	PRU14	
	THURSDAY	10/5/18	PRU OFF	PRU OFF	
	FRIDAY	11/5/18	PRU OFF	PRU OFF	
	SATURDAY	12/5/18			
	SUNDAY	13/5/18			
	MONDAY	14/5/18	2.10	5.30	Attending State Convention Talk morning session
	TUESDAY	15/5/18	9.20	5.33	
WEEK 3	WEDNESDAY	16/5/18	Real Estate	Real Estate	Attending Real Estate
	THURSDAY	17/5/18	4.26		Thumbprint's time not correct
	FRIDAY	18/5/18	8.17	4.00	
	SATURDAY	19/5/18			
	SUNDAY	20/5/18			
	MONDAY	21/5/18	7.52	4.15	Thumb not detect during enter
	TUESDAY	22/5/18	8.22	4.01	
	WEDNESDAY	23/5/18	7.53		Thumb not detect during out
WEEK 4	THURSDAY	24/5/18	8.20	6.15	
	FRIDAY	25/5/18	7.52		Thumb not detect during out
	SATURDAY	26/5/18			
	SUNDAY	27/5/18			
	MONDAY	28/5/18	Off	Off	
	TUESDAY	29/5/18	Wesak	Wesak	
	WEDNESDAY	30/5/18	7.51	5.23	
	THURSDAY	31/5/18	7.48	4.40	
WEEK 5	FRIDAY				
	SATURDAY				
	SUNDAY				

I hereby confirmed that the above attendance report is to be true.

Student's Signature



Name : Muhammad Faris Hami Mohd Zahibi

Date : 1/6/18

Supervisor's Signature



Name :

Date : SARAH BINTI OSMAN

Supervisor

Police Penang

Police Station (129740-P)

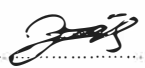
[illegible]

ATTENDANCE SHEET (INTERNSHIP)

Student Name :	Muhammad Faris Hami bin Mohd Zahibi				
I/C No :	941001-08-5523				
Qualification :	Please tick (/)	<input type="checkbox"/> Diploma	<input checked="" type="checkbox"/> Degree		
LOB :					
Division :					
Duration Internship	Start Date	1/1/18	End date	30/6/18	
Month :	JAN / FEB / MAR / APR / MAY / <u>JUNE</u> / JUL / AUG / SEPT / OCT / NOV / DEC (Please circle)				
WEEK	DAY	DATE	TIME IN	TIME OUT	REMARKS
WEEK 1	MONDAY				
	TUESDAY				
	WEDNESDAY				
	THURSDAY				
	FRIDAY	1/6/18	8.03am	4.13pm	
	SATURDAY				
	SUNDAY				
WEEK 2	MONDAY	4/6/18	7.55am	4.09pm	
	TUESDAY	5/6/18	7.54am	4.21pm	
	WEDNESDAY	6/6/18	7.58am	4.19pm	
	THURSDAY	7/6/18	7.51am	4.15pm	
	FRIDAY	8/6/18	8.02am	4.23pm	
	SATURDAY				
	SUNDAY				
WEEK 3	MONDAY	11/6/18	7.52am	5.09pm	
	TUESDAY	12/6/18	8.01am	4.32pm	
	WEDNESDAY	13/6/18	8.10am		Thumb not detect during out
	THURSDAY	14/5/18	Raya off	Raya off	Raya off
	FRIDAY	15/6/18	Raya off	Raya off	Raya off
	SATURDAY				
	SUNDAY				
WEEK 4	MONDAY	18/6/18	Raya off	Raya off	Raya off
	TUESDAY	19/6/18	Raya off	Raya off	Raya off
	WEDNESDAY	20/6/18	8.11am	5.31pm	
	THURSDAY	21/6/18	8.10am	5.43pm	
	FRIDAY	22/6/18	8.15am	5.30pm	
	SATURDAY				
	SUNDAY				
WEEK 5	MONDAY	25/6/18	8.22am	6.01pm	
	TUESDAY	26/6/18	8.26am		Thumb not detect during out
	WEDNESDAY	27/6/18	8.29am	5.39pm	
	THURSDAY	28/6/18	8.33am	5.30pm	
	FRIDAY	29/6/18	8.17am	5.40pm	
	SATURDAY				
	SUNDAY				

I hereby confirmed that the above attendance report is to be true.

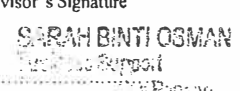
Student's Signature



Name : Muhammad Faris Hami bin Mohd Zahibi

Date : 29/6/2018

Supervisor's Signature



Name : SARAH BINTI OSMAN

Date : 29/6/18

M. F. M. S. L. A. B. I.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. S.										T. 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BORANG PERMOHONAN CUTI

Nama :- MUHD FARIS HAMI Bahagian/Kawasan :-
 No. K/P :- 941001085523 No. Anggota :- Jawatan :- Praktikal

JENIS CUTI (Tandakan dimana berkenaan)

(1) Cuti Rehat Tahunan ☐(2) Cuti Kecemasan ☒Jika Cuti Kecemasan, Nyatakan sebab :- diserang gastrik

(3) Cuti Ehsan

(i) Cuti Perkahwinan ☐(ii) Cuti 'Paternity' ☐(iii) Cuti Kematian ☐(iv) Cuti Bencana Alam ☐

Sertakan dokumen sokongan berkaitan
 semasa atau selepas cuti diambil, mengikut
 mana yang berkenaan.

(4) Cuti Gantian, Nyatakan sebab:-.....

Tarikh Cuti :- Dari 11/4/18 hingga 11/4/18 termasuk jumlah hari kerja :-

Tandatangan Pemohon :-

Tarikh :-

23/5/18

Disokong oleh :-

Diluluskan / Tidak
diluluskan oleh :-

HAIRUL HENI OSMAN
 Ketua Bahagian
 Penguatkuasaan Perang

Tarikh :- 23/5/18

Tarikh :-

REKOD CUTI REHAT TAHUNAN

Kelayakan Cuti	:	<u>6</u>	hari
Cuti yang dibawa ke hadapan	:	<u>0</u>	hari
Cuti yang telah diambil	:	<u>0</u>	hari
Cuti yang dipohon	:	<u>1</u>	hari
Baki Cuti	:	<u>6</u>	hari

PERHATIAN

- Semua anggota dikehendaki menyerahkan jadual cuti kepada Ketua Bahagian / Pejabat pada awal tahun untuk mendapatkan pengesahan daripada Telekom Malaysia Berhad. Setelah pengesahan diperolehi, apa-apa pertukaran hendaklah dilakukan ditahap minima dan jika perlu, sebab-sebab pertukaran hendaklah diberi.
- Permohonan cuti hendaklah dibuat sekurang-kurangnya tiga (3) hari sebelum bercuti.
- Cuti boleh dimulakan setelah mendapat kelulusan.



BORANG PERMOHONAN CUTI

Nama :- MUHAMMAD FARIS HAMI M. ZAHEDI Bahagian/Kawasan :- TM ONE
 No. K/P :- 941001085523 No. Anggota : _____ Jawatan :- Praktikal

JENIS CUTI (Tandakan d. mana berkenaan)

- (1) Cuti Rehat Tahunan ☐
- (2) Cuti Kecemasan ☐
 Jika Cuti Kecemasan, Nyatakan sebab :- Cuti Nuzul Quran carry forward
- (3) Cuti Ehsan
- | | | |
|------------------------|--------------------------|---|
| (i) Cuti Perkahwinan | <input type="checkbox"/> | } Sertakan dokumen sokongan berkaitan semasa atau selepas cuti diambil, mengikut mana yang berkenaan. |
| (ii) Cuti 'Paternity' | <input type="checkbox"/> | |
| (iii) Cuti Kematian | <input type="checkbox"/> | |
| (iv) Cuti Bencana Alam | <input type="checkbox"/> | |
- (4) Cuti Gantian, Nyatakan sebab :- Cuti Nuzul Quran Carry forward

Tarikh Cuti :- Dari 18/6/18 hingga 18/6/18 termasuk jumlah hari kerja :- _____

Tandatangan Pemohon :- [Signature] Tarikh :- 23/5/18

Disokong oleh :- [Signature] Diluluskan / Tidak diluluskan oleh :- _____
SARAH BINTI OSMAN
Customer Support
Telekom Malaysia Berhad (Kawasan)
 Tarikh :- 23/5/18 Tarikh :- _____

REKOD CUTI REHAT TAHUNAN

Kelayakan Cuti	:	<u>6</u>	hari
Cuti yang dibawa ke hadapan	:	<u>1</u>	hari
Cuti yang telah diambil	:	_____	hari
Cuti yang dipohon	:	_____	hari
Baki Cuti	:	<u>3</u>	hari

PERHATIAN

- Semua anggota dikehendaki menyerahkan jadual cuti kepada Ketua Bahagian / Pejabat pada awal tahun untuk mendapatkan pengesahan daripada Telekom Malaysia Berhad. Setelah pengesahan diperolehi, apa-apa pertukaran hendaklah dilakukan ditahap minima dan jika perlu, sebab-sebab pertukaran hendaklah diberi.
- Permohonan cuti hendaklah dibuat sekurang-kurangnya tiga (3) hari sebelum bercuti.
- Cuti boleh dimulakan setelah mendapat kelulusan.



BORANG PERMOHONAN CUTI

Nama :- MUHD FARIS HAMI Bahagian/Kawasan :- TM ONE
 No. K/P :- 94600168523 No. Anggota : _____ Jawatan :- PRAKTIKAL

JENIS CUTI (Tandakan dimana berkenaan)

(1) Cuti Rehat Tahunan ☒(2) Cuti Kecemasan ☐

Jika Cuti Kecemasan, Nyatakan sebab :- _____

(3) Cuti Ehsan

(i) Cuti Perkahwinan ☐(ii) Cuti 'Paternity' ☐(iii) Cuti Kematian ☐(iv) Cuti Bencana Alam ☐

Sertakan dokumen sokongan berkaitan
 semasa atau selepas cuti diambil, mengikut
 mana yang berkenaan.

(4) Cuti Gantian, Nyatakan sebab:- _____

Tarikh Cuti :- Dari 19/6/18 hingga 19/6/18 termasuk jumlah hari kerja :- _____

Tandatangan Pemohon :-

Tarikh :- 22/5/18

Disokong oleh :- _____

Diluluskan / Tidak
 diluluskan oleh :- _____

SARAH BINTI OSMAN
 Pengerusi Bahagian
 PRAKTIKAL

Tarikh :- 23/6/18

Tarikh :- _____

REKOD CUTI REHAT TAHUNAN

Kelayakan Cuti	:	<u>6</u>	hari
Cuti yang dibawa ke hadapan	:	<u>0</u>	hari
Cuti yang telah diambil	:	<u>3</u>	hari
Cuti yang dipohon	:	<u>1</u>	hari
Baki Cuti	:	<u>3</u>	hari

PERHATIAN

- Semua anggota dikehendaki menyerahkan jadual cuti kepada Ketua Bahagian / Pejabat pada awal tahun untuk mendapatkan pengesahan daripada Telekom Malaysia Berhad. Setelah pengesahan diperolehi, apa-apa pertukaran hendaklah dilakukan ditahap minima dan jika perlu, sebab-sebab pertukaran hendaklah diberi.
- Permohonan cuti hendaklah dibuat sekurang-kurangnya tiga (3) hari sebelum bercuti.
- Cuti boleh dimulakan setelah mendapat kelulusan.



BORANG PERMOHONAN CUTI

Nama :- MUHAMMAD FARIS HAMU Bahagian/Kawasan :- TM ONE
 No. K/P :- 94100/ 08 5523 No. Anggota : _____ Jawatan :- Praktikal

JENIS CUTI (Tandakan di mana berkenaan)

- (1) Cuti Rehat Tahunan ☒
- (2) Cuti Kecemasan ☐
- Jika Cuti Kecemasan, Nyatakan sebab :- _____
- (3) Cuti Ehsan
- | | | |
|------------------------|--------------------------|---|
| (i) Cuti Perkahwinan | <input type="checkbox"/> | } Sertakan dokumen sokongan berkaitan semasa atau selepas cuti diambil, mengikut mana yang berkenaan. |
| (ii) Cuti 'Paternity' | <input type="checkbox"/> | |
| (iii) Cuti Kematian | <input type="checkbox"/> | |
| (iv) Cuti Bencana Alam | <input type="checkbox"/> | |
- (4) Cuti Gantian, Nyatakan sebab:- _____

Tarikh Cuti :- Dari 28/5/18 hingga 28/5/18 termasuk jumlah hari kerja :- _____

Tandatangan Pemohon :- Tarikh :- 23/5/18

Disokong oleh :- _____ Diluluskan / Tidak diluluskan oleh :- _____

SURAH BINTI OSMAN
 Tech Use Support
 Telekom Selat Penang
 Tarikh :- 29/5/18

MOHD NAZRI BIN RAZALI
 I.GM
 Enterprise Sales Penang
 Telekom Malaysia Berhad (129740-P)
 Tarikh :- 29/5/18

REKOD CUTI REHAT TAHUNAN

Kelayakan Cuti	:	<u>6</u>	hari
Cuti yang dibawa ke hadapan	:	<u>0</u>	hari
Cuti yang telah diambil	:	<u>1</u>	hari
Cuti yang dipohon	:	<u>1</u>	hari
Baki Cuti	:	<u>5</u>	hari

PERHATIAN

- Semua anggota dikehendaki menyerahkan jadual cuti kepada Ketua Bahagian / Pejabat pada awal tahun untuk mendapatkan pengesahan daripada Telekom Malaysia Berhad. Setelah pengesahan diperolehi, apa-apa pertukaran hendaklah dilakukan ditahap minima dan jika perlu, sebab-sebab pertukaran hendaklah diberi.
- Pemohonan cuti hendaklah dibuat sekurang-kurangnya tiga (3) hari sebelum bercuti.
- Cuti boleh dimulakan setelah mendapat kelulusan.