



**UNIVERSITI TEKNOLOGI MARA  
FACULTY OF INFORMATION MANAGEMENT**

**INDUSTRIAL TRAINING REPORT:  
MALAYAN BANKING BERHAD  
(MAYBANK TOWER, KUALA LUMPUR)**

**SPECIAL PROJECT: 3 MANUAL GUIDES FOR THE SYSTEM**

**BY  
AHMAD SYAHEED BIN MOHAMAD ARSHAD  
2016351583**

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

**01 FEBRUARY 2019 – 28 JUNE 2019**

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**FACULTY SUPERVISOR  
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**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**

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Signed by

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Ahmad Syaheed Bin Mohamad Arshad  
2016351583

Date of submission: 4 July 2019

## ABSTRACT

The trainee internship at Malayan Banking Berhad in department Solution, Design and Development started from 2<sup>nd</sup> February 2019 until 28<sup>th</sup> June 2019. During the internship program the trainee are involve in development of Robotic Process Automation. Besides, the trainee also knows how to conduct the meeting, documentation the user manual guide and many more. Moreover, the trainee also have involve in several activity which are join and contribute something at the event. For example are Hari Raya Celebration, Chinese New Year Celebration and Labour Day. The trainee also awarded as a good volunteer. Next, the trainee chooses to develop the user manual guide as a special project. The reasons choose to develop the user manual guide because trainee's team do not have enough members to produce the user guide co-currently development and to avoid lead difficulties to train the user. The trainee can learn something news during internship program and also can implements the knowledge that learns at faculty towards internship program.

***Keywords: Robotic Process Automation, volunteer, user manual guide, Malayan Banking Berhad, Maybank***

## ACKNOWLEDGEMENT

First and foremost, I am very grateful to Allah S.W.T for giving me the strength and opportunity to complete my industrial training in 5 months without any difficulty. I do thank for his blessing that granted me good health, healthy mind and long life during my industrial training. The internship opportunity I had with Malayan Banking Berhad was a great chance for learning and professional development. Therefore, I consider myself as a very fortunate individual as I was provided with an opportunity to be a part of it. I am also grateful for having a chance to meet so many wonderful people and professionals who led me through this internship period.

I am using this opportunity to express my deepest gratitude and special thanks to my Industry supervisor, Suhas Krishnarao Belekar who treat me like his own staff without any discrimination. Furthermore, he always gives comments and advice not only about my industrial training but also for my real working in future. He also helped and coached me during my internship by giving me feedback and tips on how to handle and approach situations. His constant guidance and advice played the vital role in my industrial training. I also indebted to Amirul Iqba and Luqman who are always guide me in completing the tasks at the office. Without their continuous guidance, support and idea throughout this industrial training, I might not do really well. Special thanks to the rest of all staff in RPA Team for their support and guidance which helped me to overcome the obstacles I faced during the past 5 months.

I would like to thanks my Lecturer Prof. Madya Dr. Hj. Ghazali Bin Osman who is the person in charge as my University Supervisor for his valuable guidance and advice. He always has time in answering my questions regarding the special project. He always gives his critics in helping me to improve my special project from time to time. For sure I also want to express my appreciation to my beloved parents and family who are always give support and prayed for my success in my life and studies. Lastly, I also want to thank all people who are helping me indirectly or directly to finish this assignment. I realized that without the help and support from those entire special person, I might not finished this assignment on time and successfully. On other hand, I perceive as this opportunity is a big milestone in my career development. As for me, it helped me discover my potential. I have had so many experiences and opportunities that I personally believe will forever shape and influence my professional life while fostering personal growth and development.

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## CHAPTER 1:

### INTRODUCTION

#### 1.1 Organization Background

This chapter discusses several background information of the company. In this chapter, the information contains the company background, such as the company vision, and company mission.

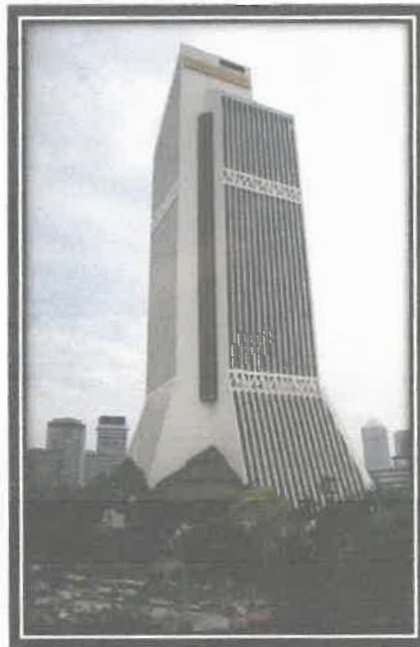


Figure 1: Maybank Tower

Maybank Tower is the headquarters for the Maybank and houses the Maybank Numismatic Museum. It is skyscraper that located at Pudu, Kuala Lumpur. The construction of Maybank Tower commenced in 1984 on Court Hill, over the site of a colonial era Sessions Court building, and was completed in 1987. The best fact is Maybank Tower was the tallest building in Kuala Lumpur before the construction of the Petronas Twin Tower. The height of the Maybank Tower is around 244m (801ft). There are 50 floors in that building.

The floor plan of the tower consists of two square-based blocks that interlock each other at one of their corners. Each of the two block features a roof and lower base that slant at a direction opposite its other block, while the midsection stands in a perpendicular angle. The main access points of the tower are at the two corners of the structure that feature a space formed from the combination of the structure's two blocks, covered by tiered triangular roofs

Maybank which is Malayan Banking Berhad operates as a holding company that provides investment, commercial banking and also the financial service. It operates through the following business segments which are Community Financial Services, Global Wholesale Banking, Insurance, Takaful and Asset Management, and International Banking. The Community Financial Services segment operates through three divisions: Consumer Banking, Small, Medium Enterprise Banking and Business Banking.

The Consumer Banking division comprises of products and services that offers to individuals in Malaysia, including savings and fixed deposits, remittance services, current accounts, consumer loans, such as housing loans and personal loans, hire purchases, unit trusts, bancassurance products and credit cards. The Small, Medium Enterprise Banking division offers services to small and medium enterprises in Malaysia. Its products and services include long-term loans, such as project financing, short-term credit, such as overdrafts and trade financing, and fee-based services, such as cash management and custodian services.

The Business banking division offers its products and services to commercial enterprises in Malaysia. Its products and services include long-term loans, such as project financing, short-term credit, such as overdrafts and trade financing, and fee-based services, including cash management and custodian services. The Global Wholesale Banking segment operates through three divisions which are Corporate Banking Malaysia, Global Markets Malaysia and Investment Banking.

The Corporate Banking Malaysia division offers its products and services to business customers in the region, ranging from large corporate and the public sector. Its products and services include long-term loans, such as project financing, short-term credit, including overdrafts and trade financing, and fee-based services, such as cash management and custodian services. The Global markets division offers treasury activities and services, including foreign exchange, money market, derivatives and trading of capital market. The Investment Banking division comprises of investment banking and securities broking business. Its products and services include corporate, advisory services, bond issuance, equity issuance, syndicated acquisitions advisory services, debt restructuring advisory services, and share and futures dealings.

The Insurance, Takaful and Asset management segment engages in the business of underwriting all classes of general and life insurance businesses, offshore investment life insurance business, general takaful and family takaful businesses, asset and fund management, nominee and trustee services and custodian services. The International Banking segment offers commercial banking services in outside Malaysia.

## 1.2 Organization Profile

Organization's Name	: Malayan Banking Berhad.
Chief Executive Officer (CEO)	: Datuk Abdul Farid Alias
Address	: Menara Maybank, 100 Jalan Tun Perak, 50050 Kuala Lumpur.
Telephone No	: +603-2070 833
Fax	: +603.80247997
Website	: <a href="http://www.maybank.com">www.maybank.com</a>

## 1.3 Organization Logo

The logo gives the visual identity of an organization's unique identity. Below is the Logo for Malayan Banking Berhad.



This is visual symbol that endears the bank to the hearts of the people in its expanding reach. It incorporates a noble, majestic rendition of the tiger to further demonstrate the bank's strength and leadership especially in the region.

## 1.4 Vision Statement

Advancing Asia's Ambition With You.

## **1.5 Mission Statement**

To humanise financial services by:

- i. Providing the people with convenient access to financing
- ii. Having fair terms and pricing
- iii. Advising customers based and on their needs
- iv. Being at the heart of community

## **1.6 Organization Core Value**

- i. Serve our customers by:
  - a) Enriching their experiences with us
  - b) Developing long term and mutually beneficial relationships with them
  - c) Placing a high value on their privacy and financial security
  
- ii. Value our people who are:
  - a) Committed to excellence in everything they do
  - b) Team players working together based on mutual respect, leadership by example and dignity in their dealings with everyone
  - c) Ethical and uphold high levels of integrity
  
- iii. Known as an organisation that:
  - a) Consistently provides our shareholders with superior returns
  - b) Focuses on sustainable and superior growth guided by sound financial discipline
  - c) Operates in the most efficient and effective manner

Maybank create motto to motivate and encourage their staff which are they need to believe in the core T.I.G.E.R. values:

**i) Teamwork**

We work together as a team based on mutual respect and dignity.

- Key element:
  - a) Trust & Mutual Respect
  - b) Effective & Open Communication
  - c) Group and team synergy

**ii) Integrity**

We are honest, professional and ethical in our dealings.

- Key element:
  - a) Professionalism, honesty & ethical behaviour
  - b) Accountability
  - c) Compliance & Governance

**iii) Growth**

We are passionate and constant improvement and innovation.

- Key element:
  - a) Continuous learning and improvement
  - b) Innovation and creativity
  - c) Value creation

**iv) Excellence and efficiency**

We are committed to delivering outstanding performance and superior service.

- Key element:
  - a) Service and product excellence
  - b) Financial efficiency & cost discipline
  - c) Operational efficiency

**v) Relationship building**

We continuously build long-term and mutually beneficial partnerships.

- Key element:
  - a) Courteous
  - b) Genuine & sincere
  - c) Customer centricity

## 1.7 Timeline

1960 – The bank was formed and founded by Malaysian business tycoon Khoo Teck Puat with a few partners in Kuala Lumpur. The bank grew rapidly to more than 150 branches within 3 years. In 1963, the bank purchased Goodwood Park Hotel, Singapore for \$4.8 million.

1964 – The company established Mayban Trustees Bhd (MTB)

1965 – Khoo Teck Puat was ousted from Maybank by the Government of Malaysia under the then Deputy Prime Minister Tun Abdul Razak's administration on the pretext of pumping the bank's money into his own private firm in Singapore.

1973 – Forming its own investment banking subsidiary, Aseambankers Malaysia Berhad (Asian & Euro-American Merchant Banking (Malaysia) Berhad)

1975 – Aseambankers establishment of a joint venture, Kota Discount Berhad, in partnership with a group of Kuala Lumpur-based investors

1986 – Acquired a majority stake in Kota's which renamed to Mayban Discount Berhad in 1989

1987 – Mayban Securities Sdn Bhd set up to provide stockbroking and other investment services

1990 – The new Malaysian Offshore Banking Act passed and the bank set up new operations in the Federal Territory of Labuan

1990 – Mayban Unit Trust Berhad has been added, a subsidiary focused on the management of unit trust funds

1992 – Maybank launched Maybank General Assurance Bhd

1993 – Acquisition of Safety Life & General insurance Sdn Bhd then relaunched as Mayban Life Assurance

1994 – Set up a subsidiary in Papua New Guinea, which opened 2 branch offices in Port Moresby and Lae

1995 – Entered a joint-venture with PT Bank Nusa Nasional (Indonesia), bringing the Maybank name to the Indonesian market

1997 – Joined forces with Philippine National Bank, acquiring 60 percent stake of the former Republic Savings Bank

1997 – Renamed its new subsidiary Maybank Philippines Inc. (MPI) which later gained full control of the enterprise

1997 – Acquired through Philmay Holding Inc. and establishment of the real estate and property development vehicle Philmay

### 1.1.3 Property Inc.

2000 – Maybank Philippines Inc. (MPI) network boasted nearly 60 branches across the Philippines

2000 – Merger completed with the Pacific Bank and the PhileoAllied Bank after the Malaysian Government directive.

2000 – the corporate cracked the world top 120 banks for the first time

2001 – Opened a branch office in Shanghai after gaining a license in China

2001 – Applied for a license to begin operations in Bahrain

2002 – Launched of Mayban Takaful Bhd begin promoting Takaful insurance products.

2004 – Failed in a bid to take over Bank Permata of Indonesia

2005 – Finally received approval to launch a takeover bid, through its Aseambankers subsidiary, of BinaFikir Sdn Bhd. However, this deal had fallen through by the end of 2005.

2005 – Acquired, via the Insurance Company Mayban Fortis, MNI Insurance and Takaful Nasional

2006 – Maybank acquired American Express' card business in Malaysia

2007 (Nov) – MNI Insurance and Takaful Nasional were rebranded as Etiqa Insurance & Etiqa Takaful respectively. Subsequently, Mayban Takaful transferred all its business, assets and liabilities to Etiqa Takaful.

2008 (May) – Dato' Sri Abdul Wahid Omar, is officially appointed as President & CEO of Maybank Group.

2008 – Completed the acquisition 15% in An Binh Bank (Vietnam), 20% of MCB Bank Ltd (Pakistan) and 97.5% of Bank Internasional Indonesia (BII).

2009 (January) – Renamed its subsidiary Aseambankers to Maybank Investment Bank.

2009 – Raised RM6 billion in equity capital through a 9-for-20 rights issue at RM2.74.

2010 – Introduced a Dividend Reinvestment Plan, the first Malaysian company to do so.

2011 – Acquired 44.6% of Kim Eng Holdings Limited.” (CompaniesHistory,2019)





## CHAPTER 2:

### ORGANIZATION INFORMATION

#### 2.1 Introduction

This chapter discusses several background information of the company. In this chapter, the information contains is the department background, such as the department structure and department function

#### 2.2 Strategy & IT Architecture Group Structure

Internship students are delegate by difference department according to their potential and course they learn at the University. The Group Human Capital will do some simple interview toward the internship student and ask them what the department they wanted and also what skill that they have. For the IT Group, there is one group called Strategy and Information System Architecture (SITA). The student will be placed there to learn about system. Below is the Group structure for Strategy & IT Architecture Group.

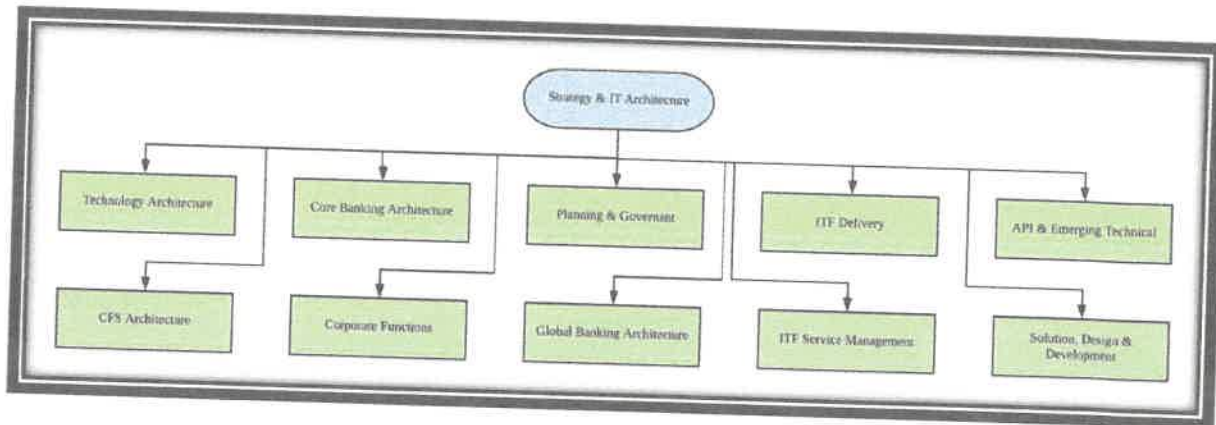


Figure 3: Group Structure for Strategy & IT Architecture

API & Emerging Technical department is responsible to build foundational assets for the future and do development for API. The Solution, Design & Development is the new department that responsible for the solution design, the ESB development, EDMS development and also RPA development. RPA is Robot Process Automation. So, the student placed at the Solution, Design & Development department which is RPA team is need to develop the RPA based on what requested by the User. RPA is stand for Robotic Process Automation.

## **2.3 Solution, Design & Development Department Function**

During the internship period, the supervisor placed the internship student at the Solution, Design & Development Department under RPA team to develop the Robotic Process Automation (RPA). RPA is actually a system that automates the other system by mimic what the human work.

### **2.3.1 Robotic Process Automation**

Robotic Process Automation (RPA) is the technology that allows anyone today to configure computer software, or a “robot” to emulate and integrate the actions of a human interacting within digital systems to execute a business process. RPA robots utilize the user interface to capture data and manipulate applications just like humans do. They interpret, trigger responses and communicate with other systems in order to perform on a vast variety of repetitive tasks. Only substantially better: an RPA software robot never sleeps, makes zero mistakes and costs a lot less than an employee.

In contrast to other, traditional IT solutions, RPA allows organizations to automate at a fraction of the cost and time previously encountered. RPA is also non-intrusive in nature and leverages the existing infrastructure without causing disruption to underlying systems, which would be difficult and costly to replace. With RPA, cost efficiency and compliance are no longer an operating cost but a byproduct of the automation. RPA robots are capable of mimicking many—if not most—human user actions. They log into applications, move files and folders, copy and paste data, fill in forms, extract structured and semi-structured data from documents, scrape browsers, and more.

RPA is the building block for Maybank on the path of enterprise wide digital transformation. RPA is helping Maybank to inhibit workforce productivity so the human and budget resources are allocated to customer. In 2018, there are 30 business processes are already live across various business and support sectors like Group Operations, Human Resouces, Etiqa, Group Business and Group Risk. For now, Maybank lack of expertise for RPA developer. So, they outsources the workers from India, Indonesia, and Philippine. They improving some aspect likes higher focus on quality strive for design excellence through early governance and also simplify the operational processes. Furthermore, they want to improve the team engagement and communication and realization of skills through learning.

There are some advantages for using RPA in the organization especially commercial company like Maybank. Firstly, implement fast and achieve return of investment fast. The system that already automated can upgrade the business transaction regarding the decreasing of the time taken to complete the task. So, Maybank can increase their profit more effectively. Secondly, reduce effort in the back office. RPA can generate the report based on the data get from the other system and also delegate some of the task to the staff in charge efficiently. So, the staff in charge can do the other thing because most of their job already covered by RPA. Lastly, improve customer service in the front office. The front office plays a role to build relationship with the customer and gain their trust to invest or use their organization services.

There are also some benefits features of the RPA provide for their user. First of all is a better accuracy about the system itself. Robotic Process Automation software robots are programmed to follow rules. They never get tired and never make mistakes. They are compliant and consistent. Besides, improve compliance. Once instructed, RPA robots execute reliably, reducing risk. Everything they do is monitored. You have the full control to operate in accordance with existing regulations and standards. On the nutshell, fast cost savings. RPA can reduce processing costs by up to 80%. In less than 12 months, most enterprises already have a positive return on investment, and potential further accumulative cost reductions can reach 20% in time. After that, super scalable. Across business units and geographies, RPA performs a massive amount of operations in parallel, from desktop to cloud environments. Additional robots can be deployed quickly with minimal costs, according to work flux and seasonality. Lastly, increase speed and productivity. Employees are the first to appreciate the benefits of RPA as it removes non-value-add activities and relieves them from the rising pressure of work.

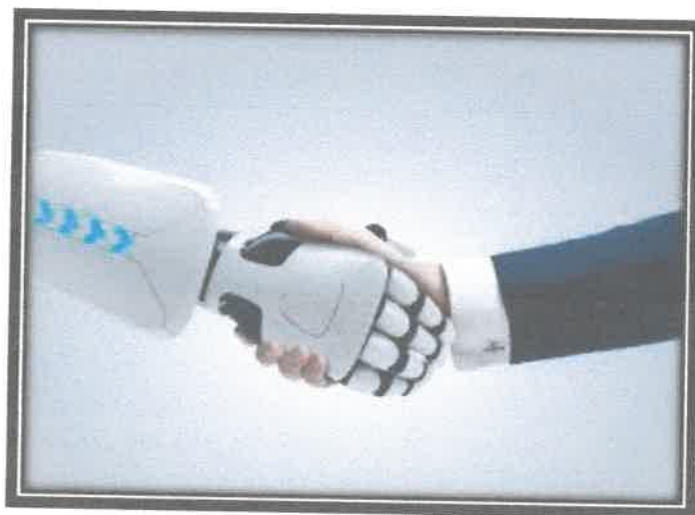


Figure 4: Illustrate robot work together with human

## CHAPTER 3:

### INDUSTRIAL TRAINING ACTIVITIES

#### 3.1 Introduction

Malayan Banking Berhad exposed the real working environment towards the student by exposing the student towards the real project module that required some development and programming skills. This method allows the students to think critically and work independently to solve the issues. Furthermore, the student also can gain new knowledge and sharpen their skill sets in the Information Technology (IT) industrial area. This chapter elaborate more the assignments given to the student.

#### 3.2 Training Activities

During the industrial training at Malayan Banking Berhad, the student was assigned under the Strategy and Information System Architecture group which is Robot Process Automation (RPA) team. The student main tasks same like the other staff which is develop the RPA for the user. Student's supervisor urges the student to gain as much as possible the knowledge about RPA. The student was conducting the meeting with the user which is from Group Human Capital team and involve with the business team to discuss the requirement of the project.

The student needs to capture what the thing that can be automated and does the user acceptance test (UAT). The student also need to understand how the RPA work by using the UiPath Studio and Uipath Orchestrator because each of the activities have their own functionalities and need to work on it with using the best practice. They also need to prepare the data that relate and document it and create the manual guide for the team to ease their work. The tasks are given by the student Training Supervisor, Mr Suhas Krishnarao Belekar.

Mr Suhas is Head for the Solution, Design and Development deparment under the Strategy and Information System Architecture that responsible to lead the RPA team and ESB team. He is Indian from Gujerat, India. He already works at Maybank for 7 years until now.

### **3.2.1 User Acceptance Test**

User Acceptance Testing (UAT), also known as beta or end-user testing, is defined as testing the software by the user or client to determine whether it can be accepted or not. The UAT session is conducted at the User place because ease to setup there for the future. As a RPA developer, I need to provide first level support to the user in assisting them how to fully test all the functions that exist in the system. This testing plays an important role in validating if all the business requirements are fulfilled or not that asked. Use of live data and real use cases make this testing an important part of the release cycle. This is typically the last step before the product goes live or before the delivery of the product is accepted.

### **3.2.2 Conduct the Meeting**

The Maybank and Head of Department give trust and opportunity for the student to conduct the meeting by sending the student represented the team which is RPA team. The student mostly meeting with the business department and also with the user which is from the various department.

### **3.2.3 Manual Guide**

Most of the developer actually too busy and do not have enough time to explain completely about the system at the user. So, the student has helping them by creating the manual guide and give it to the user. The manual guide also been used by developers themselves as guideline to repair and do enhancement.

### **3.3.4 Develop the Robotic Process Automation (RPA)**

The student assigned to develop the RPA same like what the permanent staff did. So, the student already has been sending for the training and also finished some test given by the RPA group team. They give some timeline to finish it. The RPA is hard to do because it involve with logical thinking, technical skill and also some language of system like VB.NET. The achievement of the RPA team has already been informed at Maybank news and attached at the appendix part.

### **3.2.5 Represented for RPA Team**

Maybank always organise the event that need to evolve from the each of the department. The student volunteers themselves to join and contribute something at the event. For example are Hari Raya Celebration, Chinese New Year Celebration and Labour Day. The student helping in decoration, manage food and many more. So, the student has been awarded as the good volunteer and attached at the appendix part.

This is the flowchart that showed how to conduct the UAT before the system or the process going live.

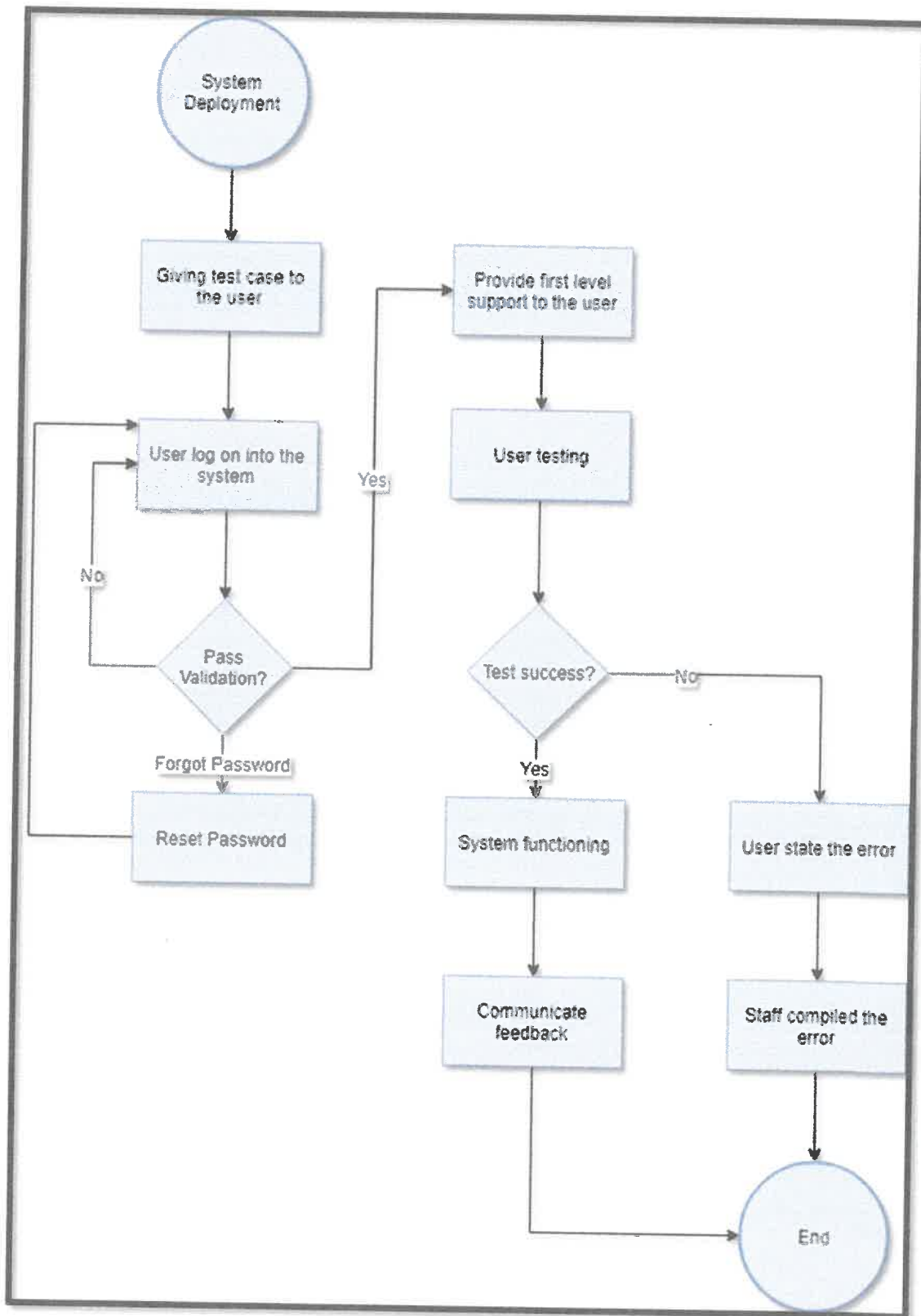


Figure 5: Flowchart for the UAT



### **3.3 Special Project**

User Guide that also known as technical communication document is important as a guideline and give assistance to people using a particular system especially for the new staff.

There are several user guides that I created for the Malayan Banking Berhad for the staff and user to refer. Some information are confidential, so I will replaced by putting 'X'. The formatting for the user guide is based on the standard that they were creating before and easy for the Maybankers to understand.

List of user guide:

- 1) Mortgage Issuance of Redemption Statement
- 2) User Guide for GHC Mass Hiring
- 3) ASB Block ID and Transaction No.

All of user guide already attached at the appendices.

#### **3.3.1 Problem Statement for User Guide**

- i) The system of application software develop has not been provided
- ii) The team do not have enough members to produce the user guide co-currently development.
- iii) Lead the difficulties to train the user.

#### **3.3.2 Objective for User Guide**

- i) To study the process and procedure to using the system
- ii) To produce friendly user guide that can be understand by all people
- iii) To evaluate the quality of the user guide that produced.

## **CHAPTER 4:**

### **CONCLUSION**

#### **4.1 Introduction**

As an undergraduate student of Universiti Teknologi MARA, the student agree that this industrial training program is an excellent opportunity to get an experience and would never gain directly through the lectures in the classroom. It completely changed the student expectation about the real work life.

#### **4.2 Application of Knowledge, Skills and Experience in Undertaking the Task**

Knowledge that the student gained during industrial training is a lot can use in my in real work in term of technical skill and also non-technical.

##### **4.2.1 Technical Knowledge**

###### **i) VB.net**



Figure 6: VB.net Logo

Visual Basic .NET (VB.NET) is a Microsoft object-oriented programming (OOP) language. It evolved from Visual Basic 6 (VB6) to meet an increasing need for easy web-services and web development. VB.Net was designed to take advantage of the .NET framework-based classes and run-time environment. It was re-engineered by Microsoft as part of its .NET product group. VB.NET supports abstraction, inheritance, and polymorphism. The most substantial VB6 to VB.NET modification is OOP, which allows for class and object creation and increased code reusability.

Many new controls were added to streamline program development. VB.NET is also supports multithreading and Web development services, such as Web forms and services. VB.NET's data handling is represented and exchanged via XML-based ADO.NET, which allows for efficient and easy handling of large amounts of data via the Web. The student use this language which is VB.NET in the Robotic Process Automation (RPA) and it is important to create condition inside it.

## ii) LINQ



Figure 7: LINQ Logo

LINQ (Language Integrated Query) is uniform query syntax in C# and VB.NET to retrieve data from different sources and formats. It is integrated in C# or VB, thereby eliminating the mismatch between programming languages and databases, as well as providing a single querying interface for different types of data sources. It important to learn it because relate with the VB.NET and also with the XML file that RPA uses to read.

## 4.2.2 Non-Technical Knowledge

### i) Communication

Communication is crucial in the Maybank because to work as a team, all the issue and problem need to be address to the respective person quickly so that the task will not be delayed. Day by day, the student realised that communication is extremely important to keep up with the given schedule. This is where the student builds their communication skills with other interns and supervisor or seniors.

The student also responsible with daily standing-up the meeting, weekly meeting and also business project meeting. The student will take part and conduct the meeting like the other staff do. This will build communication skills among the interns. The student needs to update all the issue and progress when in the meeting. The expert will help and ensure all of the issue will be shortly time. The Head of Department sometime will join the meeting.

### ii) Teamwork

Develop the RPA is not the easy task because it is the new thing in the industry. So, the student need to approach everyone in that team to ask about what the function of some activities provided in the UiPath Studio. UiPath Studio is a medium to develop RPA. Sometime, they also do not know what error occur and we need to cooperate to solve it. They will brainstorm to solve the issue and they cannot critic each idea because it is the rule of the brainstorming.

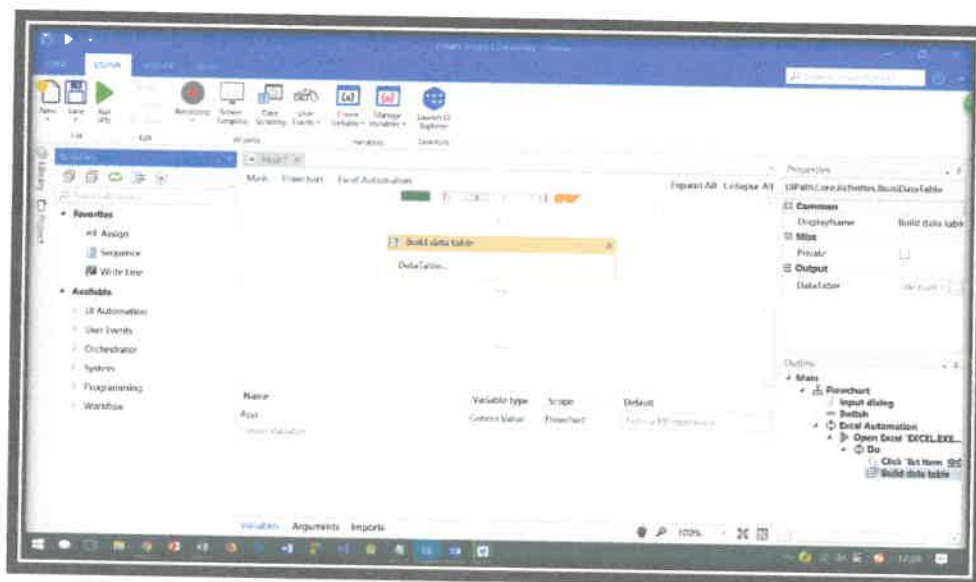


Figure 8: Example of UiPath Studio Interface

### **iii) Independent**

The department is lack of staff. So, the student must join the meeting with the other department to discuss about applicability of the system and also the requirement the users want. They will do the feasibility and decide to accept the request from the user or not. When does the User Acceptance Test (UAT), the student also need to go to the user place alone to show the demonstration and let the user test the system. The student needs to get the sign from the user, manager and also the Head of the Department by themselves.

### 4.3 Personal Thoughts and Opinion

The student industrial training expectation is high for the Melayan Banking Berhad because it is the biggest bank in the Malaysia and it well-known among the bank in the world.

#### 4.3.1 Cooperative and Supporting Staff

Most of the staff in Maybank are ready to help the student when in need because they know that the student come there to gain knowledge and do not have any experience. They also willing to help them doing the special project by provide the data. The supervisor assigned the expert developer to be a mentor to the student. So, it will easier the student to ask for help. Every standing-up meeting, the project manager will ask the student if they face some issue. It shown that, they are really cooperative and supportive toward the student. When someone upset, some of the staff will cheer they up by treating the pizza or Kentucky Fried Chicken (KFC).

#### 4.3.2 Adequate Tools and Materials

The Maybank provide adequate tools and also the material. For examples are photocopying machine, laptop, monitor and many more. It easier the staff and student to finish their task which is develop RPA. They also provide a good quality of the material because the outputs from it are excellent.



Figure 9: Photocopying Machine using at Maybank

#### **4.4 Lesson Learnt**

There are too many lessons that the students have learnt which are about the time management, self-learning, and especially the technical part. So, it enhances the student technical skill and also their understanding about what is RPA and how to develop it.

##### **4.4.1 Time Management**

Time management is extremely important in a project environment. A good time management will ensure the project run accordingly and helps to achieve objective effectively. During this internship placement, the student learned a lot about managing the time in finishing all the task given. Time management is very crucial in a project as we need to achieve the dateline and target given by the superiors.

This can prove in daily standing up meeting where all there system analyst will give the current progress and will be informed repeatedly about the dateline of task given.

##### **4.4.2 Self-Learning**

Self-learning or self-exploration is important in when the task given. The Project Manager will assign the task to the student same like the permanent staff because they want to see the effort from the student themselves on how to develop the RPA. They give 2 months to the student to learn by given the video. This self-learning is good for the interns as this will help them in gaining more knowledge and skills in software development industry.

In times when everybody is pressed for time, and formal education comes with its own time constraints, self-learning ensures that one is not under any pressure whatsoever to push oneself.

##### **4.4.3 Technical Skill**

The student's technical skill also improve drastically because the Head of Department itself ask the student to focus on developing the RPA which is the main task for the department. The permanent staffs are also urge the student to know how to use and implement VB.NET and LINQ for RPA.

#### **4.4 Limitations and Recommendations**

Limitations are actually come from the students themselves and there are some recommendations for to overcome the limitation.

##### **4.4.1 Limitations**

There are some limitations that can be seen throughout the internship period. However, these limitations are not severe and can be solve by doing or follow the recommendations that will be explained after this.

Firstly is miscommunication. The student need to deal and team up with the foreigner from Indians and Philippines. Sometimes it becomes difficult to understand because of the slang used and it leads to miscommunication which is wrong interpret. Secondly is lack of the skill and knowledge. The department that the student placed actually learn something that out from the syllabus. So, the student is hard to adapt because need to learn from the beginning. Thirdly is lack of the staff. This happen because the department that student placed are new establish at the Maybank. So, the student is hard to asking help because they are too busy with their job.

##### **4.4.2 Recommendations**

There are a few recommendations can be taken by the student themselves to overcome the limitations that have been stated above which are miscommunication, lack of the skill and knowledge and lack of the staff.

Firstly is practice and focus. The student should practice more by speaking frequently with the other foreigner staff and focus what they want to deliver. Secondly is double the effort. The students need to increase their effort and keep learning. Do not give up until the work is done. Lastly is the student need to become independent which means they need to learn by surfing the internet or refer the notes provided. They also can approach one by one staff to ensure which one staff that is free to ask at that time. They need to learn more how to increase their confident level too.



## 5.0 References

*Maybank Corporate Profile*. (4 July, 2019). Retrieved 4 July, 2019, from Maybank:  
<https://www.maybank.com/en/about-us/corporate-profile.page?>

*Maybank Overview*. (4 July, 2019). Retrieved 4 July, 2019, from Maybank:  
<https://www.maybank.com/en/about-us.page?>

Kamaruzzaman, S. N. (2018). Developing Facilities Management. *Journal of Facilities Management*, 16(2), 157.174.

# Appendices



Figure 10: The Student with Head of the Department



# PEKERJA AMANAH, ASPIRASI NEGARA

It was truly a meaningful Labour Day celebration for Maybankers as Maybank was awarded the coveted Anugerah Majikan Cemerlang (Syarikat Besar/GLC) at the annual National Labour Day celebration, held at Putrajaya International Convention Centre (PICC) on 1 May 2019. Competing against organisations such as industry giants like Telekom Malaysia, Indah Water, KPJ Kajang, AGRO Bank and many others, Maybank was recognised based on a number of criteria including excellence in our health and wellness programmes, corporate social responsibility, human capital development, workplace futurisation, occupational safety etc.

Group Chief Human Capital Officer Puan Nora Manaf receiving the Anugerah Majikan Cemerlang (Syarikat Besar/GLC) on behalf of Maybank Group



It was a proud moment when, on behalf of Maybank, our Group Chief Human Capital Officer, Pn Nora Manaf received the award from Malaysia Prime Minister Tun Dr. Mahathir Mohamad, who officiated the Labour Day celebration. Tun Dr. Mahathir was joined by Minister of Human Resources, YB Tuan M. Kulasegaran, Deputy Minister of Human Resources, YB Dato' Mahfiz Omar as well as local and foreign dignitaries.

Organised by the Ministry of Human Resources and in collaboration with the Malaysian Trade Union Congress (MTUC), the Congress of Trade Unions in Civil Service (CUERACS) and the Malaysian Employers Federation (MEF), the celebration was attended by more than 5,000 workers from diverse government agencies, GLCs and private companies, demonstrating a spirit of collaboration and cooperation of the workforce in the country.

150 Maybankers from various sectors gathered as a contingent and showed great dedication and dynamic support throughout the celebration. Maybankers, led by Coach Hamberi Mahat, were given the honours to recite the Labour Day pledge on behalf of all working Malaysians.

For the strength, prosperity and well-being of our organisation, Thank You Maybankers! This award is a tribute to the contributions all Maybankers have made to Humanise Financial Services.



"I am very grateful for this experience. It is such a satisfying feeling volunteering for this prestigious engagement and I am thrilled to join in with other Maybankers from different departments to celebrate Labour Day together."

**Ahmad Syaheed Bin Mohamad Arshad, Group Technology**



"What a memorable experience, being in this with my Maybank family, getting involved in official engagements, with other Maybankers, together representing the Bank. Winning the Anugerah Majikan Cemerlang (Syarikat Besar/GLC) was so surreal. Congratulations to all Maybankers!"

**Tan Keng Har, Group Community Financial Services**



"Being my first time volunteering for such a prestigious engagement, I feel proud and honoured to be a part of a multiracial team, representing the Maybank family. It was a great experience and opportunity to recite the National Labour Day pledge alongside fellow Maybankers showcasing our T.I.G.E.R. values."

**Gurminder Singh A/L Mahinder Singh, Group Global Banking**



Figure 11: The Student get a Good Volunteer Award

## A GROUP OPERATIONS & GROUP TECHNOLOGY COLLABORATION

### WHAT DO WE KNOW ABOUT MAYBANK'S ROBOTIC PROCESS AUTOMATION JOURNEY?



We've all heard and seen the 3-letter acronym RPA, which by the way stands for Robotic Process Automation. Everyone's talking about it, some with extreme excitement and some in a little bit of fear. For those not so familiar with all things RPA, there aren't really any robots involved in it. Simply put, RPA is a form of business process automation that allows practically anyone to define a set of instructions for a BOT, a software programme, to perform.

We spoke recently with **Kamaruzaman Mohd Noah, Head, Transformation & Strategy, Group Operations** and **Meraj Khan, Head, Strategy & IT Architecture, Group Technology** who manages the RPA implementation in Maybank. They helped explain RPA, what exactly it is, to sharpen our understanding on it and its application within the Bank. RPA ultimately, according to them, is about automating some of the most mundane and repetitive computer-based tasks and processes in the workplace.

#### In Simple English, How Would You Explain RPA?

**Kamaruzaman:** Well, I would say it's the automation of everyday high volume task and processes that requires manual human input and interaction repetitively on a computer. With RPA, the same task gets done but without human intervention. RPA basically mimics the same process steps as a human would. It's done error-free and at higher speed too.

#### What Are Its Benefits?

**Kamaruzaman:** From what we've seen and experienced, businesses and organisations like RPA mainly because it helps improve productivity across a wide range of users and functions. If I have to sum it to a one-liner, I would say RPA gives you MORE EFFICIENCY, MORE ASSURANCE. The ability to automate allows employees to switch their focus to more meaningful higher value task.

**Meraj:** Yes, and what's not to like? It eliminates errors, which, let's be candid here – errors cost money, damaging processing times, compliance issues and this affects the overall customer experience too.

#### You Mentioned That The RPA Initiative Is A Collaboration Between Group Operations And Group Technology. So, What Are Each Of Your Roles?

**Meraj:** Well, Group Operations handles all the Demand side of the initiative, and Group Technology handles the Development side. Demand side performs process discovery, whilst Development side takes care of the RPA coding/programming,

testing and finally rolling it into production. We both work closely with the involved business units throughout the entire phase of the RPA initiative.

#### How Do You Initiate A Process To Be Applied With RPA? Where Do You Start?

**Kamaruzaman:** First thing's first, we have a set of parameters of what are the type of processes suitable for RPA. Based on these parameters, identified processes will go through both Process and Technical feasibility reviews. A Business Requirement Document (BRD) will then be prepared capturing all the fine details and conditions of that process, which in turn, our RPA developers will start performing the coding/programming based on the BRD.

#### Let's Talk About RPA in Maybank. What's The Backstory, If You Will?

**Meraj:** I believe it was sometime in 2014, when Group EXCO led the enhancement of the collaborative performance management system, to accelerate our performance levels to deliver greater efficiencies. And between 2014 to 2017, multiple Transformation programmes took place in Group Operations; we had the Regional Hubs set up in Kuala Lumpur and Singapore, and through process re-engineering, we also had Centralisation of Back Office Centers both in Malaysia and Indonesia. This has helped us to set the base for the next phase of our Transformation programme, now that processes are centralised in one place and thus standardised.

Come June 2017, in line with the Group's Digital Agenda, Group Operations together with Group Technology, formed a project team together to review various back office processes and systems with the intention of automating as many processes as possible. We identified opportunities and explored all possible automation solutions, and RPA tops the list. It's cost effective and easy to implement.

**Kamaruzaman:** So, as a result, 3 processes were piloted for RPA implementation in December 2017 which really paved the way forward.

But, I need to share this, process automation is not something new in Maybank. There are already processes automated even before RPA was implemented.

Figure 12: The Student with RPA Team and Business Team in Business News

# **User Manual Guide**

## **(Special Project)**

# **Mortgage Issuance of Redemption Statement UiPath Process User Guide**

# User Guide History

Date	Version	Role	Name	Comments
12 <sup>th</sup> Mar 2019	1.0	RPA Developer	XXX	Initial Draft



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# Introduction

The scope of this document is to cover basic guide lines that the RPA Production Support Team can follow to support respective processes.

It also covers basic troubleshooting guidelines, along with contact details of the users those of whom will be receiving the status report.

This process is separated into two processes:

1. Mortgage\_Issuance\_of\_Redemption\_Statement\_-\_All\_Productst
2. MR01\_HostCalculationissuanceofLetter\_All\_Products

## High Level Process

### 1. Mortgage\_Issuance\_of\_Redemption\_Statement\_-\_All\_Productst

Start -> Check if Password Reset is required -> Get all REQUESTRS.XXX.DDMMYYYY.xlsx file in the input folder -> Validate Account Number -> Take screenshot from Host-MARS -> Take screenshot from GCMS/GEMS -> Take screenshot from eLDS -> Generate word file containing all the screenshots -> Generate an output summary excel file containing word file location and status for each transaction -> Send emails to users -> End

### 2. MR01\_HostCalculationissuanceofLetter\_All\_Products

Start -> Check if Password Reset is required -> Get all OUTPUTRS.XXX.DDMMYYYY.xlsx file in the input folder -> Validate Account Number -> Perform Host Calculation -> IF Host Calculation = Fail, Do Manual Calculation Else Do Nothing) -> Generate letter -> Generate an output summary excel file containing redemption letter file and calculation file location with status for each transaction -> Send emails to users -> End

## Mortgage Issuance of Redemption Statement Folder Structure

### Input File for Mortgage Issuance of Redemption Statement

1. Using one Input folder for both processes.
2. Multiple files can be placed inside Input folder.

<b>Input Template for Mortgage_Issuance_of_Redemption_Statement_-_All_Productst</b>	<a href="#">\\XXX.XX.XXX.XXX\rpa\UserData\GroupOpps\Mortgage_Redemption\MR01-Template\Extraction_Template.xlsx</a>
---	--

<b>Input Template for MR01_HostCalculationIssuanceofLetter_All_Products</b>	<a href="#">\\XXX.XX.XXX.XXX\rpa\UserData\GroupOpps\Mortgage_Redemption\[MR01] - Template\LetterCreation_Template.xlsx</a>
---	--

## Shared Folder Location

RPA Shared Location: [\\XXX.XX.XX.XX\rpa\UserData\GroupOpps](#)

<b>Shared Folder Location where Files are present</b>	<a href="#">\\XXX.XX.XX.XX\rpa\UserData\GroupOpps\Mortgage_Redemption\[MRXX]</a> – Archive
	<a href="#">\\XXX.XX.XX.XX\rpa\UserData\GroupOpps\Mortgage_Redemption\[MRXX]</a> – ExceptionScreenshot
	<a href="#">\\XXX.XX.XX.XX\rpa\UserData\GroupOpps\Mortgage_Redemption\[MRXX]</a> – Input
	<a href="#">\\XXX.XX.XX.XX\rpa\UserData\GroupOpps\Mortgage_Redemption\[MRXX]</a> – Letter
	<a href="#">\\XXX.XX.XX.XX\rpa\UserData\GroupOpps\Mortgage_Redemption\[MRXX]</a> – Output
	<a href="#">\\XXX.XX.XX.XX\rpa\UserData\GroupOpps\Mortgage_Redemption\[MRXX]</a> – Template

**Folder – [MRXX] - Archive:** Contains processed Input files.

**Folder - [MRXX] - ExceptionScreenshot:** Contains screenshot whenever the process faulted.

**Folder - [MRXX] - Input:** Contains the input file to be processed.

**Folder - [MRXX] - Letter:** Contains the results for Process MRXX\_HostCalculationIssuanceofLetter\_All\_Products.

**Folder - [MRXX] - Output:** Contains the results for Process Mortgage\_Issuance\_of\_Redemption\_Statement\_-\_All\_Products.

**Folder - [MRXX] - Template:** Contains template for Input for both processes.

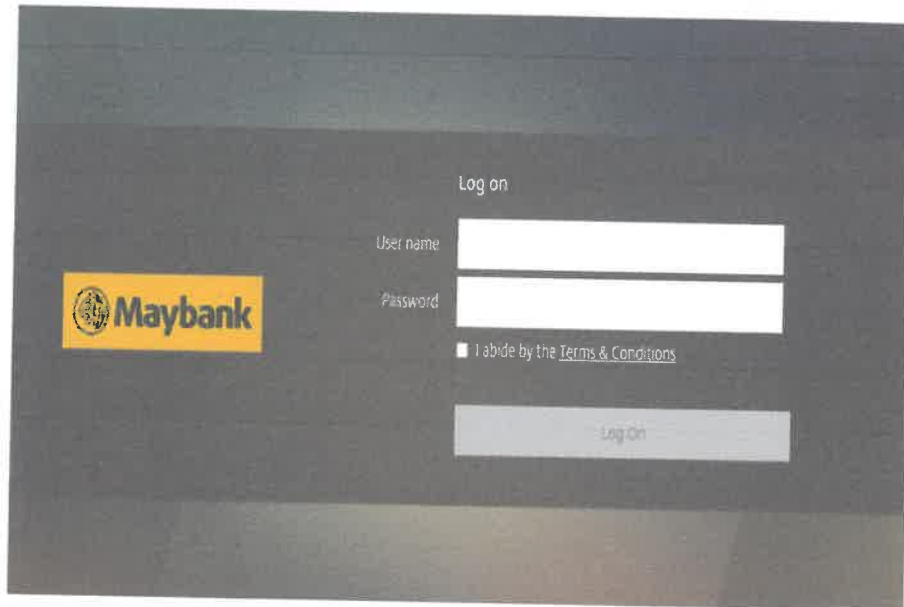
## List of Users having access to Shared Folder

PF Number	Email	Contact Number
XXXXXXXX	<a href="mailto:XXXXXXXX@maybank.com">XXXXXXXX@maybank.com</a>	019- XXXXXXXX
XXXXXXXX	<a href="mailto:XXXXXXXX@maybank.com">XXXXXXXX@maybank.com</a>	016- XXXXXXXX
XXXXXXXX	<a href="mailto:XXXXXXXX@maybank.com">XXXXXXXX@maybank.com</a>	019- XXXXXXXX
XXXXXXXX	<a href="mailto:XXXXXXXX@maybank.com">XXXXXXXX@maybank.com</a>	010- XXXXXXXX

## 1.1 Basic Activity: Login to Citrix & Starting the Bot for your process

Steps for logging into Citrix:

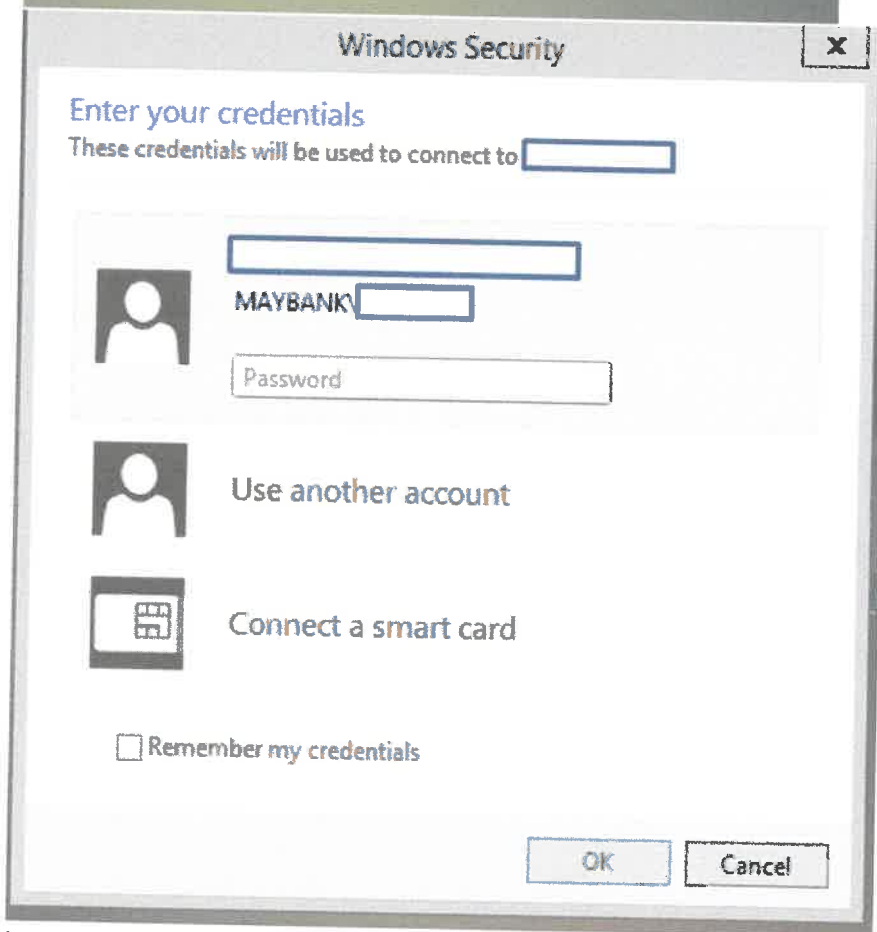
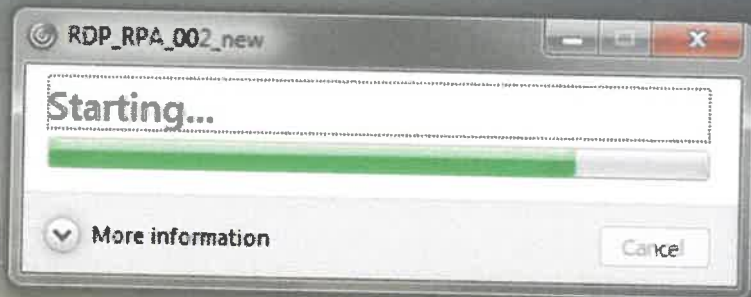
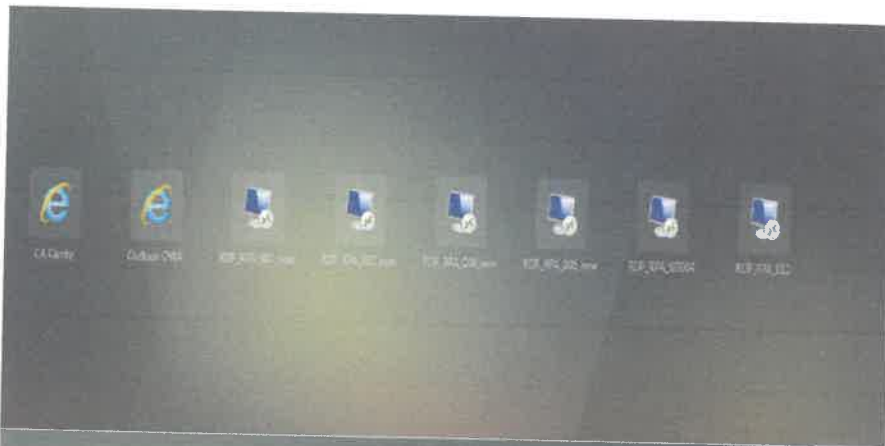
1. Citrix URL:: <https://XXX/XXX/index.html>



2. Provide your Username and Password and Check the check-box for "I abide by the Terms & Conditions"
3. Click Log On

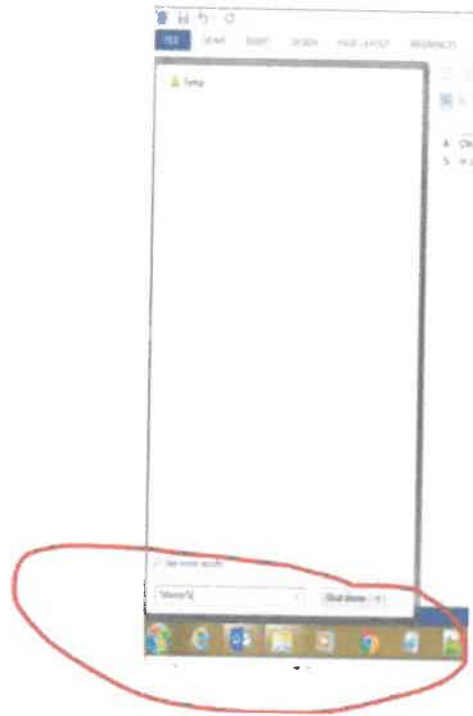


4. Click on required desktop icon.



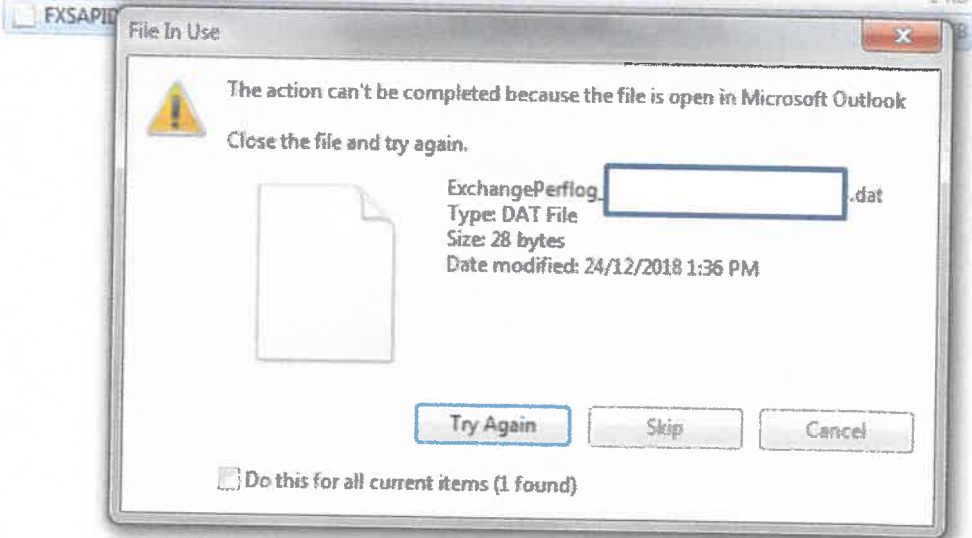
5. In case unable to launch citrix, follow below steps:

- Close the browser
- Start → %temp% → Enter



- Delete temp files.

Name	Date modified	Type	Size
CTXReceiverLogs	12/12/2018 5:09 PM	File folder	
McAfeeLogs	24/12/2018 10:20 ...	File folder	
nuget	13/12/2018 9:48 AM	File folder	
ExchangePerflog_8484fa316d4cb9b2cfcc...	24/12/2018 1:36 PM	DAT File	1 KB

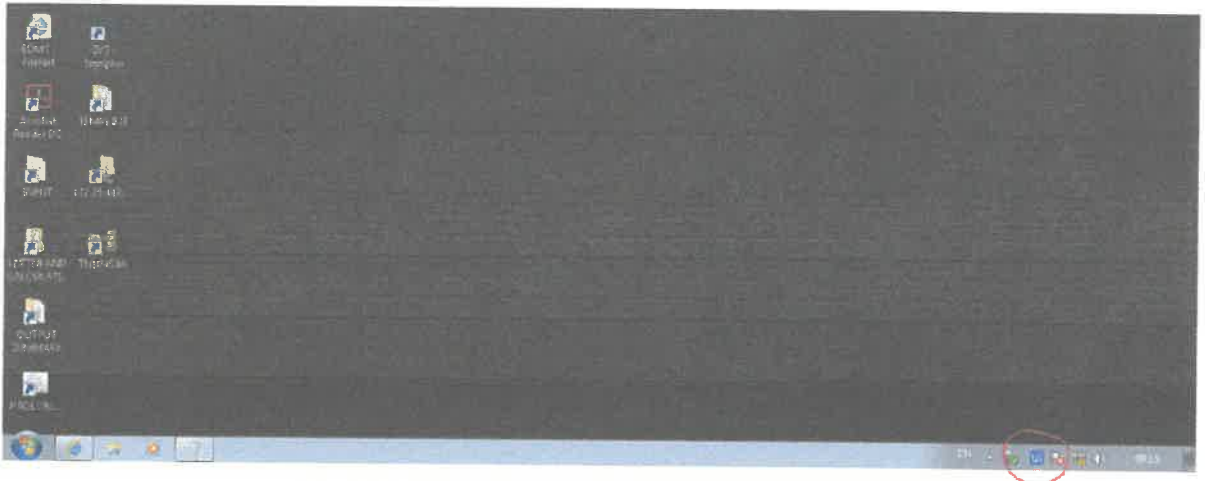


- Refresh
- Open browser and follow all the above steps.
- If issue persists, check with **Citrix Support Team**.

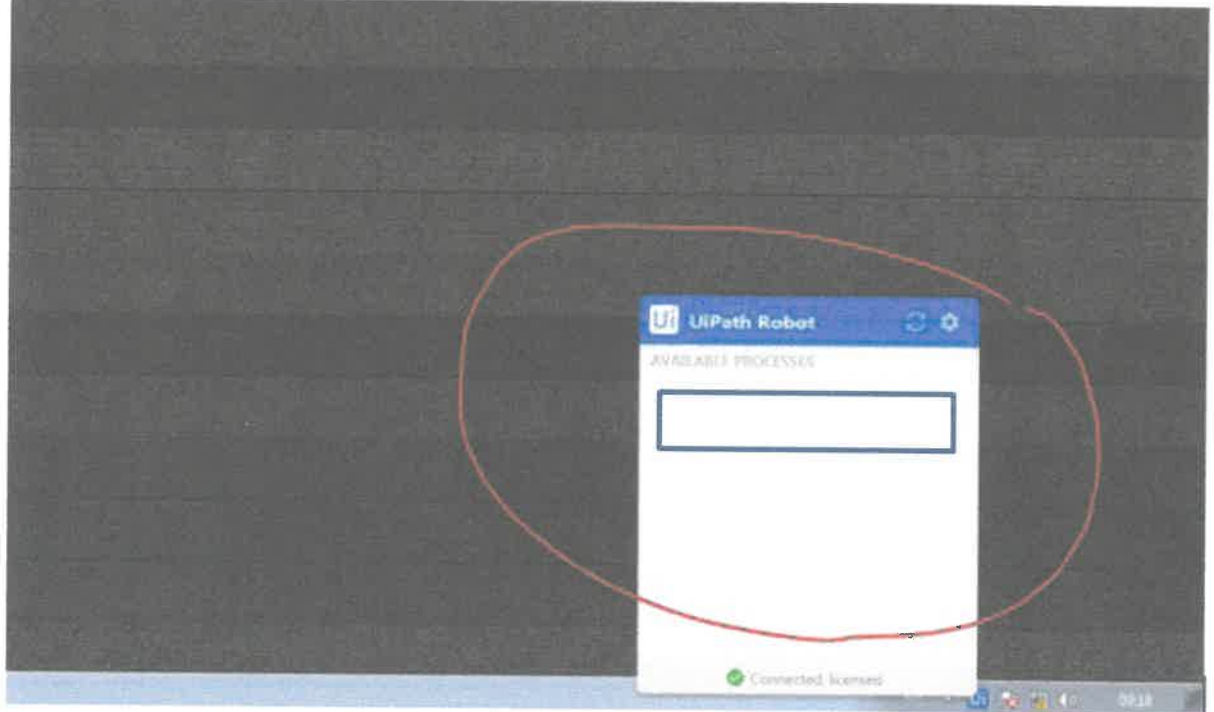
**Below are steps to run your bot process wise from robot tray:**

In your RDP machine (after logging into citrix) you would be provided with a robot tray in which your robot resides.

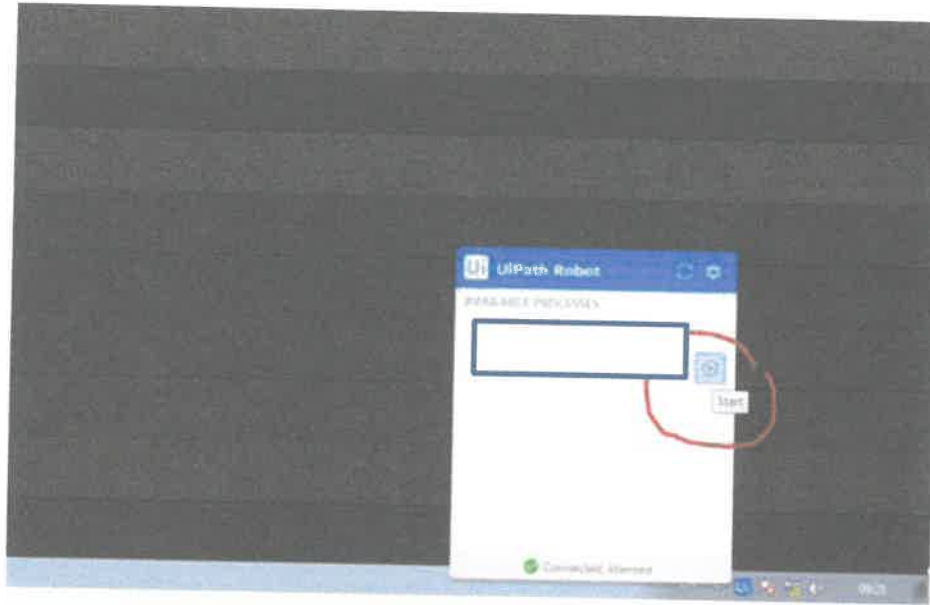
**Step 1- Open your Robot Tray Icon. You can find it as shown below:**



**Step 2 – You will find name of you process as listed in the tray:**



**Step 3- Click on Run Icon beside your process to start your robot.**



### Output File

1. Once the process has been completed, email will be send to the user containing the output file.
2. Proceed to check the output file and user to manually process for unsuccessful transaction.

### Applications used in Mortgage Redemption

Below is a list of applications used by the Bot in this process:

S.No	Name of Application	Email	Contacts
1	Host - Mars	<a href="mailto:XXXXXXXX@maybank.com">XXXXXXXX@maybank.com</a>	XXXXXXXX
2	eLDS	<a href="mailto:XXXXXXXX@maybank.com">XXXXXXXX@maybank.com</a>	XXXXXXXX
		<a href="mailto:XXXXXXXX@maybank.com">XXXXXXXX@maybank.com</a>	XXXXXXXX
		<a href="mailto:XXXXXXXX@maybank.com">XXXXXXXX@maybank.com</a>	XXXXXXXX
3	GCMS/GEMS	<a href="mailto:XXXXXXXX@maybank.com">XXXXXXXX@maybank.com</a>	XXXXXXXX
		<a href="mailto:XXXXXXXX@maybank.com.my">XXXXXXXX@maybank.com.my</a>	XXXXXXXX



If the bot is using Host application please mention the screen as below:

S.No	Name of Host Screen
1	XXXXXXXX

### Orchestrator Assets Used:

Below are the assets used by CASA Statement Delivery and TSO:

AssetName	ProcessName	Type	Value
RDPO05_ELDSCredentials	Mortgage Issuance of Redemption Statement	Credential	Single
RDPO05_ELDS_Credentials_Date		Text	Single
eLDS_Url		Text	Single
RDPO05_GCMSCredentials		Credential	Single
RDPO05_GCMS_Credentials_Date		Text	Single
GCMS_Url		Text	Single
RDPO05_HostCredentials		Credential	Single
RDPO05_Host_Credentials_Date		Text	Single
Host_CV		Text	Value per Robot
Host_Terminal		Text	Value per Robot
MR01_OurRef_Letter		Text	Single
MR01_SharedDrive		Text	Single
MR01_SMTP_ReportReceiver		Credential	Single
RPA_SharedLocation		Text	Value per Robot
SharedDrive_Creds		Credential	Value per Robot
SMTP_Port		Text	Single
SMTP		Text	Single
SMTP_Server		Text	Single

### Points to Consider when Running the Bot

Below are few important precautions to be undertaken while running the bot:

- Before running the bot make sure citrix is available
- Before running the bot make sure you have access to shared location
- While the bot is running any manual intervention is strictly prohibited for the automated process
- Do not minimize the RDP while using attended robots.

Below are known errors and mitigation steps:

ERROR	Steps To Do
Application Exception	Contact respective application owner/ developer

**User Guide  
for  
GHC Mass Hiring**



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## Version History

Version	Document date	Author(s)	Validated by	Approved by	Change of History
V1.0	14th Feb 2019	XXXXX			Initial Draft

## 2. Introduction

The scope of this document is to cover basic guide lines that Business-Users can follow after deployment of their respective processes by the RPA Team.

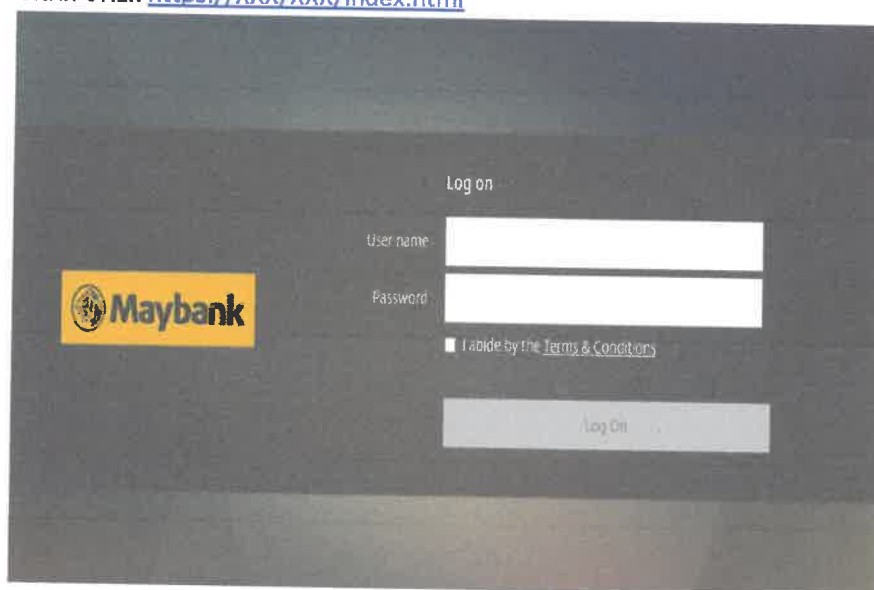
It also covers basic troubleshooting guidelines for the users, along with contact details of the users those of whom will be receiving the status report. It serves as a handy guide for all the do's and don'ts for the users to simplify the start of their automated process using robots.

The most basic thing is how to start your bot. Below is a step to step guide to start your bot.

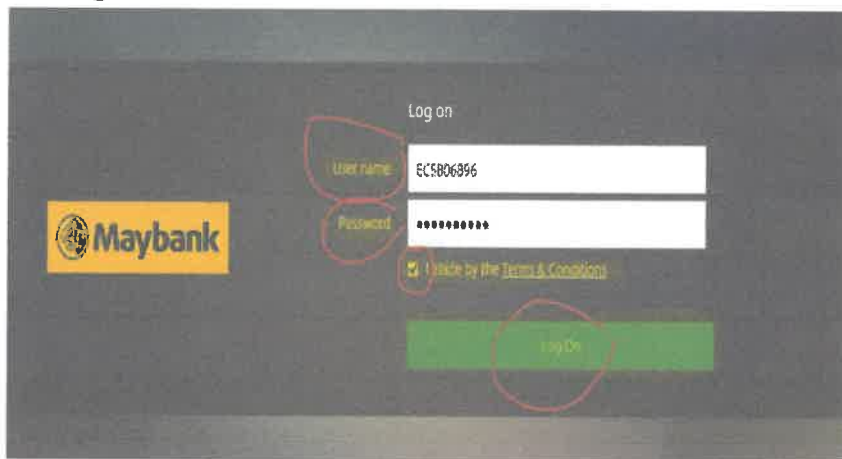
### 2.1 Basic Activity: Login to Citrix & Starting the Bot for your process

Steps for logging into Citrix:

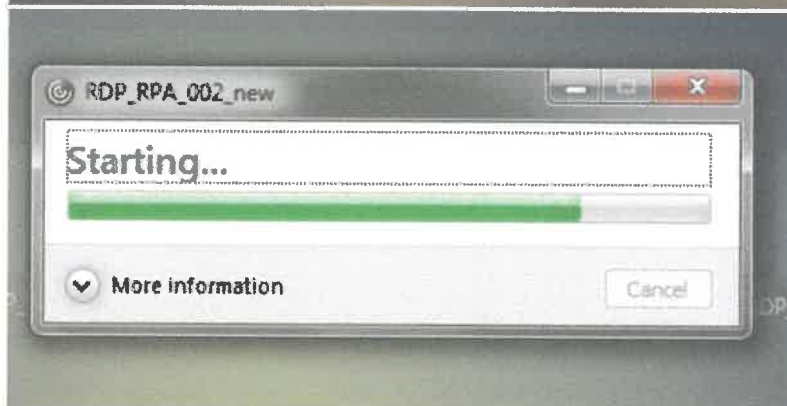
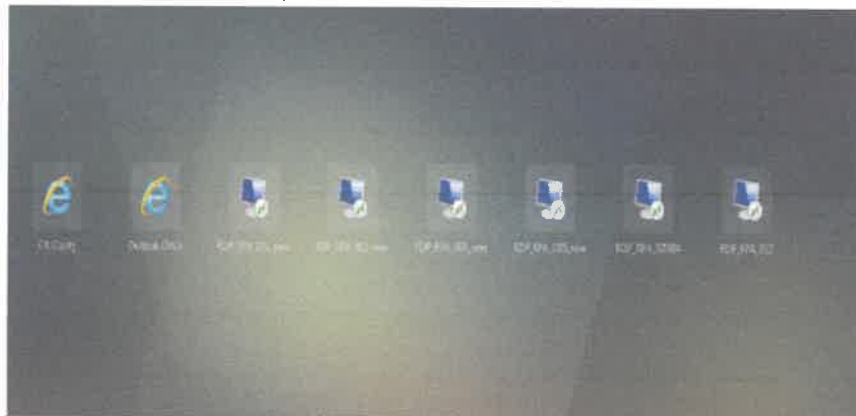
6. Citrix URL:: <https://XXX/XXX/index.html>

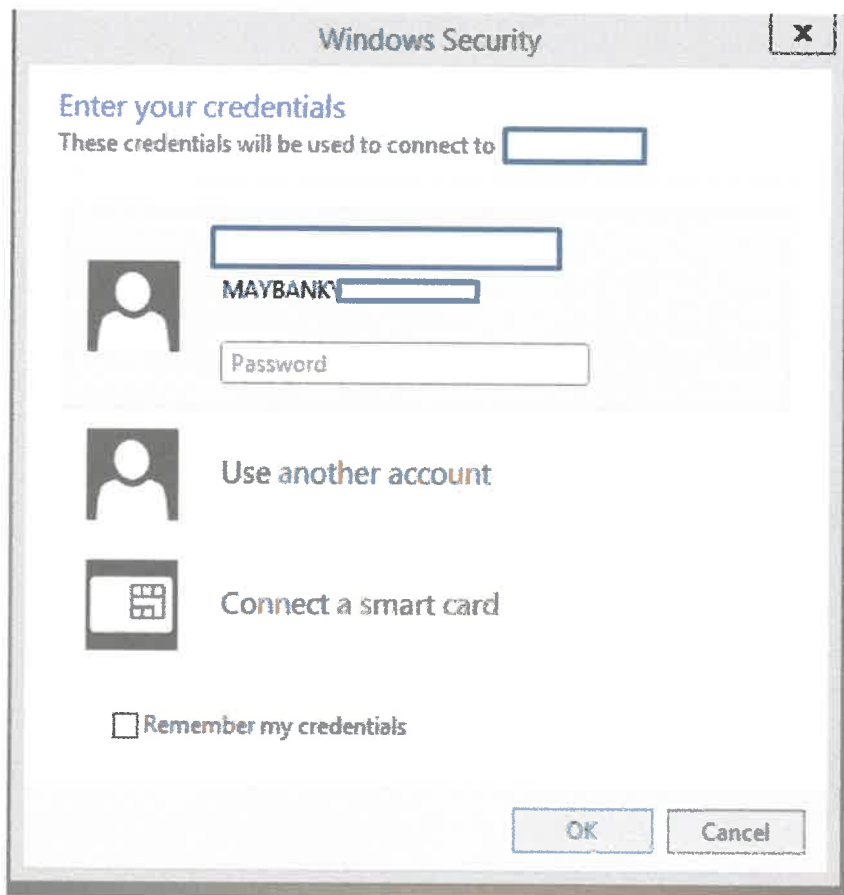


7. Provide your Username and Password and Check the check-box for "I abide by the Terms & Conditions"
8. Click Log On

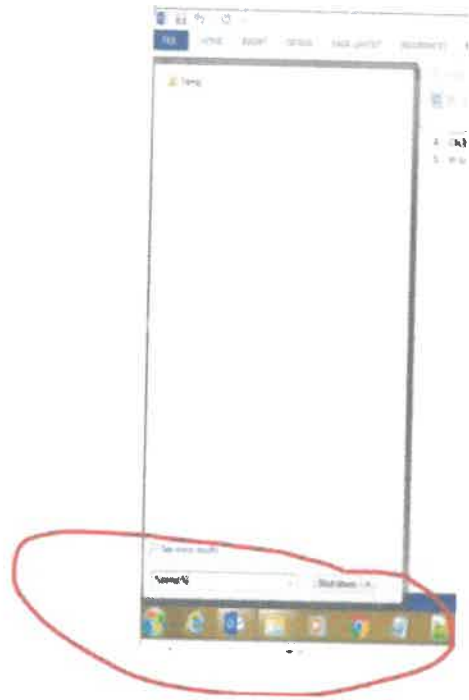


9. Click on required desktop icon.



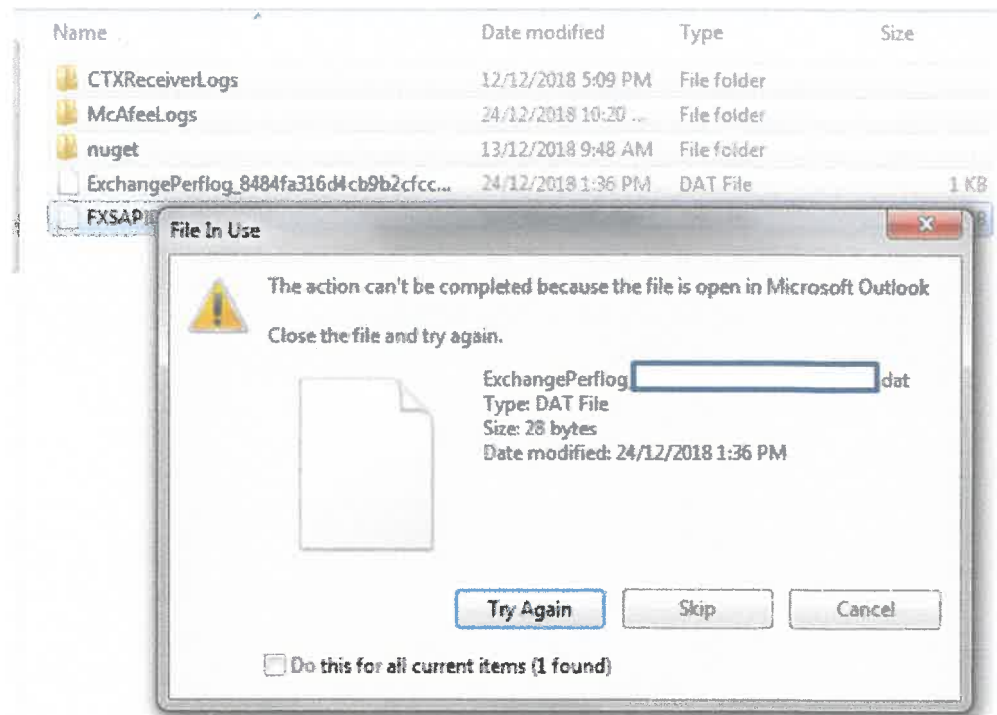


10. In case unable to launch citrix, follow below steps:
- Close the browser
  - Start → %temp% → Enter



- Delete temp files.



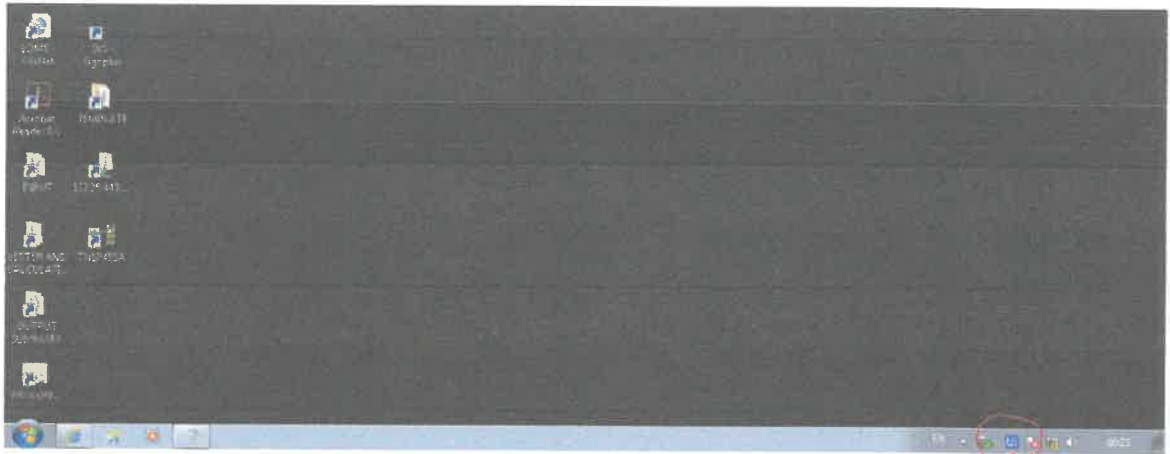


- Refresh
- Open browser and follow all the above steps.
- If issue persists, check with **Citrix Support Team**.

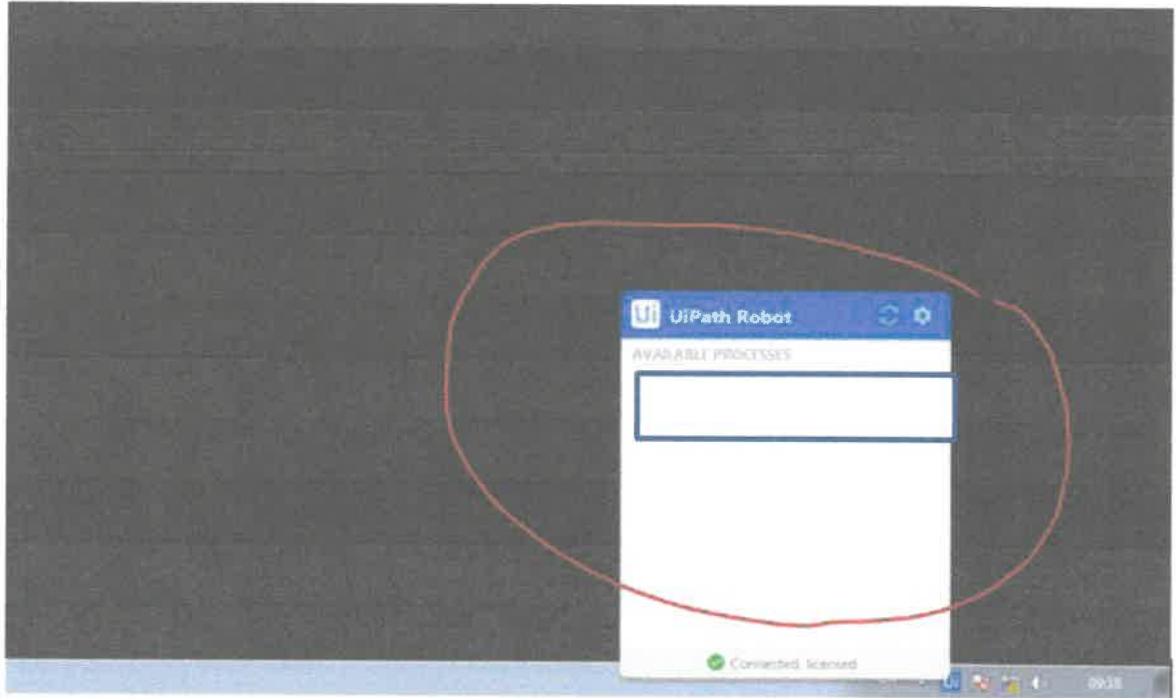
### Below are steps to run your bot process wise from robot tray:

In your RDP machine (after logging into citrix) you would be provided with a robot tray in which your robot resides.

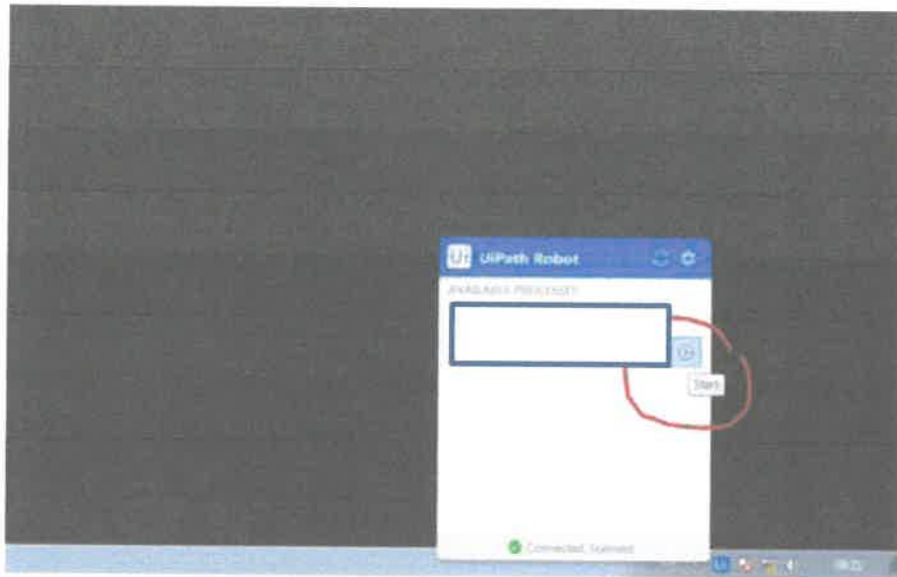
Step 1- Open your Robot Tray Icon. You can find it as shown below:



Step 2 – You will find name of you process as listed in the tray:







Step 3- Click on Run Icon beside your process to start your robot.



### 3. Input File Template as per GHC Mass Hiring

Input File template serves as a medium to provide data on which the bot would operate through the project. As per agreement, below are the details for input File used by the bot:

Input Template	 Background Check Template.xlsx
	 Medical Letter Input Template.xlsx
	 Offer Letter Input Template.xlsx
	 PF Creation Input Template.xlsx

#### 2.1 Shared Folder Location

Shared Folder Location where Input File is present	<a href="#">OCISS EP1 Folder</a>
	<a href="#">OCISS Input Folder</a>
	<a href="#">Verity Input Folder</a>
	<a href="#">Verity Upload File Folder</a>
	<a href="#">Medical Issuance Input Folder</a>
	<a href="#">Offer Letter EP1 Folder</a>
	<a href="#">Offer Letter Issuance Input Folder</a>
	<a href="#">PF Creation EP1 Folder</a> <a href="#">PF Creation Input Folder</a>



### 3.1 Shared Folder Location

Shared Folder Location where Output File is present	<a href="#">OCISS Checking Output Folder</a>
	<a href="#">Verity Background Checking Processed Folder</a>
	<a href="#">Medical Letter Issuance Output Folder</a>
	<a href="#">Offer Letter Issuance Output Folder</a>
	<a href="#">PF Creation Processed Folder</a>

### 3.2 List of Users having access to Shared Folder with Contact Details

Below are the users who could access the Shared File location:  
(Same Users who can Access Input Folders)

## 4. Applications used in GHC Mass Hiring

Below is a list of applications used by the Bot in this process:

S.No	Name of Application
1	HOST
2	SAP
3	EXCEL
4	WORD

If the bot is using Host application please mention the screen as below:

S.No	Name of Host Screen
1	INQCUSAP
2	INQLNBAL
3	INQILBAL

### 4.1 What to do if Application is unavailable?

Application Name	Contact Team
HOST	XXXXXXXX
SAP	XXXXXXXX
EXCEL	XXXXXXXX
WORD	XXXXXXXX

## 5. Points to Consider when Running the Bot

Below are few important precautions to be undertaken while running the bot:

- Before running the bot make sure citrix is available
- Before running the bot make sure you have access to shared location
- While the bot is running any manual intervention is strictly prohibited for the automated process
- Do not minimize the RDP while using attended robots.

## 6. Process Awareness

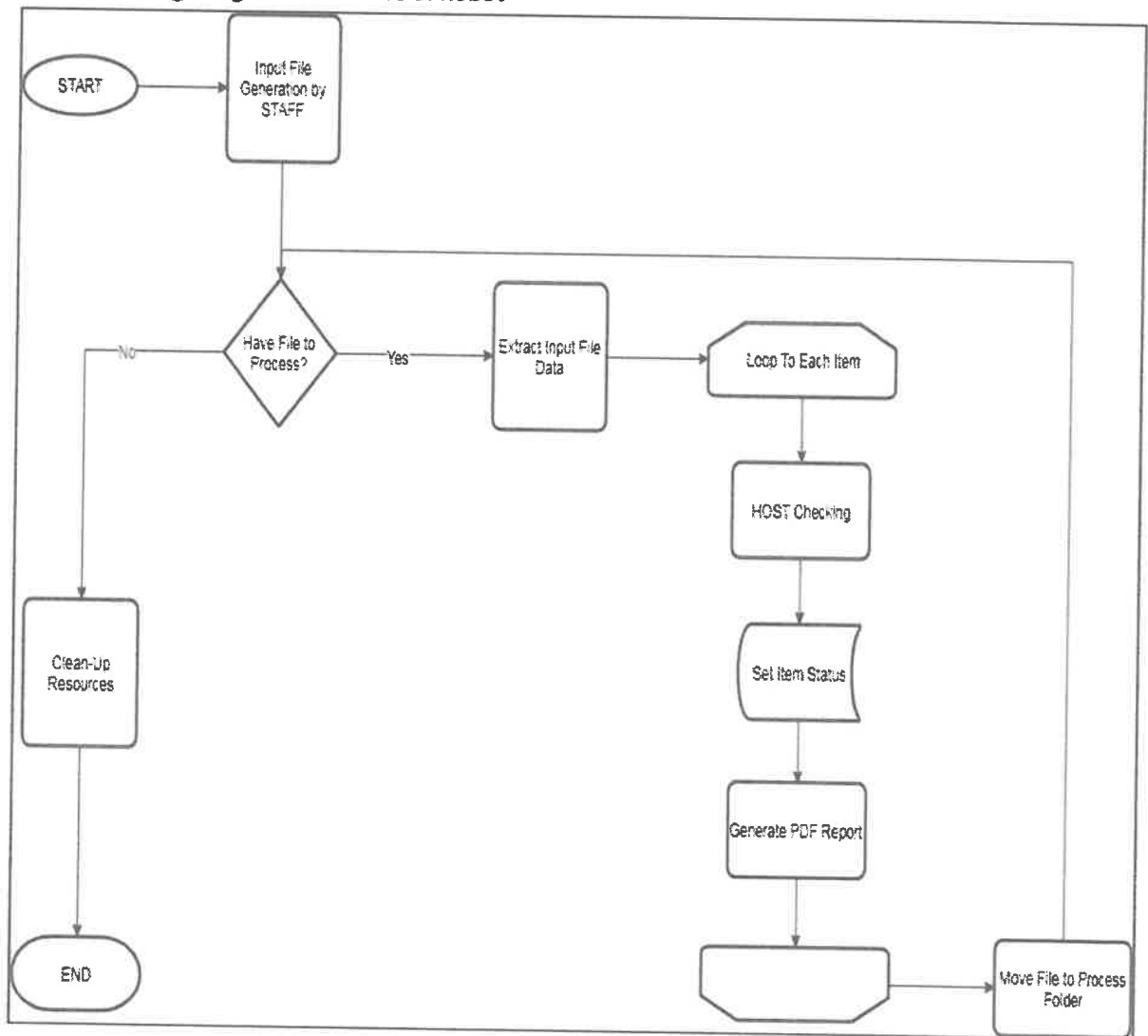
### 6.1 Bot Processing Time: Average Time taken by the bot to complete the job.

<b>Bot Processing Time</b>	OCISS Checking – 2 mins / Item
	Verity Background Checking – 1 min / Item
	Medical/Offer Letter Issuance – 1 min / Item
	PF Creation – 10 mins / Item

### 6.2 Process Awareness for GHC Mass Hiring:

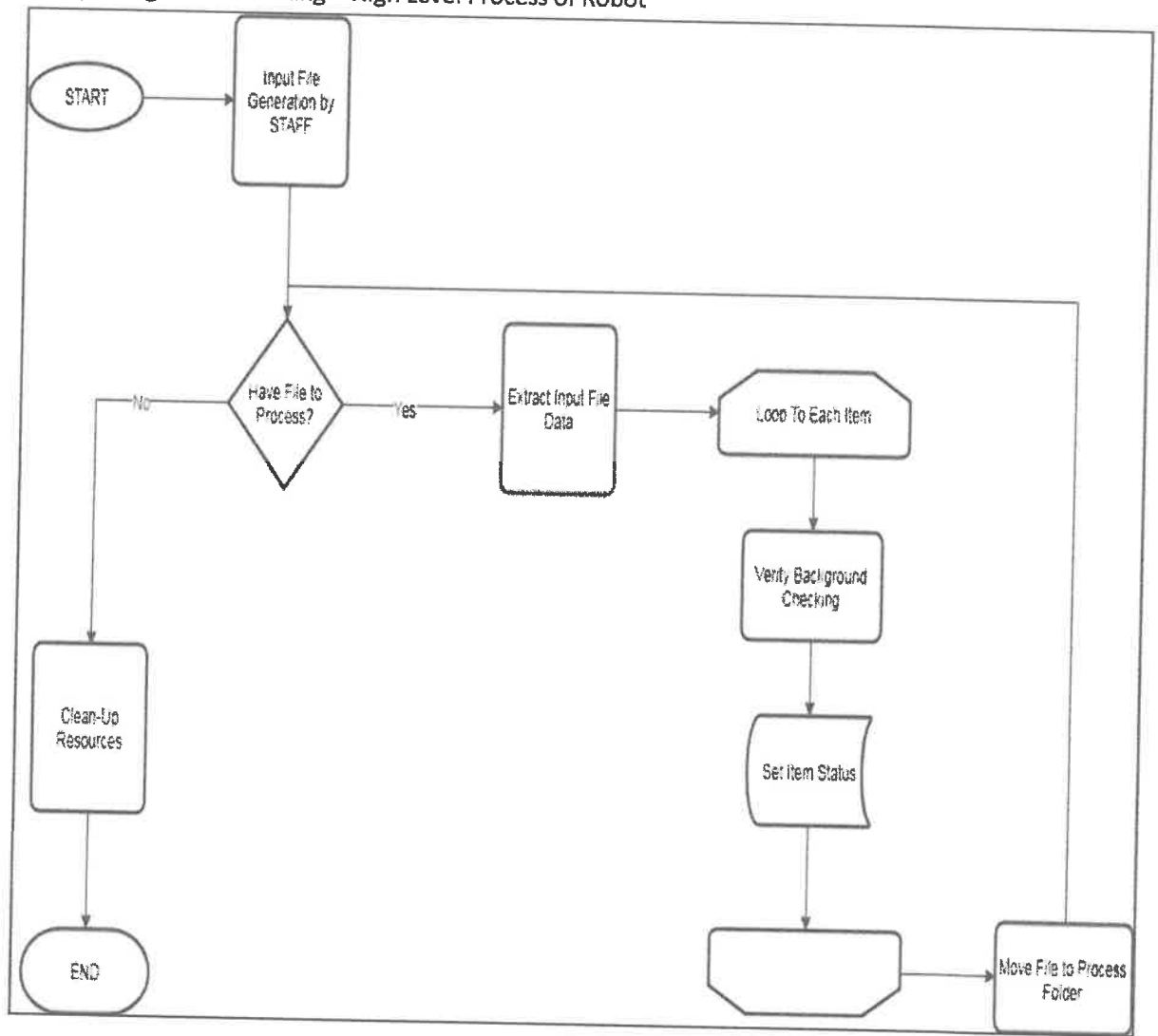
This template shall give an overview of robot's way of doing the job to the user's.

- OCISS Checking – High Level Process of Robot

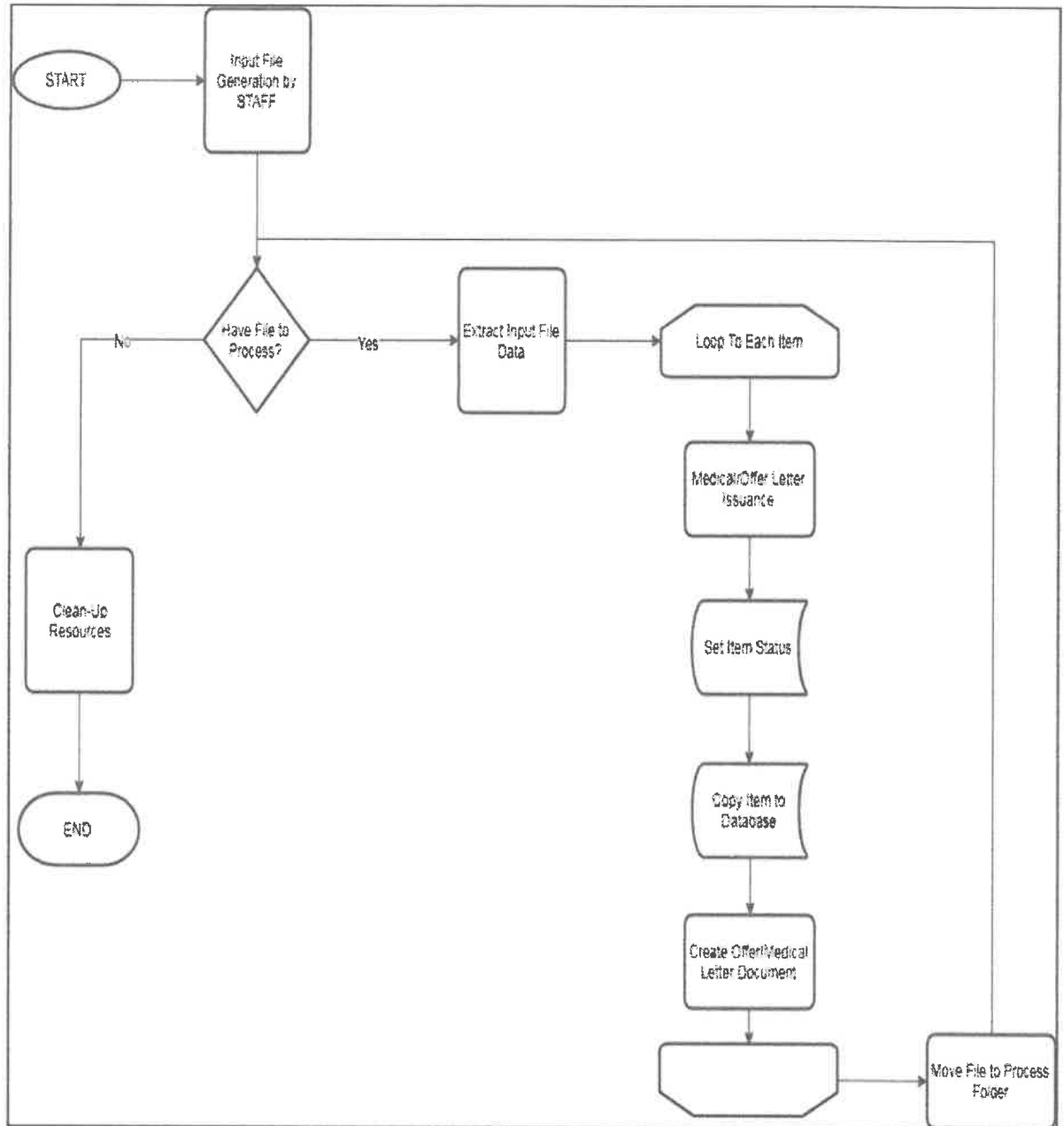




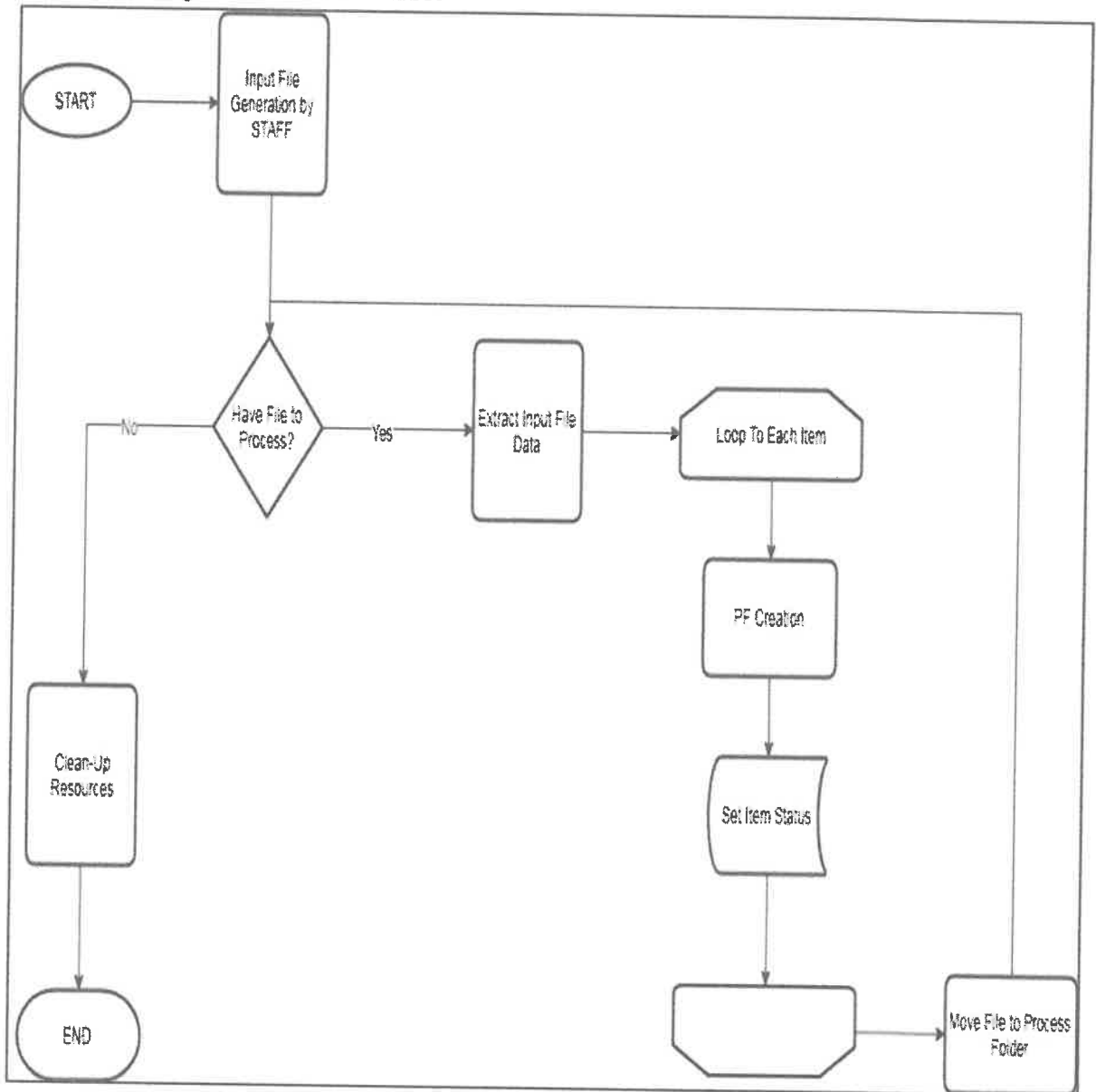
- Verity Background Checking – High Level Process of Robot



- Medical/Offer Letter Issuance – High Level Process of Robot



- PF Creation – High Level Process of Robot



# **ASB Block ID and Transaction No.**

## **UiPath Process User Guide**

# User Guide History

Date	Version	Role	Name	Comments
12 <sup>th</sup> Mar 2019	1.0	RPA Developer	xxxxx	Initial Draft

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# Introduction

The scope of this document is to cover basic guide lines that the RPA Production Support Team can follow to support respective processes.

It also covers basic troubleshooting guidelines, along with contact details of the users those of whom will be receiving the status report.

## High Level Process

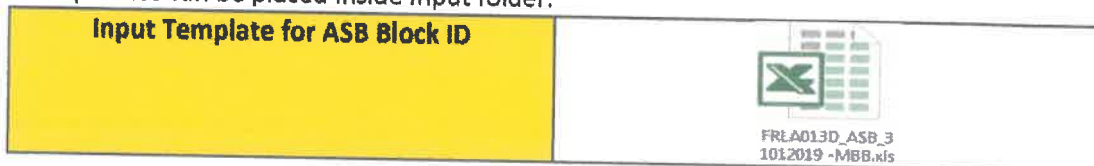
### 3. ASB Block ID

Start -> Check if Password Reset is required -> Get one ASB/ASB2 file in the Input/Temp folder -> Search for Account Number in Woloc -> Update Account details in eLDS -> Generate output excel file with status for all transactions -> Send email to users -> Look for ASB/ASB2 file in the Input folder -> IF Input folder = Empty, End ELSE repeat process -> End

## ASB Block ID Folder Structure

### Input File - PNB ASB/ASB2 Report

3. ASB/ASB2 Report received from PNB to be used as the input file.
4. Multiple files can be placed inside Input folder.



### Shared Folder Location

RPA Shared Location: <\\XXX.XX.XX.XX\XXX\UserData\GroupOpps>

<b>Shared Folder Location where Files are present</b>	\\XXX.XX.XX.XX\XX\UserData\GroupOpps\ASB Block ID\Input
	\\ XXX.XX.XX.XX \XXX\UserData\GroupOpps\ASB Block ID\Input(Archived)
	\\ XXX.XX.XX.XX \XXX\UserData\GroupOpps\ASB Block ID\Result
	\\ XXX.XX.XX.XX \XXX\UserData\GroupOpps\ASB Block ID\Result(Archived)
	\\ XXX.XX.XX.XX \XXX\UserData\GroupOpps\ASB Block ID\Temp

**Folder - Input:** Contains ASNB file received from PNB:

**Folder - Input (Archived):** Contains ASNB files that have been processed by the robot.

**Folder - Result:** Contains the latest result from robot.

**Folder – Result (Archived):** Contains the previous result from robot.

**Folder – Temp:** Contains the current status of each transaction while robot processing the ASNB file.

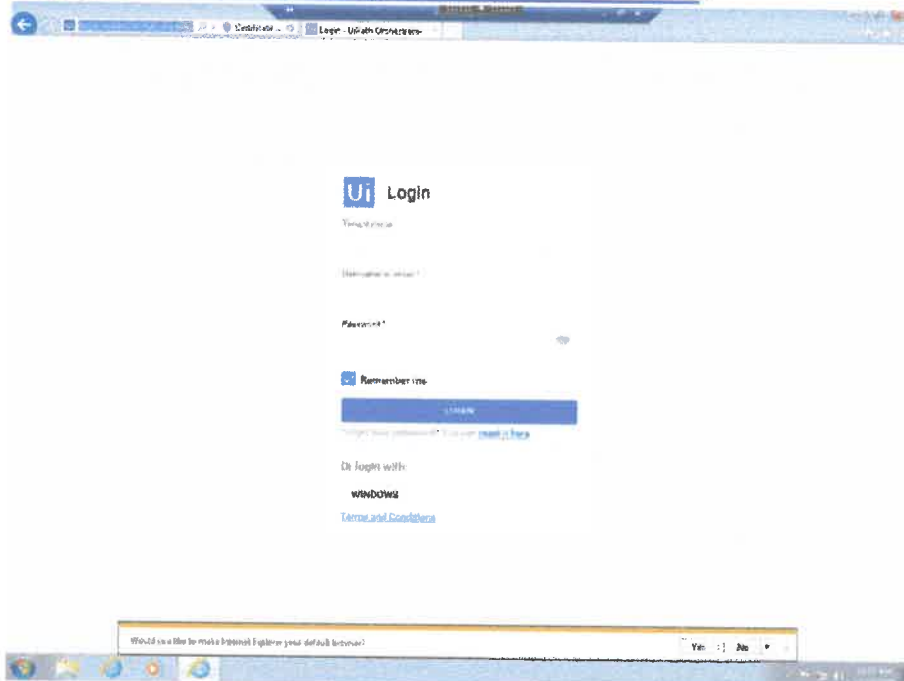
## List of Users having access to Shared Folder

PF Number	Email	Contact Number
XXXXXXXXXX	<a href="mailto:XXXXXXXXXX@maybank.com">XXXXXXXXXX@maybank.com</a>	XXXXXXXXXX
XXXXXXXXXX	<a href="mailto:XXXXXXXXXX@maybank.com">XXXXXXXXXX@maybank.com</a>	XXXXXXXXXX
XXXXXXXXXX	<a href="mailto:XXXXXXXXXX@maybank.com">XXXXXXXXXX@maybank.com</a>	XXXXXXXXXX
XXXXXXXXXX	<a href="mailto:XXXXXXXXXX@maybank.com">XXXXXXXXXX@maybank.com</a>	XXXXXXXXXX

Below are the users who could access the Shared File location:

## The ASB Block ID Process

1. Open Chrome/IE and navigate to <https://XXX.XX.XX.XXX/XXX/login?returnUrl=%2Fchedules>.



2. Login using the ID provided.



# Ui Login

Tenant name

Username or email \*

admin

Password \*

●●●●●●●●



Remember me

LOGIN

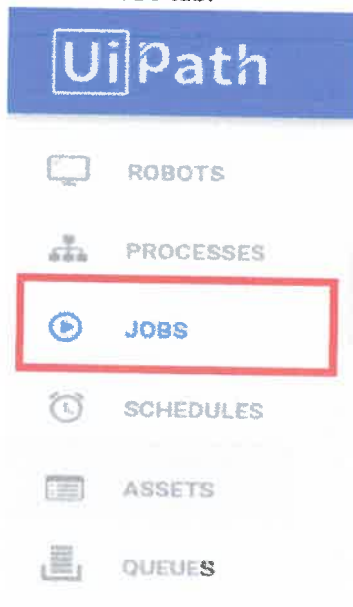
Forgot your password? You can [reset it here](#).

Or login with:

WINDOWS

[Terms and Conditions](#)

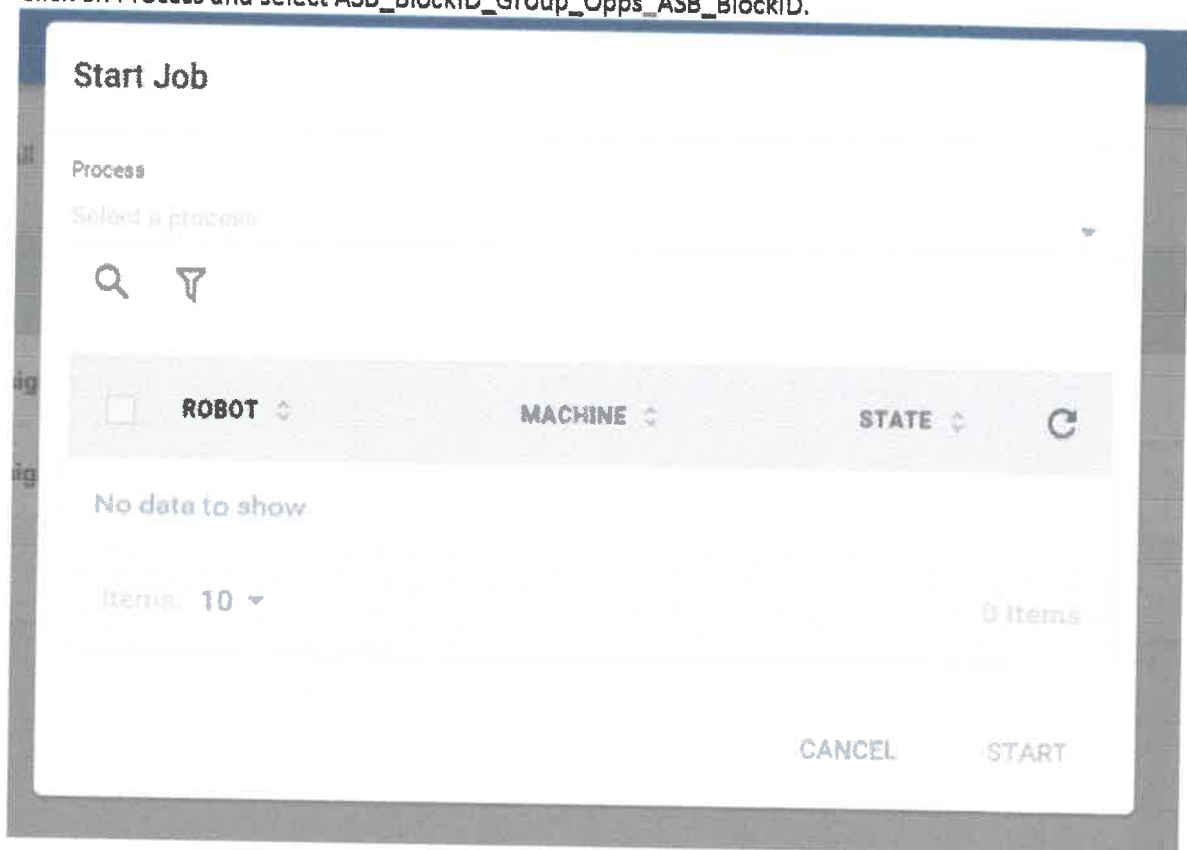
3. Click on JOBS tab.



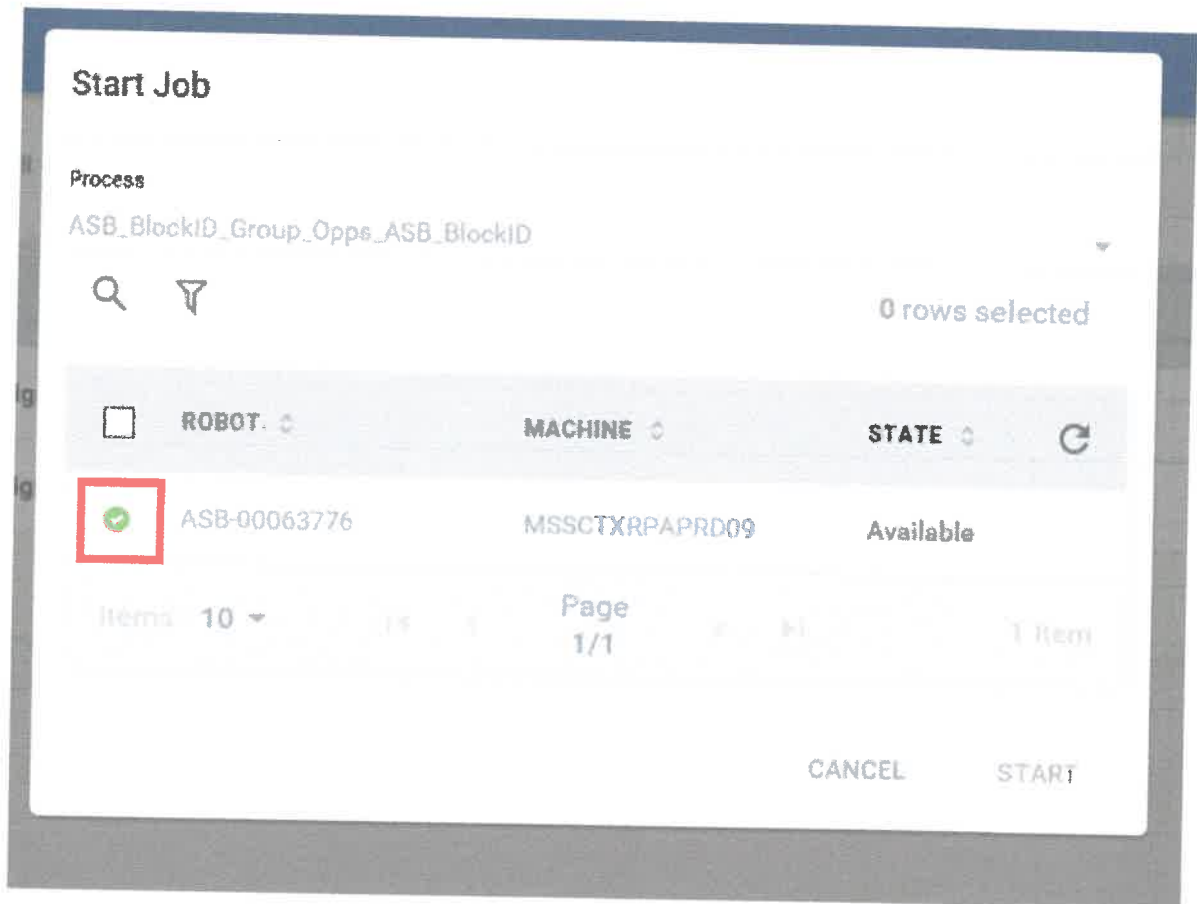
4. Click on Start icon.



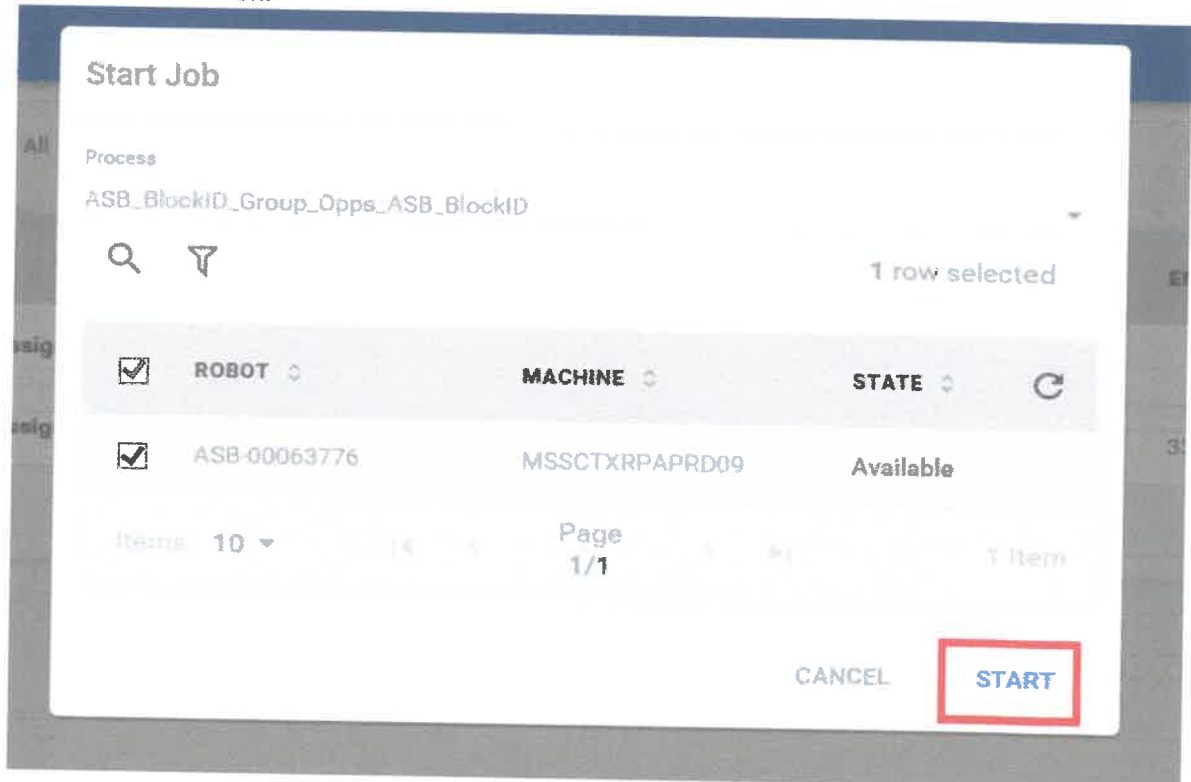
5. Click on Process and select ASB\_BlockID\_Group\_Opps\_ASB\_BlockID.



6. Tick the checkbox for robot ASB-00063776.



7. Click the start button.



## Output File

- Once the process has been completed, email will be send to the user containing the output file.
- Proceed to check the output file and user to manually process for unsuccessful transaction.

## Applications used in ASB Block ID

Below is a list of applications used by the Bot in this process:

S.No	Name of Application	Email	Contacts
1	Woloc	<a href="mailto:XXXXXX@maybank.com">XXXXXX@maybank.com</a>	XXXXXX
2	eLDS	<a href="mailto:XXXXXX@maybank.com">XXXXXX@maybank.com</a>	XXXXXX
		<a href="mailto:XXXXXX@maybank.com">XXXXXX@maybank.com</a>	XXXXXX
		<a href="mailto:XXXXXX@maybank.com">XXXXXX@maybank.com</a>	XXXXXX

## Orchestrator Assets Used:

Below are the assets used by CASA Statement Delivery and TSO:

AssetName	ProcessName	Type	Value
eLDS_CAC	ASB Block ID	Text	Value per Robot
eLDS_Url		Text	Value per Robot
eLDS_DownTime		Text	Single
eLDS_Sealed_By		Text	Value per Robot
RDP009_eLDS_CredentialDate		Text	Single
RDP009_eLDS_Credentials		Credential	Single
WOLOC_App_Path		Text	Value per Robot
RDP009_WOLOC_CredentialDate		Text	Single
RDP009_WOLOC_Credentials		Credential	Single
Woloc_Loc		Text	Value per Robot
RPA_SharedLocation		Text	Value per Robot
Send_To		Text	Value per Robot
SharedDrive_Creds		Credential	Value per Robot
SMTP_Port		Text	Single
SMTP_Sender		Text	Single
SMTP_Server		Text	Single

Below are known errors and mitigation steps:

ERROR	Steps To Do
Application Exception	Contact respective application owner/ developer
Robot run more than 24 hours	9.00pm is the eLDS downtime. All transactions after 9.00pm will fail to be updated. Due to no eLDS downtime handling, the robot continues processing until it finishes all transactions. Even when the eLDS is up again at 7.00am the updating in eLDS still because there is no mechanism to relaunch eLDS

# Logbook



DATE: 7/2/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(9.00 am - 10.00 am)	
- team member named John explain more about RPA that include the process, how to implement it, benefits and others.	
(10.00 am - 12.00 pm)	
- do some test and continue learn about how to operate it and who responsible.	
(12.00 pm - 1.00 pm)	
- take a break	
(1.00 pm - 2.00 pm)	
- collect the access card	
(2.00 pm - 6.00 pm)	
- continue learn about RPA on how to <sup>manage</sup> <del>handle</del> it because RPA <sup>mimic</sup> <del>minimize</del> human action to produce useful output.	
- do some training	

DATE: 8/2/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(9.00 am - 12.00 pm)	
- do some training and enhance the knowledge about the system.	
- try to understand the work flow and work process	
- take and <del>examination</del> <sup>do</sup> <del>online</del> test	
(12.00 pm - 2.00 pm)	
- take a break	
- prayer	
(2.00 pm - 5.00 pm)	
- take and do the other online test	





DATE: 13/2/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(9.00 am - 12.00 pm) - study about the system. - revise the certain module because have to take last test	
(12.00 pm - 1.00 pm) - take a break.	
(1.00 pm - 6.00 pm) - finish the final test after two times try. <sup>been assigned</sup> - my new PA that given by supervisor ask me continue the training which is level 2 module.	

DATE: 19/2/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(9.00 am - 12.00 pm) - do some exercise and study level 2 actually about the orchestrator	
(12.00 pm - 1.00 pm) - take a break.	
(1.00 pm - 6 pm) - finish the level 2 and do some exercise. - PA asked me to try the system after he teach me how to use remote desktop connection.	



DATE: 19/2/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(9.00 am - 11.00 am) - having a meeting with business department. Actually, following the Igba because he want to assign some task to me after the it.	
(11.00 am - 12.00 pm) - continue practice	
(12.00 pm - 1.00 pm) - take a break.	
(1.00 pm - 3.00 pm) - having a meeting with the team. - Mr Suhas gives advice to the team and updating what on-going project / task.	
(3.00 pm - 6.00 pm) - do some exercise at Cipath and do the revision. - decorate in front of the office for chinese New Year Celebration.	

DATE: 20/2/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(9.00 am - 12.00 pm) - learn <sup>how</sup> to build or create table. - learn how to refer dotnestpearl website. - continue automate the EDMS BRS :	
(12.00 pm - 1.00 pm) - take a break	
(1.00 pm - 6.00 pm) - learn the data <del>sta</del> scraping and do some exercise. - enhance the automate <sup>process</sup> that I already made - always ask Igba for help to do something with the process. - try and error the new things.	

DATE: 21/2/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(9.00 am - 12 pm)	
- learn how to use 'each row' and the other more things.	
- learn about e-mail, how to relate <del>automate</del> it with automation.	
(12.00 pm - 1.00 pm)	
- take a break.	
(1.00 pm - 6.00 pm)	
- trying to understand more about how to use 'if and else'. when to use each of the type.	

DATE: 22/2/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(9.00 am - 11.00 am)	
- revise the contain of module in UiPath	
- practice do some processes	
(11.00 pm - 12.00 pm)	
- discuss about chinese new year event.	
(12.00 pm - 2.00 pm)	
- take a break - prayer	
(2.00 pm - 5.00 pm)	
- practice more about processes - discuss some task with lgba, lqba	
ask Ajith to give some task.	



DATE: 27/2/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(9.00 am - 12.00 pm) - get some task from Ajith which is how to <sup>detect</sup> differentiate the duplicate data in data table using UiPath. - revise the UiPath Academy.	
(12.00 pm - 1.00 pm) <del>- continue do the task - take a break</del> <del>- discuss about Chinese New Year event and</del>	
(1.00 pm - 6.00 pm) - continue do the task given - discuss about Chinese New Year event and do some preparation	

DATE: 28/2/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(9.00 am - 10.00 am) - do some exercise about the task given	
(10.00 am - 2.00 pm) - Chinese New Year Celebration	
(2.00 pm - 6.00 pm) - continue doing the task - the task actually to detect the duplication in Excel using RPA. - refer db.net and also UiPath forum.	

DATE: 1/3/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(9.00 am - 12.00 pm) - continue doing the other task. - the task is about differentiate the type in the excel.	
(12.00 pm - 2.00 pm) - take a break - prayer.	
(2.00 pm - 6.00 pm) - do the exercise about duplication - continue doing the task given	
→ Details out the task.	
→ Mention about new activities learnt.	
→ Challenges & How you resolve.	
☆ Best Practices.	
☆ Coding Auidelines	
☆ Design Standards.	

DATE: 4/3/2019 (Monday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Meeting at TOC which is discuss about process that will be develop using the trade flow.	
- read the 'Best Practice' provided by the team. It contain some tips and also the guideline to build or develop the best process.	
- discover the new thing in the 'best Practice' and try to practice with it. It is about the RPA Development. Design Principles. and many more.	







DATE: 11/3/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- continue doing the task which is convert the data in PDF to table in Excel.	
- Alex mentioned about reading ID card through OCR, so I try and and still cannot make it.	
- John asked me the progress and also try to find the solution.	
- I discover that in the Vipath Academy has do some revamp and try do some exercise in it.	
- Read the added information at Vipath Academy.	

DATE: 12/3/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- attend the weekly meeting with the team. Mr. Suhar ask the team to become more productive.	
- find the opportunity is a must to achieve the target.	
- I trying the activity which is read PDF with OCR using some engine for the task given before.	
- John do some discussion with Venky to find the solution about the task.	
- I also continue read the Vipath Academy Revamped to increase the knowledge.	



DATE: 15/3/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- continue convert the text to excel and the text already have the separator.	
- refer to vifath forum and get some idea how to make it. But, most of the solution require the latest studio.	
- found the solution and implement it according to it. It done and lqba teach me how to make it become more simple.	
- lqba ask me to do the new thing. It also path of the real cases. He give some explanation about it.	
- I need to merge or join two data table to one. Take the similar data only based on the primary key.	

DATE: 15/3/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- start the task given by gain or search some info at the vifath forum.	
- its confusing because I need to know how to find with the term I dont know.	
- some of it called merge and some of it called join.	
- I try to discover and understand each of it.	

DATE: 19/3/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- I join the 2 table by using the primary key and filter it.	
- the output is good but I need to manage the column according to the user's template.	
- before this I have use build data table activities, so I add more activity which is add data row.	
- in difath forum, I also gain some good workflow for as references.	
- learn how to write value from lgba.	

DATE: 20/3/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- create the other table to store filtered data successful.	
- then, I need meet some which is I cannot use 'append' activity. The data missing sometime.	
- so, I changed it to write range and everything turn good. I just need to set some range of it.	

DATE: 21/3/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- I need to filter it again with the other file of data.	
- I should differentiate the data by merge <sup>and</sup> combine the repeat primary key.	
- the primary key is same but the data in each of it is difference.	
- I just need to use the same value from before by turn 'item' to 'select'.	
- they will filter the data.	

DATE: 22/3/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- for the workbook path, I need to custom it by put the primary key variable.	
- the data of output of data turn or become array by the group.	
- also use the write range activity.	
- the output of data become to group based on their primary key	

DATE: 25/3/2019 (Monday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- I involve again with the real project, I need to automate the tradeflow.	
- tradeflow cannot use stimulate mouse and many more.	
- so, I use some hotkey function.	
- key-in all the work item in the tradeflow and collect the info.	

DATE: 26/3/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- continue automate the tradeflow.	
- I find the new solution and repair some error like in the selector part	
- I also use split to each of the work item.	
- try to collect the info <sup>based on</sup> every of the work item.	
- keep every info at the excel.	

DATE: 27/3/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- done doing the real cases that given before	
- do some testing and revise about the split.	

DATE: 28/3/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- lqba give me the new real cases that also involve with the project.	
- I need to convert txt to xlsx and create the data table.	
- but then, I just use the template that given before.	
- I need to merge the template with the converted data.	



DATE: 29/3/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- I get the real cases again which is convert the xlsx to txt.	
- I need <sup>to</sup> just put the info in datatable.	
- the info I need to choose the important only based on the user want.	

DATE: 1/4/2019 (Monday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- adjust some format and data that in converted txt.	
- make the template based on the user want.	
- I need to follow the <del>sege</del> <sup>seg</sup> guideline when <del>build</del> <sup>built</sup> making the template.	



DATE: 4/4/2019 ~ 28/6/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- attend the meeting and discuss about requirement that user want to develop RPA.	
- read the best practice to before develop the RPA.	
- develop RPA in UiPath Studio.	
- shows demo to the User and fix some part.	
- do user acceptance test until the user satisfy with the RPA.	
- documentate all of the function and activities of the system.	
- Go live the system.	

DATE: 26/4/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- volunteer for Labor day at PICC	
- recite 'ikrar' in front of Dr Mahathir.	
- awarded a good volunteer.	

DATE: 25/6/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- celebrate Hari Raya with the team.	
- invited to join Hari Raya celebration at the user place.	
- get a sign off VAT from the user to go live the RPA.	

DATE: 27/6/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- End of development.	
- the RPA is going live.	
- attend the annual dinner at Berjaya Time Square.	
- got the best dresser. The dress actually borrow from my supervisor.	

# Punch Card



REKOD KEDATANGAN LATIHAN INDUSTRI


Nama Pelatih : Ahmad Syaheed Bin Mohamad Arshad No. Matrik : 2016351583  
 No. I/C : \_\_\_\_\_ No. Telefon : \_\_\_\_\_  
 Nama / Alamat Organisasi : Menara Maybank, 100 Jalan Tun Perak, 50050 Kuala Lumpur  
 Nama Penyelia : Suhas Krishnarao Belekar  
 Bulan /Tahun : Feb 2019 – June 2019

Tarikh	Waktu Masuk (pagi)	Waktu Keluar (petang)	Tandatangan Penyelia
04/02/2019	8:15	5:45	
/ 05/02/2019	<del>8:30</del> -	-	
/ 06/02/2019	<del>8:30</del> -	-	
07/02/2019	8:30	5:45	
08/02/2019	8:30	5:45	
/ 09/02/2019	-	-	
/ 10/02/2019	-	-	
11/02/2019	8:30	5:45	
12/02/2019	8:30	5:45	
13/02/2019	8:30	5:45	
14/02/2019	8:30	5:45	
15/02/2019	8:30	5:45	
/ 16/02/2019	-	-	
/ 17/02/2019	-	-	
* 18/02/2019	8:30	5:45	
19/02/2019	8:30	5:45	
20/02/2019	8:30	5:45	
21/02/2019	8:30	5:45	
22/02/2019	8:30	5:45	
/ 23/02/2019	-	-	
/ 24/02/2019	-	-	
25/02/2019	8:30	5:45	
26/02/2019	8:30	5:45	
27/02/2019	8:30	5:45	
28/02/2019	8:30	5:45	
01/03/2019	8:30	5:45	
/ 02/03/2019	-	-	
/ 03/03/2019	-	-	
04/03/2019	8:30	5:45	
05/03/2019	8:30	5:45	
06/03/2019	8:30	5:45	
07/03/2019	8:30	5:45	
08/03/2019	8:30	5:45	
/ 09/03/2019	10:00	5:45	
/ 10/03/2019	-	-	
11/03/2019	8:30	5:45	
12/03/2019	8:30	5:45	

08/05/2019	8:40	9:00	
09/05/2019	8:40	9:00	
10/05/2019	8:40	9:00	
/ 11/05/2019	10:00	6:00	
/ 12/05/2019	-	-	
13/05/2019	8:40	9:00	
* 14/05/2019	12:00	9:00	
15/05/2019	8:40	6:00	
16/05/2019	8:40	9:00	
17/05/2019	8:45	9:00	
- 18/05/2019	10:00	6:00	
/ 19/05/2019	-	-	
20/05/2019	8:40	9:00	
21/05/2019	8:40	9:00	
22/05/2019	8:40	9:00	
23/05/2019	8:40	9:00	
24/05/2019	8:45	9:00	
/ 25/05/2019	10:00	9:00	
/ 26/05/2019	10:00	5:00	
27/05/2019	8:45	9:00	
28/05/2019	8:40	9:00	
29/05/2019	8:40	9:00	
30/05/2019	8:40	9:00	
31/05/2019	8:40	9:00	
/ 01/06/2019	10:00	9:00	
/ 02/06/2019	10:00	9:00	
** 03/06/2019	On leave	On leave	
** 04/06/2019	On leave	On leave	
/ 05/06/2019	-	-	
/ 06/06/2019	-	-	
** 07/06/2019	On leave	On leave	
/ 08/06/2019	-	-	
/ 09/06/2019	-	-	
10/06/2019	8:40	9:00	
11/06/2019	8:40	9:00	
12/06/2019	8:40	9:00	
13/06/2019	8:40	9:00	
14/06/2019	8:40	9:00	
/ 15/06/2019	10:00	9:00	
/ 16/06/2019	10:00	9:00	
17/06/2019	8:45	9:00	
18/06/2019	8:40	9:00	
19/06/2019	8:40	9:00	
20/06/2019	8:40	9:00	
21/06/2019	8:40	9:00	
/ 22/06/2019	-	-	
/ 23/06/2019	12:00	9:00	
24/06/2019	8:45	9:00	
** 25/06/2019	MC	MC	
26/06/2019	8:30	9:00	
27/06/2019	8:30	9:00	
28/06/2019	8:30	6:00	

# **Presentation Slide**



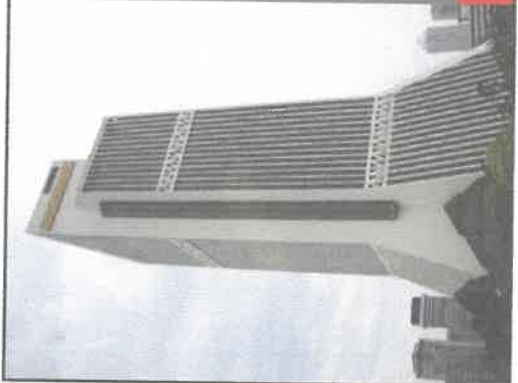


**Maybank**

AHMAD SYAHEED BIN MOHAMAD

**MALAYAN BANKING BERHAD**

01 FEBRUARY 2019 - 30 JUNE 2019



**ORGANIZATIONAL BACKGROUND**

**Malayan Banking Berhad**

Chief Executive Officer:  
Datuk Abdul Farid

Address:  
Menara Maybank, 10 Jalan Tun Perak,  
50050 Kuala Lumpur

established 1967



**VISION**

Advancing Asia's Ambition  
With You

**MISSION**

- Provide convenient access to financing
- Having fair terms and pricing
- Advising customers based on their needs
- Being at the heart of

**MAYBANK BELIEVE IN THE CORE T.I.G.E.R VALUE:**



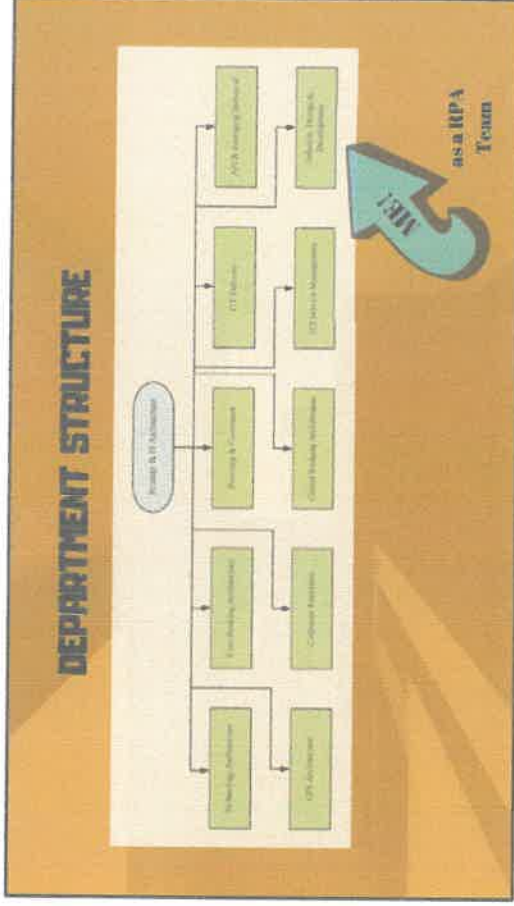
**T** TEAMWORK  
We work together as a team based on mutual respect and synergy.

**I** INTEGRITY  
We are honest, we are fair, we are ethical in all our dealings.

**G** GROWTH  
We are passionate about developing our employees and our business.

**E** EFFICIENCY & EFFECTIVENESS  
We are committed to achieving performance and superior service.

**R** RELATIONSHIP BUILDING  
We continuously build long term and mutually beneficial partnerships.



**INDUSTRIAL TRAINING ACTIVITIES**

<p><b>CONDUCT THE MEETING</b> Lead the meeting with team Business and the User</p>	<p><b>USER ACCEPTANCE TEST</b> Go to User place to demonstrate the RPA that have been developed</p>
<p><b>MANUAL GUIDE</b> Documentate the RPA process and procedure</p>	<p><b>DEVELOP THE RPA</b> Main role</p>

**SPECIAL PROJECT:**

**USER MANUAL GUIDE**

1. User Manual and Procedure  
2. User Manual and Procedure  
3. User Manual and Procedure

**CONCLUSION**



**Maybank**