UNIVERSITI TEKNOLOGI MARA

FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT:

LOWYET CENTRE MUAR,JOHOR

NO 167 JALAN ABDULLAH MUAR,JOHOR

SPECIAL PROJECT : LOWYET CENTRE ECOMMERCE WEBSITE

BY

MUHAMMAD RIDHWAN BIN ROSLAN

2014135747

IM245 - BACHELOR OF SCIENCE (HONS.) INFORMATION SYSTEM

MANAGEMENT

FACULTY OF INFORMATION MANAGEMENT

UNIVERSITI TEKNOLOGI MARA KELANTAN

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EN MOHD ZAFFIAN BIN ZAWAWI

REPORT SUBMITTED IN FULFILLMENT OF THE REQUIREMENT

FOR THE INDUSTRIAL TRAINING

FACULTY OF INFORMATION MANAGEMENT

UNIVERSITI TEKNOLOGI MARA KELANTAN

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Signed by

_____

Muhamad Ridhwan Bin Roslan

2014135747

Date of submission: 9th January 2017

ABSTRACT

The industrial training duration based on the period from 1st August 2017 to 31th December 2017 in Electronic Department Lowyet Centre Muar, Johor. The training consumes 5 months and not more than 6 days of absent. During the industrial training lots of activities being done and lots of new thing being learnt. Most of the main thing learn during industrial training was the software and Hardware because everyday deal with a new problem.For software that need to be learn about how to recover data , backup data , windows recovery , installing software , activate windows also Microsoft office office and setting bios.For hardware that need to be learn about how to service laptop , desktop and troubleshoot a no display or no power board.For developing website PHP programming, wordpress , cpanel that need to be learn for the development of the Lowyet Centre Ecommerce Website. Besides that, need also to learn more about the Hypertext Markup Language (HTML) and Cascading Style Sheet (CSS) that need to be used to redesign template website. The Lowyet Centre Electronic Department really focus on the system development for the organization and also used outside sources for the system development. The staff that work in Lowyet Centre Electronic Department are friendly and well experienced staff. .

Keywords:Electronic, staff, website, industrial training

ACKNOWLEDGEMENT

Assalamualaikum w.b.t

Alhamdulillah, thanks to Allah s.w.t for giving me strength and courage to finish my industrial training at Lowyet Centre Muar Johor. Lots of experience and knowledge gain by me through the industrial training. From the industrial training, I would able to learn new thing and able to feel the working environment in government sector. I would able to learn how to communicate with people that are much older than me in asking certain things.

Besides that, I would like to thank to my supervisor at the industrial training place which is Arrahman Bin Abuzah that always hear my compliment about the difficulty face by me during doing the special task given and also for helping me in explaining the real scope needed in the special project. Furthermore, NorHamizah also is quite busy staff, lots of word and deal with customer but still can supervise the practical student.

Not to forget also the team member in the development of the Lowyet Centre Website. The helping hands each team member helps us in develop the ecommerce website and also the teaching from Encik Anwaruddin also quite a lot. The knowledge and information given by them was difficult to be get in real life and also in university.

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CHAPTER 1: INTRODUCTION

Figure 1:

Low Yet Centre was established on 4 September 2012 as a company in Malaysia. Low Yet Centre refers cheap but quality. This name selected because it parallel objective company namely offer service and product that are cheap but quality. Previously Low Yet Centre has been known as SERIM SDN BHD. Then, convert to KLS Innovation Centre. However, in middle year 2016, the name were changed to Low Yet Centre. Furthermore, Low Yet's name is very synonymous among Malaysian people. Low Yet Centre was established and incorporated as a company in Malaysia and is a company led and fully-owned by Bumiputra. Low Yet Centre's name is acronym to Scientific, Educational, Research, & Management Innovation. This in accordance with company's strength with a group of professional member that dynamic and expert in scientific equipment operation and technical. Apart from that, this company capable of conducting research, development, and innovation.

Low Yet Centre has four main fields namely software, hardware, sales and innovation. Activity activity involved in this main area include supply, negotiation, maintenance, repair works computer and electronic equipment and activity sell laptop computer accessory, computer, and mobile phone. Furthermore, company offers various fields for the company that want to participate cooperate with Low Yet Centre. Among field offered are as follows:

• Scientific equipment supply and computer for all scales

• Repair and maintain electronic equipment.

• Being teaching staff for course - course that is related.

• Business solution that is comprehensive on development and absorption of technology, and use of latest technology.

• Audit services on technology development need, technology risk study, and project management for ensure industry competitiveness achieve the highest level.

• Offering consultancy service on technology commercialization, social studies, market study and act

  as manufacturer and general merchant.

Low Yet Centre wishes to become a supplier company which promises service that is quality to all customers. Hoped with strength of workforce that is full experienced in technical fields, and sales, this company able to to compete at national level or international.

Low Yet Centre's objective are as follows:

- Offered quality products that excellent and best with low priced.

- Meeting and exceed request and customer satisfaction.

- Achieving a company's status level that is stable, competitive and viable.

- Penetrating international market and can compete in global level.

- Producing workforce that is skilled, experienced and capable.
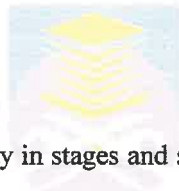
VISION

Increasing company's ability in stages and systematic to become a company that innovative highly in manufacturing aspect, service and general business and consequently achieving target of becoming a conglomerate that is versatile at the international level.

MISSION

Low Yet Centre very focused to become a company that is progressive and innovative that will be optimised source in producing products and services that are quality with high added value for achieve comprehensive customer satisfaction beside generate return that is maximum to our stakeholder.

1.1.4 Motto

"Its Cheaper To Repair than Replace "

1.1.5 Shared values

• Knowledge Culture

• Integrity: Integrity exist at the individual levels and organizations

• Creative and Innovative: Creative and innovative in thinking and idea generation

• Teamwork: Strengthening the sense of belonging and cooperation

• High self-motivation: Increase the high motivation with positives attitude and responsive

• Caring: Caring culture in the organization and the establishment of close bilateral relations.

1.2 Organizational Structure

Each of organizations has its own organizational structure. This is because each department that available inside of the organization has its own function. Not all scope or task being done in one department. Different department has its own different task and function. During industrial training, the department being choose was Electronic Department because it is related with the scope of learning during at university.

CHAPTER 2 ORGANIZATION INFORMATION

2.1 Organization Structure
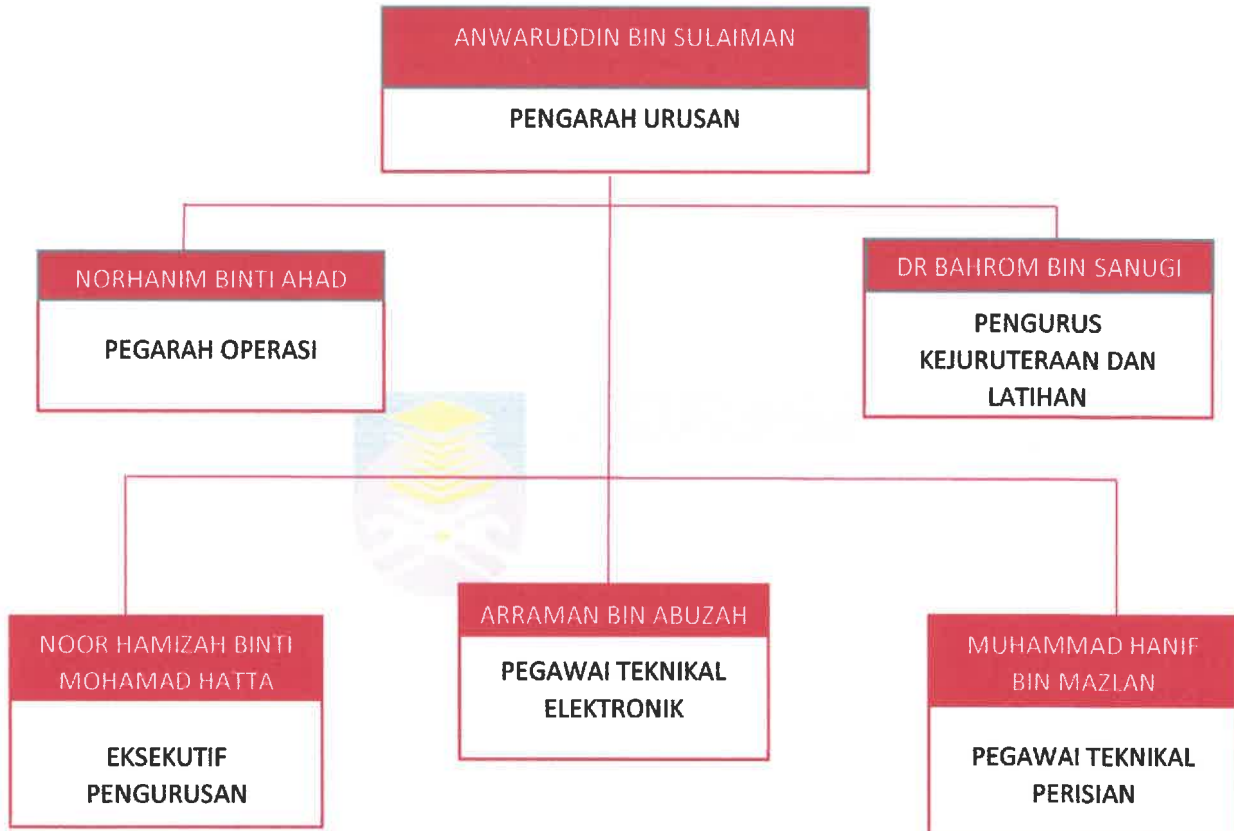
Figure 2 :

Organization Chart Of Lowyet Centre Muar , Johor

2.2 Department Function

Every organization have their own department such as admin, marketing ,electronic and many more.Every department also have their own responsibility and target that their department need to achieve. Each of the department that available at the Lowyet Centre Muar , Johor has its own function, task and scope. This is to ensure that all the work progress being done by the particular department only and the task will be not mixed with the main task. If there is an order from the higher department where the other department need to do other department task due to lack of manpower, they need to obey the order and do the task. This situation happened when the company really had lots of task and the order given is the "Task Force". Below is the function of the Electronic Department

.

Installing Computer Software

A. Installing Autodesk Software

- AutoCAD 2014
- AutoCAD 2012
- AutoCAD Electrical 2011
- AutoCAD LT 2012
- AutoCAD Raster Design 2011
- Autodesk 3ds Max 2012
- Autodesk 3ds Max Design 2012
- Autodesk Inventor Professional 200
- Autodesk Inventor Routed Systems Suite 2009
- Autodesk Mud box 2012
- Autodesk 123D
- Autodesk 3ds Max Entertainment Creation Suite
- Autodesk Alias Products
- Autodesk BIM 360
- Autodesk Building Design Suite

B. Installing Adobe

- Product families - Creative Suite, Acrobat Family, Photoshop Family.
- Enterprise business products - Online Marketing suite, Web Experience Management, Digital Publishing Suite.
- Enterprise developer tools - LiveCycle® Enterprise Suite, CRX 2.2 Content Platform Flash® Platform.

C. Installing Microsoft

- Microsoft Exchange Server Standard 2010.
- Microsoft Office for Mac 2011 Home and Business.
- Microsoft Office for Mac 2011 Home and Student.
- Microsoft Office Professional 2016
- Microsoft Office Professional 2013
- Microsoft Office Professional 2010
- Microsoft Office Professional Plus 2010 OLP
- Microsoft Office Project Professional 2010,
- Microsoft Office Project Standard 2010 Visual Studio 2010 Professional

D. Basic Software

- Mozilla Firefox
- Google Chrome
- WinRar
- Skype
- Picasa
- VLC Media Player
- Smadav
- GOM Player
- Photoscape
- K-Lite Codec
- Nero-7 (Burn CD)
- Adobe Acrobat Reader

- Adobe Flash Player 20 ActiveX
- Adobe Flash Player 20 NPAPI
- Antivirus SMADAV

E. Windows Recovery

- 32-Bit & 64-Bit
- Windows 7, 8, 8.1, 10
    a) Starter
    b) Home Edition
    c) Home Premium
    d) Professional
    e) Ultimate
    f) Server edition

CHAPTER 3 **INDUSTRIAL TRAINING ACTIVITIES**

3.1 Training Activities

Training activities is the activities that being done during the industrial training at the company. Lots of activities being done during the industrial training. Most of the activities consists of Hardware and Software. Besides that, it is also consisting of formating windows , service laptop or desktop , recover lost files, troubleshoot autoshutdown, no display , no power problem and checking computer problems. Bellows are training activities that being done at the Lowyet Centre Muar, Johor.

3.1.1 Windows Recovery

Every laptop need to be recover to make sure virus did not infected to the data in the laptop. Windows also need a compatible system operation that have 32 bit and 64 bit .Usually 32 bit system operation use for a laptop that have 512mb to 3gb ram and 64bit compatible with 4gb ram and above. Basically customer send their laptop and desktop with the system operation that not compatible with their device and technician give advice to the customer to format their device. Confirm with customer to backup their data or not. Before formatting windows check the hardisk by using hiren software to make sure hardisk latptop or desktop can use and don't have a bad sector.
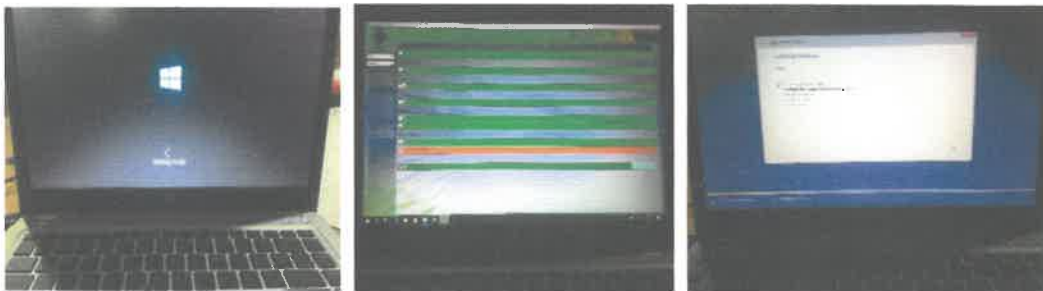
Figure 3:

Formatting Laptop and installing driver

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3.1.2 Troubleshoot Hardisk

Hardisk and Ram is a important hardware in the desktop and laptop. Lowyet centre sell and buy a laptop, so before sell and buy a laptop the most important things is check the condition and hardisk to make sure all hardware can be use in a long term with a good condition. Using hiren software the hardisk will be scan and the software will be estimate the time to check the condition of the hardisk if have a bad sector or error.

Figure 4:

Hiren Show error or bad sector on hardisk was detected

3.1.3 Troubleshoot Autoshutdown , bluescreen No display Laptop or Desktop

Autoshutdown is the most popular problem come to lowyet centre . The problem keep happen because of the laptop or desktop never being service in long time,so it can cause of their motherboard overheated. Basically autoshutdown problem happen because of their chipset or processor overheat and the solution is to reball back the processor or replace a new one. Before proceed to repair the staff will call and confirm with the customer to make sure the customer agree with the cost and know the problem.. Basically after received autoshutdown problem the first things the staff will do is to benchmark the laptop or desktop using winrar in thirty minute to running all programme and if the autoshutdown problem repeat again the staff will take out the motherboard from their casing to check short from motherboard. For bluescreen laptop problem basically the first step we need to do is erase the physical ram to make sure the ram clean and try to switch on again if the problem counter again means that bios need to be replace with a new version.

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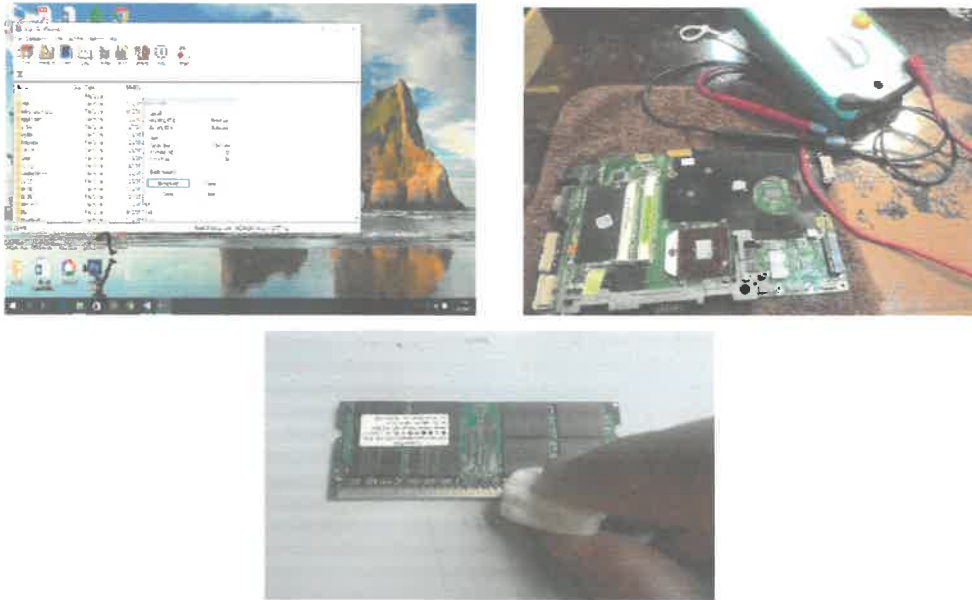
Figure 5 :

Benchmarking laptop and diagnosing error

3.1.4 Setup network And Installing windows outside

Lowyet centre also come out with the outside services which is setup cctv , led board, setup network and installing windows. Basically the company that request to lowyet centre service and inform the date ,checklist what to do to make sure the technician can do work well. The installation basically take a 1 days depends on the problem and what the company wants.
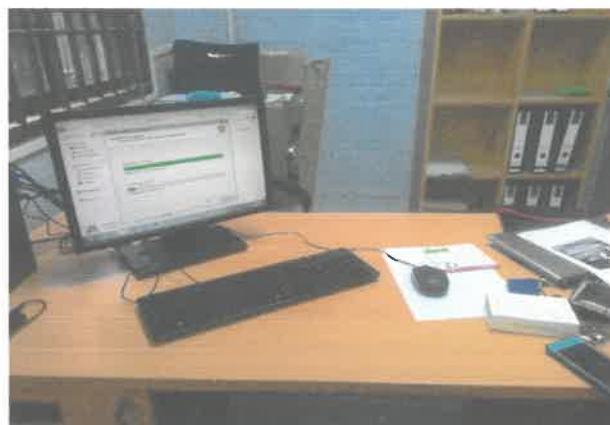
Figure 6:

Installing windows and backup data at customer's company

3.1.5 Setup Bootable

Bootable is the impotant things to make sure all work can be handle smoothly. Bootable basically is a iso that software to setup a windows . Lowyet Centre have their own bootable to make sure all work more effectively during formatting laptop or desktop.

3.1.6 Deal A Problem With Customers

Everyday lowyet centre face a new problem and new customer . Lowyet centre already have their price list the cost of repair with the problem. Before the technician proceed to repair basically they must inform the customer to confirm the problem and to make sure the customer satisfied with the cost to repair. Lowyet Centre also have a customer they want their problem immediately complete so the technician will deal with the customer the period time to repair their problem. Not all customer have the knowledge to use the technology, so to make sure regular customer satisfied with the service the staff also communicate with the customer using facebook and whatsapp to teach the customer how to use the software. Furthermore feedback from customer is the most impotant things because lowyet centre emphasize the customer need and satisfaction.

Figure 7:

Deal a problem with customer in counter

3.1.7 Service Laptop And Desktop

Service laptop is a basic solution on how to improve and to make sure the board do not overheated . Lowyet also take the job from private and government sector to service the desktop and laptop . Basic step to service the desktop is the staff will take out the power supply cable first to evade from short fuse in motherboard. After that they will clean the dust and put a new thermal paste to make sure the motherboard temperature and chipset temperature balance to avoid chipset from overheated.

Figure 8:

Clean old thermal put a new one and clean dust from casing and fan also tools to service laptop

3.1.8 Approach Customer To Buy A Laptop And Register Class

Lowyet Centre not only focusing on their main service that's is repairing,they also focus on sale by selling refurbished laptop and secondhand laptop. The refurbished laptop and secondhand laptop they sell still in a good condition. To make sure sale increase everymonth the staff put a advertising on facebook and give a special price.Furthermore they have a few customer there not have a knowledge about technology so lowyet centre staff also give an advise how to choose the a good laptop and

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explain the specification .Lowyet Centre also open a class for student graduate from spm or ungraduated that want to learn about repairing laptop and handphone .

Figure 9:

Designing flyers,bunting and coupon

3.1.9 Installing Software and Antivirus

Every customer come with diffrent problem . The staff will install the software depends on the customer need. Usually customer that come to the lowyet centre is student and private company that they want to install the software for example autocad , Microsoft office , adobe photoshop , adobe illustrator ,adobe mastercollection, solidwork, xamp , wamp , vegaspro and etc .Besides that , the staff also suggest customer to install antivirus if they format their laptop and desktop to make sure their data secure from virus or being steal from hacker.The antivirus use is trend micro because it can prevent data when online, prevent from zeroday attack also ransomeware and it can automatically remove the virus.

Figure 10:

Installing mastercollection and antivirus

3.1.10 Resetting Password

Reset password is process or technology that allows users who have either forgotten their password. Basically there are many customer comes to reset their laptop password because they forgot their password. So first thing the staff do is reset back using hiren boot to change or it also can show a previous password.
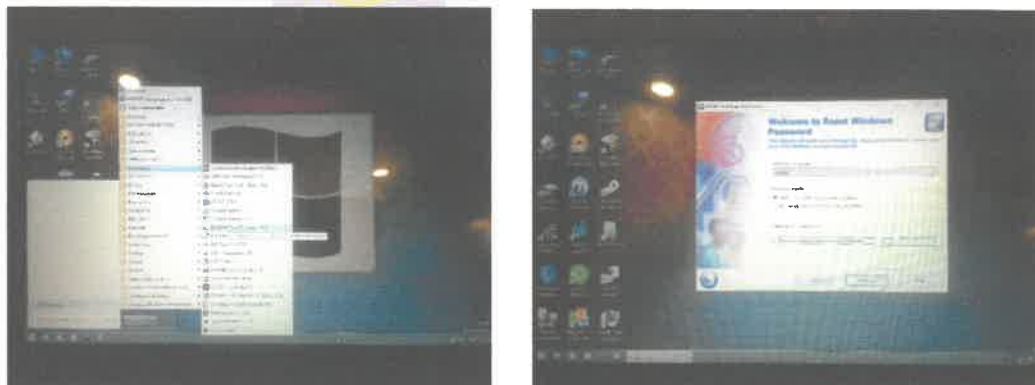
Figure 11:

Process to reset password

3.1.11 Repair Printer

Every printer need to be service to make sure all data they print perfectly print. The basic problem usually customer send to lowyet centre is error 05 that is catridge not detect and paper jammed . so basically the technician advice to check if the catridge too old they must replace with a new catridge.

Figure 12:

Arrange back printer tube and refill ink

3.1.12 Change Screen

Change screen also include a main problem at lowyet centre .Lowyet centre buy a seconhand laptop that can be a scraped hardware to repair a motherboard or another problem. There are 2 type of screen that is led and lcd that comes with 15.6 , 14, and 10 inches. Basically the first step on how to change screen is check the model of the laptop and the size. Then before change screen the staff basically must put out the battery to make sure do not fuse or the ic short.

Figure 13

Change screen

3.1.13 Recovery lost Data From Desktop or Laptop

Data is a most important things customer always need to make sure all of their work savely backup. Usually customer comes with problem recovery lost data because of the virus and the data not save or they delete from recycle bin. Basically for this problem technician use ease use data recovery software to backup the data lost from virus and delete from recycle bin.
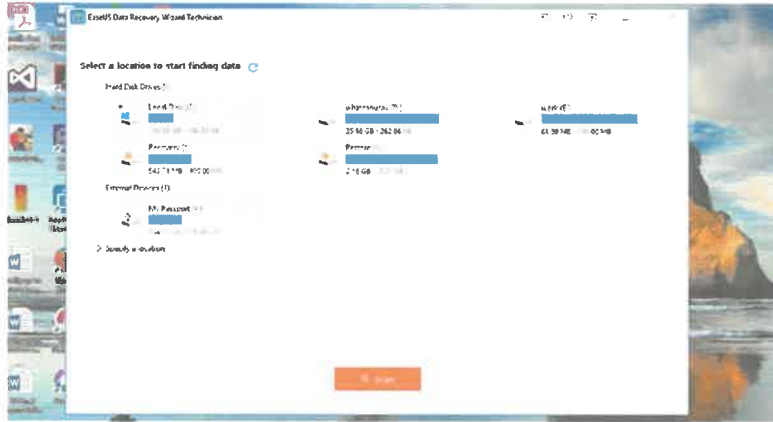
Figure 14

Recover lost data from hardisk

3.2 Special Project

3.2.1 Develop lowyet centre ecommerce website

First Project given during industrial training was developing lowyet centre ecommerce official website because of the domain name still available but don't have any staff know how to setup the website . The task given early august from manager to setup their official website. This special project is to increase the sale and to check what laptop that still available also the specification of the laptop in the sale gallery.
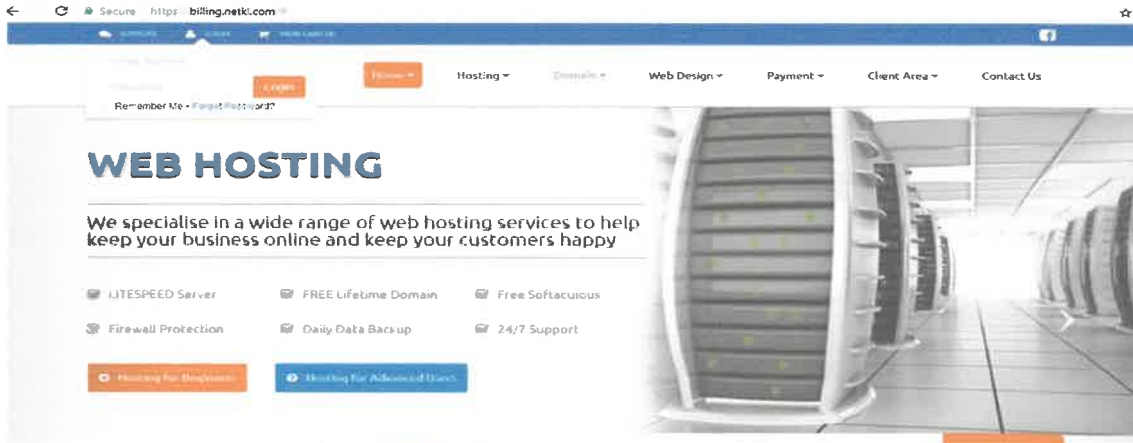
Figure 15

The website to a buy hosting and domain name
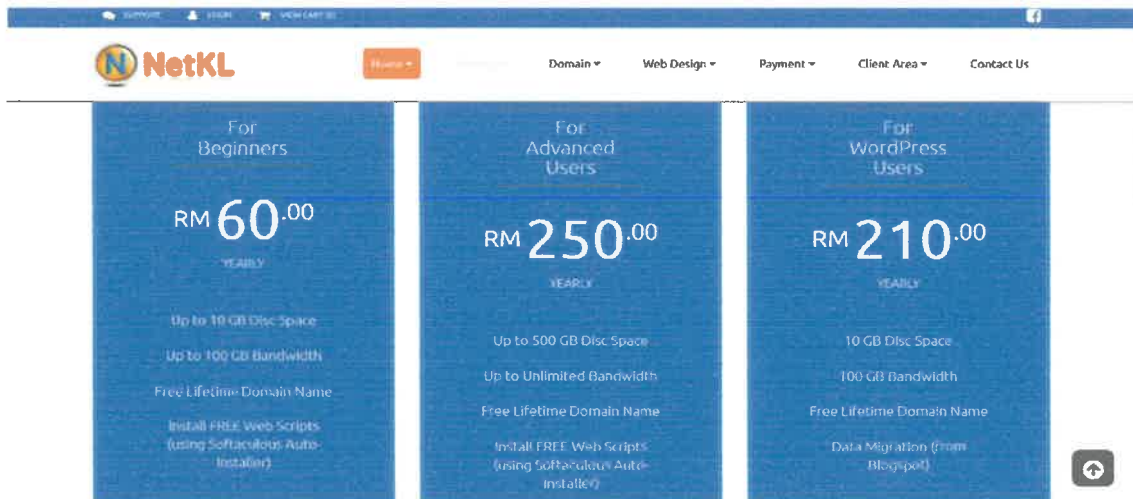
Figure 16

Pricelist for users in a year

17
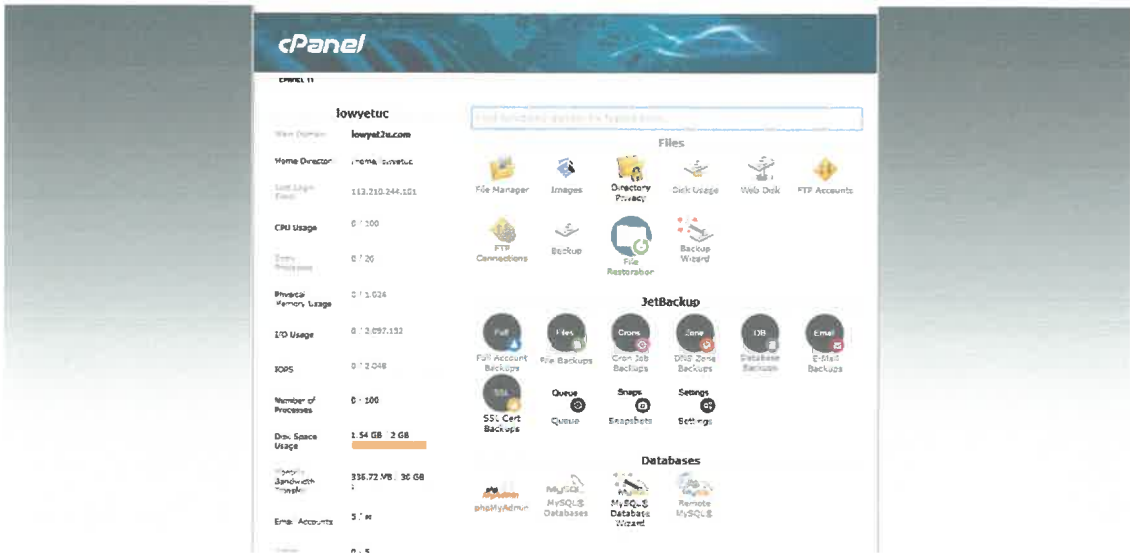
Figure 17

Cpanel to configure website after buy a domain name
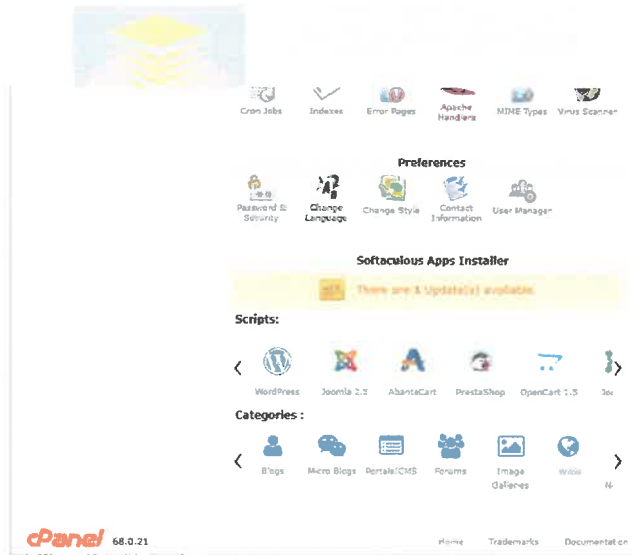
Figure 18

Tools for configuration
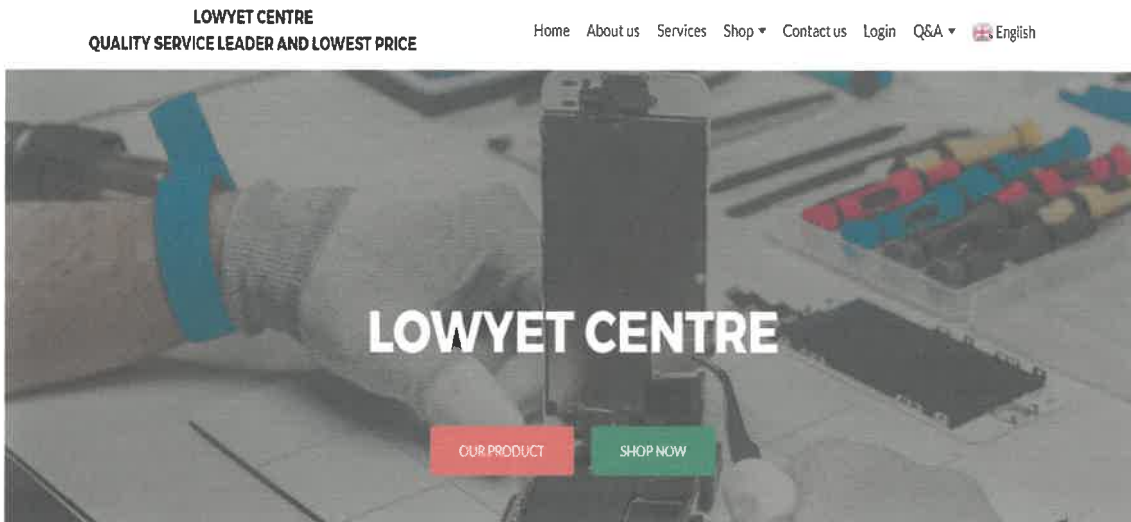
Figure 19

Features Lowyet Centre website
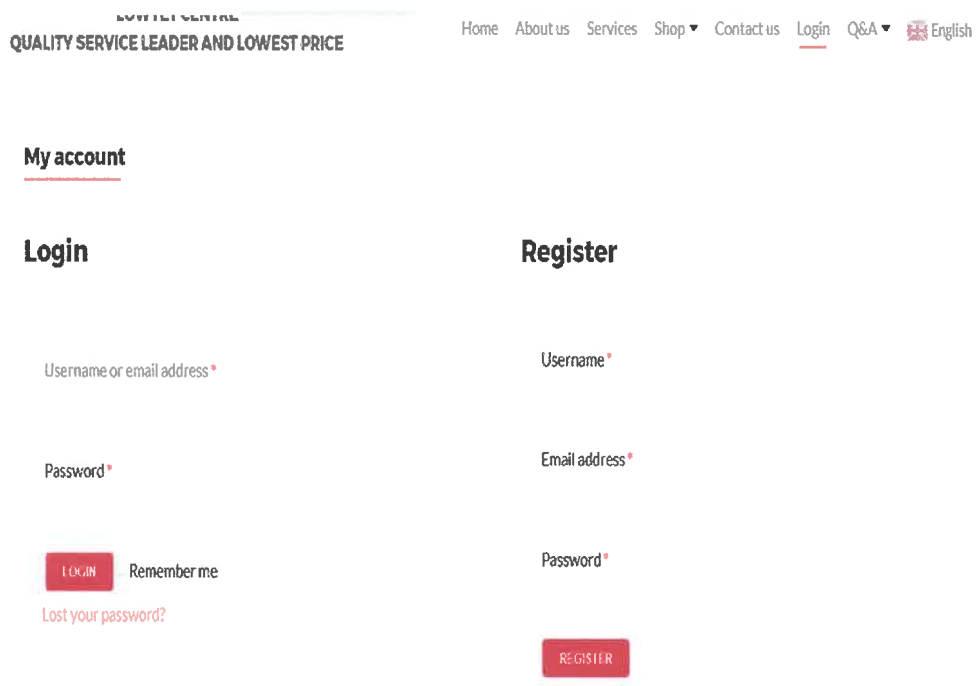
Figure 20

Staff login and customer login
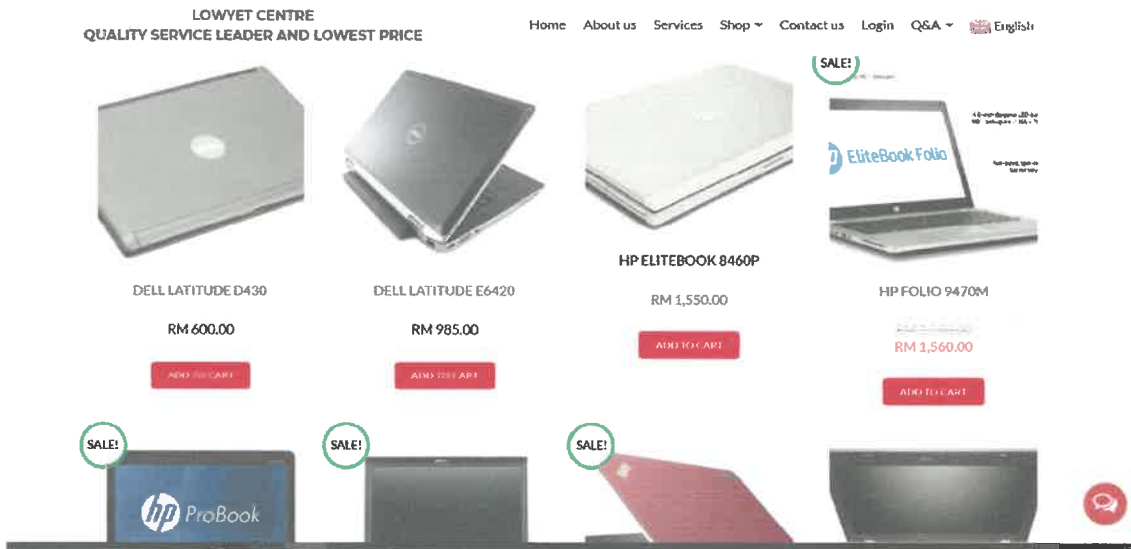
Figure 21

Product list
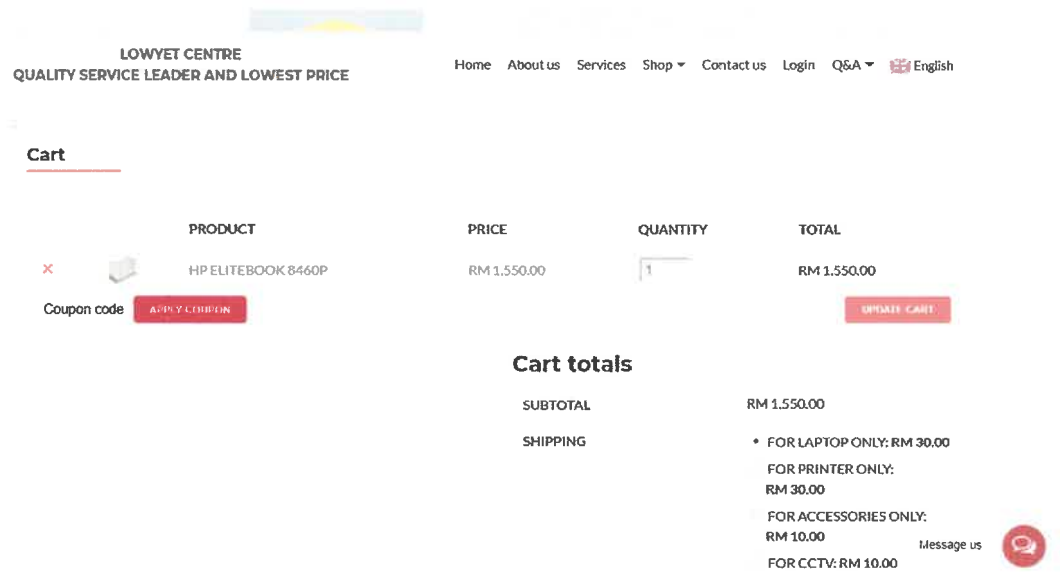
Figure 22

Cart to confirm order

LOWYET CENTRE
QUALITY SERVICE LEADER AND LOWEST PRICE

Home   About us   Services   Shop ▾   Contact us   Login   Q&A ▾   🏴 English

Billing details

First name *

|

Last name *

Company name

Country *

Malaysia

Street address *

House number and street name

Apartment, suite, unit etc. (optional)

Town / City *

State / County *

Message us 💬

Figure 23

Form for billing detail

LOWYET CENTRE
QUALITY SERVICE LEADER AND LOWEST PRICE

Home   About us   Services   Shop ▾   Contact us   Login   Q&A ▾   🏴 English

FOR CCTV: RM 10.00

LAPTOP INCLUDE PACKAGE A: RM 45.00

LAPTOP INCLUDE PACKAGE B: RM 45.00

TOTAL   RM 1,580.00

DIRECT BANK TRANSFER

Make your payment directly into our bank account. Please use your Order ID as the payment reference. Your order will not be shipped until the funds have cleared in our account. Click PLACE ORDER to see our account number
REMINDER: Please send the picture of the receipt after BANK IN / TRANSFER as evidence

PLACE ORDER

🟢 Share   💬 Share   📘 Share   🐦 Tweet   🔴+ Share

Message us 💬

Figure 24

Confirm order

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Figure 25

Order received come out with receipt

Figure 26

Website database

3.2.2 Lowyet Centre ecommerce website

3.2.2.1 Introduction

Lowyet centre don't have their official website because of their staff don't have skill and don't have time to develop a website. The purpose of developing lowyet centre website also is to give the information to their customers to sell the laptop and their product through online by using this ecommerce systems. So the manager decided to give the task to develop this website to make sure the sale and the information can be retrieve using this website. Developing this website also is to easier the customer to know the information about this company and to increase the sale using ecommerce system by this website.

3.2.2.1.1 Project Overview

•Function of the system is to give the information to the customer

•To make staff more efficient to update the stock that still available

•To decrease the difficulty faced by the staff if they need to keep open file and print out all the work progress in hard copy

•Minimize all information in one website

•Generating report online selling report

3.2.2.1.2 Problem statement

• The company don't official website to give the information to customer

• The stock update using manually

• Customer don't have information about company service

3.2.2.1.3 Objective

• To make sure all new product will update on online platform

• To check the stock that still available

• Inform the specification of the product and their detail

• To make customer friendly using this website to find information they need

3.2.2.1.4 Scope of project

Using System Development Life Cycle (SDLC) method for system development which consist of planning, analysis, design, implementation and maintenance. The SDLC method being used because there are time duration and also system testing from time to time so that the progress of the system can be seen. If the system being develop from the beginning, SDLC method is the best method that can be used for the system development schedule.

3.2.2.1.5 User Target

The user of the system only the staff and that works inside of the Lowyet Centre Muar and also for customer that want to buy a product at lowyet centre.The ecommerce website also have their level of access .Below is the user category of the system usage access.

- Manager

- Staff

- Customer

3.2.2.1.6 Tools used for system development

Table 1

List of application or software used for system development.

APPLICATIONS/SOFTWARE	EXPLAINATION
Cpanel	Cpanel are the main things to setup the website. After buy a domain name the web hosting will give the password and the user name to configure the website .To configure the website is by using cpanel that have many type of platform that can develop website.
Microsoft Project 2010	Microsoft Project 2010 was being used to create the Gantt chart. Gantt chart also known as the milestone of the project. From here the project can achieve the target at the time given.
Microsoft Word 2013	Microsoft Word being used to create the system proposal and also to create the system report.
Adobe Photoshop	Adobe photoshop use to resize the photo of the product. Adobe photoshop also have many template that can easily can use to make the image more attractive
Adobe Illustrator	Adobe illustrator use to make image more sharp and make sure the image use is very interesting before put it on website
Phpmyadmin	Phpmyadmin is the database that save the data from the system.The data from customer fill in the website will appear in this database.
Windows 10 Pro	Windows 10 Pro is the latest operating system.Using windows 10 pro do not have any conflict because the windows 10 very compatible if the specification also support . The usage of the Windows 10 pro worldwide and also it is user friendly. The original windows will be get by the vendor and will be

	install into the desktop that available inside of the company.

Table 2:

List of hardware used for system development.

HARDWARE	EXPLAINATION
Laptop	The laptop that being used to develop the system already being installed with operating system, , Microsoft office, Google Chrome ,Net Framework and also other application system that need to be used.
Mouse	Mouse also one of the hardware that being used to click on the places needed when see it through the monitor. The desktop does not used touchpad so it need the use of mouse.
Harddisk	Hardisk use to transfer the data of organization and the image of the product.
Printer	Printer being used to print out the output of the system interface and report. Besides that, printer also being used to print out the previous data that can be used from the old system so that it will help in the used of system development.

3.2.2.1.7 Project Planning

- Planning

The planning of the Lowyet Centre ecommerce website (LCEW) being done by the team leader of the project. The project timeline, the user manual and also the system flow being done by the team leader which is Cik Hamizah Binti Hatta. In system development the team member consists of Encik Muhammad Haikal Shah Bin Sulaiman Shah and Muhammad Zulhilmi Bin Hamidon(Industrial training student from (UTHM Parit Raja Johor). From time to time meeting will be held with each department to explain about the website and also asked if there is anything that need to be added.

- Analysis

The previous ways that the company use to attract and inform the information is by using flyers. So the people do not confident about the company. Using this lowyet centre ecommerce website the data and the information will be saperate . So by using this website the staff and the customers know what product that still available. By using manual book the staff not confident and don't remember the specification of the product that still available if the customers ask. So to make sure the sale increase and to make the customers confident the website and the ecommerce system will provide the specification and the information of the company.There have level of users that for staff and customers.

- Design

The design of the website was referring from the another company that using ecommerce platform. The platform use for developing this website is using wordpress. Wordpress is the most popular platform to develop website. The wordpress also have their own template and the template also can being edit to make the interface more interesting. Most of the user more interested to see the front of the website. So to make sure people like the website is by using a modern template to show the website not a outdated website. Most of the programming language using php.

- Implementation

The programming was being implemented using wordpress. To make the website online must buy a domain name . After buy a domain name ,the password and username will be give to setup and configure using cpanel . Wordpress can access through the server of the company so that the higher staff can monitor the progress of the system. Each time the programming will be tested to ensure that the system flows follow the need. During the industrial training lots of new programming can be learnt. Some of the programming that can be understand need to seek the professional staff for help.

- Maintenance

The maintenance of the website system will be update every month by wordpress new update. To make sure the website secure the website should be update to protect the data and company information.

Gant Chart

The milestone of system development

		Task Mode	Task Name	Duration	Start	Finish	Predecessors
1			Planing	21 days	Mon 7/8/17	Mon 4/9/17	
2			Colect the data and information	10 days	Sun 20/8/17	Thu 31/8/17	1
3			Project discussions with manager	11 days	Sat 19/8/17	Fri 1/9/17	2
4			Analysis	30 days	Sat 2/9/17	Thu 12/10/17	3
5			Analysis problem and opportunities	15 days	Sat 2/9/17	Thu 21/9/17	4
6			Explain of alternative system and justification	15 days	Fri 22/9/17	Thu 12/10/17	5
7			Design	40 days	Wed 13/9/17	Tue 7/11/17	6
8			Detail specification of all part	10 days	Wed 13/9/17	Tue 26/9/17	7
9			Define function and technical element	10 days	Wed 27/9/17	Tue 10/10/17	8
10			Acquisition plan for new technology	10 days	Thu 12/10/17	Wed 25/10/17	9
11			Design website andthe system interface	10 days	Thu 2/11/17	Wed 15/11/17	10
12			Implemetation	19 days	Fri 17/11/17	Wed 13/12/17	11
13			Test plugin	19 days	Fri 17/11/17	Wed 13/12/17	

3.2.2.2 Context Diagram

Figure 27 Context Diagram Lowyet Centre Ecommerce Website

3.2.2.3 Data Flow Diagram Level 0
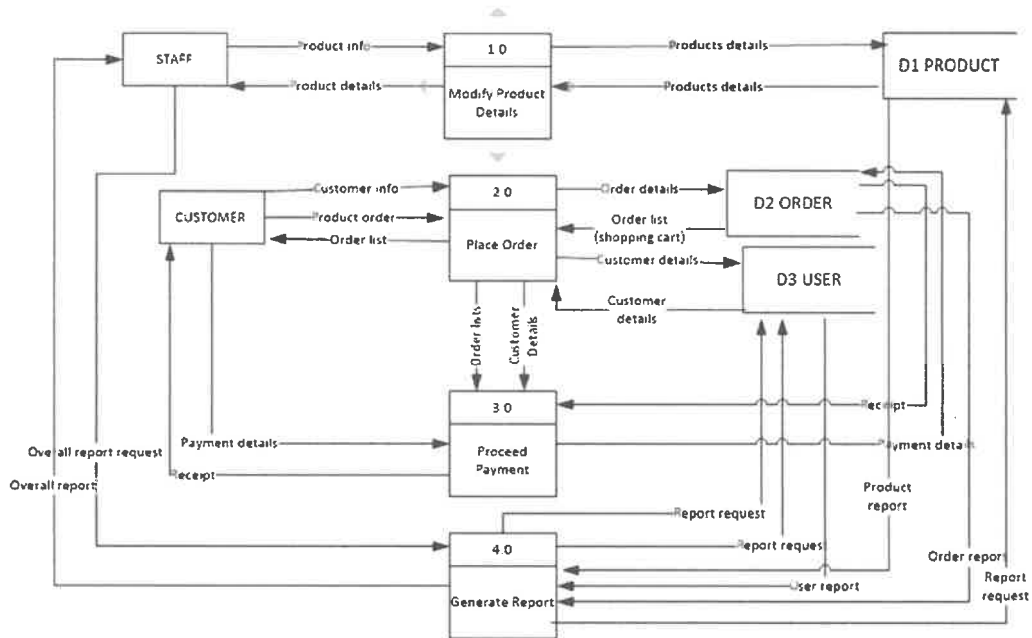
Figure 28 Data Flow Diagram Level) Lowyet Centre Ecommerce Website

Entity Relationship Model

Categories	
PK	Categories_no
PK FK1	IC Booking_no
	categories name categories description

Booking	
FK1	Booking_no
	IC
	Categories_no Quantity Total Price

Customer	
PK	IC
	Customer_name Customer_phone Customer_email
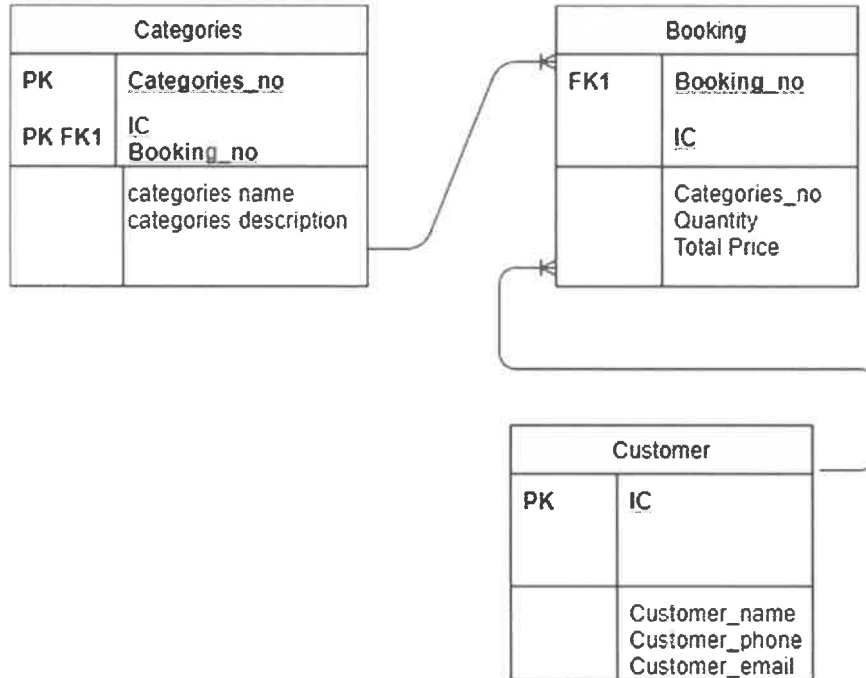
Figure 29 Entity Relationship Diagram

Flowchart Lowyet centre ecommerce website
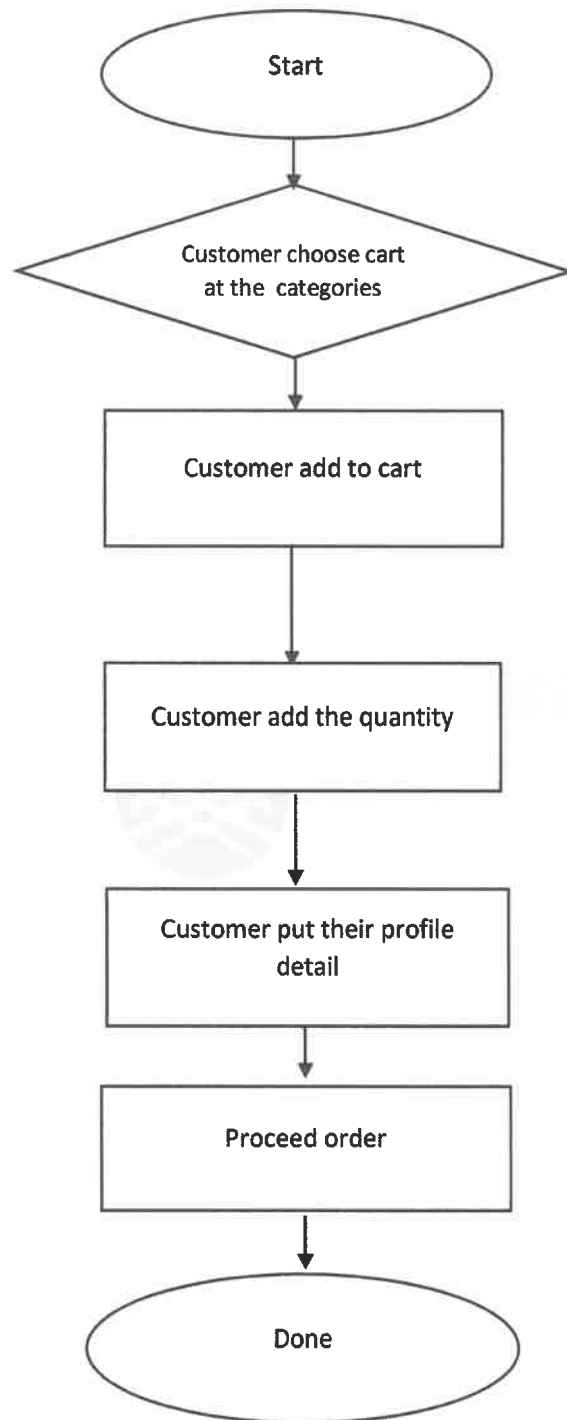
Figure 30 Flowchart Lowyet Centre

CHAPTER 4 CONCLUSIONS

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

Learning can be done either through theory or practical. Learning through theory is learn by reading, remembering and understand what being learn. Learn through practical is learn by do the task given, it will consume energy and body parts to do that particular things. It depends on the intern on how the best ways they can learn and gain knowledge.

4.1.1 Increase communication skills among different ages of people and different culture.

During industrial training, communication skills was important. This is because the workers that work in the organization come from different ages. Besides that, the staff that have high rank in organization need to be respect and be call politely according to their rank. For example, if the staff that already married, need to call with the beginning of 'Encik' or 'Puan' and for staff that still not married need to be call with proper name so that the staff that being call feel comfortable with the name given. Moreover, in organization, the staff will deal with the client. When client come to the department, the staff need to greet the client politely. In communication, it consumes two different languages which is English language or Malay Language.

4.1.2 Learn to identify which task is the priority and which task can be keep in view (KIV).

In work place, there are variety of task or work that need to be done. Maybe, during develop the system, the officer called and ask to do other work for a while. From here, the staff need to stop doing system for a while and fulfill the need of the officer. This is because the officer order is absolute. There is also situation where when the staff doing another works, then the meeting of the department need to be attend. The staff need to hold the works done by them and attend the meeting.

4.1.3 Learn how to encounter serious situation during meeting or discussion with boss and staff

Meeting is one of the way to do discussion on large group of staff. During the meeting there will be a situation where miscommunication happened. This is because due to different understanding and mind thinking. In this situation, person that attend to meeting need to calm down and talk like a professional worker. The meeting was held to discuss something that can cause problem or something that still cannot be understood. The person in charge will explain one by one the real situation and control the meeting. When there are questions asked by other staff, the person in charge need to give answer and if the person in charge cannot give details explanation, the team member need to help and explain in slowly and until the person that give the question get the answer that he or she wanted to heard.

4.1.4 Able to gain working experience with professional staff especially with the officer of the department.
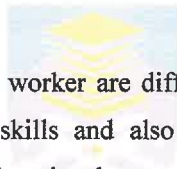
Working with professional worker are different with working with normal workers. It can be seen from the communication skills and also the work management. When doing task or job, the professional staff will take it seriously, everything need to be follow so that the quality of the outcome good and nice. Even though the staff work so serious but when there is time for communication with other staff, the communication changes like friends. The staff can talk with each other nicely and also can have normal communications.

4.1.5 Always seeking for help from experience staff when there is difficulty when doing task given.

Working also same like learning. New thing will be learnt from working. Not all information or skills can be gain from studies, it is also can be gain from experience and also seeking helps from other people. Most of the staff at Lowyet Centre Muar, Johor really friendly with each other and also respect the senior staff and higher position of staff. For example, for trainee that not fully know about coding, need to seek for experience staff that expert about coding. Asked and get answer on how to solve the problem. Don't be shy or arrogant does not want to seek information from experience staff and make with own knowledge that can lead to problem.

4.1.6 Respecting each other in the company, proper communication language and wear proper attire state by the company.

Each organization has its own policy and standard that need to be follow. Communication one of the skills that need to be have by the staff so that when communicate with each other, the ways of communication show respect with the proper caller name or the proper language use. Even though the higher officer younger than the staff the still need to respect them, same goes to the higher officer also need to respect the senior staff.

4.1.7 Increase programming skills either in PHP, HTML or CSS.

By having industrial training at the Lowyet Centre Muar, Johor lots of thing was learnt especially during at the Electronic department. From here, it helps to understand more about programming ,software and also hardware. The language of programming is many not strict to only one type of programming. Besides that, to become Information Technology staff, lots of thing need to be known, not only about the programming also about others such as administration, property or financial even the basic knowledge.

4.2 Personal thought and opinion.

• Industrial training one of the syllabus that helps the student in facing the real situation of working environment.

From industrial training, it helps to understand the situation of working environment. The pressure of working is also can be feel. Students able to adapt the situation if the student get job and gain the title as staff. Some of the organization are not busy with works but some of it gives experience to the students.

• Lots of thing learn during industrial training at the Lowyet Centre Muar, Johor

Lowyet Centre can be suggested as one of the place that students can apply for industrial training. Especially the electronic department that always being target when have issues related to the system or technology. Besides that, departments in lowyet centre always keep connections with each other due to the task and responsibility that have relationship with each other.

4.3 Lesson learnt

• Focus on the task that were given the priority.

The task that given by the higher officer are the main priority that need to be done before doing other task. This is because it tells that the task need to be done as soon as possible. This is because the higher staff is the staff that have more experience than normal staff and know what need to be done.

• Straight forward when doing task, but friendly when communicating with each other.

In working environment, the pressure or environment are different. When doing task, must always serious and focus so that the objective of the task can be achieve. Even in discussion or meeting, always focus and serious but not to serious still can have some jokes that can helps in release stress.

• Punctuality coming to work and also committed in doing something.

The punctuality coming to work are important. This can be seen from the finger print attendance that can keep track the time of in and out of the staff inside of the company. Staff that have good quality of working is the staff that always punctual with time. Never slack off time when doing something or even to come to works.

4.4 Limitations and Recommendations

Limitation is something that need to be upgrade so that the working progress will be comfortable and smooth. Recommendation is something that can give solution to the limitation faced during the industrial training.

4.4.1 Limitations

• The specification or performance of certain desktops are at low level.

First limitation is there stills has the low specification of desktop and also old version of operating system used. From here it will make the working progress slower. Besides the, the processor speed is lower than 2.0 Gigahertz (2.0 Ghz) and the RAM below than 2 Gigabytes (2GB).

• Not all network can be access internally.

There are access identification and password that can be used by the staff to access to the WiFi network but the identification was single user. When other user access through it, the previous user that access WiFi using that identification will be rejected. Sometimes the WiFi connection are poor maybe due to far from the router of the network signal that can be access.

4.4.2 Recommendations

• Upgrade the specification of the desktop.

The desktop processor need to be upgrade to 2.0 Gigahertz (2.0 Ghz) speed or greater than it. This is because it will help the processor reading faster and make the working progress easier. Besides that, upgrade the RAM more than 2 Gigabytes (2GB). This is because RAM function are to keep reading all the hardware that connected to the desktop.

• Provide identification number and password for network access for industrial training students.

Need to provide more identification number and password to access to the internet so that the staff or the industrial training student able to use it when needed. This is because when there is less number of identification it will cause less staff that can access to the internet and it will be a waste not using the paid internet connections. Every month, the organization need to paid for the internet access but the internet not being used 100%.

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EiJg3yG00BJRpV5OWYAjpFZTGe3ULfd3sNhaR6b5fUbWz158aArVIEALw_wcB&referre
r=search&sort=sales&utf8=%E2%9C%93&view=grid

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APPENDIX

FAKULTI PENGURUSAN MAKLUMAT
Universiti Teknologi MARA Cawangan Kelantan
Bukit Ilmu, 18500 Machang,
Kelantan Darul Naim
Tel: 09-9762000
Fax 09-9762156 (HEA)

REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih: Muhommad Ridhwan Bin Raslan   No. Matrik : 201435747

No. IC:

Nama / Alamat Syarikat:

Nama Penyelia:

Bulan / Tahun: Ogos 2017

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
8 / 2017	2.30 Pm	2.00 am	
8 / 2017	2.30 Pm	11.30 Pm	
8 / 2017	2.30 Pm	12.00 am	
8 / 2017	2.30 Pm	11.30 Pm	
8 / 2017	2.30 Pm	11.30 Pm	
8 / 2017	2.30 Pm	12.00 am	
8 / 2017	2.30 Pm	12.30 am	
8 / 2017	2.30 Pm	12.30 am	
8 / 2017	2.30 Pm	12.30 am	
8 / 2017	2.30 Pm	12.30 am	
8 / 2017	2.30 Pm	12.30 am	
8 / 2017	2.30 Pm	11.30 Pm	
8 / 2017	2.30 Pm	11.30 Pm	
8 / 2017	2.30 Pm	11.30 Pm	
8 / 2017	2.30 Pm	11.30 Pm	
8 / 2017	2.30 Pm	11.30 Pm	
8 / 2017	2.30 Pm	11.30 Pm	
8 / 2017	2.30 Pm	11.30 Pm	
8 / 2017	2.30 Pm	11.30 Pm	
8 / 2017	2.30 Pm	12.00 am	
24 / 8 / 2017	2.30 Pm	11.30 Pm	
25 / 8 / 2017	2.30 Pm	11.30 Pm	
8 / 2017	2.30 Pm	11.30 Pm.	
27 / 8 / 2017	2.30 Pm	11.30 Pm	
29 / 8 / 2017	2.30 Pm	11.30 Pm	
30 / 8 / 2017	2.30 Pm	11.30 Pm	
31 / 8 / 2017.	2.30 Pm.	11.30 Pm.	

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar _____   Tarikh: 31 / 8 / 2017

Tandatangan Penyelia _____   Tarikh: 31 / 08 / 2017

REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih   Muhommad Ridhwan Bin Roslan   No. Matrik : 2014135747

No I/C

Nama / Alamat
Organisasi   _____

Nama Penyelia   _____

Bulan / Tahun   S mber 2017

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
1/9/2017	2.30 pm	12.00 am	7
2/9/2017	2.30 pm	12.00 am	
4/9/2017	2.30 pm	12.30 am	7
5/9/2017	2.30 pm	11.30 pm	
6/9/2017	2.30 pm	11.30 pm	
7/9/2017	2.30 pm	12.00 am	
8/9/2017	2.30 pm	11.30 pm	
9/9/2017	2.30 pm	11.30 pm	
11/9/2017	2.30 pm	12.00 am	
12/9/2017	2.30 pm	12.30 am	
13/9/2017	2.30 pm	11.30 pm	
14/9/2017	2.30 pm	11.30 pm	
15/9/2017	2.30 pm	12.00 am	
16/9/2017	2.30 pm	12.30 am	
18/9/2017	2.30 pm	12.30 am	
19/9/2017	2.30 pm	1.00 am	
20/9/2017	2.30 pm	1.30 am	
21/9/2017	2.30 pm	12.00 am	
22/9/2017	2.30 pm	11.30 pm	
23/9/2017	2.30 pm	11.30 pm	
25/9/2017	2.30 pm	11.30 pm	
26/9/2017	2.30 pm	11.30 pm	
27/9/2017	2.30 pm	11.30 pm	
28/9/2017	2.30 pm	11.30 pm	
29/9/2017	2.30 pm	11.30 pm	
30/9/2017.	2.30 pm.	12.00 am.	

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Tandatangan Pelajar   Tarikh : 30 / 9 / 2017.

Tandatangan Penyelia   Tarikh : 30/9/2017

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Universiti Teknologi MARA Cawangan Kelantan
Bukit Ilmu, 18500 Machang,
Kelantan Darul Naim
Tel: 09-9762000
Fax: 09-9762156 (HEA)

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REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih   Mohommad Ridhwan Bin Roslan.   No. Matrik : 2014135747

No. I/C   _

Nama / Alamat   _
Organisasi

Nama Penyelia

Bulan / Tahun   October 2017

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
3/10/2017	9.30 am	6.30 pm	
3/10/2017	9.30 am	6.30 pm	
4/10/2017	9.30 am	6.30 pm	
5/10/2017	9.30 am	6.30 pm	
6/10/2017	9.30 am	6.30 pm	
7/10/2017	9.30 am	6.30 pm	
8/10/2017			
9/10/2017	2.30 pm	11.30 pm	
10/10/2017	2.30 pm	11.30 pm	
11/10/2017	2.30 pm	11.30 pm	
12/10/2017	2.30 pm	11.30 pm	
13/10/2017	2.30 pm	10.30 pm	
14/10/2017	2.30 pm	4.30 pm	
15/10/2017	2.30 pm	11.30 pm	
17/10/2017	2.30 pm	12.00 am	
18/10/2017	2.30 pm	11.30 pm	
19/10/2017	2.30 pm	12.00 am	
20/10/2017	2.30 pm	12.00 am	
21/10/2017	2.30 pm	12.00 am	
22/10/2017	2.30 pm	11.30 pm	
23/10/2017	2.30 pm	4.30 pm	
25/10/2017	2.30 pm	11.30 pm	
26/10/2017	2.30 pm	11.30 pm	
27/10/2017	2.30 pm	11.30 pm	
28/10/2017	2.30 pm	11.45 pm	
/10/2017	2.30 pm	11.45 pm	
/10/2017.	2.30 pm	11.30 pm	

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Tandatangan Pelajar   Tarikh : 31 / 10 / 2017.

Tandatangan Penyelia _____   Tarikh : 31/10/2017

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Universiti Teknologi MARA Cawangan Kelantan
Bukit Ilmu, 18500 Machang,
Kelantan Darul Naim
Tel: 09-9762000
Faxc 09-9762156 (HEA)

REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih   Mohammad Rdhwan Bin Parlon   No. Matrik : 2014357147

No. I/C

Nama / Alamat
Organisasi   _____

Nama Penyelia   _____

Bulan / Tahun   November 2017

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
1/11/2017	2.30pm	12.00am	
2/11/2017	2.30pm	11.30pm	
3/11/2017	2.30pm	12.00am	
4/11/2017	2.30pm	1.00am	
6/11/2017	2.30pm	2.00am	
7/11/2017	2.30pm	11.30pm	
8/11/2017	2.30pm	1.30pm	
9/11/2017	2.30pm	12.00am	
10/11/2017	2.30pm	11.30pm	
11/11/2017	5.30pm	11.30pm	
13/11/2017	2.30pm	12.00am	
14/11/2017	2.30pm	11.30pm	
15/11/2017	2.30pm	11.30pm	
16/11/2017	2.30pm	2.00am	
17/11/2017	2.30pm	1.00am	
18/11/2017	2.30pm	1.30am	
20/11/2017	2.30pm	12.00am	
21/11/2017	2.30pm	2.00am	
22/11/2017	2.30pm	12.30am	
23/11/2017	2.30pm	12.00am	
24/11/2017	2.30pm	12.00am	
25/11/2017	2.30pm	11.30pm	
27/11/2017	2.30pm	11.30pm	
28/11/2017	2.30pm	12.00am	
29/11/2017	2.30pm	12.30am	
30/11/2017	2.30pm	12.00am	

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Tandatangan Pelajar   _____   Tarikh : 30/11/2017.

Tandatangan Penyelia   _____   Tarikh : 30/11/2017

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Universiti Teknologi MARA Cawangan Kelantan
Bukit Ilmu, 18500 Machang,
Kelantan Darul Naim
Tel: 09-9762000
Fax 09-9762156 (HEA)

REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih   Muhammad Ridhwan Bin Roslan   No. Matrik : 2014217147

Nama / Alamat
Organisasi   _____

Nama Penyelia

Bulan / Tahun   December 2017

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
1/12/2017	2.30 pm	11.30 pm	
2/12/2017	2.30 pm	11.30 pm	
4/12/2017	2.30 pm	11.30 pm	
5/12/2017	2.30 pm	12.00 am	
6/12/2017	2.30 pm	2.30 pm	
7/12/2017	2.30 pm	12.30 am	
8/12/2017	2.30 pm	12.30 am	
9/12/2017	2.30 pm	12.00 am	
11/12/2017	2.30 pm	12.00 am	
12/12/2017	2.30 pm	12.30 am	
13/12/2017	2.30 pm	12.00 am	
14/12/2017	2.30 pm	12.40 am	
15/12/2017	2.30 pm	12.00 am	
16/12/2017	2.30 pm	1.30 am	
18/12/2017	2.30 pm	12.00 am	
19/12/2017	2.30 pm	12.00 am	
20/12/2017	2.30 pm	1.30 am	
21/12/2017	2.30 pm	1.00 am	
22/12/2017	2.30 pm	12.30 am	
23/12/2017	2.30 pm	12.30 am	
25/12/2017	2.30 pm	12.00 am	
26/12/2017	2.30 pm	12.30 am	
27/12/2017	2.30 pm	12.00 am	
28/12/2017	2.30 pm		
29/12/2017	2.30 pm	12.40 am	
30/12/2017	2.31 pm	12.00 am	
	2.30 pm	11.30 pm	

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar   _____   Tarikh : 30/12/2017.

Tandatangan Penyelia   _____   Tarikh : 30/12/2017

DATE : 1.8.2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Wiring a new shop	
setup plug	
Setup Thnk	

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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Finishing wiring a new shop	
Setup PC	
TiVIK	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Formatting laptop (windows 7)	
Installed software and USB antivirus.	

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PRACTICAL TRAINING
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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Formatting laptop (windows 7)	
Inform Customer about the cost of formatting	
Key Key in data	
Open Receipt	
Discuss with general manager about problem of the company	
Finalize the solution to creating the website	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Troubleshoot printer problem.	
Checking cartridge	
Flushing ink	
Reset printer program.	
Key in Customer Data.	
Explain cost for repairing	
inform Customer cost from supplier.	

N ADMIN
LDWYET73-P)

EXTRACT NATURE OF WORK DONE

Setup domain name for new website

develop website using wordpress

Adjust the logo of a company.

Using cpanel to setup the Configuration

SUPERVISOR REMARKS

IOW YE

EXTRACT NATURE OF WORK DONE

OFF DUTY

SUPERVISOR REMARKS	EXTRACT NATURE OF WORK DONE
	Editing Company website
	Put description in the website.
	edit the new location.

PRACTICAL TRAINING
LOG BOOK   UNIVERSITI TEKNOLOGI MARA

SUPERVISOR REMARKS	EXTRACT NATURE OF WORK DONE
	Editing website company.
	input image to the website company.
	Treat customer and assure customer
	To buy a computer.
	Wiring helping wiring new shop.

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EXTRACT NATURE OF WORK DONE

Design a coupon for marketing

Design flyers

SUPERVISOR REMARKS

EXTRACT NATURE OF WORK DONE

Editing website

Advise customer to buy a laptop

Gift a free accessories to customer

success to sale a dell laptop to customer

SUPERVISOR REMARKS

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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Test the template of website	NUORFHAIZAT BINTI OHAMMHAITA L YETO NT AD MF0062573-P) 01 -6 IN01 lowye @N i.com
edit the Content on website	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Fix description on the website.	NOORFHAIZAT I I MALIHAITA LO ET 0 lowy a om 0625/3-P)
editing image on the website.	
using photoshop editing image.	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Editing website.	
sell laptop.	
Promo laptop	

NOORHAH AH HA QHA DHATA
LOWYETICE
d18
lowyet gh il.co
JRD06 73-P)
001

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Editing Flyers.	
Give Flyers to the Customers.	
Editing the website scripting.	

NOORHAM H INTI MUHAM HATTA
LOWYE C E(00
low e 6 4q 73-P)
T 1
.com

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EXTRACT NATURE OF WORK DONE

Test the plugin n the website.
Treat Cottomer and advice the specification
of the loptop
find another ~ to make sure th
bugn ll functon for future
im

L W

RHU
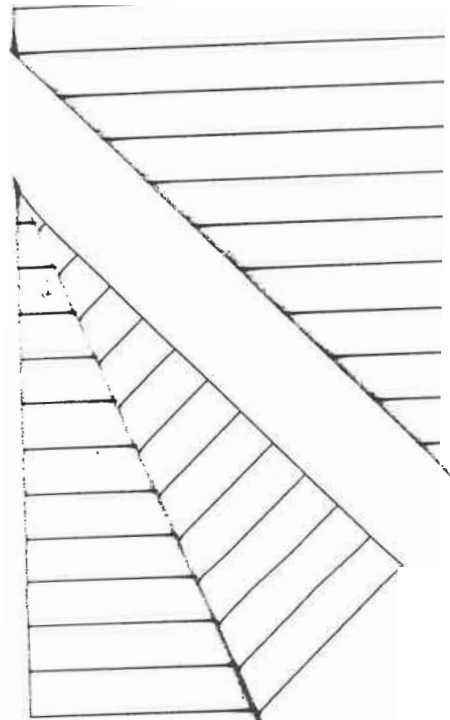
PRACTICAL TRAINING
LOG BOOK

EXTRACT NATURE OF WORK DONE

- Editing website Content
  adding the plungin.
  test the plugin.
+ test templote
+ Open the lantop Guer to see the man
  problem ot the laptop

NO RHA iZI BI
LOW
o
X O T
@ O Z
JR
OO
ail.
o

MOH MA

TA

PRACTICAL TRAINING
LOG BOOK

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MARA

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
→ Test plugin on the website.	
– Discuss with the manager about	
the website.	
– The manager come out with the new	
idea how to mange the design of	
the website.	

Supervisor remarks column (vertical text):
NOOR H MIZAH + INOHAM HATTA LOW E CE 18. M/N REC E12 gma 62573-P) om

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Adding description on the website	
Editing image using photoshop.	
service desktop	
clean dust from the desktop	
open the heatsink from the motherboard.	
Put a new thermalpaste and clean old	
thermalpaste.	

Supervisor remarks column (vertical text):
NOOR HA IZAH MOHAM DHATTA LOW YE CE 018. M/N INJ E 09 2573-P) lowJet2 mail om

Editing website
Editing image
checking badge.
Activating windows.
Installing software

windows recovery
activating windows.
Editing website.
Test plugin

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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS		EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Editing website			Test plugin.	
Editing image.			Editing coding of the website.	
Customize plugin			Test Editing image with photoshop.	
compress image before put on the website				

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS		EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Editing image with photoshop.			change image on the website.	
Upload image to the website.			Put new plugin	
Put change price on the website			Test the Plugin.	
Put Test plugin on the website.			change the image and price.	
			Discuss with the manager.	

EXTRACT NATURE OF WORK DONE

Editing image using photoshop
Discuss about the system using on the website.
Discuss with the admin and supervisor.

SUPERVISOR REMARKS
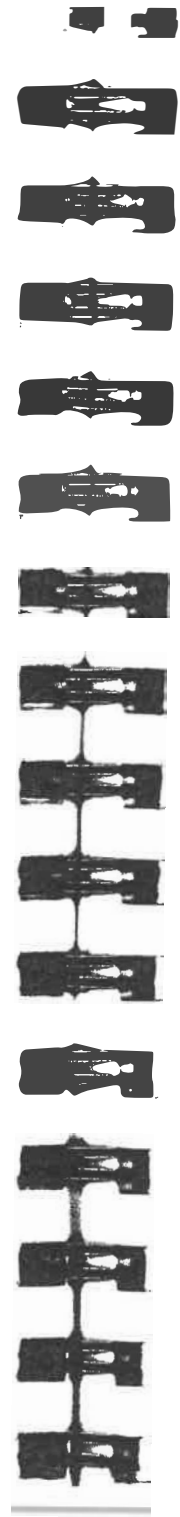
EXTRACT NATURE OF WORK DONE

Formatting windows
Backup data
Service laptop.
Editing photo.

SUPERVISOR REMARKS

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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
learn about clone harddisk	
service laptop	
Treat Costomer	
Advise Customer	

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ye12   ai.com

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Editing photo	
Editing website photo.	
Checking order on website.	

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lowy   @g   il.com

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Formatting laptop	
Installing windows	
Installing net frame work for windows 7 only.	
Installing snappy driver to update the latest update driver.	
Installing microsoft office 365 2013	
Installing basic software for windows.	
Activate windows and office.	
Check error computer	
Deal a problem with customer.	
Discuss the main problem and come out with solution.	
Service Desktop	
— Open desktop casing.	
— Open the screw at the heatsink	
— Clean the dust from the fan and heatsink.	
— Clean old thermal paste.	
— Put the new thermal paste.	

Supervisor remarks column (vertical text): NOOR HAMIZAH BI... LOWY TC NT 1D 0... ve 01 01 @... .com 00625 1 / ODRHAMIZAH BI. OBRAHMAD HAITA

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Resetting new password with hiren.	
— Then boot the hiren pendrive	
— Go to the reset option and reset the password.	
* Check hardisk using hiren. to see the bad sector	
— Installing adobe mastercollection.	
— Activate adobe.	
— Call the customer	
— Received payment.	
— Advise customer how to take care their desktop.	

Supervisor remarks column (vertical text): NOOR HAMI... LOWYET N A BI IMOHAMAD HAITA owy 2... E(UR0062573-P) 40Q1 i.com N

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Editing photo and upload it to the website	
Upload new product.	
Editing new description.	
Advise customer about laptop and their specification.	
Selling a laptop and give the freegift to the customer.	
Open receipt the ~~mote~~ ~~use~~ ~~customer~~ ~~text~~ ~~to the~~ company ~~and~~ ~~make~~ ~~sure~~ ~~the~~ ~~product~~ ~~have~~ ~~a~~ ~~warranty.~~	
~~Open~~ & Explain to the customer about the warranty of the product.	

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LOV T RE R (2573-P)
018- 6 00
yet2 m ii.com

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Editing Banner	
Editing description and scripting of the banner.	
Discuss ~~with~~ with the admin, about the Banner.	
Formatting windows.	
Installing windows.	
Installing net framework for window 7 only.	
Installing snappdriver to get a latest update driver.	
Installing ~~office~~ microsoft office 2013.	
Installing ~~to~~ basic software.	
activate window and office 2013.	
Call customer to inform the laptop has been complete and also ~~th~~ inform the cost of the service.	

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LOV WE DHA RE HANO 6 101 573-P)
lovye 101 ii.com

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Editing photo of the flyers.	
Customise image in the website.	
Check order on the website.	

OFF DUTY.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS

Service desktop

Check the error item

Test benchmark to see the program run correctly
or not

Change cmos battery

Open the desktop casing and clean the du

tean the u in the desktop.

clean dust in the fan and the heatsin

Open the heatsink and soperate it from
th motherboard to clean it.

Before that make sure wer could not

connect to the desktop

clean the the old thermal paste and put the

new thermal paste.

After that screw back the heatsink and

fan and test the desktop.

• problem autoshutdown repeat again
  the chipset of the motherbord was

short.

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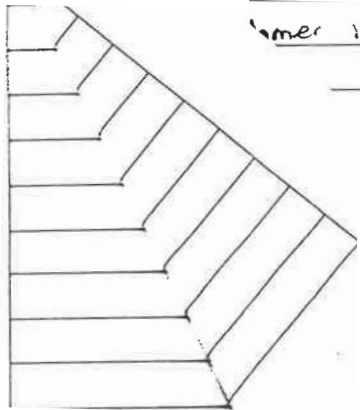
feral change screen laptop.

More sure all electricity do not connect with
the laptop.

Put out the battery from laptop.

Open the screen cover and putout the
srew

check stock of the screen. to more sure
the screen Compatible with the model

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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS

- Formating laptop.
- Instaling windows 10 ...0.
- Instaling snppydriver
- Installing basic software
- Stop the feature autoupdate windows.
- Call customer to inform the installing complete and inform the cost.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS

Reset Password windows
- Using hiren to reset password.
- Call customer after Password reset

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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Format Desktop.	
Installing windows.	
Installing Shappy driver.	
Installing basic driver.	
Installing Internet antivirus.	

(Supervisor remarks column contains stamp text):
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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Repair printer.	
Error 05:	
Reset printer using d3400.	

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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
OFF DUTY.	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Check customer hardisk	
Confirm with Customer to change hold or not	
Format hadisk	
Installing windows	
Installing net framework for window 7.	
Installing snappydriver.	
Installing basic software.	
Activate window.	
Call Customer for confirmation and explain the cost.	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Installing mastercollection cs6.	
- Activate mastercollection	
- Call costumer and tell a cost.	
- Formatting windows.	
- Installing windows.	
- Installing the printer driver	
- Installing basic software.	
- Activate windows and office...	
- Check printer.	
- modified printer tank with the tube.	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Reset password using TW hiren.	
- Boot device and check hardware	
- Benchmark desktop to see running all application to diagnose the problem.	

EXTRACT NATURE OF WORK DONE

- Service desktop
- clean dust in a desktop.
- clean old nermal nose and ... a new one.
  clean fan and their heatsink
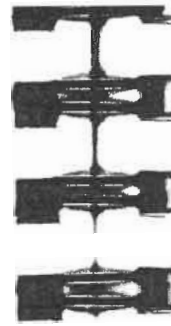
EXTRACT NATURE OF WORK DONE

- Benchmark laptop to diagnose a problem. Call customer to confirm the problem. Inform Customer to Cost and the problem.
- Approach Customer to buy a new laptop
- Explain about the specification of the laptop and the promotion price.

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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Explain the specification of the laptop to the customer	
Installing Adobe mastercollection	
Activate Adobe mastercollection	
Call customer to inform the installation have been complete and inform the cost.	

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EXTRACT NATURE OF WORK DONE

+ Install microsoft office 2013.
  Actuate microsoft office.
- Call customer and tell about cost

SUPERVISOR REMARKS

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EXTRACT NATURE OF WORK DONE

- Formatting windows
  Installing windows
  Install sonam driver
- Install microsoft office 2013
- Install basic software
+ Install Antivirus
- Actuate windows.
- Activate microsoft office

SUPERVISOR REMARKS

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Section 1

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Installing windows.	NOORHA
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Install boric software.	018-
Install microsoft office 2013	lowyet2(73-P)
Inqou Antiviruj.	
Activate windows.	
Activate microsoft office.	

Section 2

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Clone window.	NOORHANIZAH BINTI MOHAMAD HATTA
Activate windows.	ADMIN
Call Costomer and tell The Cost	
Check haidrk with Mem	
Backup yata.	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Framing window	
Installing window	
Backup data	
Installing floppy driver	
Installing microsoft office 2013.	
Installing basic software	
Activate window and microsoft office.	

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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Repair printer.	
modified printer.	
Clean printer tank.	

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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
cleaning printer	NOOR HA...
Diagnose error os	ADMIN CENTRE (JRO)
Refill ink	018-6664001
Pomp cartridge	ow
clean chip cartridge	TA

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
OFF DUTY.	NOOR HAMIZAH BINTI MOHAMAD HATTA

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Refill Refill ink	
Pump cartridge	
Cleaning cartridge.	
check desktop	
Diagnose network card	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Refill ink	
Clean printer	
service printer.	
change board printer	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Installing driver	
clean virus in the Computer desktop	
Installing Antivirus.	
Update software to the new one.	

Supervisor remarks (sideways): NU HAMZAH T HAMAD HATTA / LYYET CE / 18- / lowet2 / RO 0857-P) / D1 / l.com

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Installing Antivirus	
checking hardisk using hiren.	
Backup data.	
Formatting windows	
Installing windows.	
Advise customer to about laptop	
explain the specification of the laptop	
Advise how to make sure their laptop	
save from virus.	

Supervisor remarks (sideways): NURHAWI H NI AY HAMADHATTA / LOWYET R IMG / 65 062572-P) / lowye @ g / @g ail.com

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Formatting windows.	
Installing software	
Installing net framework	
Installing microsoft office 2013.	
Installing Autocad	
Activate windows.	
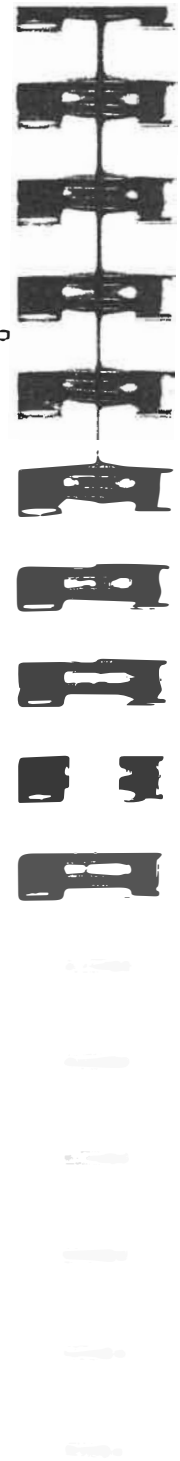
EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
OFF DUTY.	

EXTRACT NATURE OF WORK DONE

check hardisk
check bad sector
Disk clean up
clean data
Format windows
Installing driver
Installing net framework
Installing microsoft office 2013.
activate windows

EXTRACT NATURE OF WORK DONE

Call Customer to inform their order
change hardisk from 320GB to 500gb.
service Destop.

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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
check order from website	
update website	
update data on website	
Update price and description.	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Approach Customer to buy a laptop	
Explain Specification about a laptop.	
Explain special promotion.	
Installing google chrome update.	
Installing driver.	

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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Check printer problem.	
Refill ink cotridge	
cleaning cotridge	
Call customer to inform their printer	
has been done.	

SUPERVISOR REMARKS column (handwritten, vertical/sideways):
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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Check laptop problem	
+Check ordiskusing h.ren.	
- Benchmork to make sure all program	
running correctly.	
Call customer to inform the problem	
+check printer problem.	
- Dowload printer driver	
Diagnose The problem	
cleaning Catridge	
Pump printer Cotridge to make sure	
the colour of the Cotridge to run a	
smoothly.	

SUPERVISOR REMARKS column (handwritten, vertical/sideways):
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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
OFF DUTY.	

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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Approach Customer to buy a laptop.	
Explain specification of the laptop.	
Explain the promotion price to The Customer.	
Installing Software That Customer need	
Installing Antivirus.	

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LOW ETC   'M/A
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gmail.com

EXTRACT NATURE OF WORK DONE

Service Desktop
Clean the body of the desktop
Clean dust from the fan
Open heatsink and clean old thermal paste
and put a new one.
Benchmark the desktop to see all application
run correctly or not.

SUPERVISOR REMARKS
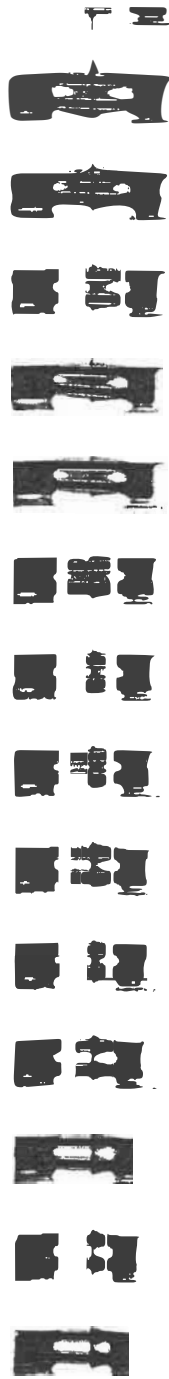
EXTRACT NATURE OF WORK DONE

Diagnose network card problem
Download driver from official website.
Installing driver
Format laptop
Installing windows. 10
Installing driver
Installing microsoft office 2013.
Activate windows.
Installing basic software.

SUPERVISOR REMARKS

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EXTRACT NATURE OF WORK DONE

Activate windows
Installing microsoft office 2013.
Installing Autodesk Inventor.
Activate Autodesk Inventor

EXTRACT NATURE OF WORK DONE

Check Price list
Update website.
setup Desktop at the office
Installing windows.
Downgrade window to window 7.
Installing net framework.
Installing driver
Installing basic software
Activate window and office.

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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Installing office 2016	
Activate windows	
Call customer	
Reply whatsapp Costomer	
Deal price with Costomer	
Promote a new laptop.	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
OFF DUTY.	