



UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT:
DEPARTMENT OF TEKNOLOGI MAKLUMAT UNIT
DATA CENTER OPERATIONAL (DCO) LEMBAGA
TABUNG HAJI TUN RAZAK

SPECIAL PROJECT:
(SISTEM BACKUP UNIT PUSAT DATA & PENGURUSAN
OPERASI)

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

01 AUGUST 2017 – 31 DECEMBER 2017

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**FACULTY SUPERVISOR
MADAM IZZATIL HUSNA BT ARSHAD**

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

01 AUGUST 2017 – 31 DECEMBER 2017

INDUSTRIAL TRAINING REPORT 01 AUGUST 2017 – 31 DECEMBER 2017

DECLARATION

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

Signed by



Dayang Nur Effyza Mazna Bt Mohd Hanuzi

2015829938

Date of submission: 9 January 2018

DEDICATION

This project proposal is dedicated with profound admiration and very big appreciation to Allah S.W.T for giving me strength and breathes and also to my beloved family for their moral support. Furthermore, I also would like to express my deepest thanks to my supervisor Madam Izzatil Husna Bt Arshad for her guidance to complete this report and also to my organization supervisor Hajah Yuslani Bt Yusof for her guide and training towards me and not to forget to all my fellow classmates who made it a success through their content support supervision, encouragement and moral support.

ABSTRACT

This report has been written by the trainee based on industrial training period from 1st August until 31 December 2017 at Lembaga Tabung Haji. During the training, trainee was given the responsibility to develop a system, known as 'Sistem Backup Pusat Data & Pengurusan Operasi TH' This system specifically made for a subunit of IT Department, which known as Pusat Data & Pengurusan Operasi or frequently called as DCO (Data Center & Operational Unit). Furthermore, the trainee also has given the opportunity to assist in preparing a policy for DCO, and other administrative tasks. This exposure is very great for the trainee to learn new things especially in corporate sector working environment and this experience can be practice in future. It is a great experience to undergoing internship at Lembaga Tabung Haji Jalan Tun Razak.

Keywords: *industrial training, system development, backup system, data center, data center policy*

ACKNOWLEDGEMENT

Assalamualaikum w.b.t...

First of all, thankful to Allah s.w.t because giving me this opportunity and strength to finish this assignment on time successfully. Thanks to ALLAH S.W.T. for giving me a good health to let me finish this assignment. After a lot of efforts and hard works, I finally manage to complete this assignment.

Besides that, I would like to express my deepest gratitude and appreciation to my honourable lecturer which is my Faculty Supervisor, Madam Izzatil Husna Bt Arshad for all her guidance toward accomplishing this assignment. Without her help, I would have been lost in vain. Not to forget to thanks for my Industrial Supervisor Hajah Yuslaini Bt Yusof for all her guidance for me to complete this special project.

Furthermore, I also would like to express my deepest thanks to my family on their financial support and my fellow friends who without hesitation helped me a lot to complete this report.

Finally, I hope that this report will fulfill the criteria that are needed.

Thank you very much.

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CHAPTER 1

INTRODUCTION

1.0 Organization Background

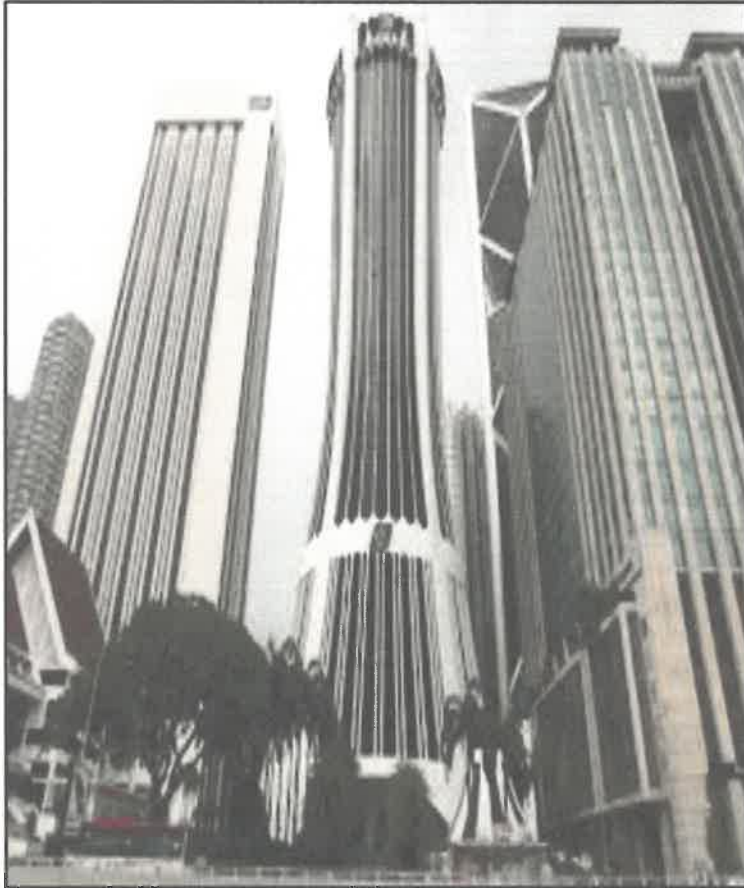


Figure 1.1: Building of Lembaga Tabung Haji Jalan Tun Razak

Lembaga Tabung Haji – TH (Pilgrims Fund Board) was established as a premiere economic-based Islamic financial institution inspired with a realization to help provide investment services and opportunities while managing pilgrimage activities for the Malaysian Mmelim community.

TH was meant to play a bigger social role, thme in addition to managing pilgrimage activities, it operates as an alternative institutional body providing investment opportunities for Islamic depositors to save and investin accordance to Islamic principles. Depositors' money is invested in selected investment establishments spread across a diverse range of investment portfolios based strictly on Syariah principlesto preserve the purity and integrity of profits derived which is free from "riba elements and to avoid trading in prohibited 'haram' products.

The fund board was established in 1962 as a modest proposal to aid the Malayan rural economy and to enable the Mmelims to perform 'Hajj', one of the tenets of their faith. Today TH is one of the greatest cooperative success stories in Malaysia. Its basic principles, structured by the Royal Professor Ungku Aziz who was then an economic lecturer and later became the Vice Chancellor of the University Malaya, remain unchanged, but the institution has developed beyond imagination.

In the early days, Islamic community in Malaysia resorted to rather unsystematic and traditional methods when it comes to saving their money for the purpose of performing the holy pilgrimage. Most believed that money kept under the pillow at home is a guaranteed way to preserve its integrity and free of 'riba' practices. Another critical focme relates to the selling off their land and property for the same purpose. Such unsafe and imprudent ways create a freeze on asset liquidation and hinders the growth of the nation's economic resiliency. Pilgrims returning home suffered economic instability with the loss of their vital assets in life such as homees, and breeding animals which have either been sold or mortgaged in order to enable them to go perform their hajj.

To overcome this problem, a working paper on “A Plan to Improve The Economic Position of Potential Pilgrims” was presented to the Government by the Royal Professor Ungku Aziz in 1959 with the objective of setting up a ‘riba free’ financial institution operating on a profit basis in line with Islamic principles. The proposal was fully endorsed and praised by Sheikh Muhammad al-Shaltout, the Grand Mufti of Egypt who visited Malaysia at that time.

Following this, in August 1962 the Malayan Pilgrim Savings Corporation was given ‘quasi’ status gazetted in November of the same year. The incorporation was launched on 30th September 1963 and six years later merged with the Pilgrims Control Office based in Penang since 1951 giving birth to Lembaga Urmean dan Tabung Haji (Pilgrims Management and Fund Board). In 1995, a study was made to expand the operating framework of TH. As a result, the new Tabung Haji Act 1995 was approved and enacted by the Parliament and Act 8 of Lembaga Urmean Tabung Haji Act 1969 was repealed by Act 535 of the Laws of Malaysia.



Figure 1.2 Logo of Lembaga Tabung Haji

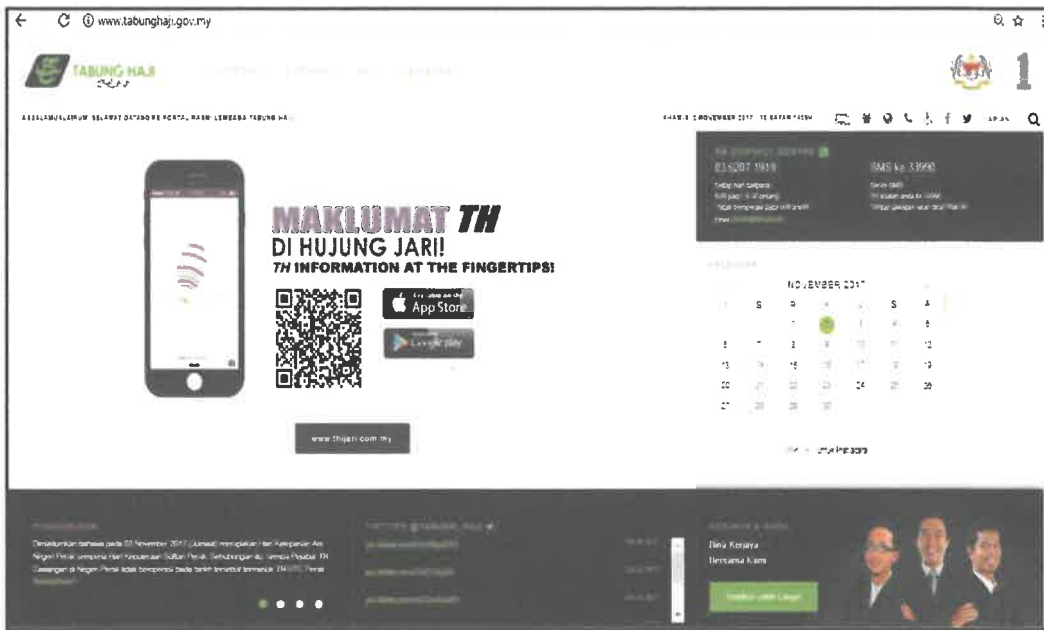


Figure 1.3: Official website of lembaga Tabung Haji



Figure 1.4: Location of Lembaga Tabung Haji Jalan Tun Razak

1.1 Organizational Chart

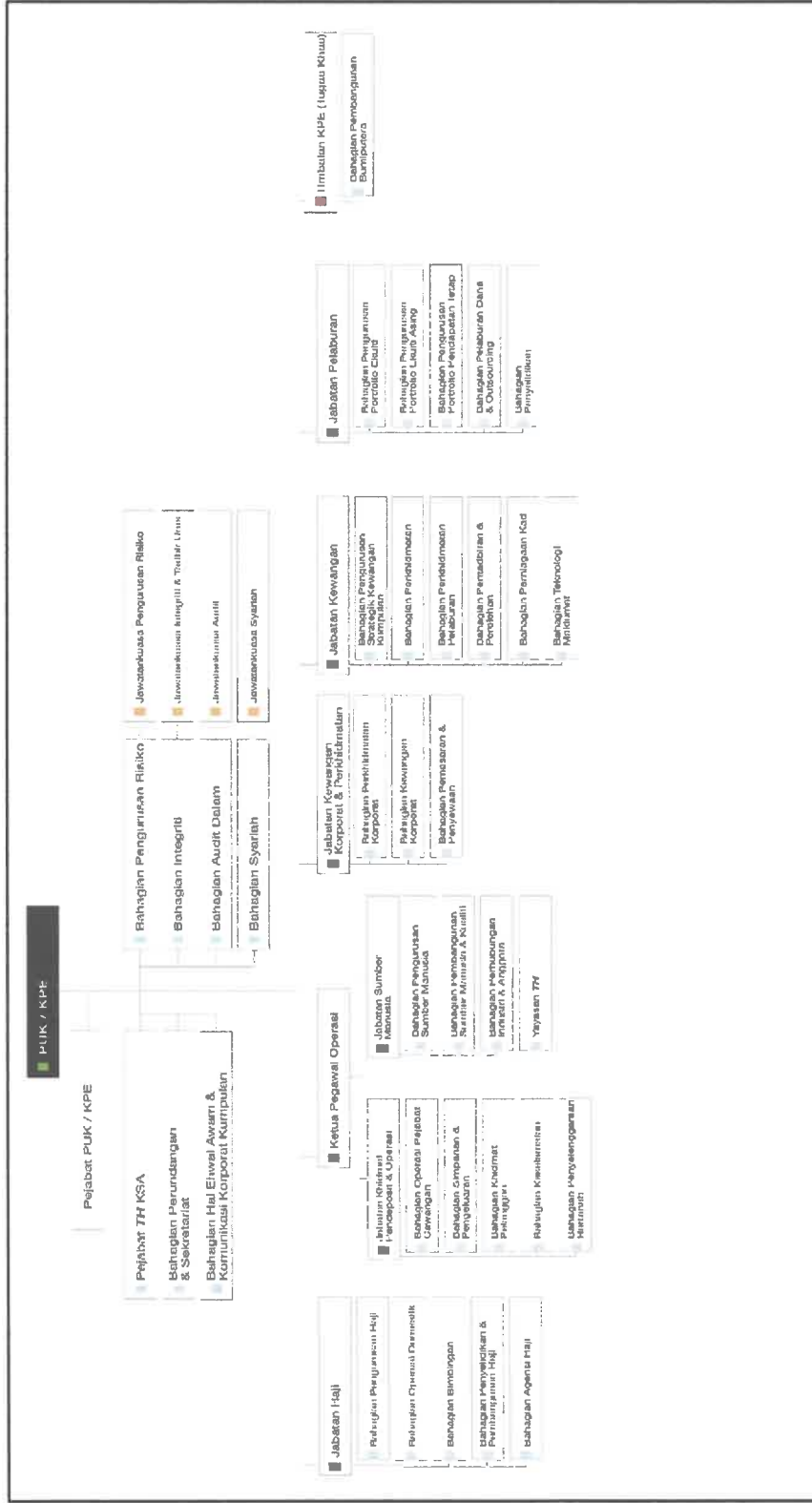


Figure 1.5: Organizational Chart of IT Department

Vision

THE PILLAR OF THE UMMAH'S ECONOMIC SUCCESS; EXCELLENCE IN HAJJ MANAGEMENT

Mission

In achieving *TH*'s vision, I pledge:-

- To strengthen the ummah's economy
- To remain active in seeking strategic investments locally and globally to ensure smetainable growth
- To manage and enrich depositors' funds
- To facilitate and assist pilgrims in achieving mabrur hajj;
- To provide competitive, halal and toyyiban returns

Core Values

- Committed
- Professional
- Teamwork
- Embracing Change
- Loving and Caring

CHAPTER 2:

ORGANIZATION INFORMATION

2.0 Organizational / Departmental Chart

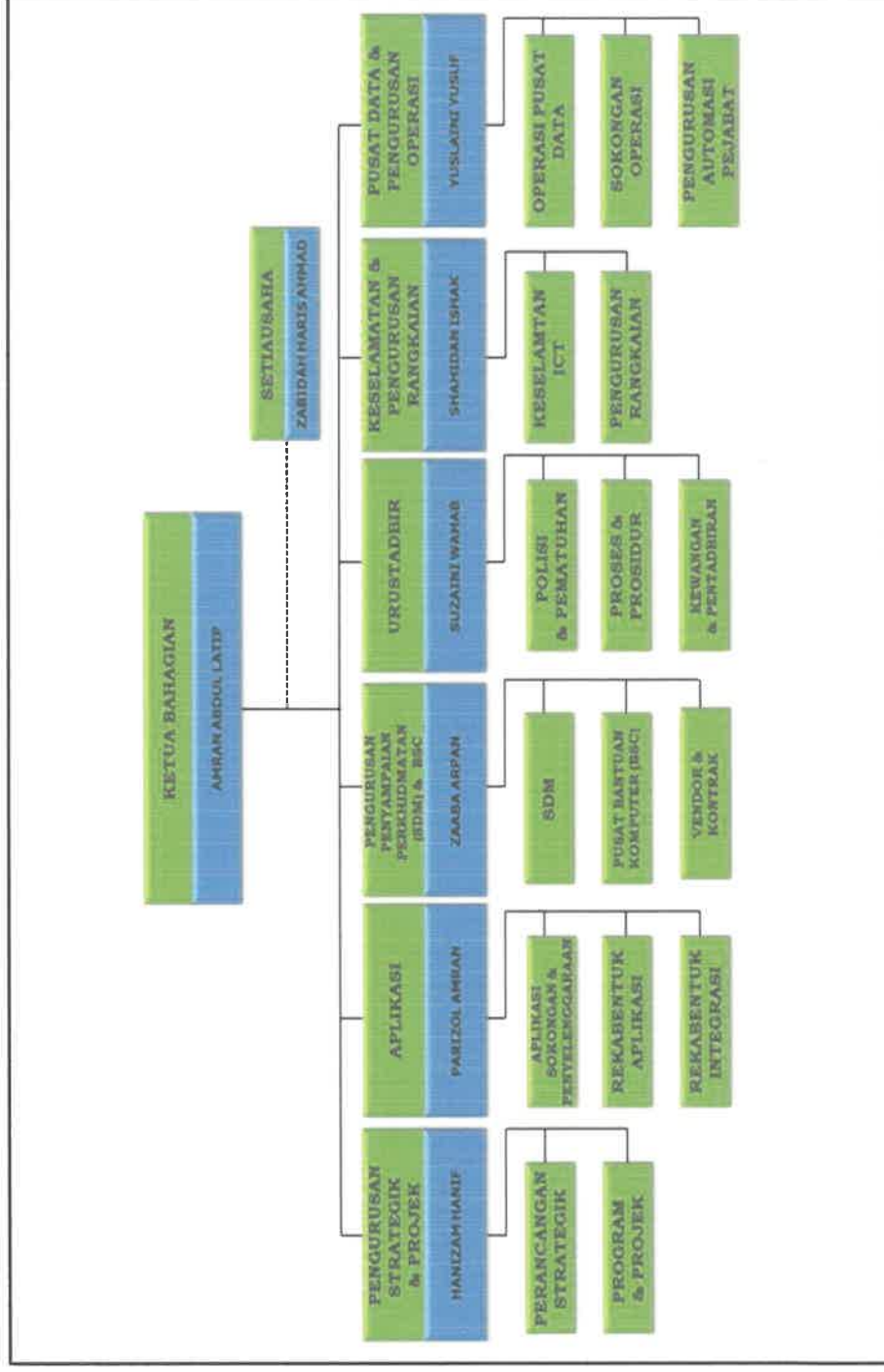


Figure2.1: Organization chart of Information Technology Department (IT)

2.1 List of Units & Functions

Figure 2.1 shows the IT Department organization chart. The department consist of subunits as follow;

UNITS	FUNCTIONS
<i>Unit Pengurusan Strategik & Projek</i>	<ul style="list-style-type: none"> - They responsible in the scoring of projects using predefines criteria, in the strategic selection of potential projects and their planning according to the business goals of TH organization. This department is divided into two units which are: <ul style="list-style-type: none"> i) <i>Program dan Projek</i> ii) <i>Perancangan Strategik</i>
<i>Aplikasi</i>	<ul style="list-style-type: none"> - Application department was responsible in building the system or application that requested by TH user in all the department of TH. They are also responsible for controlling the system in good condition. There are three (3) division under this department which are:

	<ul style="list-style-type: none"> i) <i>Sokongan dan Penyelenggaraan</i> ii) <i>Rekabentuk Aplikasi</i> iii) <i>Rekabentuk Intergrasi</i>
<i>Pengurusan Penyampaian Perkhidmatan (SDM & BSC)</i>	<ul style="list-style-type: none"> - Responsible to provide a set of computer to all the department in TH if requested. There are three (3) units which are: <ul style="list-style-type: none"> i) <i>Pusat Bantuan Komputer</i> ii) <i>Vendor dan Kontrak</i> iii) <i>Penyampaian Perkhidmatan</i>
<i>Urustadbir</i>	<ul style="list-style-type: none"> - The main job responsibility of an administrator is to ensure the efficient performance of all departments in IT department. They act as a connecting link between the Human Resources department and the employees at the IT department. They also provide motivation to the work force and make them realize the goals of the organization.

<p><i>Keselamatan & Pengurusan Rangkaian</i></p>	<ul style="list-style-type: none"> - This department must ensuring that all internet networks throughout the branch function and if there are any network related issues such as non-accessible email, they should report to this unit for further action. There are two (2) units under this department: <ul style="list-style-type: none"> i) <i>Keselamatan pengurusan Rangkaian</i>
<p><i>Pusat Data & Pengurusan Operasi</i></p>	<ul style="list-style-type: none"> - Responsible for overseeing a team in charge of large amounts of computer information via servers and networking appliances. - Supervise teams of employees in facilities that contain large amounts of computer hardware, including servers and networking.

Table 2.1: Units & Functions of Department IT Lembaga Tabung Haji Jalan Tun Razak

CHAPTER 3:

INDUSTRIAL TRAINING ACTIVITIES

3.1 Training Activities

Dayang Nur Effyza Mazna Binti Mohd Hanuzi as an industrial training's student (will be refer as "the trainee") at Lembaga Tabung Haji Jalan Tun Razak has been assigned to do industrial training at Department of Information Technology under Data Center Operational (DCO) unit starting 1st August until 31st December and as a bachelor students from Faculty of Information management are compulsory to go for industrial training at organizations. The training is a part of academic subject, IMC 690 that requires final year students to undergo training at selected organization. The industrial training provides pre-professional work experience for the students. Therefore, students are able to learn more on management, gained knowledge and added skills that are possibly different at the class. Training activities is a daily task and activity for practical student during their five months at industrial training (Unit Pusat Data Center). This including many scope of work such as administrative work, managing file room, managing event, managing network and many more. During practical training, there are many program and activities provided by department of Information Technology for practical student to involve and join the program. For five (5) months of trainee, so many experiences for practical student can get and learn something new also can gain much knowledge. The training activities performed by the trainee are as follow;

3.1.1 Office / Administrative Task

i. Routine tasks

For internship student has been assigned with normal task given by the staff and office worker. Practical student are required for helping such as photocopying documents, answering phone calls and helping staff to do documentation.

ii. Documentation of Tender



Figure 3.1: Managing documentation of tender

Hajah Yuslaini asks the trainee to do some documentation of tender for eight (8) copies. From this, the trainee can increase knowledge on how to handle documentation of tender with care.

3.1.2 Prepare Draft for Data Center Policy

After a few days at industrial training, Hajah Yuslani asks the trainee to do and prepare draft for DCO policy. The first thing trainee do is asks supervisor about DCO at *Bahagian Teknologi Maklumat*. From this, the trainee can get a great opportunity to do policy for DCO at Lembaga Tabung Haji.

3.1.3 Handling Office Event

i. “Majlis bacaan Yassin” every friday



Figure 3.2: Attend for “Majlis Bacaan Yassin”

“Majlis Bacaan Yassin” will be held every Friday start 8.30am until 9.30am at level 12 of IT Department. This program held also to make strengthen relationship between staff IT Department. From this program, the trainee has been given task to arrange and setup the place before the program start. The trainee

also has to print out list attendance for IT Department staff to sign their attendance.

ii. Handling for fire drill training



Figure 3.3: The trainee involve to check staff name for DCO unit

This program is making for all the staff in Lembaga Tabung Haji Jalan Tun Razak to train them on how to escape when fire happened. This program is held without other workers know because this is the way on how to train them to be responsible and caring on their respective duties also for their safety. From this program, the trainee can increase the confidence level on how to communicate with people that higher level from them.

3.1.4 System Development Task

'Sistem Backup Pusat Data & Pengurusan Operasi' was created to upgrade the existing management before this which is they only using manual ways to find code tape. The description of the project is described in section 3.2 (Special Project).

3.2 Special Project

The trainee required to develop a special project during five (5) months of internship. Based on the practical training objectives and requirement to the organization, the trainee has to develop the special project based on Planning, Analyse, Design, Implementation and Maintenance (PADIM) concept. By using this method, the trainee can manageable to be more effective and productivity follow the workflow.

For the special project, the trainee is required to develop a system for their client that called System Backup Data & Pengurusan Operasi TH. The system made to change the current process of tape backup number. Developing this system, the trainee needs to ensure that the system will help the organization to reduce their manpower.

Furthermore, having this system will make the organizational more efficient and effective to the user to search and find tape's code (number of tape). It will increase the productivity of organization working environment. This system is to develop for make their users which are using by their staff to key in, add, edit and delete the information in this system.

This system consider as Private and Confidential (P&C) under DCO unit. The trainee must be responsible to follow the instruction given. This process of developing must be conducted by organization supervisor to advise the whole system include design, color and information for the future and benefit to the organization.

By this, the trainee can be more effective, responsible and productivity that follow the workflow. This project aims to automated system from manual.

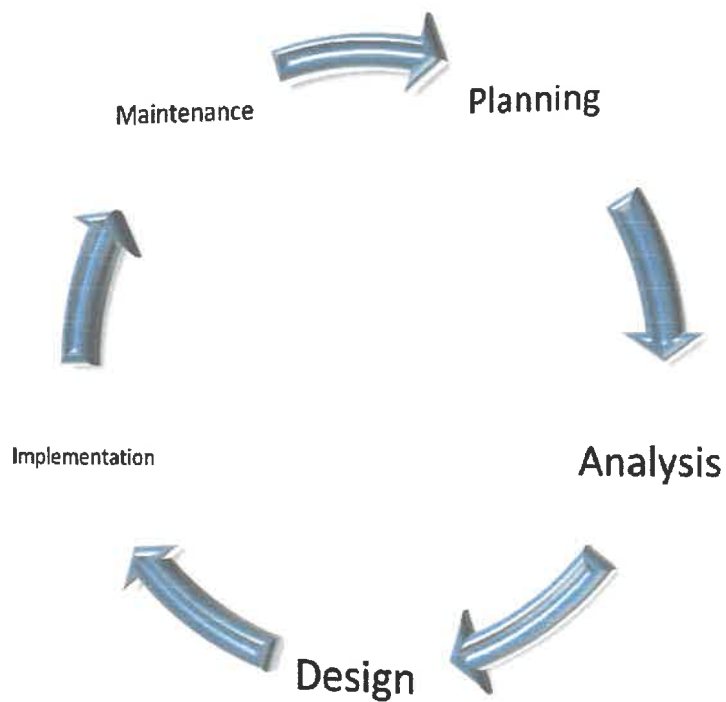


Figure 3.4: PADIM Concept

3.2.1 System Planning

The planning phase is the most crucial step in creating a successful system, during this phase decide exactly and the problems that trying to solve, by defining the problems, the objectives and the resources such as personnel and costs. Studying the ability of proposing alternative solutions after meeting with clients, consultant and employees.

3.2.1.1 Objective

- i. To change their current manual tape backup into automated system
- ii. To improve their searching for tape's code (number of tape)
- iii. To make the process easy and manageable

3.2.1.2 Problem Statement

This organization has some problem with their process of labeling number for their tape backup. They having problem with the manual labeling number for data center tape. These are:

- i. No automated system for searching code number
- ii. Possibility for mistake of labeling code number

3.2.1.3 Project Duration

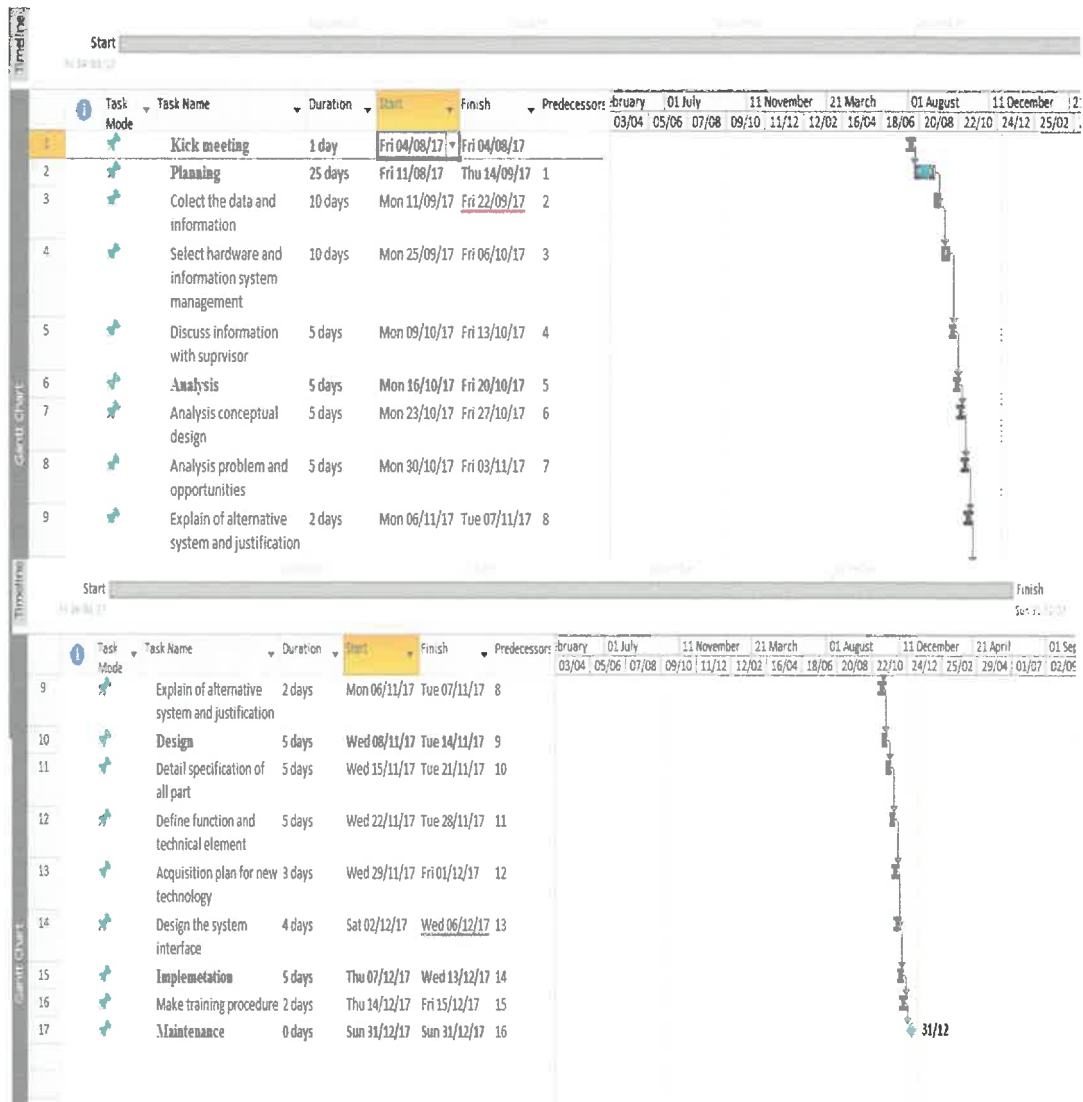


Figure 3.5: Gantt chart of project duration

3.2.2 System Analysis

Based on the analysis, the Data Center Operational (DCO) unit has using the manual ways to search and find code number for DCO tape. The possibilities for mistake of numbering code tape are very wide. It is important for them to using this system as their automated backup.

Using this system, DCO unit can overcome the problem of numbering code tape and their “System Backup Pusat Data”. Besides that, the trainee needs to analyze what equipment (hardware and software) should be use during system development process.

3.2.2.1 The Hardware & Software Requirement

i. Xampp

XAMPP is a free and open source cross-platform web server solution stack package developed by Apache Friends consisting mainly of the Apache HTTP Server, MariaDB database, and interpreters for scripts written in the PHP and Perl programming languages. XAMPP stands for Cross-Platform (X), Apache (A), MariaDB (M), PHP (P) and Perl (P). It is a simple, lightweight Apache distribution that makes it extremely easy for developers to create a local web server for testing and deployment purposes. Everything needed to set up a web server application (Apache), database (MariaDB), and scripting language (PHP) is included in an extractable file. XAMPP is also cross-platform, which means it

works equally well on Linux, Mac and Windows. Since most actual web server deployments use the same components as XAMPP, it makes transitioning from a local test server to a live server extremely easy as well.

ii. MySQL

MySQL is an open source relational database management system (RDBMS) based on Structured Query Language (SQL). MySQL runs on virtually all platforms, including Linux, UNIX, and Windows. Although it can be used in a wide range of applications, MySQL is most often associated with web-based applications and online publishing and is an important component of an open source.

iii. Notepad++

Notepad++ is a free (as in "free speech" and also as in "free beer") source code editor and Notepad replacement that supports several languages. Running in the MS Windows environment, its use is governed by GPL License.

iv. Adobe Dreamweaver

Adobe Dreamweaver is a software program for designing web pages, essentially a more fully featured HTML web and programming editor. The program provides a what you see is what you get (WYSIWYG) interface for users to create and edit web pages in a more user-friendly environment.

v. Laptop

Use laptop to complete the process of developing system. Used ACER laptop with 2 GB of RAM , Intel ® Pentium ® CPU N3540 and OS used is 64-bit Operating system window 8.

3.2.3 System Design

The design phase comes after a good understanding from head of DCO this phase defines the elements of a system, the components, security level, modules, architecture and the different interfaces and type of data that goes through the system.

A general system design can be done with a pen and a piece of paper to determine how the system will look like and how it will function and the detailed also expanded system design is produced and it will meet all functional and technical requirements, logically and physically.

3.2.3.1 System Flowchart

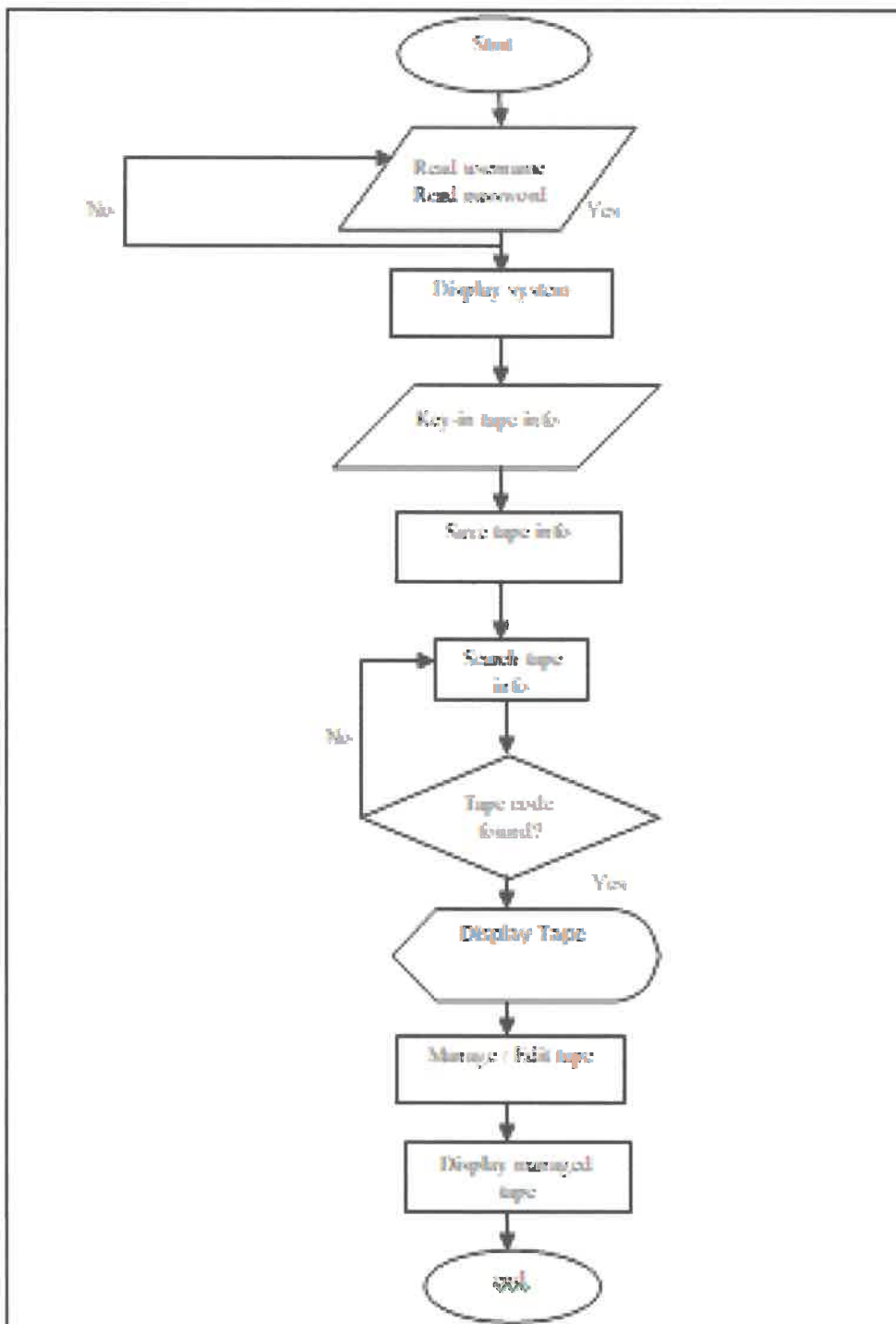


Figure 3.6: System flowchart

3.2.3.2 Context Diagram (CD)

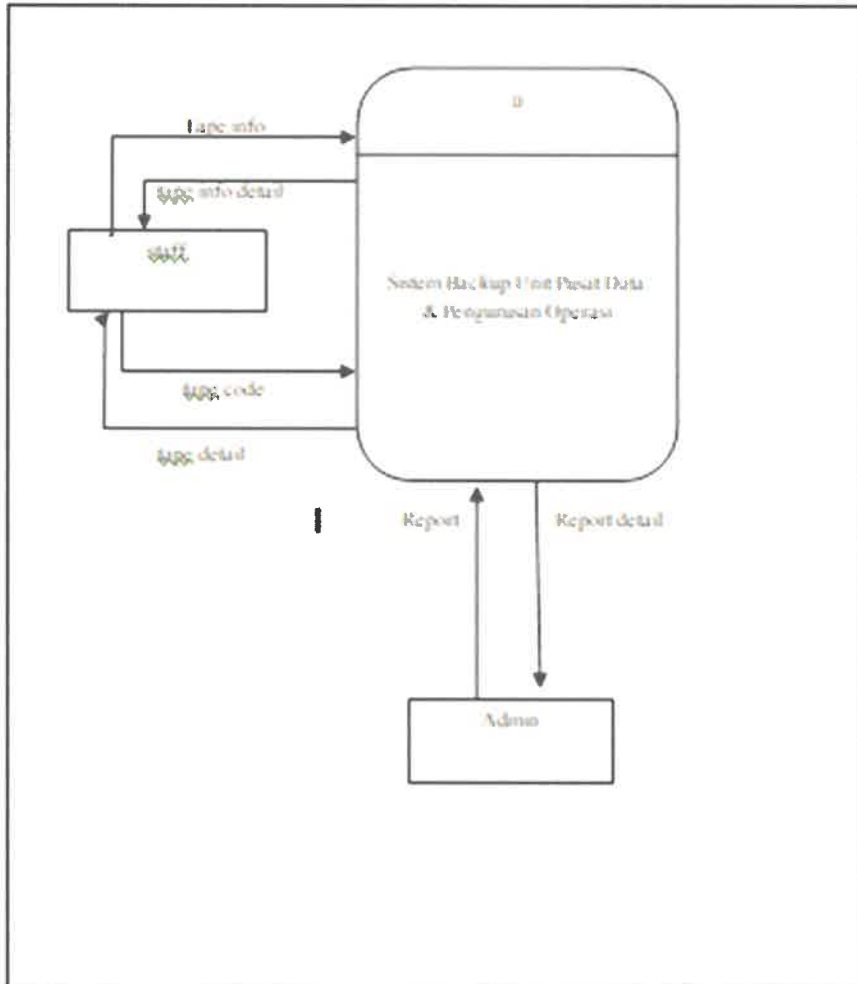


Figure 3.7: Context diagram

3.2.3.3 Data Flow Diagram (DFD)

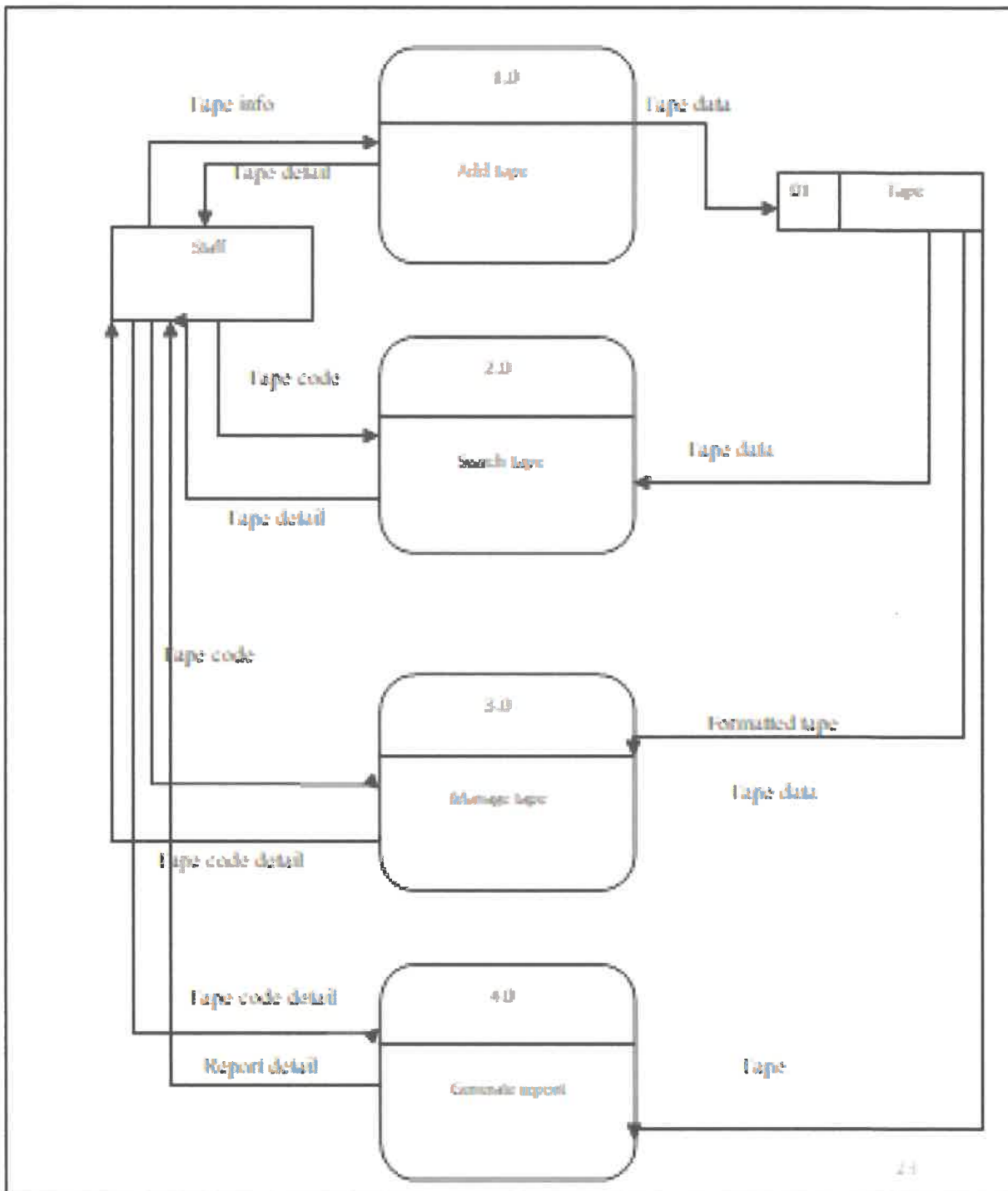


Figure 3.8: Data flow diagram (DFD)

3.2.3.4 Data Dictionary

Every interface design and database design is frequently monitored by the supervisor. Any improvement suggested by the supervisor are put into action and continuously be modified according to progress.

i. Admin

Field	Type	Null	Default
User_id	int(10)	No	None
username	Varchar(10)	No	None
User_password	varchar(10)	No	None

Table 3.1 Data Dictionary of Admin

ii. Search

Field	Type	Null	Default
Name	int(2)	No	None
Id	Varchar(5)	No	None
Bil	varchar(10)	No	None

Table 3.2 Data dictionary of Search

iii. Manage tape

Field	Type	Null	Default
Test1	varchar(10)	No	None
Test2	varchar(10)	No	None
Test3	varchar(10)	No	None
Test4	varchar(10)	No	None
Test5	varchar(10)	No	None

Table 3.3 Data Dictionary of Manage Tape

iv. Name of tape

Field	Type	Null	Default
Bill1	Int(10)	No	None
Update	Date	No	None
Code3	varchar(10)	No	None
Code4	varchar(10)	No	None
Data1	varchar(10)	No	None
Data2	varchar(10)	No	None
Data3	varchar(10)	No	None
Data4	varchar(10)	No	None
Testing1	varchar(10)	No	None
Testing2	varchar(10)	No	None
Testing3	varchar(10)	No	None
Testing4	varchar(10)	No	None

Tape1	varchar(10)	No	None
Tape2	varchar(10)	No	None
Tape3	varchar(10)	No	None
Tape4	varchar(10)	No	None

Table 3.4: Data dictionary Name of Tape

3.2.4 System Implementation

This phase comes after a complete understanding of system requirements and specifications. It's the actual construction process after having a complete and illustrated design for the requested system.

In the Software Development Life Cycle (SDLC), the actual code is written here and if the system contains hardware then the implementation phase will contain configuration and fine tuning for the hardware to meet certain requirements and functions.

The implement for this system is when there is only one user can manage and receive reports from this system. One user can manage for overall this system and monitoring the status of the system.

3.2.4.1 Interface Design



Figure 3.9: Interface 'Sistem Backup Unit Pusat Data & Pengurusan Operasi'

System will be parked into the server (unknown date), but already approved by Head of DCO Unit. The system ready to become running, live and productive. Training may be required for end user to make sure they know how to use the system and to get familiar with it.

CHAPTER 4: CONCLUSION

4.0 Conclusion

As a conclusion, the most recent five (5) months that I had learned at Lembaga Tabung Haji of IT department is that the trainee can be perceived how it is been executed in a genuine circumstance. At the same time, the trainee can figure out how to manage work during internship program with special project required by trainer Unit Data Center Operational (DCO) under department Information Technology (IT) Lembaga Tabung Haji has chosen the right management system to be implemented for their DCO benefits. Using System Backup Unit Pusat Data & Pengurusan Operasi, there are lots of advantages especially with the existing of capabilities easy to find and add the new information of their system backup. The system most probably can be implemented on time without any delayed since the existing platform and resources are available and can be utilize in order to complete the System Backup Unit Pusat Data & Pengurusan Operasi. Other than that, the internship program one of the subjects which required the trainee to the genuine working environment profession and its gives a chance to the trainee to get an experience when they apply all their insight's the point at which it should be utilized for the work reason.

4.1 Application of Knowledge, Skills & Experience

During industrial training, the trainee has been given an opportunity to see firsthand what it takes to run a work while implementing with a professional team. The trainee was able to work with their team to ensure that every aspect of management is run well. By that, the trainee can gained knowledge and experience during internship.

KNOWLEDGE/ SKILLS	TASKS
Data Center Operational & Services (IMS 605)	- Prepare draft for DCO policy
Database Application for Information Management (IMS506)	- Create database for ‘ Sistem Backup Unit Pusat Data & Pengurusan Operasi’
System Analysis in Information Management 1 (IMS 606)	- Sistem Backup Unit Pusat Data & Pengurusan Operasi’

System Analysis in Information Management 2 (IMS 655)	- ' Sistem Backup Unit Pusat Data & Pengurusan Operasi'
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Table 4.1: Table Knowledge /skills & tasks

4.2 Personal Thoughts & Opinion

Industrial training gives trainee a new knowledge and new thoughts and opinion towards working in an organization. This is also to exposure the trainee how to face the industry once they foot out from the campus. During industrial training, the trainee able to communicate well with good skill. Furthermore, the trainee can apply their skills on what they have learned before this when around campus and when attend class.

In addition, the trainee can be more confidence and matured to be a successful person in future from what they have learned from industrial training. This programmed of internship gives the trainee many advantage in order to help them improve their soft skill, communication skill and how to face with the real working environment in future.

4.3 Lesson Learnt

During five (5) months of internship training at Lembaga Tabung Haji Jalan Tun Razak has given many experiences to the trainee in so many ways of learning session and lesson. The trainee can be sure to understand with audience or staff to be comprehensive set of needs. The trainee also can learn how to adapt with industrial environment and be professional with that. From that, the important thing is not just only for skills development but it also encourages with audience to talk to each other in the session, collaborate, solving problems together and build relationships.

Meanwhile, the trainee also can fear with the challenge and do well in their work. Be confidence is one key to be a successful person. Furthermore, punctuality in all aspects and time management will be the first thing when involve in industrial.

In addition, there are chances for the trainee to adopt or build new skills that think will be useful in industry. It was great an opportunity for the trainee when do their practical training. The trainee also gets to know the workflow in the office while working process. The trainee can know all the function work process that related to their field and know the scope of job.

Moreover, the trainee also got many new experience and skill by doing a task given that they never apply in University and during classes. The trainee also must be aware with punctuality and follow the rules provided by the organization.

4.4 Limitation & Recommendations

IT Department in Lembaga Tabung Haji Jalan Tun Razak should have one system for internship student such as for allowance automated system. This is because there is no such automated request allowance per month for internship student. The system must be clear and understandable. Moreover, the system must be user friendly and easy to navigate.

For the limitation, the trainee did not receive clear instruction from head of DCO unit about the special project. The trainee takes a long time to face and need to understand on what head of DCO instruction. This is because the trainee has limited time to have discussion and consult about the task given and special project. The trainee has to face with the head of department is too busy. So the progress of this system takes a long time from one stage to another stage.

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Appendices


APPENDIX 4



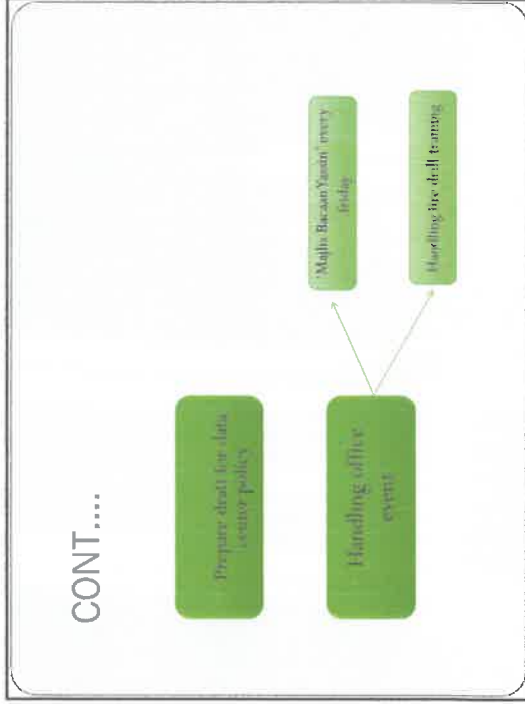
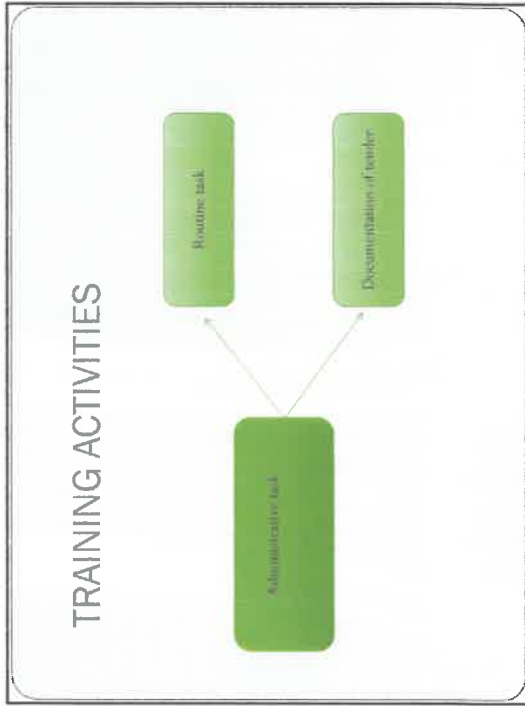

TABUNG HAJI
 مؤسسة الحج والعمرة

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Organization Supervisor: Hajah Azzahra Bt Yusoff



Documentation for Tender



Fire drill training program



Majlis 'Bacaan surah yassin'



SPECIAL PROJECT



PROBLEM STATEMENT

- No automated system for searching code number of backup tapes in data center
- Possibility for mistake of labeling code number

OBJECTIVE

- To change their current manual tape backup into automated system
- To improve their searching for tape code (number of tape)
- To make the process easy and manageable

STAGES OF PROJECT (SDLC)

CONCLUSION

Application of knowledge/ skill experience

KNOWLEDGE/SKILL	TASK
Data Center Operational & Services (IMS 603)	<ul style="list-style-type: none"> Prepare draft for DCO policy
Database Application for Information Management (IMS504)	<ul style="list-style-type: none"> Create database for ' Sistem Backup Unit Pusat Data & Pengurusan Operasi'
System Analysis in Information Management 1 (IMS 606)	<ul style="list-style-type: none"> ' Sistem Backup Unit Pusat Data & Pengurusan Operasi'
System Analysis in Information Management 2 (IMS 655)	<ul style="list-style-type: none"> ' Sistem Backup Unit Pusat Data & Pengurusan Operasi'