

### UNIVERSITI TEKNOLOGI MARA FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT:
PRISM INTEGRATED SDN BHD
NO 2, JALAN TIANG U8/91,
SEKSYEN U8, BUKIT JELUTONG INDUSTRIAL PARK,
40150 SHAH ALAM, SELANGOR

SPECIAL PROJECT: VIDEO KESELAMATAN PRISM

BY MUHAMMAD NAZIR BIN ABDUL AZIZ 2016340637

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

01 FEBRUARY 2019 – 28 JUN 2019

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### BY MUHAMMAD NAZIR BIN ABDUL AZIZ

### FACULTY SUPERVISOR NOR KAMARIAH BINTI CHIK

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

01 FEBRUARY 2019 - 28 JUNE 2019

**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.

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Date of submission: 3 July 2019

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### **ABSTRACT**

This academic report paper is made solely based from 1<sup>st</sup> February 2019 until 28<sup>th</sup> June 2019 during the period of internship in Operation Department, Prism Integrated Sdn Bhd. This report shows the student internship experiences and activities in Prism for about five months in this department. Plus, the student describe the reality of the company that serve its customers and how the company actually do it while maintaining the privacy and confidential of the client's asset. Industrial training or internship is a compulsory activity required for the 7<sup>th</sup> semester students to complete the studies in specific courses under the faculty of Information Management.

### ACKNOWLEDGEMENT

Firstly, praised be to Allah SWT for delivering me blessing to end my industrial training in Prism Intergrate Sdn Bhd. Although there are many hardship that I had experienced throughout the internship, I still given the chances to finish it without any major difficulties. Also, throughout my internship for about five months, I given me an acceptable health condition to actually face the harsh working environment starting from 1<sup>st</sup> February 2019 until 28<sup>th</sup> June.

Next, I would like to thank of my industrial for always giving me help whenever I need them. My industrial supervisor, Mr Nurhafiz Arafi Arbain as Project Management Executive that given the chances in handling few project such as KWAP, ARB and PERKESO (FAEDAH). Plus, giving me guide in all these project. Also, he is the one that accept my Special Project for this internship. He gave me a clear critic regarding my special project and how to improve it. Without his guidance, the quality of the special project could be a disaster.

Not forgetting my academic supervisor, Nor Kamariah binti Chik, as my teacher in completing this project. She is also the one that responsible in approving my proposal to do the special project. Without her approval, I could not continued with my report. Plus, she gave me confidence in serving at one of the top record centre in Malaysia.

After that, I need to thanks to my classmates, and the staff of Prism that really help me in my internship days.

Finally, I need to thanks to my family because they gave me financial, motivational support, and blessing for me to complete my last requirement in receiving a Degree.

Good luck, have fun.

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### CHAPTER 1 INTRODUCTION

### 1.1 Background of the Organization



Figure 1: Front of Prism Intergrated Sdn Bhd

On the year of 1991, PRISM started its operation in Malaysia as seller and distributor of file binder from Sweden to varied companies in the domestic region. The company caught other company's as the client and they were interested to buy the product from PRISM. The company then expanded to offer Total Records Management and Solution to help the needs from the clients.

Later, PRISM was merged under one management as Iron Mountain because Iron Mountain had bought PRISM in April 2016. From that day till now, every decision made by PRISM need to be approved by the upper management of Iron Mountain. Iron Mountain core business has some similarities as Prism which related to records, although Iron Mountain is more focus on electronic record while PRISM more focus on paper-based record. Despite that the PRISM still kept its origin name because the company's name is well known in Malaysia. Interesting fact, PRISM is an acronym that stands for Professional Record and Information System Management.

PRISM has successfully gain more trust after managed to be given award as Top 10 Winner for E 50 Award in Kuala Lumpur Convention Centre in 2014. There are many client that keep their record in PRISM and over 10 million files were kept in various location.

### 1.1.1 Core business of PRISM

Basically, PRISM core business is delivering records management service to company either private and government sector. Besides PRISM in Bukit Jeluting, there are two more warehouse that had been used to store these records which are Jalan Kerayong Information Centre (JKIC) and Padang Jawa Information Centre (PJIC).

### 1.1.2 Mission and vision of PRISM

The mission of PRISM is such as below:

- i. Electronic Records and Document Management Software Solutions.
- ii. Off site Records Centre, Clients store, manage, safe-keep, preserve their records in our records facility for a lower cost and higher security.
- iii. In-source Records Management we placed our personnel at your office to store, manage, safe-keep your records.
- iv. Scanning and converting paper records to electronic records.
- v. Storage equipment's Mechanical Mobile Compactors, fire resistant cabinet.
- vi. Records Management Training and Consultancy Programs:

  Management Programs, Records Classification, Records Retention,
  Records Procedure and Manual, Records Disposition Program, 5S
  Program.

The vision of PRISM is such as below:

I. To be the pioneer and total solution provider in Records and Information Management in the Asia region.

### 1.1.3 Services of PRISM

The services provide by the PRISM are as below:

- i. Records Management Training and Consultancy.
- ii. Filing System.
- iii. Inactive records storage facility.
- iv. Outsources of physical filing, storage products for paper and electronic records management.
- v. Disposition of records.

### 1.1.4 Logo of PRISM



Figure 2: Logo of PRISM

### 1.2 Organizational Structure

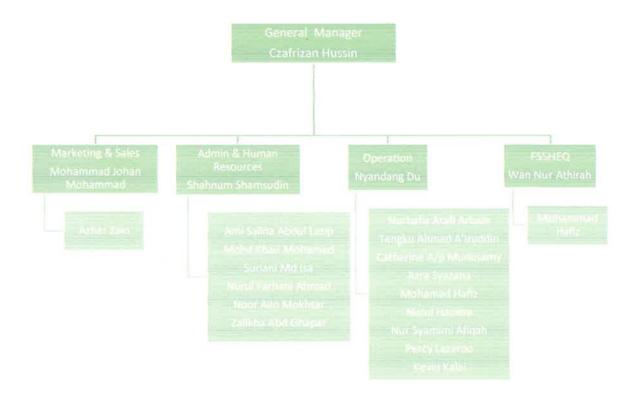


Figure 3: Organization Structure of PRISM

## CHAPTER 2 ORGANIZATION INFORMATION

### 2.1 Departmental Structure

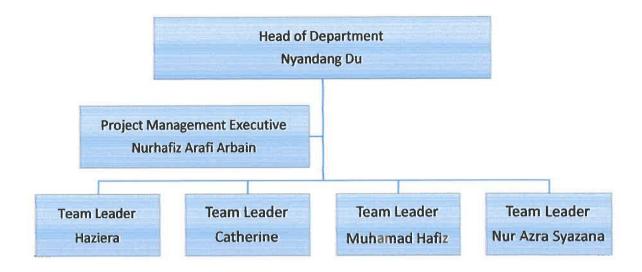


Figure 4: Operation Department Structure

### 2.2 Department Function

Operation department is one of the major and the back-bone department of PRISM. In this department, the staff process all the customer request. PRISM provide service of managing records of these clients. Through this department, the staff will processing all the records. Starting from pickup, scanning, picking, packing, storage and indexing.

There is a situation where the clients wants to retrieve some of the files, thus the staff will go to the warehouse and do the picking process. Typically, these picking process is conducted by the BAU department. After that, the file will be move into operation/processing area and the staff will inform the client regarding the records. Then, the record will either be pick-up by the client or the record will be transfer to client custody via transportation. There are three method of transportation being implement either via Pos Malaysia, van or lorry. The choosing of the transportation is depend on the quantity of record. The Pos Malaysia will be chose if the record as one-to-few files. The van will be chose if the record as one-to-few boxes. The lorry will be chose if the records as twenty-to-two hundreds and forty boxes.

The head of department is the key person in here as every activities in the operation area need to be inform and be given his approval before it is been executed by the staff. The head of department and Project Management Executive will discuss every decision to make sure it is relevant for both the staff and clients. Plus, there is also issue with efficient rating way of operation need to be discuss by them. Plus, the Head of Department the one that responsible in setting the target for the year and Project Management Executive will make sure the staff fulfil all the KPI set by the leader.

Furthermore, the Head of Department and Project Management Executive will be help by the team leaders from each section which help to simplify their work. This department is responsible to make sure every client's necessity is being fulfilled and they are satisfied with the services. To give few example, Nurhafiz Arafi Arbain is responsible with ARB (AMANAH RAYA BERHAD) project. Haziera is responsible with PERKESO (FAEDAH) project, Nur Azra Syazana is responsible with KWAP (Kumpulan Wang Persaraan) project, and Muhamad Hafiz with PANASONIC Perm-out project. Typically, the name of project use the client's name.

# CHAPTER 3 INDUSTRIAL TRAINING ACTIVITIES

### 3.1 Training Activities

### 3.1.1 Data Entry

Whenever clients, or new clients want to store their record in PRISM, the staff will need to key in all the required information of the records. This is to keep track of the record in aiding the searching process later.

Throughout internship period in PRISM for about five months, the student has experienced in managing few clients such as KWAP, ARB and PERKESO. Typically the list of initial information that need to be capture are reference number of location, reference number of box, reference number of files, dates of data entry, name of files, group of files, name identification number, client code, client name and volume of file via typing or barcode scanner. Interestingly, there are three types of reference been implement which are PRISM reference number, RECALL reference number and IM reference number. All the data collected will be kept in the in-house system called Volent. However, the usage of Microsoft Excel is being implement because it greatly increase the number of data entry that can be conducted by the staff. Typically, a staff can process about 500-1000 files for data entry in a single day.

Data entry is split into two branches which are indexing and verifying. The indexing referring to the process that capture the initial information of files. While the verifying is the process that confirm the validity of indexing process. This is to ensure that all the information being capture is sufficient and correct.

Based on the student's experience, he has conducted the data entry for ARB (Amanah Raya Berhad) project, PERKESO (Pertubuhan Keselamatan Sosial) project and KWAP (Kumpulan Wang Persaraan) project. With the capability of the student that could execute 200 APM (action-per-minute), he can type all the initial information for each files with count of 500-700 files per day. The total number of files that been managed by the students in data entry is 6563 files.

### 3.1.2 Packing

While the student were in PRISM, the student get to the experience of packing process. Packing is the terminology used in the company to describe the process of keeping the files in the boxes. The client will request for service in the service request form. They filled up the form and the staff that responsible in responding, Mimi will accept the request. Next, there will arrangement which staff will do the service and sent to the location of the client on the date that been agreed with the clients. Typically, the client will request for PRISM staff to pack up the files and take (pick up) them to PRISM for storage. Occasionally, the client will request the packing process been done at the PRISM itself. Typically, this could hasten the process due to absence of rechecking that done by the client themselves.

To make this process run smoothly, The student's supervisor, Project Management Executive will ensure the packing tool needed is sufficient and in good condition. The packing tools are adhesive tape, knife, safety glove, pen and manifest sheet is compulsory. Plus, the bar-code for each of the boxes is needed to be paste on the boxes. This packing tools will be prepared by the team leader two-three days before the packing process.

When begin the packing process, the staff started by folding the PRISM boxes which known as Black Box. Then, the staff will start to arrange all the files in the each respective box. The staff will make sure that the quantity of the files in one box is sufficient and does not exceed the weight limit which is sixteen kilograms which are the maximum weight that the box could support. Therefore, the PRISM staff plays an important role as they can determining to avoid existence of over-limit capacity of box. There are rare cases where the staff go to the client places and they have to deal with over-limit box.

Typically, the client do not acknowledge or understand this limitation of box. Plus, they not realize to over-limit box can affect other box that will be arranged near it. After that, the staff will start to count each file in the box and put some remarks on the box. This is to aid in filling up the manifest sheet later. Then, the staff started to paste the outbound sticker to the box and manifest sheet for references. This activity helps the staff to simplify the process of data entry later.

Next, the client will need to sign in the form which stated the staff have done the service and agree with the number of files that have been packaged, just to avoid any other problem in the future. Lastly, the staff will return to PRISM and a courier will be arranged to pick up these records.

Based on the student's experience, he has successfully arranged many boxes for the ARB (Amanah Raya Berhad) project. There is particular ARB project that conducted by with teammates.

### 3.1.3 Storing Records

In PRISM, the student get the chance to experience the activity of storing client's records. The process took place in operation location and warehouse location. Firstly, after the data entry has been done, the student need to take all the boxes and arranged it on the palette. The maximum load that can be support by a single palette is 40 boxes. Next, the student will need to wrap it up with plastic wrap to prevent it to get wet if there are any leaking happen in the warehouse. Plus, this is also to avoid the boxes from falling out from the palette because there is a risk of vibration when moving the palette. Then, the palette will be move from the operation location to warehouse location via hand-jack tools. After that, the palette will be pulled by lift truck to the loading bay area, Lastly, the BAU's staff need to unload the boxes from the palette and arranged these in the racking.

Based on the student's experience, he has move many palettes for the PERKESO (Pertubuhan Keselamatan Sosial) project. Done successfully with teammates and solo.

### 3.1.4 Housekeeping

In PRISM, all staff are inform to constantly keep clean and clean workplace. Whenever there is garbage, the staff need to clean it. Even if there are cleaners, the staff cannot simply wait for them to clean it up for her as the cleaners has her own schedule on tidying the mess.

There are a lot of garbage that were piled up during the process of converting the boxes, the staff need to always sweeps the floor and arrange all the boxes in a proper way. Sometimes the upper management decide to do spot check on the cleanliness of the working area. If the area is too dirty, the staff will be disciplined that were responsible for that project.

Based on the student's experience, he constantly tidying his workplace each time before the first tea-time, lunch-time, second tea-time and exit-time.

### 3.1.5 Scanning

Scanning is refer to process of capturing information for each files and its respective box via using a scanner. In reality, scanning can be perceive as sub-process of data entry. However, in certain situation or project, it can be it standalone process because the absence of capturing information via typing. Although, there is typing in this process, it could not consider as data entry because the typing is minor.

Typically, this process is conducted with three staff as a team. However, it still possible to be executed solo, with obvious relay. The first person will pull-out all the files from the box. The second person will do the scanning for each files and insert-back files to respective box. The third person will make remark on the box and arrange it on the available spaces. The box will be stack vertically with maximum of five box for each stack.

Based on the student's experience, he executed the scanning process for KWAP (Kumpulan Wang Persaraan) project. The total number of files that been managed in this process by the student is 808 files.

### 3.1.5 Re-scan

Re-scan is refer as process where box with PRISM bar-code will be update with RECALL bar-code. Both bar-code has different reference number. RECALL bar-code is the bar-code the been delivered from RECALL company. Notes: RECALL is the first company to buy the PRISM before the Iron Mountain buy the RECALL. Typically, both bar-code will be positioned next each other. A team of two staff will be arranged in doing the re-scan. Doing solo is not recommended because there is high risk towards the safety issue. The warehouse is very dangerous place because it does not have high rating of light vision support and almost half the boxes is located at BB which is higher from human reach.

First, the team will retrieve RECALL bar-code from the team-leader which is Nur Azra Syazana. Second, the team will pick-up the required tools which a laptop and a scanner. Third, the team will located the location of the boxes. The location of boxes will be displayed in .xml format file in the laptop. Forth, the team will place the RECALL bar-code on the box. Fifth, the team will scan each bar-code for each respective box.

Based on the student's experience, he executed the re-scan process on L1 (Level 1) and L2 (Level 2) at the warehouse. The total number of box that been managed in this process by the student is 2726 boxes.

### 3.1.6 Move palette

Move palette refer as the process where a staff will relocating palette of boxes to other location via hand-jack. Typically, the flow of moving palette are operation-to-warehouse, and warehouse-to-operation. This is a very simple process depending on the number of palette that need to be move.

First, the staff will pick-up the hand-jack from the warehouse. Second, the staff will positioned the hand jack through the palette. Third, the hand-jack will be locked on its handler. Forth, the staff will push-up the handler up-and-down until desired rate of high. Fifth, the staff can either push or pull the palette from the present location to other location. Lastly, the handler being release from its lock after arrived on the desired location. The hand-jack is located on it past location.

Based on the student's experience, he executed the move paletter process for PERKESO (Pertubuhan Keselamatan Sosial) project. The total number of palette that been managed in this process by the student is 142 palette.

### 3.1.7 Transferring

Transferring refer to process that transfer record from custody of PRISM to location of the client via transportation. There are three method of transportation being implement either via Pos Malaysia, van or lorry. The choosing of the transportation is depend on the quantity of record. The Pos Malaysia will be chose if the record as one-to-few files. The van will be chose if the record as one-to-few boxes. The lorry will be chose if the records as twenty-to-two hundreds and forty boxes.

Through the method of Pos Malaysia, the files that been request by the client will be wrap and kept inside a temporary storage known as 'Pos Laju' box. Then, everyday except Saturday and Sunday a Pos Malaysia's staff will be present in PRISM to pick-up the files. Next, the Pos Malaysia's staff will aiding in delivering the files. These transferred files also known as urgent files because the files will be arriving in the client custody on the same day as it being requested.

For the van and lorry transportation, a team will assemble in delivering the record to the client. Typically, the team will consist of a courier and one or two other staff. Next, the team will make the journey to location of client. Then, the team will transfer boxes to the client custody via trolley. Typically, a single trolley could hold ten boxes. After that, each box that been transferred need to be scanned to ensure the quantity of boxes is the same as the client's request. Lastly, the team will ask the client to sign the transfer record form as evidence for the transaction of records.

Based on the student's experience, he managed the transferring process for few client such as Majlis Peguam Negara, and JAKEL. The total number of boxes that been managed in this process by the student is 339 boxes.

### 3.2 Special project

### 3.2.1 First special project

### 3.2.1.1 Introduction

The first special project is titled 'VIDEO KESELAMATAN PRISM'. This chosen project is a corporate video that aligned with guideline of special project for IMC690. Plus, it also been approved by the industrial supervisor. The chosen language for the video is Bahasa Melayu. This because the expected viewer for the video is PRISM own staff. The truth is most of the staff have very low literacy in English. Plus, some of them received education at the level of SPM only.

### 3.2.1.2 Stages and description in the of creation of corporate video

First stage, approval. The idea of corporate video being proposed verbally with head of department, project management executive and three team leader. All of them approved the idea and willing act as consultant for the special project. This stage happen on the 20<sup>th</sup> February 2019.

Second stage, bench-marking. Bench-marking refer to create a target goal of the overall quality of corporate video that will be created. The target goal is to create video that in par with 'Iron Mountain Data Center Safety and Security Video'. This stage happen on the 27<sup>th</sup> February 2019.

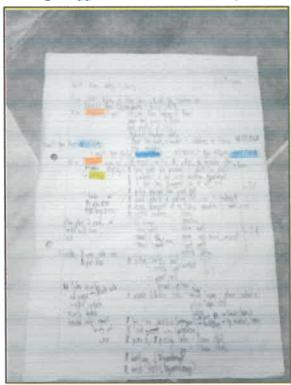


Figure 5: Video draft (First page)

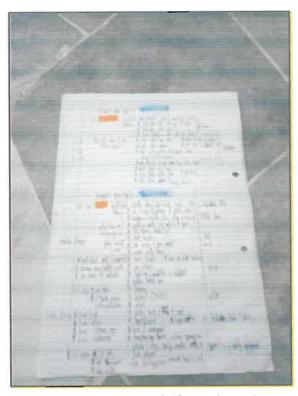


Figure 6: Video draft (Second page)

Third stage, drafting. Drafting refer as stages that list all the potential information that will be insert in the corporate video. To strengthen the relevancy of the corporate video, a consultation is arranged with four representative of PRISM. This stage happen from 28<sup>th</sup> February 2019 to 18<sup>th</sup> March 2019.

Forth stage, storyboard creation. In this process, information from the draft will be migrate to proper storyboard. In this storyboard (view 3.2.1.3), it will highlight all the asset that been used. Plus, it describe the arrangement of the assets according to scene, type of the asset, its details and time duration. This stage start from 18<sup>th</sup> March 2019 to 21<sup>st</sup> March 2019.

Fifth stage, recording. In this process, began the acquiring the essential asset for corporate video. There are four type of asset or elements of multimedia which are video, image, audio and text. The video is been required by doing video recording at the PRISM and some acquired from the world wide web. The image is been required by doing image capturing at the PRISM and some acquired from the world wide web. The audio is been required by doing voice recording and two of the audio file are required from world wide web. The text is been required by directly creating the asset on the VEG file. This text act as subtitle for the corporate video. This stage start from 22<sup>nd</sup> March 2019 to 23<sup>rd</sup> June 2019.

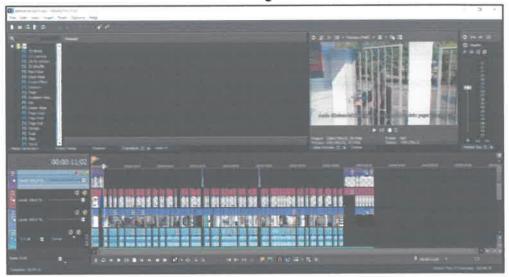


Figure 7: Screenshoot of VEG file

Sixth stage, editing. In this process all the asset that been required in previous stage will be arranged in the timeline of VEG file. The software that been used for the corporate video is Magix Vegas Pro. All the assets are arranged according and been add with transition effect. Most of the assets particularly video and image are been edited its size and positioning. Most of the audio assets is be arranged precisely to aligned with its image or video that it represent. The usage of song audio file is for sake making the corporate video more appealing. The text arrangement is create precisely to aligned with the voice audio file that it represent. The stage start from 13<sup>th</sup> June 2019 to 23<sup>rd</sup> June 2019.

### 3.2.1.3 Details of information for Storyboard

SCENE	TYPE	DETAILS
SCENE 1	IMAGE	Prism Logo and Iron Mountain Logo
	AUDIO	intro.mp3 (extracted from iron mountain video)
	TEXT	VIDEO KESELAMATAN PRISM
	TIME	00:03
SCENE 2	VIDEO	(actor enter the PRISM through the gate)
	DIALOGUE	Anda dikehendaki masuk ke Prism melalui pintu pagar
		dengan tertib.
	TIME	00:06
SCENE 3 IMAGE		(picture of parking spot in PRISM)
	DIALOGUE	Anda dikehendaki meletakkan kenderaan anda di tempat
		yang disediakan di ruangan kenderaan
	TIME	00:06
SCENE 4	VIDEO	(vehicle that been parked outside the PRISM)
	DIALOGUE	Seandainya anda meletakkan kenderaan di luar Prism.
		Risiko pada tangan anda sendiri.
		Prism tidak bertanggungjawab sekiranya berlaku apa-apa
		kesulitan.
	TIME	00:10

SCENE 5	VIDEO	(actor inserting information on attendance form and take the tagcard)
	DIALOGUE	Anda dikehendaki mengisi borang kehadiran dan ambil
		kad tag masing-masing.
		Ingat! Isi borang untuk waktu masuk dan waktu keluar dari
	TDAE	Prism. 00:11
COENIE 6	TIME	
SCENE 6	DIALOGUE TIME	(actor use the biometric detection device)  Proses merekod kehadiran staf dilakukan melalui sistem
	THATE	biometrik.
		Staf dikehendaki mengesahkan kehadiran mereka dengan
		cap jari mereka.
	TIME	00:05
SCENE 7	VIDEO	(actor use the biometric detection device at the lobby)
	DIALOGUE	Akses ke lokasi tertentu bergantung kepada kelayakan anda
	TIME	00:05
SCENE 8	VIDEO	(actor pressing the bell switch)
	DIALOGUE	Anda dikehendaki menekan loceng supaya staf lain dapat
		membantu anda masuk ke premis.
	TIME	00:08
SCENE 9	VIDEO	(actor walk on the yellow line)
	DIALOGUE	Anda dikehendaki berjalan di atas garisan kuning. Ini
		untuk keselamatan anda juga.
	TIME	00:05
SCENE 10	VIDEO	(actor show-off the safety attire)
	DIALOGUE	Bagi aspek pemakaian pula, sila pastikan pemakaian kasut
		keselamatan, vest keselamatan dan kad tag.
		Anda digalakkan memakai mask bertujuan untuk mengelak
		risiko kesihatan terhadap sistem penafasan.
CODNE 11	TIME	00:11
SCENE 11	VIDEO	(actor show the forbidden item)
	DIALOGUE	Barang-barang terlarang seperti rokok dan vape dilarang dibawa masuk ke Prism.
		Anda dikehendaki meninggalkan barang-barang ini di Pos
		Keselamatan.
	TIME	00:09
SCENE 12	VIDEO	(actor inserting handphone in the locker)
SCEIVE 12	DIALOGUE	Penggunaan telefon hanya terhad kepada staf tertentu
	DRIEGGE	sahaja di lokasi operasi dan lokasi gudang.
		Anda dikehendaki menyimpan telefon dan barang peribadi
		yang lain di ruangan yang disediakan.
	TIME	00:12
SCENE 13	IMAGE	(image of door, exit door and stopper)
	DIALOGUE	Apabila perlu membuka pintu untuk waktu yang agak
		lama.
		Anda dikehendaki menggunakan stopper yang disediakan.
	TIME	00:07
SCENE 14	IMAGE	(image of door, exit door and yellow stair)
	DIALOGUE	Jangan menghalang laluan pintu, pintu keselamatan dan

ì		tangga kuning. Hal ini dapat mengelakkan risiko kecederaan seandainya
		kecemasan berlaku.
0.000 10 4.5	TIME	00:08
SCENE 15	IMAGE	(image of interface email, box, files, and usb device)
	DIALOGUE	Berkaitan sensiviti produk, jangan kongsikan apa-apa maklumat mengenai kotak, fail atau dokumen kepada mana-mana sumber luar.
		Jika perlu menghantar apa-apa maklumat melalui e-mail. Anda dikehendaki menghantar kepada sumber yang betul. Tidak dibenarkan menggunakan perkakas usb untuk menghantar maklumat.
	TIME	00:07
SCENE 16	IMAGE	(image of stack of box, eyes, and people inside falling boxes)
	DIALOGUE	Apabila ingin menyusun kotak, pastikan tidak melebihi ketinggian pandangan mata. Hal ini dapat mengelakkan risiko kecederaan dan meningkatkan kadar penglihatan.
	TIME	00:09
SCENE 17	IMAGE	(Image of trolley, boxes, and box falling off)
SCENE 17	DIALOGUE	Apabila memindahkan kotak menggunakan troli, jangan
		susun lebih daripada sepuluh buah kotak. Hal ini dapat mengelakkan risiko kerosakan atau kecederaan terhadap kotak dan staf lain.
	TIME	00:09
SCENE 18	IMAGE	(Image of shutter door)
	DIALOGUE	Berkaitan pintu shutter, sila tutup pintu shutter setiap kali tiada urusan kerja. Setiap kali pintu shutter dibuka pula, pastikan pagar kuning ditutup.
	TIME	00:12
SCENE 19	VIDEO	(actor using lift truck)
	DIALOGUE	Bagi penggunaan trak pengangkat pula, anda dikehendaki mengisikan senarai semak sebelum menggunakannya. Anda dikehendaki memakai helmet keselamatan. Cuba dulu trak pengangkat sebelum melakukan kerja. Jangan main-main ketika menggunakan trak pengangkat. Berkomunikasi dengan staf lain jika melibatkan kerja di kedudukan yang melebihi paras dua meter. Staf lain bertanggungjawab mengekalkan jarak 1.5 meter daripada trak pengangkat.
	TIME	00:24
SCENE 20	IMAGE	(Image of climbing racking, and mobile stair)
	DIALOGUE	Berkaitan racking pula, jangan panjat racking.  Anda dikehendaki menggunakan tangga jika perlu mengambil kotak pada bahagian yang lebih tinggi.
	TIME	00:07
SCENE 21	IMAGE	(Image of pendaflour light, and light switch)

	DIALOGUE	Anda dikehendaki gunakan lampu ketika berada di lokasi yang gelap.
	TIME	00:06
SCENE 22	VIDEO &	(actor wearing safety glove)
	IMAGE	(Image of safety harness)
	DIALOGUE	Di lokasi gudang terdapat penambahan untuk aspek
		keselamatan iaitu pemakaian abah-abah keselamatan dan sarung tangan keselamatan.
	TIME	00:09
SCENE 23	VIDEO	(actor using safety gate)
SCEIVE 23	DIALOGUE	Biarpun terdapat pagar keselamatan, pakailah abah-abah
		keselamatan bagi meningkatkan tahap keselamatan anda.
	TIME	00:08
SCENE 24	IMAGE	(Image of fire extinguisher)
	DIALOGUE	Berkaitan perkakasan keselamatan pula, pastikan pemadam api sentiasa berada di tempatnya supaya mudah dicapai andai kecemasan berlaku.
	TIME	00:12
SCENE 25	IMAGE	(Image of safety kit and checklist)
	DIALOGUE	Anda dikehendaki mengisi borang bagi merekod
		penggunaan kit kecemasan.
	TIME	00:10
SCENE 26	IMAGE	(Image of key box)
	DIALOGUE	Berkaitan kotak kunci pula, simpan kunci-kunci setiap kali
		selepas urusan kerja.
	TIME	00:11
SCENE 27	TEXT	Terima kasih kepada yang berikut:
		Nyandang Du
		Nurhafiz Arafi
		Wan Nur Athira
		Azra Syazana
		Muhamad Hafiz
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	TIME	00:03
SCENE 28	TEXT	PENAFIAN
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### **SUMMARY**

### Total usage of assets:

VIDEO (.mp4)	26
IMAGE (JPG/PNG/JPEG)	172
AUDIO/ DIALOGUE (.mp3)	67
TEXT (sentences)	61
TIME (mm:ss)	04:16

### Personal Involve:

- 1. Muhammad Nazir (Project Manager)
- 2. Nyandang Du (Consultant)
- 3. Azra Syazana (Consultant)
- 4. Wan Nur Athira (Consultant)
- 5. Nurhafiz Arafi (Industrial Training Supervisor & Consultant)
- 6. Muhamad Hafiz (Consultant)

### 3.2.2 Second special project

### 3.2.2.1 Introduction

The second special project is titled "Data Entry ARB". The second special project is given to the student on the 4<sup>th</sup> April 2019, a week before the special project can be executed by the industrial supervisor. This special project is given to test the capability of the student in achieving the target goal given which is to process all 2772 files of ARB assets within two weeks. The process is basically similar to any other data entry process. The major differences is that this project will be executed by the student alone, which typically conducted by two or more personnel. The student accept the special project and flawlessly finish the project on 18<sup>th</sup> April 2019, a week earlier from the expected target goal given by the industrial supervisor.

### 3.2.2.2 Details of special project

There a six steps in completing the special project which are move palette, data entry, fill-up the indexing form, making remark, do verifying, and move asset to the warehouse.

First, move palette. The student move palette that hold ARB asset from the staging are in the warehouse to the operation location. The palette being move by using the hand-jack. The palette is positioned near the table that hold computer that will be use for data entry.



Figure 8: XML file of ARB data entry

Second, data entry. The student will pull-out each file from the respective box and insert all the essential information on the XML file. There are eight information that need to be insert for each file which are box reference number, file reference number, name of file, group of file, old identification number, new identification number, department, and customer key. Uniquely, the data entry for ARB asset does not require usage of scanner. This is because there is no need to record the bar-code of box because it function is replace with the reference number.

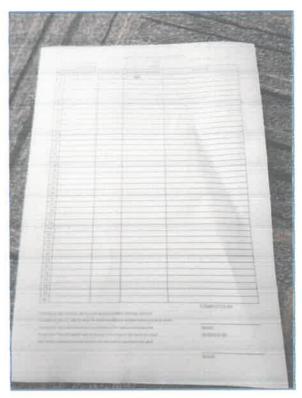


Figure 9: Indexing form

Third, fill-up the indexing form. In this form, the student insert information about staff name (student name), project name (ARB), date, customer key (A001) and job type (indexing). Then, the student fill-up the table with information of box such as box reference number, quantity of file, error founded (use for job type very), and remark.

Forth, making remark. The student put a sticker on the box. This sticker act as remark that show it has been through the data entry process. Plus, the student also write the quantity of file on the box.

Fifth, verifying. This is step is to check information that been captured in the data entry. Thus, ensuring all the information that been captured is correct and sufficient. If an error is detected, correction must be done immediately. However, the student does not required to do this because logically this task require more than a single to be manageable.

Sixth, move asset to the warehouse. The student move the palette that hold ARB asset to staging area again. Then, the BAU staff will take over and arranged each ARB box on the rack.

## CHAPTER 4 CONCLUSION

### 4.1 Application of knowledge, skills and experience

The student had applied the knowledge learned from all record-based subject such as Management of Manuscripts and Personal Papers (IMR659) and Electronic Record Keeping (IMR664) that directly related with the nature business at the PRISM. Plus, the student also applied knowledge gain from multimedia-based subject such as Multimedia For Information Presentation (IMD226). These academic subject aid the student to understand the common terminology use in PRISM such as 'destruct' and 'indexing'.

The student had applied the skill that gain trough consistent training and harsh try-and-fail method. The infamous hobby of playing video games actually allow the student to be capable in executed 200 APM movement with his fingers. This unorthodox method greatly improve his typing skills by allowing to be faster with acceptable accuracy. The try-and-fail method also aid he in creating the corporate video. It is not easy to create a good video because it is very tedious process. Even slight miss-timing of arrangement of asset in the timeline could force a person to rage quit.

The student had applied the past experience gain from past work environment. Working around a harsh environment could be troublesome. However, the student bravely dive straight to this workplace. The climate of PRISM could act differently depending on certain situation. Sometimes hot air or cold breath could strike toward at anytime, but he stand his ground. The risk of dust in unavoidable but he prevail.

### 4.2 Personal thoughts and opinion

PRISM is decent place to visit if any student want to know more about the 'real' record management. In reality, the student actually hates any record-based subject because he realize there something missing in all of these subject. He could sense that there is interconnection between the theory and the practical subject are not aligned properly. Interestingly, he is right. There a lot knowledge gain from the industrial training to a point that it could be describe as a culture shock.

Warning, PRISM is not suitable for future practical student that hoping for easy internship experience. This due to the nature of the business that constantly buzy almost every day. There are always client's asset that need to be managed. Even if a person need has fulfill his or her KPI given by the industrial supervisor, he or she need to do backup for the KPI the day-next-morning.

### 4.3 Lesson learnt

The student is a decent student with good discipline, punctuality and communication skills. Thus, his already gained good quality does not change much. However, he able managed to learn to work with exhaust body. He physically learned how to reserve energy to enable the adaption the current situation. The heavy weight of boxes and hot temperature at the warehouse act as 'discipline teacher' for him.

Plus, the student is known to work in very agile way. Switching from work to other work is quite common. This is the benefit of teaching self about multitasking. However, the internship teach about efficiency in working. It could

be consider a weakness for a person that can only single task per time. The reality it is better being a single-mind because it improve focus and can produce greater quality of work.

### 4.4 Limitations and Recommendations

Sincerely, the tools provided by PRISM is sufficient. However, some of the tools is not the same level of the student used to use. To make a direct example, the available keyboard is terrible. Typing with these keyboard is very painful and the student frequently typo. The current keyboard is very stiff and can be clunky. Thus, it is not financial supportive to provide the staff with high-tech keyboard. However, PRISM can provide low-tech keyboard that can be change or refurbish. This technology is not meant to last forever and need to be managed accordingly.

It is clear that the current record-based subject should be reorganized and make more revelation regarding the current trend of record management. Some students could perceive all record-based subject to be a very boring subject. This due to the length of logical of theory and reality of practical is far apart

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Nurhafiz Arafi Arbain, personal communication, February 1, 2019

Muhamad Hafiz, personal communication, February 1, 2019

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Wan Nur Athira, personal communication, February 1, 2019

### APPENDICES

Appendix 1: Doc-Prep Area



Appendix 2: Project Management Executive's Room



Appendix 3: Office in Processing Area



Appendix 4: Photocopy of Logbook

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Appendix 6: Report Duty Declaration Form

		FACULTY OF INFORMATION MANAGEMENT
		UNIVERSITI TERNOLOGI MARA (UITM) KELANTAN BRANCH
		REPORT DUTY DECLARATION FORM
		(Semester Februari – Julai 2019)
To		Fuan Nurulannia Binti Abdullah Industrial Training Coordinator IM 245 – UiTM Kelantan
Name.		MUHAMMAD NAZIR BIN ABDUL AZIZ
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### Appendix 7: Checklist Industrial Training

INDUSTRIAL TRAINING STUDENT'S CHECKLIST

Student's Name

: MUHAMMAD NAZIR BIN ABDUL AZIZ

Student's Id

2016340637

Unit / Department : DEPARTMENT OF OPERATION

Organization : PRISM INTEGRATED SDN BHD

Semester

: FEBRUARY 2019 - JULY 2019

NO.	DESCRIPTION	APPENDICES IN REPORT	TICK (√)	DATE
1.	Receive, read and understand the documents;  1. Industrial Training Handbook			31 <sup>st</sup> December 2019
	2. IMC690 Assessment			31 <sup>st</sup> December 2019
	Definition of Special Project (IM225/245 Only)			31 <sup>st</sup> December 2019
	4. Insurance Letter (UiTM)			31 <sup>st</sup> December 2019
	5. Industrial Training Report Overall Contents			31 <sup>st</sup> December 2019
	6. Cover & Title Page Guideline			31 <sup>st</sup> December 2019
	7. Declaration Guideline			31 <sup>st</sup> December 2019
	8. Abstract Guideline			31 <sup>st</sup> December 2019
2.	Receive, read and understand the rubrics;  1. Rubric – Industrial Evaluation			31 <sup>st</sup> December 2019
	Rubric - Individual Presentation			31 <sup>st</sup> December 2019
	Rubric - Industrial Training Report (Overall)			31 <sup>st</sup> December 2019
	Rubric - Industrial Training Report (Reflection Assessment)			31 <sup>st</sup> December 2019
3.	Receive, read and understand all the forms			31 <sup>st</sup> December 2019
4.	Report duty to organization and submit report duty form to the Industrial Training Coordinator (Borang Report Duty) within the first week of internship Email: nurul1217@kelantan.uitm.edu.my OR			1 <sup>st</sup> February 2019
	Fax : 09-9762156 – HEA (please put a note : "U.P : Puan Nurulannisa Binti Abdullah")			
5.	Understand that students are NOT ALLOWED to take any leave during internship, unless for emergency leave / MC / special case (not more than 6 days in 5 months); or else the internship status is automatically FAIL. Get the permission from Organizational Supervisor before taking any	YES (MC / Letter)		31 <sup>st</sup> December 2019

	leave.  **Any extra leave provided by organization is not counted under this clause. Organization may provide extra leave / benefits to students, if necessary**		
6.	Understand that NO semester break during internship.		31 <sup>st</sup> December 2019
7.	Understand that public holidays/special leaves/weekend are different between states; follow current state during internship / organization's policy. (put remark in the logbook)		31 <sup>st</sup> December 2019
8.	Record every attendance in the form ('Borang Kedatangan Latihan Industri') or use any method provided by organization (thumbprint or punch card).	YES (Copy of attendance)	
9.	Record every task given in the logbook every day. Ask the Organizational Supervisor to sign/verify on daily <b>OR</b> weekly <b>OR</b> monthly basis.	YES (Copy of logbook entries)	1 <sup>st</sup> February 2019
10.	Fill up Organizational Supervisor's details ('Template Maklumat Penyelia') and submit to the Industrial Training Coordinator once the supervisor has been assigned. (**You may include the topic for Special Project, if you already have it**) Email: nurul1217@kelantan.uitm.edu.my		5 <sup>th</sup> March 2019
11.	Discuss with Organizational Supervisor regarding Special Project (must be ISM <b>OR</b> IM related tasks).		20 <sup>th</sup> February 2019
12.	Plan and strategize all the tasks given during internship (discuss with the Organizational Supervisor regarding duration for the tasks, especially Special Project). You may use the planner ('Jadual Perancangan Latihan Industri') OR make your own custom planner using MS Office / MS Project OR use the planner provided by the organization (if any).	YES	20 <sup>th</sup> February 2019
13.	Consult with your Faculty Supervisor regarding the tasks (especially Special Project) at least 4 TIMES, via face-to-face OR email OR phone calls OR any types of communication medium, which necessary.		12 <sup>th</sup> March 2019
14.	Hand over the industrial evaluation form (Rubric – Industrial Evaluation) to the Organizational Supervisor (softcopy or hardcopy, any way preferable by the supervisor). The Organizational Supervisor will make an evaluation on the student's performance.		27 <sup>th</sup> June 2019
15.	PAY your fees Refer Academic Calendar for the date.		8 <sup>th</sup> February 2019
16.	REGISTER for IMC690 (Industrial Training) course—Refer Academic Calendar for the date.		8 <sup>th</sup> February 2019

17.	VALIDATE for IMC690 (Industrial Training) course. – Refer Academic Calendar for the date.		8" February 2019
18.	Update your MUET status to the HEA (to those who not yet submitted the result/status).		10 <sup>th</sup> December 2019
19.	Have a visit from the Visiting Supervisor (from nearest campus / faculty) during internship. Prepare the evaluation form (Borang Pendaian Visiting Supervisor). Students may discuss or seek for opinions from the Visiting Supervisor. But approval for the tasks (especially Special Project) may only be done by the Organizational Supervisor & Faculty Supervisor.		-
20.	Submit the evaluation form (Rubric - Industrial Evaluation) to Industrial Training Coordinator OR Faculty Supervisor within the last week of internship		27 <sup>th</sup> June 2019
21.	Attend the presentation (viva) at the faculty *subject to change. Bring along the evaluation form ("Borang Penilaian Pelajar") during the presentation.		
22.	Submit the Industrial Training Report (hard cover bind, dark blue)		
23.	Provide a softcopy of Industrial Training Report in a CD, sealed in an envelope nicely, and attached at the back of the report.	YES	
24.	Attach this checklist in Appendices section.	YES	
25.	Attach any other necessary documents which related to your tasks in Appendices section (i.e.: user manual, photos of activities, forms, sketches of storyboard, sample of interface, etc.).	YES	

### NOTES:

- 1. Organizational Supervisor supervisor assigned by the industry / organization.
- 2. Faculty Supervisor supervisor (lecturer) assigned by the faculty / campus, of which students come from. (i.e.: A faculty supervisor from Kelantan campus will be assigned for students from Kelantan campus).
- Visiting Supervisor supervisor (lecturer / staff) assigned by the faculty / campus, from the nearest campus/state to the organization. (i.e.: A visiting supervisor from Shah Alam will be assigned for students who undergo the internship in Selangor / Kuala Lumpur).