

**INDUSTRIAL TRAINING REPORT: MESINIAGA BERHAD
(SUBANG JAYA)**

**SPECIAL PROJECT: USER GUIDE OF MANAGE ENGINE
SERVICE DESK PLUS**

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DECLARATION

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ABSTRACT

Based on this period from 02 February 2017 to 30 June 2017 at Information Technology (IT) Department, edotco group, Special Project entitled, User Guide of Manage Engine Service Desk Plus and User Guide Manage Engine of Asset Management have been proposed for the staff of edotco's Bangladesh. Implementation of this was to propose was first, to standardize the classification of ticketing in terms of log ticket and to move from manual to systematic process by integrated with user of edotco Group Sdn Bhd and edotco Bangladesh. Apart from that, Asset management operation in Manage Engine also functioned to asset in and out by making sure the leasing or contract date of an asset. Other than that, there were also task involve IT Service Desk and End User Computing (EUC) in IT Support team by making sure edotco's business continuity.

Keywords: Information Technology Department, request management, IT Support, Manage Engine Service Desk.

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Chapter 1:
Introduction



1.1 Background of the Organization

1.1.1 History

According to Mesiniaga Websites, (<http://www.mesiniaga.com.my/>). Mesiniaga was established on 17 December 1981 at a time when the country's IT industry was still in its infancy. The establishment was in response to Malaysia's New Economic Policy (NEP) to increase *Bumiputera* participation in the technology industry. A strategic plan was developed to cultivate local entrepreneurial talent. The plan involved utilising a pool of ready talents in International Business Machines (IBM) and incorporating a company that would serve as IBM's sole dealer and agent in Malaysia. The team was headed by the late Ismail Sulaiman, who was formerly the General Manager of IBM Malaysia. Together with a team of 50 ex-IBM personnel, Mesiniaga became fully operational on 1 January 1982 with a paid-up capital of RM500,000.

Though Mesiniaga started out as a company selling IBM office products, Mesiniaga have now evolved into a multi-platform business solutions provider with a paid-up capital of RM60.4 million. Within the last 30 years, the technology landscape has changed tremendously. New trends have emerged resulting in a sea of change in the way companies do business. Across the board, companies these days are constantly on the lookout for solutions that will give them an edge over their competition. As such, Mesiniaga are constantly striving for ways to provide their customers with an experience that will allow them to achieve their business objectives.

1.1.2 Functions

Mesiniaga have made it their Mission to Help Customers Succeed. They believe that technology merely acts as an enabler in improving business performance. Therefore, while they continue to leverage on their strong partnerships with globally renowned partners to provide customers with innovative technology, their value to customers lies in their understanding of their environment and challenges. Their main aim is to enhance their value proposition by maximising the returns on their Information Technology (IT) investments.

1.1.3 Objective

- To enhance customer experience is in the management of customer satisfaction.
- To aim at improving service delivery and Mesiniaga understanding of customer needs.
- To encourage superior technical skills to pursue or upgrade their professional certifications.
- To give their customers the least possible worry in their dealings with the company.

1.1.4 Vision

To Be the Malaysian IT Partner of Choice

For Customer

- To be the main solutions provider for their customers by align goals with customer needs.

For Partners

- To have a loyalty relationship between Mesiniaga and vendors that will achieve shared goal of total customer satisfaction.

For Employees

- By exploit their full potential, deploy them to greatest benefit and merit their continued service and commitment.

For Shareholders

- By create the greatest business value for their customers as to enjoy superior returns on their efforts.

1.1.5 Mission

Helping Customer Succeed

Mesiniaga main aim is to enhance their value proposition by maximising the returns on customer IT investments.

1.2 Organizational Structure

1.2.1 Board of Director



Figure 1: Mesiniaga Board of Director

1.2.2 Management Team

Management Team

 <p>DATUK WAN MOHAMED FUSIL WAN MAHMOOD Executive Chairman & Chief Executive Officer</p>	 <p>MOHD PUZI AHAMAD Chief Financial Officer</p>	 <p>NORDIN MAT ISA Director, Products & Services</p>	 <p>NASARUDDIN MOHD ZAINI Sales Director, Enterprise Business</p>
 <p>PATRICIA CHAN General Manager, Solutions Architecting</p>	 <p>ADRIAN LIM ENG HWA General Manager, Project Management & Software Engineering</p>	 <p>AZMAN ARIS General Manager, Network Business</p>	 <p>SAFARUDDIN JAIS General Manager, Finance</p>
 <p>HAMDAN SUPAR General Manager, Service Delivery & Managed Services</p>		 <p>ERIC FOO General Manager, Computing, Security & Mobility Business</p>	



Figure 2: Mesiniaga Management Team

Chapter 2:
*Organization
Information*



2.1 Departmental Structure

2.1.1 edotco Group Information Technology (IT) Departmental Structure

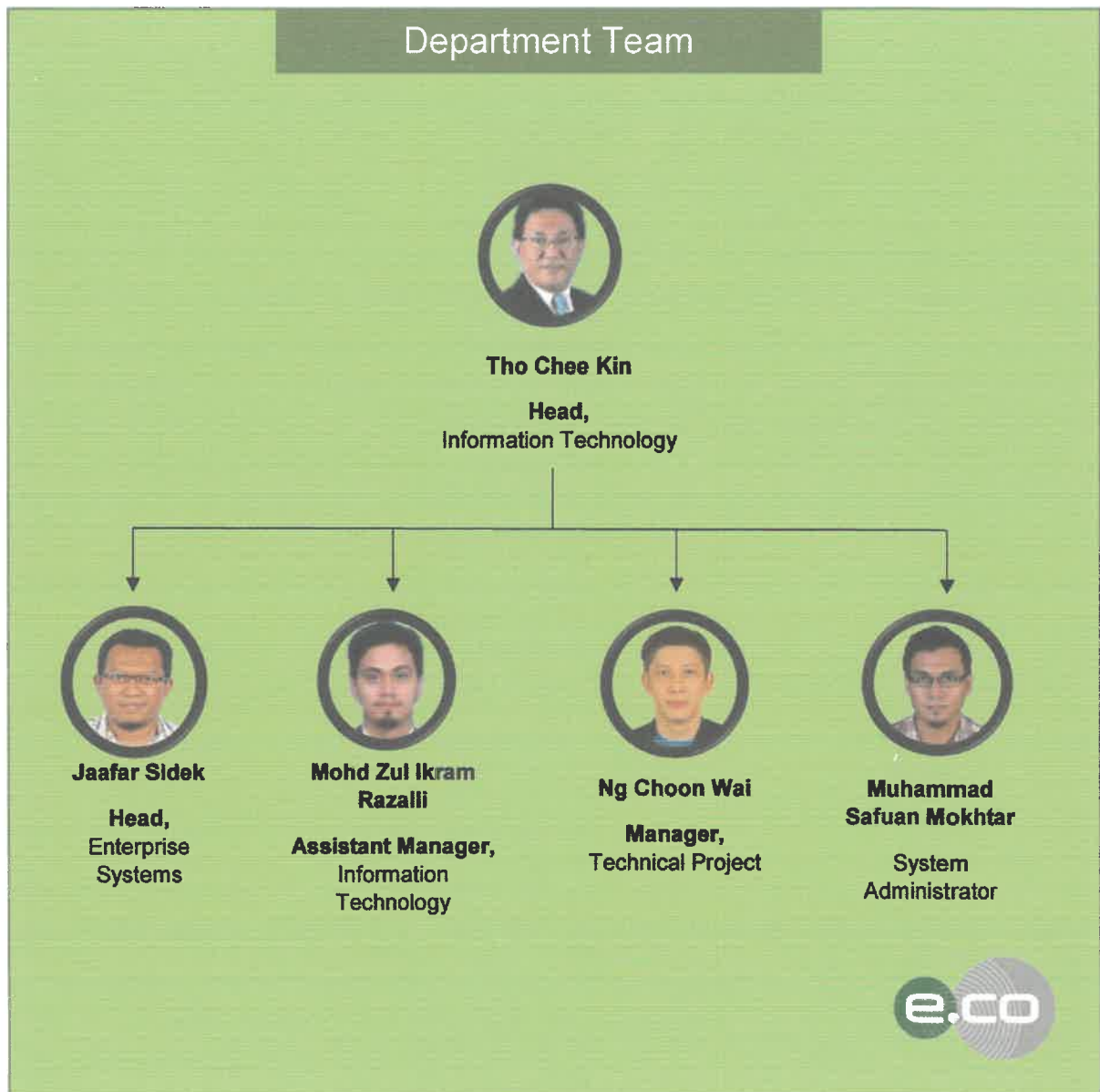


Figure 3: edotco IT Department Team

2.1.2 Mesiniaga Information Technology (IT) Support Departmental Structure

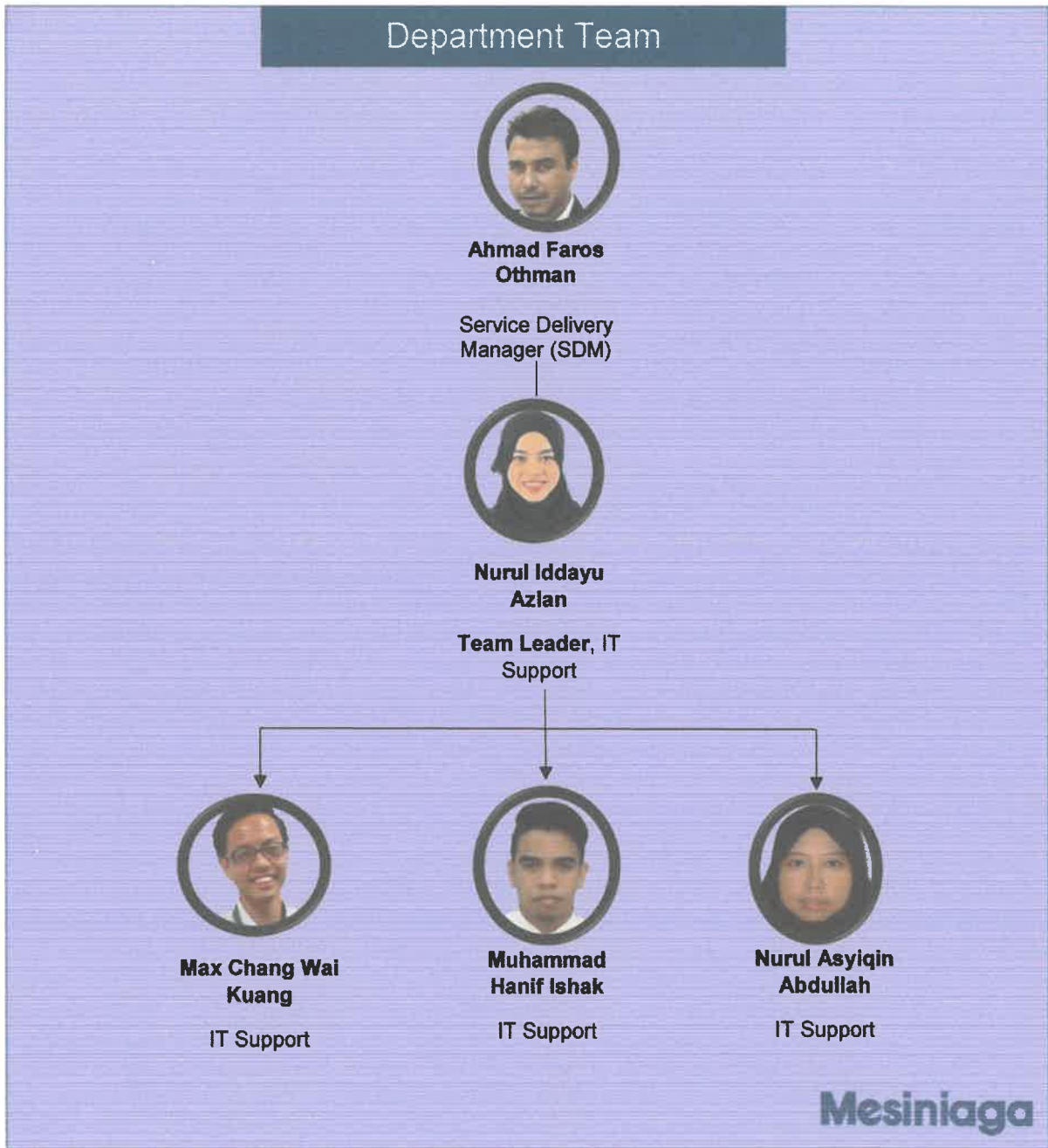


Figure 4: edotco IT Support Team

2.2 Department Function

Information Technology (IT) Department in edotco Sdn Bhd functioned as to maintain business operation involve daily task which involving with stakeholders such employees, supplies, customers and investors. IT equipment such desktop, notebook, printer, Skype conference devices and others was control under IT department. According to *Figure 3* in IT department, consists of management of Enterprise Systems, Assistant Manager of IT, Technical Project, System Administration and IT Support Team.

IT Head can be functioned to ensure all IT operation was function with effective and efficiency. They also have authority on any IT asset request by providing licenses of every new user of edotco all over nation. Policy and procedure of IT management also implemented by Head of IT to make the decision. Second, Enterprise Systems management involve with interact with other key stakeholder which allow other companies to cooperate business processes such as sales, deliveries and account receivable by involving transaction with customer and vendors. There was also involvement of Supply Chain Management (SCM), management of procurement of raw material or product according to procurement policy applied in edotco Group Sdn Bhd.

Moreover, function of Technical Project was to ensure project management was according to time plan with proper planning, leading knowledge, budgeting and risk management. Moreover, IT knowledge applied must be suitable with edotco Group environment by understand various types of programming language for implementing phases as to coding, testing and deployment process. Forth, System Administration in edotco group can be functioned as to maintain existing system such EASI system which responsible by Mr Muhammad Safuan. Next, maintaining in aspect of administration right if there was any changes for improvement from recommendation as to improve the efficiency of application programs.

Lastly, IT Support functioned to support user of edotco all over nation in aspect of troubleshooting users request or service and determine the best solution for them. IT Support also has to familiarize with the newest IT technology and manage asset in edotco Group. The staff was outsource from Mesiniaga team. Refer *Figure 4*.

Chapter 3:
*Industrial Training
Activities*



3.1 Training Activities

3.1.1 Daily Activities

3.1.1.1 Morning Health Check (MHC)

MHC defined as the process of performing a quick assessment of every meeting rooms of edotco Group Sdn Bhd. This done by testing projector in aspects of;

- ✓ Audio
- ✓ Video
- ✓ Content Sharing
- ✓ Video Graphic Array (VGA) cable function
- ✓ High Definition Multimedia Interface (HDMI) cable function

Result from MHC then reported to “*edotco IT Support*” and “*Information Technology Outsourcing Service (ITOS) for MHC*” group through WhatsApp application. Figure below show the example of report.



Figure 5: Morning Health Check (MHC) Report

3.1.1.2 Checklist Critical Application

Checklist functioning of edotco application include log in interface. This task completed together with MHC. Then, reported to Team Leader if there was issue on accessing the system. This task was function to ensure that IT team are aware and take an early action as to investigate the causes of the issue. Below table is the checklist of edotco Applications. The details can be refer in a Logbook at *Appendix 7*. IT Support Team did not support these applications due to not having email address. Steps that are taken was to troubleshoot and escalated to System Administrators.

Table 1: edotco Checklist Application Report

No	System Name/Apps	IP Address/Url	Status
1)	Easi	https://easi-my.edotcogroup.com	Tested. No issue
2)	Echo	https://echo.edotcogroup.com/	Tested. No issue
3)	Office 365	https://portal.office.com https://outlook.office365.com	Tested. No issue
4)	Company Portal	https://edotcogroupmy.sharepoint.com	Tested. No issue
5)	VPN	https://vpn.celcom.com.my/Login/Login	Tested. No issue
6)	RAPID	https://rapid.edotcogroup.com/RDWeb/Pages/en-US/login.aspx?ReturnUrl=/RDWeb/Pages/en-US/Default.aspx	Tested. No issue
7)	eKPI	https://myaccounts.kpisoft.com/auth/UI/Login?goto=https://myaccounts.kpisoft.com/home	Tested. No issue
8)	Payroll and Leave	https://my.hcmsaas.com/edotcohcml/	Tested. No issue
9)	HeRo	https://performancemanager10.successfactors.com/	Tested. No issue
10)	Concur	https://www.concursolutions.com/	Tested. No issue
11)	Symantec	Liveupdate.symantecliveupdate.com	Tested. No issue
12)	Case	Case.edotcogroup.com	Tested. No issue

3.1.2 Installing and configuring computer hardware operating systems.

Installing and configuring computer hardware with admin credential. By install applications, activated Microsoft license using staff's domain email address. Configuring computer process will be taken on every new joiner of edotco Sdn Bhd according to edotco installation policy by using disk-imaging tools to create notebook's image. The imaging tools are Acronis True Image 2014 and Clonezilla. Below are the activities involve. These activities are not the complete steps due to confidential matters.

- ✓ Set edotco Theme as a Desktop Wallpaper.
- ✓ Set edotco default image as a Touchscreen.
- ✓ Pin below application on windows start;






Figure 6: edotco Office Suite

- ✓ Set homepage of browser as <https://intranet.edotcogroup.com/>
- ✓ Activate Microsoft Office using staff's domain email address
- ✓ Sign in Skype for Business
- ✓ Sign in One Drive account
- ✓ Install Adobe Acrobat Reader DC using Microsoft Intune
- ✓ Set Internet Explorer and Adobe Acrobat Reader DC as a default application
- ✓ Install printer driver
- ✓ Do System update and Windows update

3.1.3 Testing and evaluating “Skype for Business” technology

Process of testing and evaluating “Skype for Business” technology can be done by setting up the device on all meeting room before Skype meeting. Edotco Staff will request devices from IT Support Team as to set up the device. *Table 2*. IT team must ensure that audio and video are connecting to the devices. Then, set up volume audio according to customer needs. In Edotco Sdn Bhd, technology used for Skype for Business are;

Table 2: “Skype for Business” technology

Model Name	Model
Logitech BCC 950	
Conference Cam CC3000e	
Polycom Real Presence Group 500-720p EagleEye IV	

3.1.4 Documentation

3.1.4.1 Password Expiry Notification Documentation

Introduction

The ignorance of Password Expiration Prompt was one of the issue by the user of e.co group company which is a cause of concern due to many users asked IT Support help desk to solve this issue about their email account cannot be opened due to password has been expired. So, this task functioned to reduce the number of user who have the similar issue. The intern have been given this task to reduce the issue by IT Support leader. By having a Password Expiry Notification is a function to give a notification by forcing users to change their password regularly such once every three month. Password reminder tool will help IT support Admin to determine the new and old date of expiration. However, users with expired passwords will increase the numbers of IT Support calls with an excuse of ignoring password notification and issue of cannot log in to their account.

Hence, IT Support have to remind every user with expired password to change it regularly. This function can be done by using Windows PowerShell to run the script from user Active Directory which used by System administrator. System Administration can maintain a strong password policy without users getting locked out of their accounts, business operations being stalled or the helpdesk being overwhelmed with password reset calls. Since the intern did not have the authority to access the Active Directory from the Cloud Server of e.co, the intern only uses the Password Expiry Notification function to send to a single user using PowerShell.

Content

As mentioned above, Password Expiry Notification can be functioned by modification of scripts on Windows PowerShell. The modification involved were;

Table 3: Password Expiry Notification Modification

Function	Description
\$smtpServer	“smtp.office365.com”
Port Number	“587”
\$from	<p>“no_reply_system@edotcogroup.com” (act as a System Administration)</p> <p>Above email address was used for testing. For future, IT Support must implement a formal email address which was acknowledge by users of e.co to prevent phishing emails.</p>
\$emailaddress	edctest01@edotcogroup.com (User Receipt)
\$creds (Get-Credential)	Function to prompt “System Administration’s password”
\$UseSsl	<p>“Allow to run the script with authentication access” If not using “\$UseSsl” . Then will appeared</p> <p><i>“ The SMTP server requires a secure connection or the client was not authenticated. The server response was: 5.7.57 SMTP; Client was not authenticated to send anonymous mail during MAIL FROM “</i></p>
\$body	“Contains about the user’s Network Administration Password Expiration days left with the Password requirement to guide to user to change password”

The modification in the script was on following below;

```
$smtpServer = "smtp.office365.com"  
$from = "no_reply_system@edotcogroup.com"  
$creds = Get-Credential $from  
$emailaddress = "ayu_external.it@edotcogroup.com"
```

Figure 7; Script Modification on PowerShell

The outcome from the script running by Windows PowerShell was on the following below;

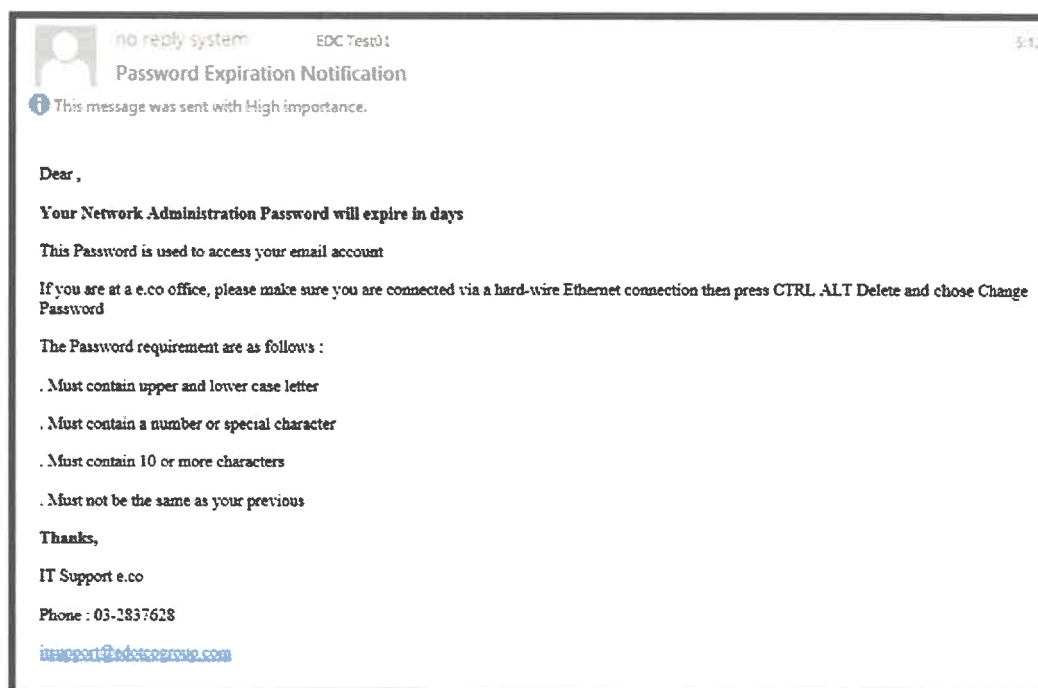


Figure 8: Outcome of Password Expiry script on Microsoft Outlook

Conclusion

In a nutshell, Password Expiry Notification function was important due to remind users of e.co to change password from time to time and to reduce the similar issue occurred. This function also will reduce time taken for IT Support to solve this problem. In my opinion, to reduce the issue of the ignorance of Password Expiration Prompt, IT Support should play an important role to teach them how to change password and give notice to users of e.co to change their email password once every 3 month. Another recommendation the intern can implement is to provide an event regarding implications of ignorance of Password Expiration Prompt Awareness. This will automatically reduce time taken especially for e.co IT Support to run their task with effective and efficiency.

3.1.4.2 User Manual

There are several documentations requested by the trainee to be updated in order to have efficiency business operation. Such documentation was at below;

Table 4: List of User Guide






Documentation Title	Description
IT Support User Manual	Updating on the latest update to overcome obsolete information such new Internet Protocol (IP) address for printer
Create Master Image using Cloneziella	One of the new imaging tools applied due to compatible with the newest asset coming which is Lenovo ThinkPad X270.
Guideline Password Prompting on Skype for Business	Current issue which occurs more than 3 users of password prompting keep
Guideline on set up Skype meeting using Skype on Mobile App and Windows	Issue arise when lacking occur during Skype Meeting call held at Myanmar with Chief Executive Officer (CEO) of edotco Group Sdn Bhd.

3.1.5 Asset Management

3.1.5.1 Asset Tagging

Asset tagging was functioned to track hardware using Asset No. This will ensure the process of asset management in and out can be monitored. Asset tag design consists of company logo, which is MESINIAGA logo due to support management will be handle by them. Below were step-by-step activities involve;

Table 5: Process of Asset Tagging

Steps	Asset tagging	Description
1		Unboxed notebook carefully.
2		Check physical condition such keyboard and any damage on notebook physical.
3		Plugged in the battery into the notebook
4	Insert laptop charger into laptop carrier	
5		Record information below; <ul style="list-style-type: none"> ✓ Serial Number (S/N) ✓ Media Access Control (MAC) address and ✓ Local Area Network (LAN) Wi-Fi
6		Print S/N using asset-tagging machine to be placed on every hardware.

3.1.5.2 Asset Replacement

The intern has also given task on Asset Management by the trainee. This task includes the process after configure notebook for edotco's user. After configuring process, IT Support will fill in the details of the user with MAC Address and S/N of notebook (*Mandatory field) in the form on Figure 9. This form functions to monitor asset in and out. This form is vital to be kept due to evidence of acceptance and returning of device. It was also to create an ownership on specific asset if there was loss and damage.



OFFICE WORKSTATION REQUEST FORM

A. APPLICATION DETAIL (TO BE COMPLETED BY HR PRIOR SIGNING)

Name	Test	Staff ID
Position	Test	
Department	test	
Mobile	0123456789	
Email		
Phone Extension		

Note: requester ITCS will request within 3 working days after receiving the Office Workstation Request Form.

THIS SECTION IS TO BE COMPLETED BY IT

B. REASON OF SUBMISSION (Please ✓ where applicable)

New Joiner | Transfer | Replacement | Loaner | Resignation | Stolen

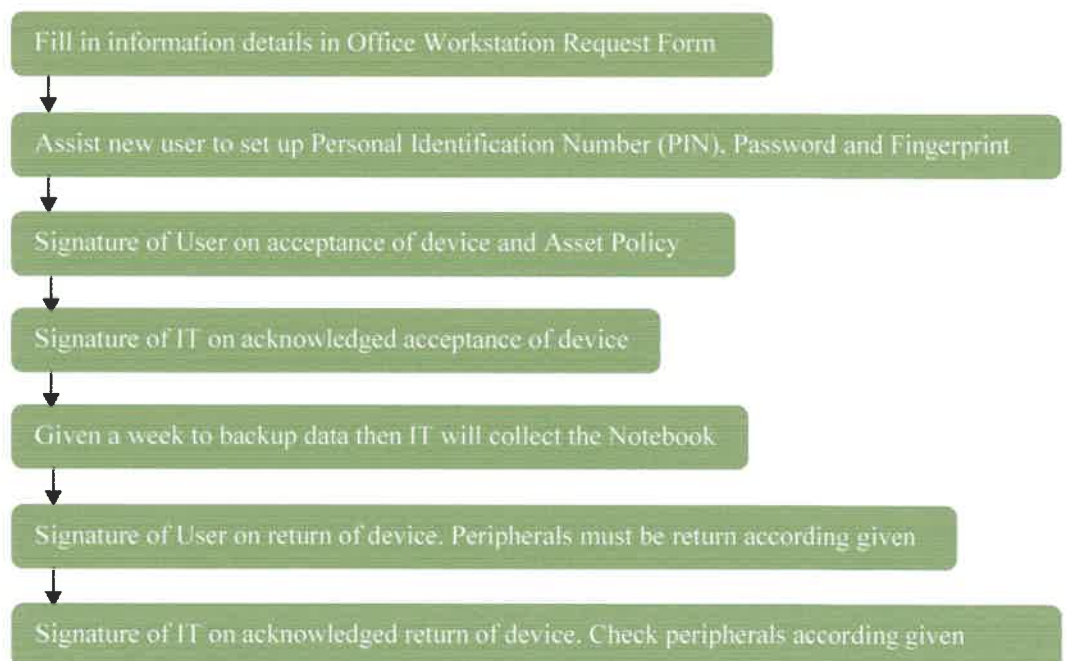
Others: _____

C. EQUIPMENT DETAILS (Please ✓ where applicable)

Type	<input type="checkbox"/> Notebook <input type="checkbox"/> Desktop <input type="checkbox"/> Macbook <input type="checkbox"/> Peripherals
MAC Address	ABCD123456789A
Serial Number	ABC123
Peripheral (Accessory, name, etc.)	<input type="checkbox"/> CD Drive <input type="checkbox"/> Power Adapter <input type="checkbox"/> Mouse <input type="checkbox"/> Laptop Carrier <input type="checkbox"/> Manual <input type="checkbox"/> Cable Lock
Software Application	

Figure 9: Office Workstation Request Form

The processes are the following below;



3.1.6 System Development

3.1.6.1 Attendance Management System Proposal

This is one of the mini task given by the trainee. Attendance Management System (AMS) can be functioned to track time attendance of check in and out which will be used by IT Support edotco Group Sdn Bhd. The details report can be found on *Appendix 3*.

3.2 Special Project

3.2.1 Introduction

Special Project entitled, User Guide Manage Engine Service Desk Plus (Cloud) was started on first week of 16th February until 16th June 2017 which the total days was 87 days. The beginner of the project includes planning and research method on Request and Asset management environment. Then followed by first task, first task review, second task, second task review, final task and final task review. Gantt chart of this project can be referred at *Appendix 4* which made using Smartsheet Website. This Special Project was requested by the Trainee to be completed until end of June to be sent to edotco Bangladesh, to be referred by IT Team at there.

User Guide Manage Engine Service Desk Plus (Cloud) is a comprehensive Service Desk or Request Management and Asset Management software that provides request management and Information Technology (IT) managers an integrated console to monitor, maintain the assets and IT requests and services generated from the users of the IT resources in an organization. Producing report also can be done by multiple of click according to user requirement. Furthermore, by implementing this user guide, this will increase IT business operation especially IT Support Team in managing issue and to create knowledge base between IT Support Team.

3.2.2 Objective of the User Guide

- To have a standardized workflow of request and asset management
- To generate report that meet with Service Level Agreement (SLA)
- To be referred by staff at edotco Group and Bangladesh

3.2.3 Project Information

No	Information	Details
1)	Name of the Project	User Guide Manage Engine Service Desk Plus.
2)	Project Scope	IT Support edotco Group and Bangladesh
3)	Module	Service Desk Management Asset Management
4)	Project Source	New project
5)	Start Date	16 February 2017
6)	End Date	16 June 2017
7)	URL	https://edotcoitme.sdpondemand.manageengine.com/
8)	Software Used	Microsoft Office Microsoft Words Microsoft Power Point Gantt Chart - Smart sheet.com
9)	Status	Being refer and used by IT staff at edotco Group and Bangladesh

3.2.4 Project Life Cycle

Special Project entitled, User Guide Manage Engine Service Desk Plus (Cloud) was started on first week of 16th February until 16th June 2017 which the total days was 87 days. Gantt chart of this project can be referred at *Appendix 4* which made using Smart sheet Website.

The details of User Guide Manage Engine Service Desk Plus (Cloud version) can be referred at *Appendix 5* while the details of User Guide Manage Engine of Asset Management (Cloud version) can be referred at *Appendix 6*.

Chapter 4: *Conclusion*



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

During my internship at edotco Group Sdn Bhd, there are various knowledge gained, not only Information Technology (IT) Knowledge but include with soft skills that are required to be a professional IT Support. My job scope during my internship can be included as IT Service Desk and End User Computing (EUC).

The application knowledge gained was during mini task, Attendance Management System (AMS) proposal on System development which learnt from subject IMS607 Advanced Web Design and Content Management. The intern was explored with various computer language such, PHP and JavaScript language to be applied a user-friendly website. The application of manual PHP language on system development, will broaden in aspects of designing according to users need such moving clock on the interface of AMS. Moreover, in aspect of skills, my information research skills were improved due to applied from subject IMC651 Research Method in Information Science on Research Methodology Program. With these skills, the intern can differentiate between reliable and unreliable sources plus dateline of completing AMS project was on date. The interns have an experience on system developments which are College Management System (CMS) and Electronic Coupon Management Systems (e-CMS).

Apart from that, subject learnt from IMS656 Management of Information Systems Department was mainly applied in edotco Group Sdn Bhd in aspects of IT Service Desk and End User Computing (EUC). This applied during Job Position Role Play assignments, on communication and knowledge transfer skills to users such internal and external user. The interns got to explore on how to dealing with stress management especially with upper lever user. By learnt from Job Position Role Play, the interns also gain persuasive skills and problem solving skills on managing the issue. This is important as to maintain a good image of the Team. The experience gain was dealing with customer was to be professional as can and provide a quick solution such, provide a loaner notebook for customer, Yasoda Sewwandi due to her notebook was automatically on Windows Updates when she was about to make a presentation. By prioritise such task; this will increase the ability on managing task and multitasker. In aspects of skills, teamwork skills were applied during Job Position Role Play on brainstorming ideas as to improve some operation and how to deal with the big issue on teamwork also, the intern has learnt different people have different opinion. The intern has gain experience on customer service skills when attending the customer. The intern experience on improving customer service skill first was to improve appearance by formal

uniform, short hair for man and wear perfume if possible so that customer is engaging with IT support. Second, be friendly to customer when attending them. First impression was important as to have a good relationship with the customer. Be smile and use a good tone of language, which a skill of language was improved automatically. Lastly, IT Support Team and the intern regularly follow up with the customer after attending them even though the issue was resolved, by following up with them, customer satisfaction can be achieved.

In aspect of documentation, subject learnt from IMS556 Information Systems Interaction and Consultation on producing user manual during user training program. This helps on improving my reporting skills specially to make it as an interactive as possible for user to read. This can be seen on my Special Project entitled User Guide Manage Engine Service Desk Plus which the details on *Appendix 5*. During internship, list of all user guide be completed by the intern can be refer on *Table 4*. For your information, less text and more chart was very helpful in the application in the user guide. This was to create an easy understanding of information delivering process between writer and sender. Technical writing skills also being applied in aspect of translate information into technical terms or non-technical terms. For intern's Special Project, it requires less technical writing skills, while for "Password Expiration Notification" and "Create Image Cloneziella" task, it was vice versa which intern have experience on writing "Microsoft Words Tips and Tricks". Other than that, experience learnt from subject IMS656 Management of Information Systems Department was task on E-book of IT Department in Development Federation State of Kelantan. From this experience, the intern got to explore on the advance feature on Microsoft Words which has a similar feature with Adobe Photoshop.

4.2 Personal thoughts and opinion

Real world experience

Interns get the experience on becoming professional Service Desk and End User Computing (EUC) by working in a professional environment in customer service field. This will cultivate various skills such problem solving skills, teamwork skills, technical skills and English language skills. With these skills, intern has experience in dealing with various type of user since user of edotco Group consists of multi-cultural environment. The intern will gain several of position such Asset Manager, Service Desk, EUC and Video Conference Support.

Information Technology (IT) Support Knowledge

IT Support Knowledge gain during internship process which can be referring at Chapter 3.1 Training Activities such;

- ✓ Morning Health Check (MHC)
- ✓ End User Computing (EUC)
- ✓ Installing and Configuring computer hardware Operating System

From intern's opinion, by experiencing several of tasks, the intern were introduced to various sources on solving issue thus this will help them to solve the issue if the issue was occur in the future. From intern experience, the more IT Support staff supporting the user, the more professional they become. This is because of the familiarity of the issue faced and be able to handle it in a short amount of time.

Resume Builder

It was an opportunity for intern to have various experience gain during internship, this will make student's resume become high demand in industry of IT field. Students with numerous amount of experience and job position, will likely to be hired in industry rather than students with lack of experience. For example, project completed during internship by the intern was User Guide Manage Engine Service Desk Plus which it was the basic skills of documentation to be applied of Service Desk job position. Other than documentation skills, technical skills were also a high demand in IT technology nowadays which must be balanced between documentation and technical skills. Task such system development can be included as technical skills gained and this will make resume become stronger

Career Foundation

From the experience of managing several tasks, intern obtains opportunity from the professional company which it is a foundation for every career. This foundation will make them choosing on which career that they want to pursue. At edotco, intern got the experience on becoming whether Service Desk or End User Computing (EUC). It was beneficial to be a part of edotco intern due to above reason. Intern also can make comparable on which side was the most suitable with the skills have. Instead of that, intern also can identify on which skills that they are lack off and can be improved during internship process.

4.3 Lesson learnt

Throughout 2 February until 30 June 2017, lesson learnt during internship at edotco Group Sdn Bhd can be seen mainly in Information Technology Support which include area following below.

Teamwork

Since the intern was frequently involve with the end user issue, teamwork was important on discussing problem raised and to transfer knowledge on each other's so that IT Support Team are aware with the latest problem raised. As for an example, in edotco environment, WhatsApp's application being used every day on every task that has been completed which refer on *Table 1: edotco Checklist Application Report* and *Figure 5: Morning Health Check Report (MHC)*. In Axiata building, IT Support Mesiniaga covers Edotco Malaysia Sdn Bhd and Edotco Group Sdn Bhd which located at level 19 and 30. If there was an issue, EUC at level 19 will then escalated to Team Leader and then escalated to System Administrator. After that, Team Leader will send blue alert of Edotco user so user is aware at the early stage. In this case, teamwork between IT team can minimize business discontinuity.

Punctuality

The intern also has learnt that to be a professional IT Support Team, they must be punctual on every occasion that requested by customers. Such situation the intern has experience mainly on setting up Skype Meeting. The process involved during setting up Skype Meeting must be familiarized and completed with success. If IT Support Team has lack punctuality skills, this will effect on Mesiniaga's customer services and their image. The intern also has learnt that time management during managing task must be suitable with customer's requirement. It is important to have customer's knowledge during handling their information and data.

Language skills

Apart learnt from teamwork and punctuality, a language skill was a challenge for intern due to take over of Edotco Group's user which involve multi-cultural environment. During attending user, the information delivered from sender to listener must understand from both parties. So, by applying English language automatically cultivate intern's interpersonal skills to build confident in them plus to improve communication skills.

Technical to non-technical communication skills

In aspects communication of technical terms to non-technical terms to customers, information delivery is extremely important as to identify the main issue or root causes. One of the tips that IT support must understand is put they in customer's situation by imagine what it feels like to be clueless. Communicating and identifying with computer users to find and fix problems and minimize the issue to be escalated to the user or third parties. For example, user request to install printer driver. Instead of saying "install printer by using IP address printer." Try starting sentences with "Set up printer driver must be implemented first."

4.4 Limitations and Recommendations

Limitations	<p>Limitations can be identified in terms of unspecific job position of job scope. Job position available at edotco Group Sdn Bhd was EUC and Service Desk; They are responsible on Asset and licensing management. Other than that, Video Conference job position was also managed by them. This will increase burdens between them. While for network management, they have to escalate to network engineer from other account that is responsible for edotco Group Sdn Bhd. In a simple words, there was no job position Network Engineer at edotco Group Sdn Bhd. The numbers of incident of having issue mainly on networking can be identified <i>Appendix 7: Photocopy of Logbook</i>. Lastly, limitation can be identified in terms of backfield numbers, since there were least number of staff responsible for edotco Group, level 3 and edotco Malaysia, level 19. Edotco region and edotco branches also supported by Mesiniaga Team.</p>
Recommendation	<p>First recommendations can be implementing in terms of unspecific job position of job scope was to hire number of staff such Asset and Licensing Manager, Video Conferencing support, Network Engineer and Service Desk. This was to minimize workloads of IT Support Team during managing their task. Second recommendation, for Mesiniaga interns at edotco, suggested that intern at edotco to have experience attending user at level 19 and 30 according to duty roster. This can be done by first week, the intern will take over level 30 and the following week, take over level 19. This aim to familiarize different environment, to engage with user of edotco group and Malaysia and to identify common issue and what needs to be done.</p>

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APPENDIX 1

Appendix 1 : Borang Kedatangan Latihan Industri (February 2017)



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 : AISYAH RAMLI No. Matrik : 2014728829
 No. IC : 9 No. Telefon :
 Nama / Alamat Organisasi : MESINIAGA
 1A, Jalan SS16/1, 47500 Subang Jaya, Selangor Malaysia
 Nama Penyelia : Max Chan Wai Kuang
 Bulan / Tahun : February 2017

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
2 February 2017	8.25am	5.30pm	
3 February 2017	8.15am	5.30pm	
6 February 2017	8.20am	5.30pm	
7 February 2017	8.22am	5.30pm	
8 February 2017	8.29am	5.30pm	
9 February 2017	8.30am	5.30pm	
10 February 2017	8.20am	5.30pm	
13 February 2017	8.20am	5.30pm	
14 February 2017	8.20am	5.30pm	
15 February 2017	8.25am	5.30pm	
16 February 2017	8.25am	5.30pm	
17 February 2017	8.25am	5.30pm	
20 February 2017	8.18am	5.30pm	
21 February 2017	8.19am	5.30pm	
22 February 2017	8.18am	5.30pm	
23 February 2017	8.17am	5.30pm	
24 February 2017	8.25am	5.30pm	
27 February 2017	8.28am	5.30pm	
28 February 2017	8.26am	5.30pm	

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : _____ Tarikh : 28 February 2017

Tandatangan Penyelia : _____ Tarikh : 28 February 2017

Appendix 1.1 : Borang Kedatangan Latihan Industri (March 2017)



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

REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : AISYAH RAMLI No. Matrik : 2014728829
 No. IC : _____ No. Telefon : _____
 Nama / Alamat Organisasi : MESINIAGA
 1A, Jalan SS16/1, 47500 Subang Jaya, Selangor Malaysia
 Nama Penyelia : Max Chan Wai Kuang
 Bulan / Tahun : March 2017

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
1 March 2017	8.28am	5.30pm	
2 March 2017	8.10am	5.30pm	
3 March 2017	8.22am	5.30pm	
6 March 2017	8.23am	5.30pm	
7 March 2017	8.25am	5.30pm	
8 March 2017	8.12am	5.30pm	
9 March 2017	8.20am	5.30pm	
10 March 2017	8.20am	5.30pm	
13 March 2017	8.20am	5.30pm	
14 March 2017	8.25am	5.30pm	
15 March 2017	8.25am	5.30pm	
16 March 2017	8.25am	5.30pm	
17 March 2017	8.18am	5.30pm	
20 March 2017	8.19am	5.30pm	
21 March 2017	8.18am	5.30pm	
22 March 2017	8.17am	5.30pm	
23 March 2017	8.25am	5.30pm	
24 March 2017	8.22am	5.30pm	
27 March 2017	8.23am	5.30pm	
28 March 2017	8.24am	5.30pm	
29 March 2017	8.25am	5.30pm	
30 March 2017	8.25am	5.30pm	
31 March 2017	8.30am	5.30pm	

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : _____ Tarikh : 31 March 2017

Tandatangan Penyelia : _____ Tarikh : 31 March 2017

Appendix 1.2: Borang Kedatangan Latihan Industri (April 2017)



UNIVERSITI
TEKNOLOGI
MARA

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Fax: 09-9762156 (i-EA)

REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : AISYAH RAMLI No. Matrik : 2014728829
 No. I/C : _____ No. Telefon : _____
 Nama / Alamat Organisasi : MESINIAGA
 1A, Jalan SS16/1, 47500 Subang Jaya, Selangor Malaysia
 Nama Penyelia : Max Chan Wai Kuang
 Bulan / Tahun : April 2017

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
3 April 2017	8.20am	5.30pm	
4 April 2017	8.16am	5.30pm	
5 April 2017	8.18am	5.30pm	
6 April 2017	8.20am	5.30pm	
7 April 2017	8.20am	5.30pm	
10 April 2017	8.29am	5.30pm	
11 April 2017	8.18am	5.30pm	
12 April 2017	8.15am	5.30pm	
13 April 2017	8.22am	5.30pm	
14 April 2017	8.21am	5.30pm	
17 April 2017	8.20am	5.30pm	
18 April 2017	8.22am	5.30pm	
19 April 2017	8.10am	5.30pm	
20 April 2017	8.15am	5.30pm	
21 April 2017	8.19am	5.30pm	
24 April 2017	8.15am	5.30pm	
25 April 2017	8.20am	5.30pm	
26 April 2017	8.22am	5.30pm	
27 April 2017	8.25am	5.30pm	
28 April 2017	8.20am	5.30am	

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : _____ Tarikh : 28 April 2017

Tandatangan Penyelia : _____ Tarikh : 28 April 2017

Appendix 1.3: Borang Kedadatangan Latihan Industri (May 2017)



FAKULTI PENGURUSAN MAKLUMAT
Universiti Teknologi MARA Cawangan Kelantan
Bukit Ilmu, 15500 Machang,
Kelantan Darul Naim
Tel: 09-9762000
Fax: 09-9762156 (HEA)

REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : AISYAH BAMI No. Matrik 2014728829
No. I/C : No. Telefon :
Nama / Alamat Organisasi : MESINIAGA
1A, Jalan SS16/1, 47500 Subang Jaya, Selangor Malaysia
Nama Penyelia : Max Chan Wai Kuang
Bulan / Tahun : May 2017

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
2 May 2017	8.20am	5.30pm	
3 May 2017	8.10am	5.30pm	
4 May 2017	8.22am	5.30pm	
5 May 2017	8.23am	5.30pm	
8 May 2017	8.25am	5.30pm	
9 May 2017	8.15am	5.30pm	
11 May 2017	8.24am	5.30pm	
12 May 2017	8.20am	5.30pm	
15 May 2017	8.20am	5.30pm	
16 May 2017	8.25am	5.30pm	
17 May 2017	8.25am	5.30pm	
18 May 2017	8.25am	5.30pm	
19 May 2017	8.18am	5.30pm	
22 May 2017	8.19am	5.30pm	
23 May 2017	8.18am	5.30pm	
24 May 2017	8.17am	5.30pm	
25 May 2017	8.25am	5.30pm	
26 May 2017	8.28am	5.30pm	
29 May 2017	8.26am	5.30pm	
30 May 2017	8.20am	5.30pm	
31 May 2017	8.15am	5.30pm	

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : _____ Tarikh 31 May 2017

Tandatangan Penyelia : _____ Tarikh 31 May 2017

Appendix 1.4 : Borang Kedatangan Latihan Industri (June 2017)



UNIVERSITI
TEKNOLOGI
MARA

FAKULTI PENGURUSAN MAKLUMAT
Universiti Teknologi MARA Cawangan Kelantan
Bukit Ilmu, 18500 Machang
Kelantan Darul Naim
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REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : AISYAH RAMLI No. Matrik : 2014300000
 No. I/C : No. Telefon :
 Nama / Alamat Organisasi : MESINIAGA
 1A, Jalan SS16/1, 47500 Subang Jaya, Selangor Malaysia
 Nama Penyela : Max Chan Wai Kuang
 Bulan / Tahun : June 2017

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyela
1 June 2017	8.20am	5.30pm	
2 June 2017	8.10am	5.30pm	
5 June 2017	8.13am	5.30pm	
6 June 2017	8.25am	5.30pm	
7 June 2017	8.19am	5.30pm	
8 June 2017	8.22am	5.30pm	
9 June 2017	8.21am	5.30pm	
12 June 2017	8.20am	5.30pm	
13 June 2017	8.20am	5.30pm	
14 June 2017	8.24am	5.30pm	
15 June 2017	8.20am	5.30pm	
16 June 2017	8.19am	5.30pm	
19 June 2017	8.20am	5.30pm	
20 June 2017	8.14am	5.30pm	
21 June 2017	8.17am	5.30pm	
22 June 2017	8.18am	5.30pm	
23 June 2017	8.20am	5.30pm	
30 June 2017	8.26am	5.30pm	

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : _____ Tarikh 30 June 2017

Tandatangan Penyela : _____ Tarikh 30 June 2017

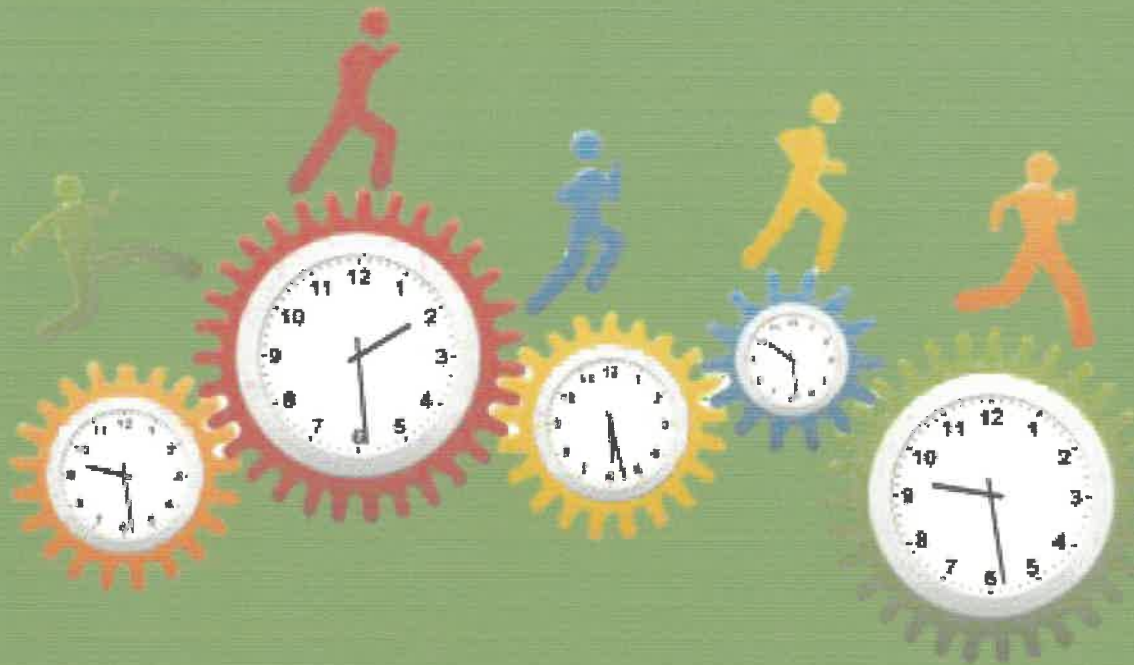
APPENDIX 2



Appendix 2 : Training session of Manage Engine Service Desk Plus

From Left : **Pn Sallina** (Service Delivery Manager, Mesiniaga), **Ayu** (Team Leader Edotco IT Support), **Max** (Edotco IT Support), **Azrin** (Product Engineer, 10 infinity Sdn Bhd), **Asyiqin** (Edotco Service Desk), **Abidah** (Axiata Intern), **Aisyah** (Edotco Intern) and **Sabri** (Edotco Intern).

**Appendix 3: Attendance Management System (AMS)
proposal**



Attendance Management System (AMS)



For

IT Support

Mesiniaga

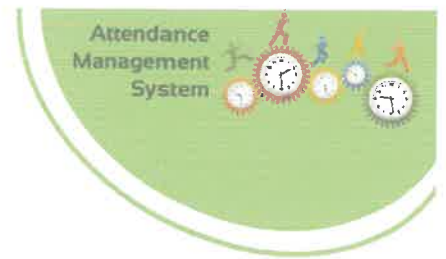
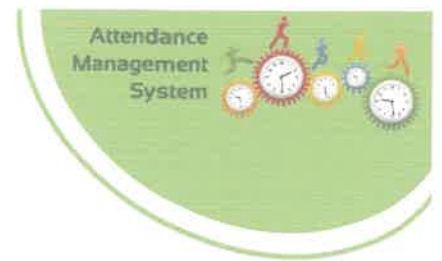


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Attendance Management System

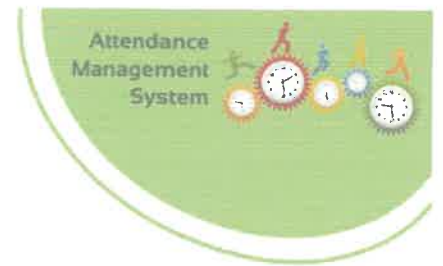
D) PLANNING

Introduction

Attendance Management System (AMS) can be functioned to track time attendance of check in and out which will be used by IT Support edotco Group Sdn Bhd. The reason AMS purposed was due to issue of location difference which complained by employee of IT Support edotco Group Sdn Bhd. AMS will also notify system administrator, on “late”, “overtime” and “OK” status. Below was the condition;

Table 1: Condition in AMS

Check In			Check Out		
Status	Shift	Time	Status	Shift	Time
OK	1 st	8.30am - 5.30pm	OK	1 st	5.31pm – 5.45pm
		9.00am - 5.30pm (Team Leader)			2 nd
	2 nd	10.00am – 7.00pm			
Late	1 st	8.35am above	Overtime	1 st	5.30pm – 6.30pm
	2 nd	10.05am above		2 nd	7.00pm – 8.00pm
Absent		-	Forget		-

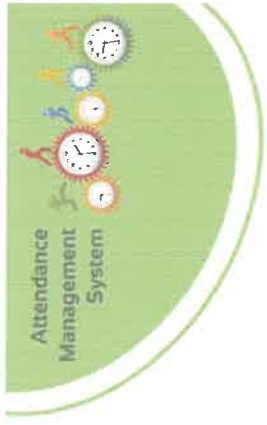


Problem Statement

Previously, employee of edotco IT support uses a fingerprint attendance system to monitor absences and attendance of employee together with employee of Axiata IT support. The issue arises in aspects different location of check in and check out. This is because, Axiata IT support was situated at level 8 while for edotco IT support was at level 19 and 30. This situation will be dragged time due to different building of check in and out. So, by purposing AMS, they can check in at one building and they tend to come early

Objective

- To determine the number of late and overtime of an employee
- To produce a report of attendance list once in a month
- To motivate user to attend early by the frequent number of "late" status.
- To reduce the "late" status of employee without having to go to Axiata IT SupportLevel.



Gantt Chart

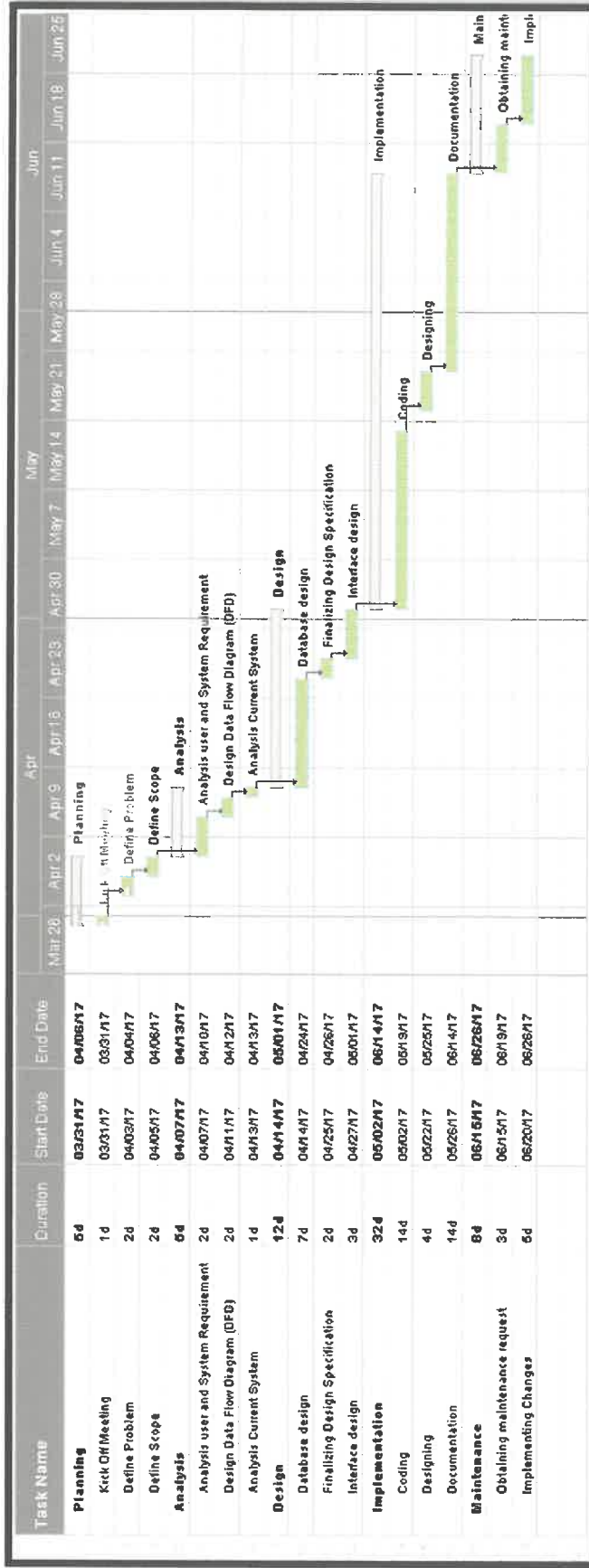


Figure 1: Gantt Chart of AMIS

II) ANALYSIS

Data Context Diagram

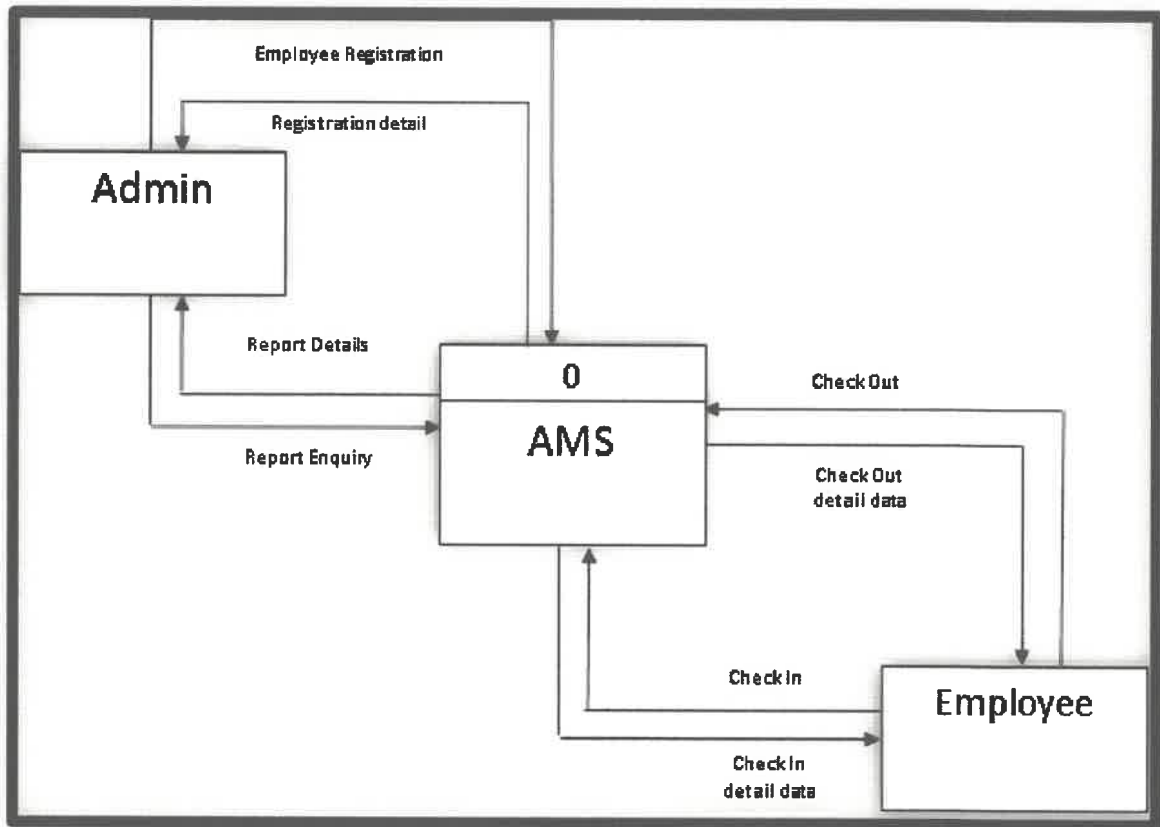


Figure 2: Level 0 Diagram of AMS

Data Flow Diagram (DFD)

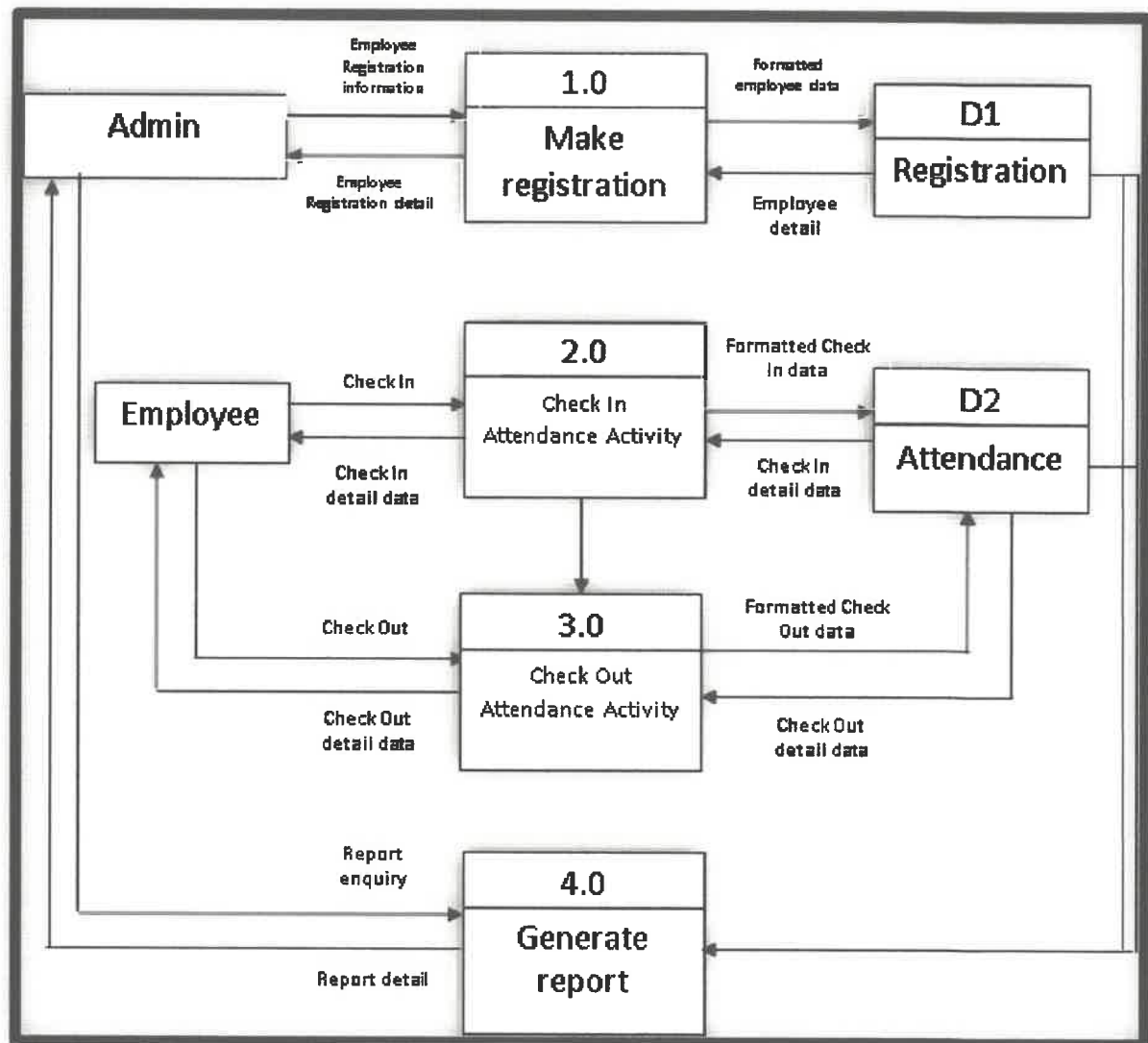


Figure 3: Data Flow Diagram (DFD) of AMS

III) DESIGN

Entity Relationship Diagram (ERD)

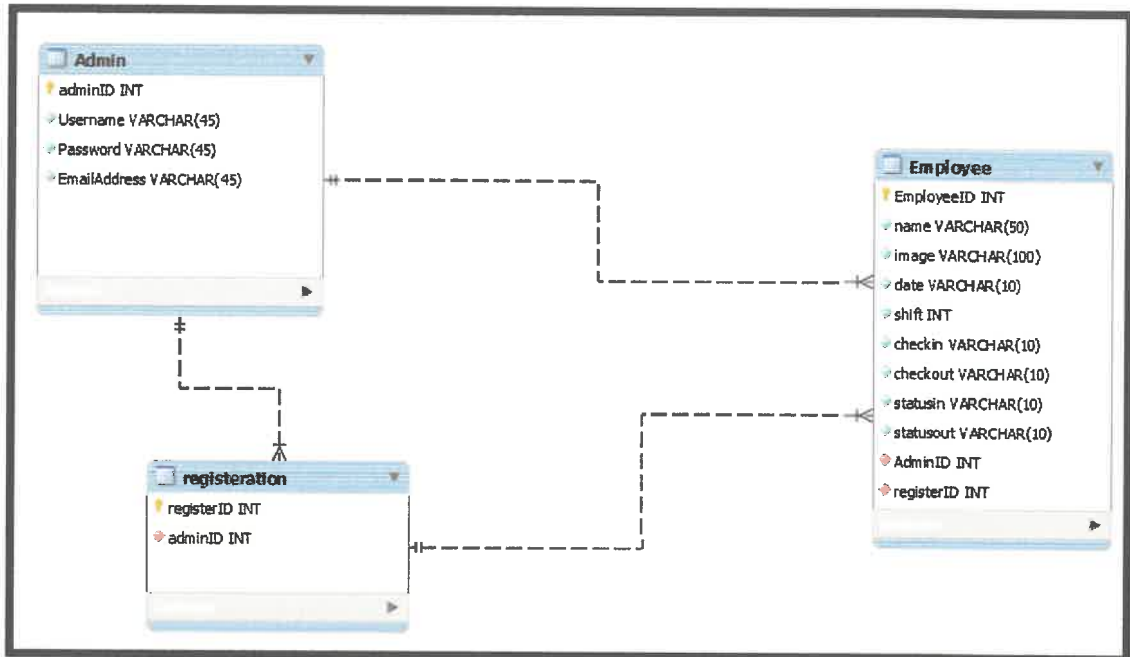







Figure 4: Entity Relationship Diagram (ERD) of AMS

- An admin can view many employee data
- Many employee data can be viewed an admin
- An admin can make many registration
- Many registration can be made by an admin
- A registration can have many employee data
- Many employee data can be found in a registration.

6.  Admin Interface
7.  Admin log in using username and password
8.  Register new employee by insert full name and upload image.
9.  List of employee which give access for admin to edit and delete
10.  Report status in and out of employee

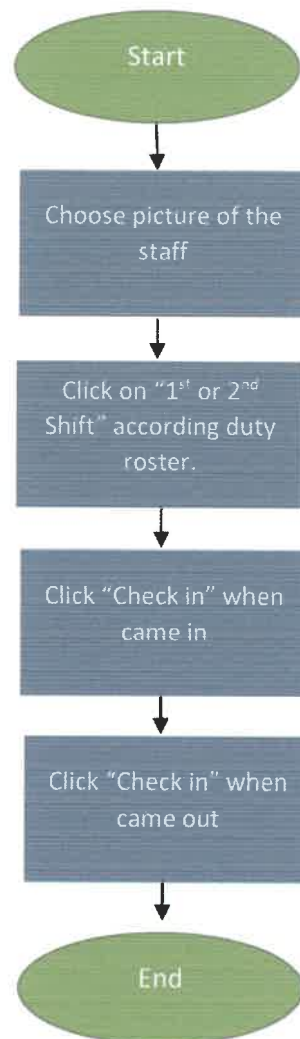
Storyboard

Table 2: Storyboard of AMS

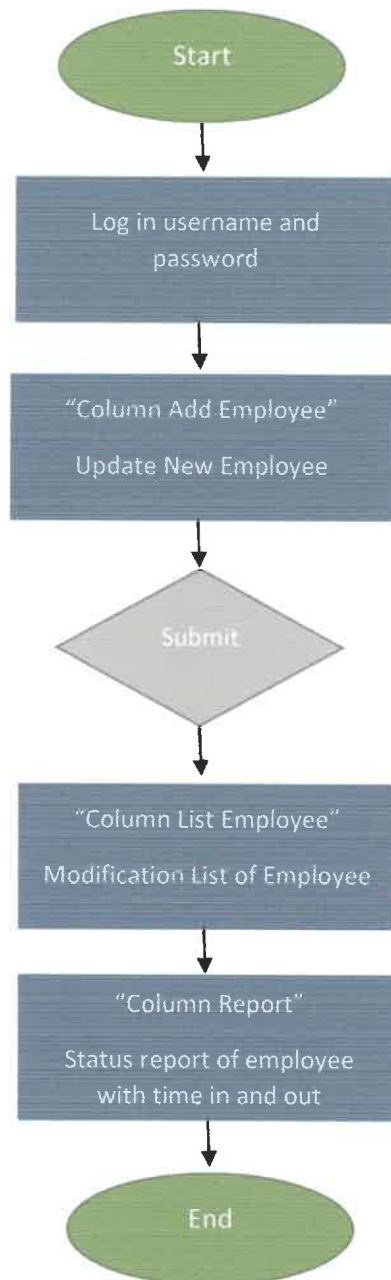
No	Interface	Description
1.	<p>Attendance Management System</p>	Attendance Management System Interface
2.	<p>Attendance Management System</p>	Click on "Check In" once came in according duty roster 1 st Shift or 2 nd Shift
3.	<p>Attendance Management System</p>	Successful "Check In"
4.	<p>Attendance Management System</p>	Click on "Check Out" once came out
5.	<p>Attendance Management System</p>	Successful "Check Out"

Workflow Process

a) Data Flowchart (Employee)




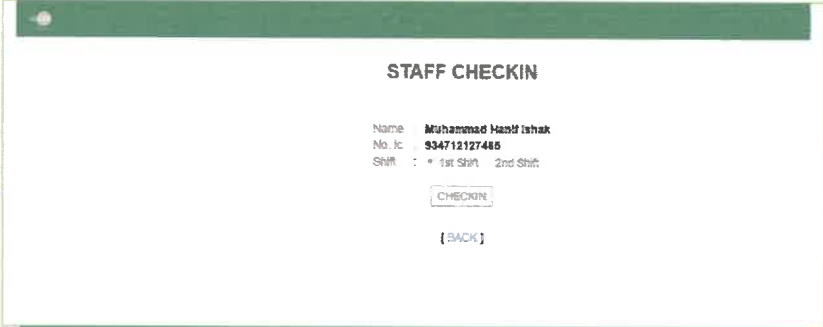
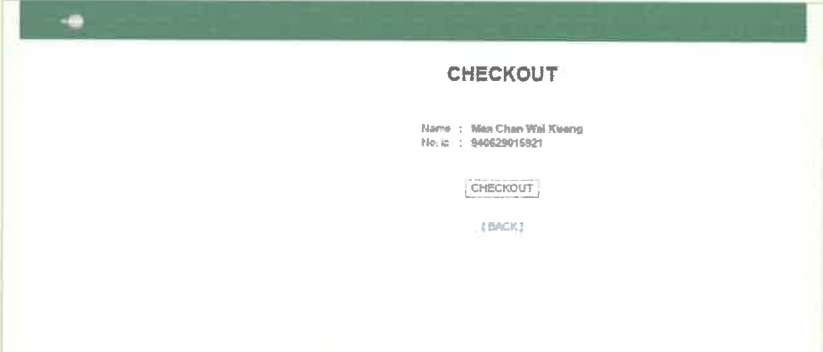
b) Flowchart (Admin)

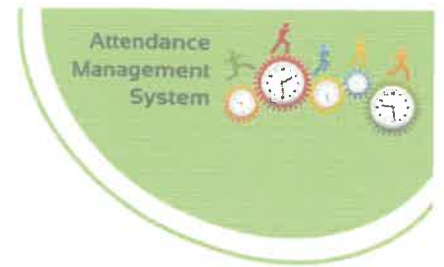


IV) IMPLEMENTATION

System Interface (Employee)

Table 3: System Interface (Employee) of AMS

System Interface	Description
	<p>System Interface</p>
	<p>Choose shift according to duty roster and Check In.</p>
	<p>Staff Check Out</p>

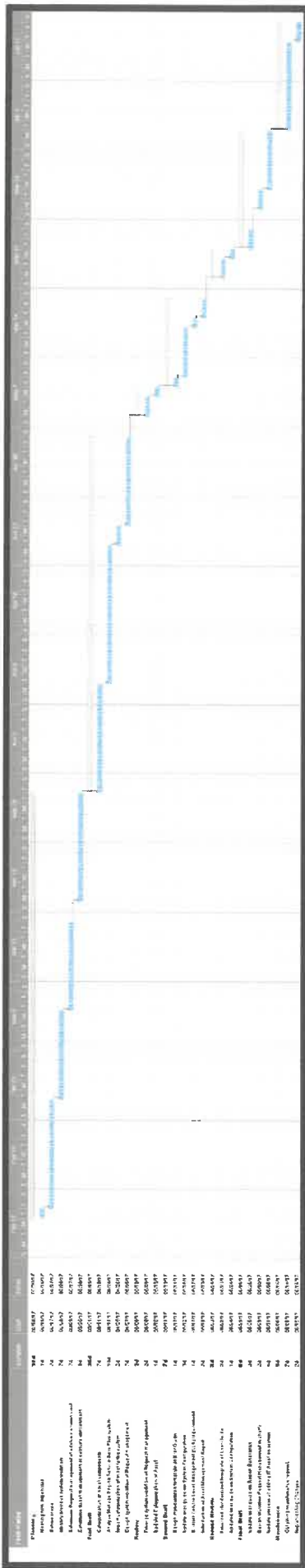


System Interface (Admin)

Table 4: System Interface (Admin) of AMS

System Interface	Description																																																						
<p style="text-align: center;">ADMIN LOGIN</p>	<p>Login Username and Password</p>																																																						
<p style="text-align: center;">REGISTEREMPLOYEE</p>	<p>Three functions menu;</p> <ul style="list-style-type: none"> - Register Employee - List Employee - Report <p>Register Employee include full name, Identification Number and Image.</p>																																																						
<p style="text-align: center;">EMPLOYEE LIST</p> <table border="1"> <thead> <tr> <th>Name</th> <th>ICNo.</th> <th>Date</th> </tr> </thead> <tbody> <tr> <td>Max Chan Wan Kuang</td> <td>940629013921</td> <td>Edit / Delete</td> </tr> <tr> <td>Fru ul Iddayu Azlan</td> <td>920411105080</td> <td>Edit / Delete</td> </tr> <tr> <td>Muhammad Hanif Ismail</td> <td>843016125571</td> <td>Edit / Delete</td> </tr> <tr> <td>Kamil Ayyin Abdullah</td> <td>940320146210</td> <td>Edit / Delete</td> </tr> <tr> <td>Biqah Ruzli</td> <td>940714145720</td> <td>Edit / Delete</td> </tr> </tbody> </table>	Name	ICNo.	Date	Max Chan Wan Kuang	940629013921	Edit / Delete	Fru ul Iddayu Azlan	920411105080	Edit / Delete	Muhammad Hanif Ismail	843016125571	Edit / Delete	Kamil Ayyin Abdullah	940320146210	Edit / Delete	Biqah Ruzli	940714145720	Edit / Delete	<p>List of employee to "Edit" and "Delete".</p>																																				
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Appendix 4: Manage Engine Service Desk Plus Gantt Chart



Task Name	Duration	Start	Finish
Planning	31 d	02/16/17	03/30/17
Meeting with supervisor	1 d	02/16/17	02/16/17
Define scope	7 d	02/17/17	02/27/17
Identify previous system workflow	7 d	02/28/17	03/08/17
Determine Request management of edotco's environment	7 d	03/09/17	03/17/17
Determine Asset management of edotco's environment	9 d	03/20/17	03/30/17
First Draft	26 d	03/31/17	05/05/17
Categorization of Asset components	7 d	03/31/17	04/07/17
Analyse Manage Engine Service Desk Plus system	10 d	04/11/17	04/24/17
Import categorization of ticket to the system	2 d	04/25/17	04/28/17
Design system workflow of Request management	7 d	04/27/17	05/05/17
Review	3 d	05/08/17	05/10/17
Finalize system workflow of Request management	2 d	05/08/17	05/09/17
Updated Categorization of Asset	1 d	05/10/17	05/10/17
Second Draft	7 d	05/11/17	05/19/17
Design standardized template of User Guide	1 d	05/11/17	05/11/17
Update user guide on System Configuration	3 d	05/12/17	05/16/17
Discuss Service Level Arrangement (SLA) requirement	1 d	05/17/17	05/17/17
Introduction of Asset Management Report	2 d	05/18/17	05/19/17
Second Review	3 d	05/22/17	05/24/17
Finalized standardized template of User Guide	2 d	05/22/17	05/23/17
Updated user guide on System Configuration	1 d	05/24/17	05/24/17
Final Draft	8 d	05/25/17	06/05/17
Update user guide on Report Generation	2 d	05/25/17	05/26/17
Design Workflow Request Management In charts	2 d	05/29/17	05/30/17
Update process of adding IT Asset on system	4 d	06/01/17	06/05/17
Maintenance	9 d	06/06/17	06/16/17
Obtaining maintenance request	7 d	06/06/17	06/14/17
Implementing Changes	2 d	06/15/17	06/16/17

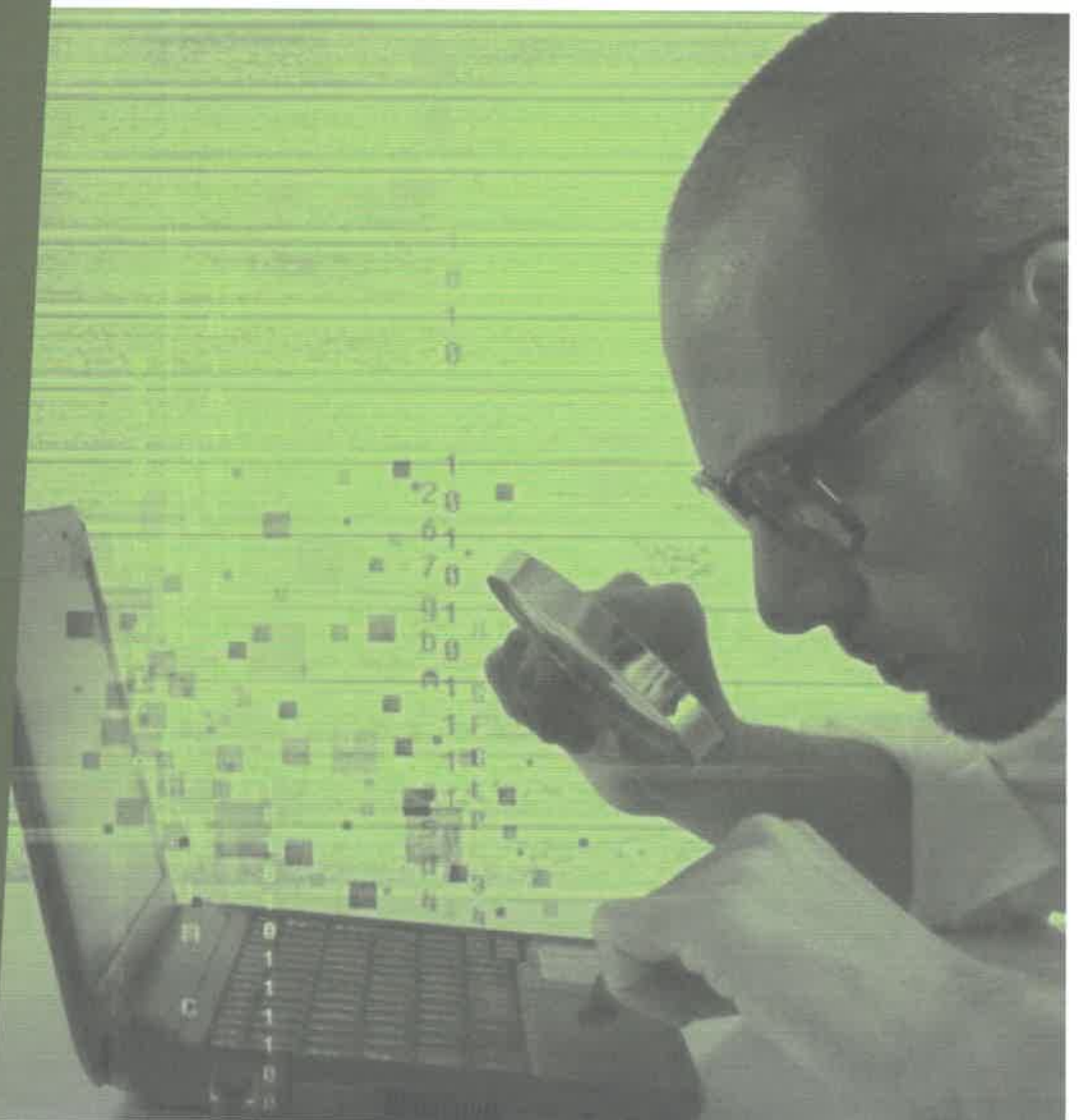


Appendix 5: User Guide Manage Engine Service Desk Plus



User Guide

ManageEngine
ServiceDeskPlus

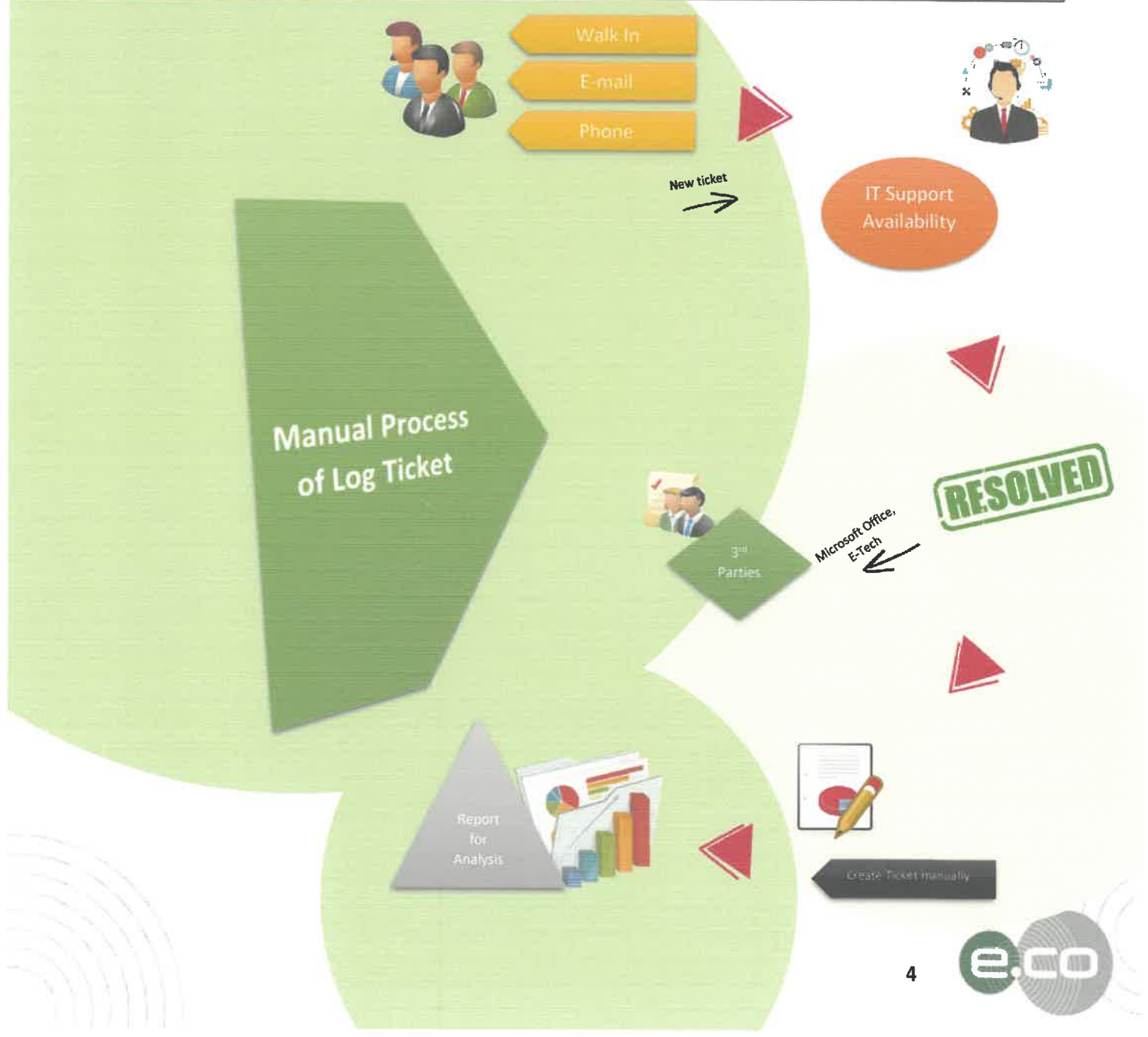


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Introduction

Manage Engine Service Desk Plus (Cloud) is a comprehensive Help Desk and Asset Management software that provides help desk agents and IT managers an integrated console to monitor and maintain the assets and IT requests generated from the users of the IT resources in an organization. The IT help desk plays an important part in the provision of IT Services. Manually, ticketing process on the following below ;



Setting Setup

Configure all your service setting such as Users & Permissions, Organization Settings, Mail Settings, Customization, Template & Forms, Automation and User Survey.

1. **Log in Username and Password on** <https://edotcoitme.sdpondemand.manageengine.com/>

Username should be email address

Users & Permissions

Users

Requesters

1. To add requester, click [New Requester](#) (add requesters manually)
2. Filled in the details below;

Personal Details

Name

Employee ID

Description

Contact Information

Email

Phone

Mobile

Department Details

INFO : Site will be associated to the requester through a Department. Here site act as

Site Not in any site

Department Name None

Requester allowed to view Show only their own requests.

Job Title

3. Click

Setting Setup

Users & Permissions

Users

Requesters

1. To add requester from CSV, click **Import Users > Import from CSV**



2. Filled in the details below;

A screenshot of the 'import Wizard' form. The form contains the following fields and values:

Resource Type	Requester
How do you want to import?	Add records and update if already e ▼
File Format	csv ▼
Sheet No	1
Locate File	Choose File No file chosen
Character Encoding	UTF-8 ▼

3. Click **Next**

List of Requester

- Click **Actions > Delete Requester(s)**, to delete requester (Only Organization Admin can perform this)
- Click **Actions > Assign to Department**, to assign requester's department. By tick on specific requesters.

These are the list of requester after import file from CSV;

A screenshot of the 'New Requester' table in the application. The table has the following columns: Name, Login Name, Email, Department Name, Employee ID, Phone, and Job Title. The 'Actions' dropdown menu is open for the first row.

Name	Login Name	Email	Department Name	Employee ID	Phone	Job Title
Aasif Noor	-	aasif.ibrahim@edotcgroup.com	Human Resources (HR)	-	-	-
Ab Razak Ali	-	abrazaak@edotcgroup.com	Operations	-	60723455372	Regional Operation Man ...
Abdul Hamid Abdul Rahim Hamzah	-	hamid.hamzah@edotcgroup.com	Finance	-	60322621361	Assistant Manager - Fi ...
AEDUL HAMID BIN ABDUL RAHIM HAMDAH	-	-	General	-	-	-
ABDUL RAHIM BIN HADAEK	-	-	General	-	-	-

Setting Setup

Users & Permissions

Users

Technicians

1. To add new technician, click **New Technician**
2. Filled in Personal Details below;

Personal Details	
Name	
Employee ID	
Contact Information	
Email	
Phone	
Mobile	
SMS Mail ID	
Cost Details	
Cost per hour R/H	0.00
Department Details	
Department Name	None
Job title	

3. Assign the site(s) for the Technician. By Select available sites, and click ">>".

Available Sites	Associate Sites
	Not in any site
	>>
	<<

Setting Setup

4. Assign the group(s) for the Technician according to their expertise. By Select available group, and click ">>".

Available Groups		Associated Groups
Security		
Video Conferencing and Conf Application	>>	
Hardware		
Morning Health Check Administration	<<	
Network - MAC Address		
Network		

5. Click 

Setting Setup

Organization Setting

Company Details

- Admin has authority to change Company Details according to Site.
- Must fill in column with " * "
- Change Currency according to site.

Company Details


Technician with "Organization Admin" role/privilege can update Company/Organization details

Nama *	edotco Group Sdn Bhd
Currency *	Malaysian Ringgit - MYR (RM)
Description	edotco Group Sdn Bhd

Address


Door Number	Level 30.
Street	Akiata Tower 9.
Landmark	Jalan Stesen Sentral 5.
City	Kuala Lumpur.
ZIP/Postal Code	50470
State/Province	Wilayah Persekutuan
Country	Malaysia
Time Zone	(GMT 8:0) Malaysia Time(Asia/Kuala_Lumpur) *







Contact Information

E-mail ID	
Phone No.	
Fax No.	
Web URL	
Company Logo	

Setting Setup



Regions

1. Insert Region Name of Edotco Group
2. Click  to edit Region Name and Description

New Region	
Region Name	Description
 Bangladesh	
 Cambodia	
 Malaysia	
 Myanmar	
 Pakistan	
 Sri Lanka	

Sites

1. Insert Sites Name of Edotco Group
2. Click  to edit Sites Name

 EDOTCO MALAYSIA
 AVAILABLE
 EDOTCO GROUP
 REGION (SARAWAK)
 IT SUPPORT
 EDOTCO PAKISTAN
 EDOTCO BANGLADESH
 REGION (SABAH)
 REGION (EASTERN)
 EDOTCO CAMBODIA
 REGION (NORTHERN)
 EDOTCO SRI LANKA

Setting Setup

Operational Hours

4. Insert region's Working time and days and click **Save**
5. Below are according to Edotco Group Sdn Bhd

Operational hours

Working time

To specify your working hours. Select a start and end time

Round the clock (24 hours)

Select Operational hours

Start Time

End Time

Working days

Please select working days of the HelpDesk

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

Save


Holidays

3. Insert region's Holidays by click **New Holiday**

New Holiday	Date	Description	Recurring
<input type="checkbox"/>	May 1, 2018	Labour Day	Yes
<input type="checkbox"/>	Jan 1, 2018	New Year's Day	Yes
<input type="checkbox"/>	Dec 31, 2017	New Year Eve	Yes
<input type="checkbox"/>	Dec 25, 2017	Christmas	Yes
<input checked="" type="checkbox"/>	Dec 1, 2017	Prophet Muhammad Birthday	No
<input type="checkbox"/>	Oct 18, 2017	Onval/Deepavali	No
<input type="checkbox"/>	Sep 21, 2017	Awal Muharram	No
<input type="checkbox"/>	Sep 18, 2017	Malaysia Day	Yes
<input type="checkbox"/>	Sep 1, 2017	Hari Raya Haji	No
<input type="checkbox"/>	Aug 31, 2017	Independence Day	Yes
<input type="checkbox"/>	Jan 27, 2017	Hari Raya Aidilfitri Day 2	No
<input type="checkbox"/>	Jan 26, 2017	Hari Raya Aidilfitri Day 1	No

Setting Setup

Leave Types









1. Insert leave types by click **New Leave Type** and click **Save**
2. Click  to edit Leave Types

These are the types of leave;

Type of Leaves	Description								
Annual Leave	For example, employee on vacation. Table below according to <i>Compulsory under Employee Act 1955</i>								
	<table border="1"> <thead> <tr> <th>Year in Service</th> <th>Minimum Entitlement</th> </tr> </thead> <tbody> <tr> <td>1st to 2nd</td> <td>8</td> </tr> <tr> <td>3rd to 4th</td> <td>12</td> </tr> <tr> <td>5th and above</td> <td>16</td> </tr> </tbody> </table>	Year in Service	Minimum Entitlement	1 st to 2 nd	8	3 rd to 4 th	12	5 th and above	16
Year in Service	Minimum Entitlement								
1 st to 2 nd	8								
3 rd to 4 th	12								
5 th and above	16								
Sick Leave	<table border="1"> <thead> <tr> <th>Year in Service</th> <th>Minimum Entitlement</th> </tr> </thead> <tbody> <tr> <td>1st to 2nd</td> <td>14</td> </tr> <tr> <td>3rd to 4th</td> <td>18</td> </tr> <tr> <td>5th and above</td> <td>22</td> </tr> </tbody> </table>	Year in Service	Minimum Entitlement	1 st to 2 nd	14	3 rd to 4 th	18	5 th and above	22
Year in Service	Minimum Entitlement								
1 st to 2 nd	14								
3 rd to 4 th	18								
5 th and above	22								
Maternity Leave	Period of absence for working mother before and after the child of the child.								
Marriage Leave	Normally 3 days								
Paternity Leave	Leave for the birth of child for working father. Normally 1 or 2 days.								
Childcare Leave	As a working parent, staff is allowed to take childcare leave to look after their sick children aged below 12 years. Normally 1-5 days								
Examination Leave	Employee Form needed that enable them to pursue examination								
Compassionate Leave	For example, death of a family member								

Leave Types

New Leave Type

Name	Description
  Casual Leave	Used when technician is on vacation
  Comp Off	Used when a technician is unavailable as h
  On Duty	Used when a technician is unavailable due
  Sick Leave	Used when a technician is not well


Setting Setup

Departments

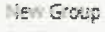

1. Insert **Department** by click 
2. Fill in **Site** and **Department Head** and click 

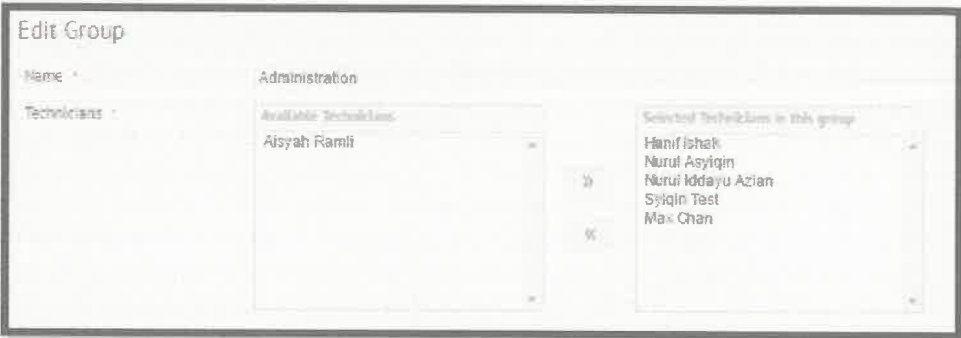


The 'New Department' dialog box contains the following fields and controls:

- Department Name:
- Site: Default Settings
- Department Head: Click to select Department Head 
- Description:
- Buttons:  

Group

1. Insert **Department** by click 
2. Fill in **Group Name** and **Selected Technician** in this group
3. Click 



The 'Edit Group' dialog box shows the following configuration:

- Name: Administration
- Technicians:
- Available Technicians: Aisyah Ramli
- Selected Technicians in this group: Hanif Ishak, Nurul Asyiqin, Nurul Iddayu Azian, Syiqin Test, Max Chan

Setting Setup

Currency

1. Insert Region's Currency by click New Currency
2. Fill in Currency Name, Code and Symbol.

Regions	Currency Name	Currency Code	Currency Symbol
Bangladesh	Bangladesh Taka	BDT	৳
Cambodia	Cambodia Riel	KHR	៛
Myanmar	Burmese Kyat	MMK	₹
Pakistan	Pakistani Rupee	PKR	₹
Sri Lanka	Sri Lankan Rupee	LKR	₹

3. Click Save

Edit Currency x

Currency Name * Malaysian Ringgit

Currency Code MYR

Currency Symbol *

Save Cancel

Setting Setup

Mail Settings

Mail Server Settings

- Fill in the column below with “*”

Incoming Mail Settings	
Server Name / IP Address *	outlook.office365.com
User Name *	itme@edotcogroup.com
Password *	*****
Email Address *	itme@edotcogroup.com
Email Type *	IMAPS (Port 993) <input checked="" type="checkbox"/> TLS
Fetch mails every *	2 Minutes
	<input checked="" type="checkbox"/> Accept E-mails from unknown users ?

Outgoing Mail Settings	
Server Name / IP Address *	smtp.office365.com
Alternate Server Name / IP Address	
Sender's Name	IT ME
Reply-to Address *	itme@edotcogroup.com
Email Type	SMTP WITH TLS (Port 587)
User Name *	itme@edotcogroup.com
Password *	*****

Email Request Settings	
	<input type="checkbox"/> Disable new request creation through email ?

Setting Setup

Customization

Help Desk

Category

1. Click on **New Category**
2. Filled in **Category Name * >** **Save and Add Sub Category**

Sub Category

- Click on **New Sub Category** **OR**
3. Filled in **Sub Category * >** **Save and Add Item**

Item

- Click on **New Item** **OR**
4. Filled in **Item * >** **Save**

Setting Setup

Customization




Help Desk

Status

1. To add new status, click **New Status**
2. Filled in Name *, Type, Color and Description
3. Click **Save**

List of Status

Below is the list of **In Progress** and **Completed**

Status Name	Description	Timer Status	Color
In Progress			
On Hold	Request on Hold	Stop	No color
Open	Request Pending	Running	#0066ff 
Completed			
Closed	Request Completed	-	#006600 
Resolved	Request Resolved, waiting for approval by Requester	-	#00ff66 

Setting Setup

Customization

Help Desk

Level

1. To add new level, click **New Level**
2. Fill in Name * and description.
3. Click **Save**

List of Level

Below is the list of request level.

Name	Description
Tier 1	<i>Non-Critical Issue such as Hardware Failure</i>
Tier 2	<i>Critical Issue such as Network Failure</i>

Setting Setup

Customization

Help Desk

Mode

1. To add new mode, click New Mode
2. Fill in Name * and description.
3. Click Save

List of Mode

Below is the list of mode.


Name	Description
Email	<i>Request through email</i>
Phone Call	<i>Request through Phone Call</i>
Walk In	<i>Request through Walk In</i>
Web Form	<i>Request through Web Form</i>

Setting Setup

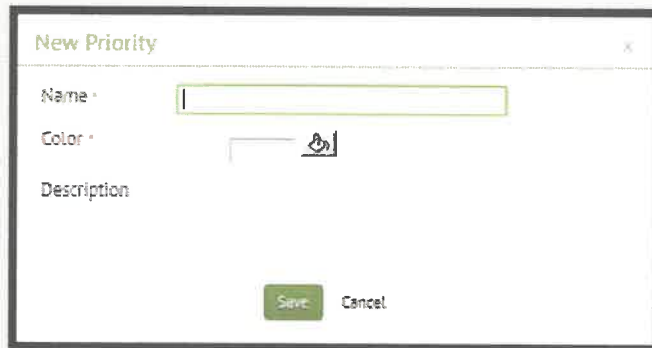
Customization

Help Desk

Priority


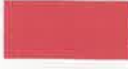



1. To add new priority, click 
2. Fill in Name *, Color * and description.

3. Click 



List of Priority

Below is the list of priority.

Name	Description	Color
High (Incident)	Affects Business	#bb0000 
High (Service)		#ff0000 
Low (Incident)	Affects Individual	#003399 
Low (Service)		#0099ff 
Medium	Affects Service	#ff6600 

Setting Setup

Customization

Help Desk

Task Type

1. To add new task type, click **New Task Type**
2. Fill in Name *, Color * and description.
3. Click **Save**

List of Task Type

Below is the list of task type.

Name	Description	Color
Implementation	Implementation of the planned work.	#999900
Install/Uninstall	Install/Uninstall of the software.	#666666
Maintenance	Maintenance task to ensure the good condition of the system.	#ff6600
Planning	Design/Re-design the new/existing system.	#ff66cc
Release	Roll in of the developed system to the production.	#00ff00
Replacement/Repair	Replacement/Repair of the Hardware.	#ffff00
Testing	Ensuring the quality of the system.	#990000
Troubleshooting	Finding the root cause of a problem in the system.	#00ffcc

Setting Setup

Templates & Forms

Incident Template

1. To add new incident template, click [New Incident Template](#)
2. Fill in **Template Name *** for **Category** and **Sub Category** related.
Such as

Category	Administration
Sub Category	Active Directory (AD)
Template Name	Administration – Active Directory (AD)

3. Click [Save](#)

Edit Incident Template

1. To edit incident template, click 
2. Edit the incident template form
3. Click [Save](#)

Setting Setup

Templates & Forms

Resolution Template

1. To add new resolution template, click New Resolution Template
2. Fill in **Template Name** * and write resolution related with template name on Description column
Such as

Template Name	Administration (Service)- Active Directory (AD) 1
Resolution	Update user's title in AD

Multiple of resolution can be applied by rename template name "2"

Template Name	Administration (Service)- Active Directory (AD) 2
Resolution	Reset user's password in AD

Template Name *

Description *

B I U

Update user's title in AD

3. Click Save / Update

Setting Setup

Automation

Notification Rules

Request

To set the notification rules, select the relevant check boxes beside each of the statements listed. You can also customize the email template of the notification rules, if required.

Requester Notifications

1. Tick "Email Requester when a Request is Resolved" > Customize template

Requester Notifications

- Acknowledge Requester by Email when a new request is received [Customize template](#)
- Acknowledge Requester by Email on receipt [Customize template](#)
- Acknowledge Requester by Email when closed [Customize template](#)
- Email Requester when a Request is Resolved [Customize template](#)
- Acknowledge Requester by Email when the request is closed [Customize template](#)

2. Change Subject and the Message content by typing the text of your choice and adding other variables that you wish to display as a part of the subject or message content.
 - a. To add more variables, just click the corresponding variable from the list box beside the respective field.

Customize Notification Template

Notification Rule : E-Mail requester when a Request is Resolved

Subject
Your Request with ID :##\$RequestID## has been Resolved.

Message
Your Request [ID:\$RequestID] has been resolved.
Title : \$Title
Click [here](#) to close this request.
\$RequestAge
If you are not satisfied, reply to this mail to re-open the Request.
Thanks and regards,
edotco IT Support

Subject Variables: Request ID, Created Date, Due By Date, Subject, Description, Status, Priority, Mode, Level, Category, Sub Category, Item, Group, Requester Name, Workstation Name, Requester Mobile, Requester Phone, Requester Department, Resolution, SLA Name, Product Name

Message Variables: (empty)

Save Cancel

3. Click **Save**

Automation

Notification Rules

Technician Notifications

1. Tick *following task > Customize template*

<input checked="" type="checkbox"/>	Alert Technician by Email when a request is assigned
<input type="checkbox"/>	Alert Technician by SMS when a request is assigned
<input type="checkbox"/>	Alert (or Notify) Technician by Email when there is a new reply from the requester
<input checked="" type="checkbox"/>	Send Email to Technician when the Request is Re-opened by the user
<input type="checkbox"/>	Send Email to following technicians when a request is closed.
Choose Technicians	
<input type="checkbox"/>	Alert group members by Email, when a new request is added to the group
<input type="checkbox"/>	Alert group members by Email, when a request is left unpicked in a group
<input type="checkbox"/>	Alert group members by Email when a request in group is updated
<input checked="" type="checkbox"/>	Notifying Approval Sender for Approval Action

2. Change Subject and Message by your choice > Save

Alert Technician by Email when a request is assigned	Subject	Request ID ##\$RequestId## has been assigned to you
	Message	Request details are : Requested by : \$RequesterName Created by : \$CreatedBy Due by date : \$DueByDate Category : \$Category Title : \$Title Description : \$Description Click for details : \$RequestLink
Send Email to Technician when a Request is Re-opened by the user	Subject	Request ID : ##\$RequestId## has been Re-Opened by the user.
	Message	Request [ID:\$RequestId] has been Re-Opened by the user. Title : \$Title Description : \$Description Resolution is : \$Resolution
Notifying Approval Sender for Approval Action	Subject	Action taken on approval sent to \$ApprovalSentTo
	Message	Request ID : \$RequestId Title : \$Title Approval Status for Request : \$RequestApprovalStatus Status : \$ApproveStatus Action Date : \$ActedOn Comments : \$ApproveComments

Setting Setup

Automation

Request Closure Rules

Mandatory fields for Closing Request

5. Tick any Mandatory fields for Closing Request to be appeared when request is closed

<input type="checkbox"/> Name	<input type="checkbox"/> Level
<input type="checkbox"/> Group	<input checked="" type="checkbox"/> Technician
<input type="checkbox"/> Category	<input type="checkbox"/> Priority
<input type="checkbox"/> Sub Category	<input type="checkbox"/> Description
<input type="checkbox"/> Item	<input checked="" type="checkbox"/> Resolution
<input type="checkbox"/> Work Log	<input type="checkbox"/> Associated Tasks should be closed
<input type="checkbox"/> All child requests should be closed	<input type="checkbox"/> MAC Address
<input type="checkbox"/> Type of Request	

Confirm User Acknowledgement

1. Choose whether technician want to prompt a confirmation message to technician asking if user has acknowledged the resolution?

Do you want to prompt a confirmation message to technician asking if user has acknowledged the resolution.?

- Yes, prompt a message
- No, don't prompt a message

Request Closing Process

2. Choose whether technician want to manual or automated close. If Automated close, state close resolved requests after how many days.

Request Closing Process

- Manual Close
- Automated Close

Close resolved requests after 2 days

Closing Requests Associated with Task

3. Choose whether want move request status to closed or resolved when tasks area all completed

When all the associated tasks are completed, Move the request status to Resolved

4. Click [Save](#)

Setting Setup

User Survey

Survey Settings

Enable Survey

1. Tick whether want to enable or disable User Survey
 - Enable User Survey

Survey Notifications

2. Modify content of Email to be seen by Requester in order to close the ticket > Save

Subject	Your Request with ID :##\$RequestId## has been Closed.
Message	<p>Dear \$RequesterName,</p> <p>Your Request [ID:\$RequestId] has been closed.</p> <p>Title : \$Title</p> <p>Please help us to improve our service by completing this short survey. Your feedback and comments will help us to improve our service. We appreciate your time here.</p> <p>Click here to answer this survey.</p> <p>Thanks and regards, edotco IT Support</p> <p>Note: This is an automated email. Do not reply to this email.</p>

Survey Details

3. Modify content of the message of your choice







Welcome Message	Please help us to Improve our service by participating in this brief survey.
Success Message	Your feedback has been sent and comments will be considered.
Failure Message	Your survey information for this request has already been received for consideration.
Thanks Message	Thank you for taking part in this survey.

Setting Setup

User Survey

Define Survey







Questions

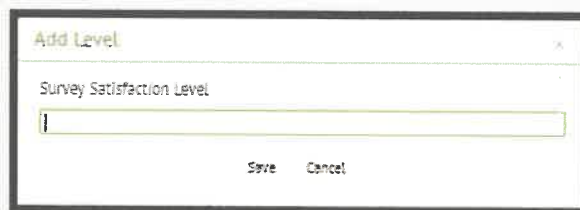
2. To add question survey, click 
3. Click 
 - a. To edit, click 
 - b. To delete, click 
 - c. To move up, click 
 - d. To move down, click 



Satisfaction Levels

Satisfaction levels scales from bad to good, Good at the bottom and Bad at the top. Moving up or down changes the satisfaction levels

1. To add level, click 
2. Click 
 - a. To edit, click 
 - b. To delete, click 
 - c. To move up, click 
 - d. To move down, click 




Setting Setup

User Survey

Survey Preview

Question survey will be appeared on the following below

Please help us to improve our service by participating in this brief survey.

1. Please rate our response to your request.

- Poor
- Below Average
- Average
- Good
- Excellent

2. What is your overall satisfaction rating with our services?

- Poor
- Below Average
- Average
- Good
- Excellent

Please share other comments or suggestions here

Survey Results

All list of request will be appeared on Survey Request

- Subject
- Requester Name
- Created Date
- Technician
- Score
- Overall Rating (%)
- Id

Subject	Requester Name	Created Date	Technician	Score	Overall Rating (%)	Id
Add new group email on MS Outlook (assist in ms outlook)	Nurul Adilah Mohamed A ...	Apr 18, 2017 04:06 PM	Nurul Asyiqin	2.0	20.0	295
Desktop freeze and keep booting by itself	Fatimahatul Zahrah Julik ...	Apr 20, 2017 04:13 PM	Haniff Ishak	2.0	20.0	337
Morning Health Check 1st 30	Nurul Iddayu Astari	Apr 21, 2017 09:23 AM	Max Chan	4.0	40.0	344
Morning health Check 1st 19	Nurul Iddayu Astari	Apr 18, 2017 11:51 AM	Haniff Ishak	2.0	20.0	290
Notebook connected to WIFI but no internet connection	Suhaida Zakaria	Apr 25, 2017 10:59 AM	Nurul Asyiqin	2.0	20.0	352
Password Expired	Mohd Shahrul Nizam Moh ...	Apr 18, 2017 06:44 PM	Haniff Ishak	2.0	20.0	305

Setting Setup

User Survey

Survey Results

View Survey Results;

- Survey Details
- Satisfaction Level Summary (%)
- Requester's comments and suggestion
- Requester's Answers

View Survey Results

edotco Group Sdn Bhd - User Satisfaction Survey

Survey Details

Survey sent to:	Nurul Adilah Mohamed Arifin	Survey sent for:	Add new group email on MS Outlook (assist in ms outlook)
Survey sent on:	20 Apr 2017, 16:54	Request ID:	295
Survey started on:	20 Apr 2017, 17:57	Created on:	18 Apr 2017, 16:06
Requested by:	Nurul Asyiqin	Created on:	20 Apr 2017, 16:54

Satisfaction level Summary : **20.0%**

Nurul Adilah Mohamed Arifin's comments and suggestion

Nurul Adilah Mohamed Arifin's Answers

1) Please rate our response to your request.

Poor	Below Average	Average
Good	• Excellent	

2) What is your overall satisfaction rating with our services?

Poor	Below Average	Average
Good	• Excellent	

Modules available when Login as a Requester



Requests

- Create Incident Requests
- Create Service Requests
- View all the request that have raised
 - My Open or Unassigned
 - Pending Request
 - Unassigned Request
 - Completed Request
 - My Open Request
 - Requested Created Today
 - My Request on Hold
 - All Request

Solutions

- Based on Knowledge Base Module
 - By quickly search solution of the issue before raising a request OR
 - Raising Service or Incident as a Requester

Users and Permissions

- Modify and maintain with the latest *Users and Permissions of Requesters and Technicians*
 - Name
 - Employee ID
 - Job Title
 - Email
 - Phone
 - Department Name
 - Job Title



Dashboard

The Helpdesk dashboard gives you a summary of the status of various requests such as open, on-hold and overdue. It facilitates you to have data based on technicians, category, priority level and mode of requests. Details regarding requests violating SLAs are made available alongside. The number of requests created or closed within the application in a day can also be known from these dashboards

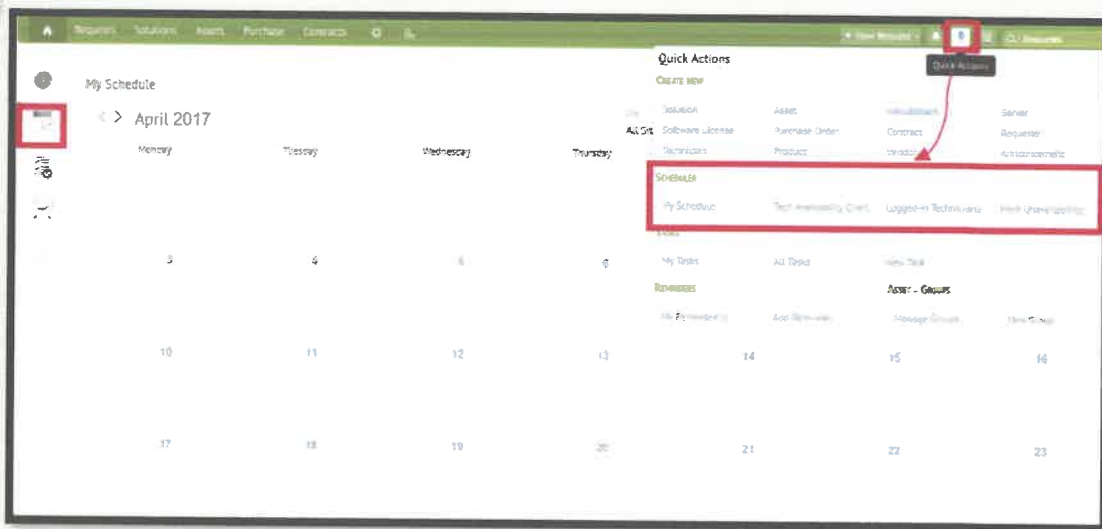


- 1 Scheduler
- 2 Tasks
- 3 Reminders
- 4 Announcements
- 5 My Summary
- 6 Notifications
- 7 Quick Actions
- 8 Recent Items
- 9 Settings
- 10 Reports

Scheduler

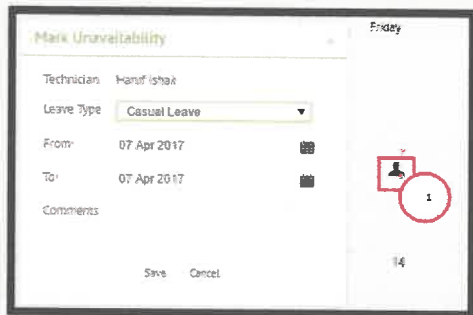
Scheduler is a calendar view displaying the number of open requests, problems, changes, tasks and reminders assigned to a technician for a given month. The calendar also shows the availability of the technician for a specific day in a given month by go on *home page* and click;

- **Quick Actions > My Schedule** OR
- **My Scheduler** Tab.



Use **My Scheduler**, can perform actions such as,

- Mark Leave by click on icon below and choose Leave Type from Date till To




- **Add Task**

You can also add, view and re-assign the tasks to other technicians. The tasks can be added to technicians for the current day and the forth coming days. To add task refer Add Tasks.

Scheduler

- Viewing requests/task/problems/change
- Re-assigning requests/task/problem/change
- View Logged in technicians

You will be able to view the logged in technicians by clicking on the logged in technician's icon on top right corner of the Scheduler  , you will be able to view the list of technicians currently logged into the application.



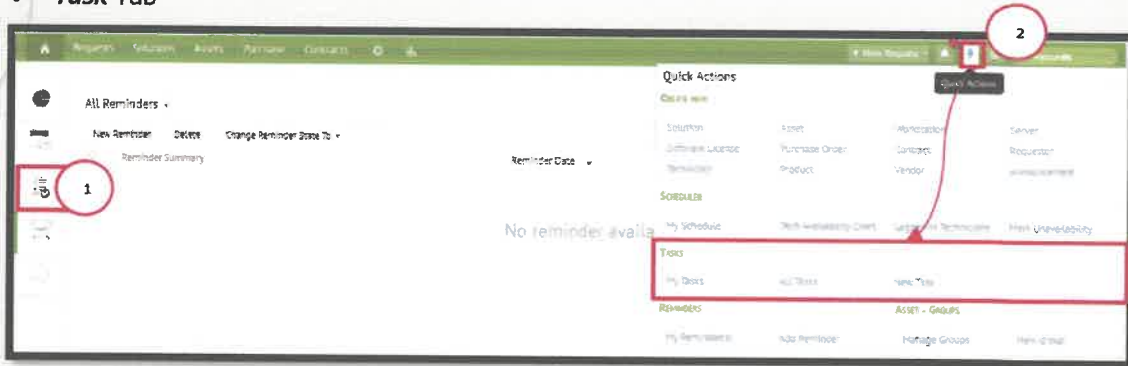
- Add Reminders

The reminder option is available only for the logged in technician, that is, if the logged in technician is an administrator then the reminders of other technicians cannot be viewed by him. To know more on reminders, refer Reminders.

Task

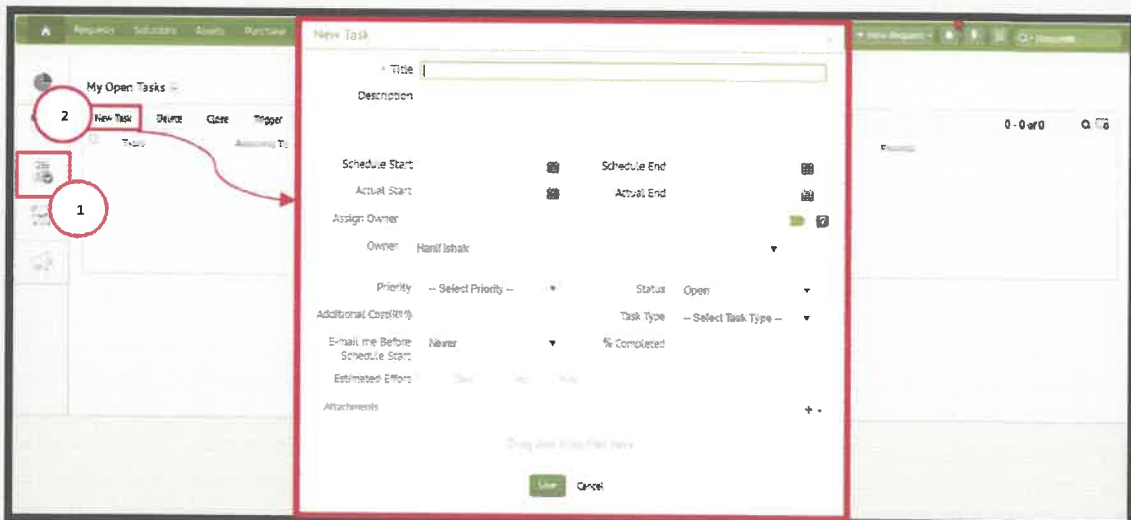
Tasks on the left-hand side of the home page, shows all the Tasks assigned to you. These tasks could be added by you as a personal reminder of the due by tasks. Or it can be the tasks assigned to you by other technicians.

- **Quick Actions >Tasks > New Task** OR
- **Task Tab**



Add New Task

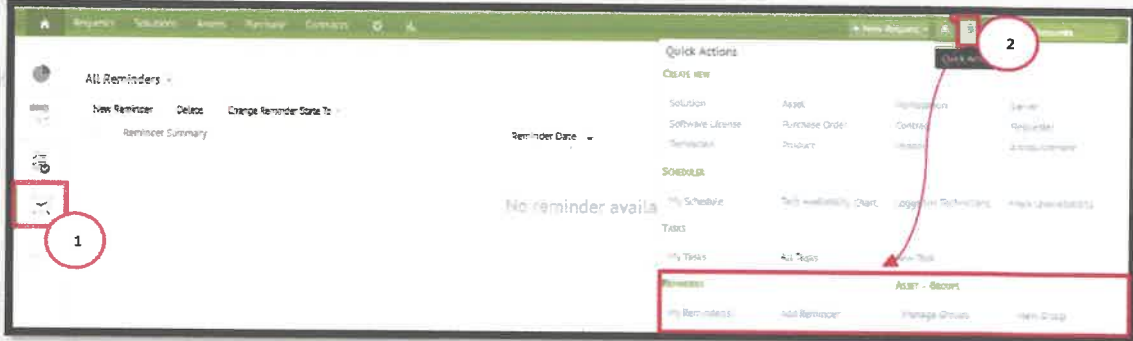
1. *Specify the **Title** of the task in the given text field.
2. Specify relevant information about the tasks in the **Description** field.
3. Select the **Scheduled start time** and **Scheduled end time** for the task from the calendar button.
4. Specify the **Estimated effort** for a task and **Task Type**
5. Assign the **Owner** and group for a Task.
6. Enter the **Actual start time** and **Actual end time**.
7. Click on **Save**. If you do not wish to add the task, click **Cancel**.
8. Tasks listed under **My Open Tasks** in ascending order based on the scheduled start time.



Reminder

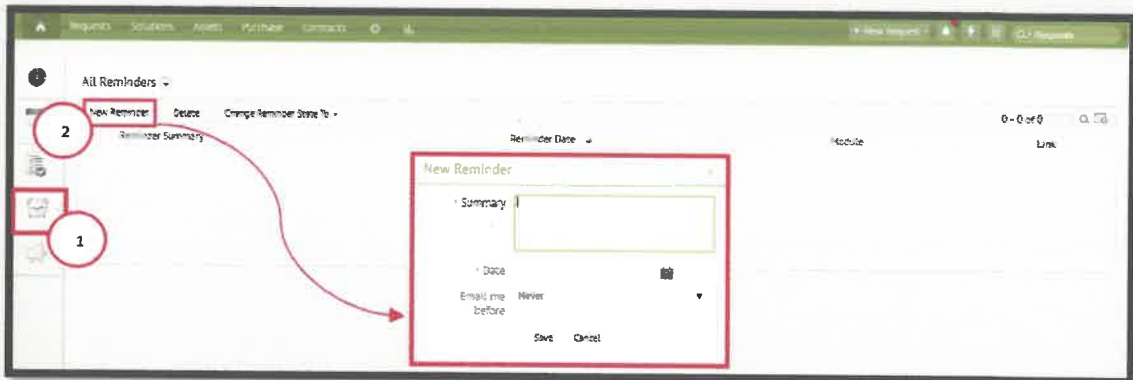
Service Desk Plus On-Demand provides you with the option of tracking your tasks every day. The tasks that you add to the My Reminders list act as substitute for your sticky notes or post-it notes which you would use to remember your tasks for the day.

- **Quick Actions > Reminders > My Reminders** OR
- **Reminders Tab**



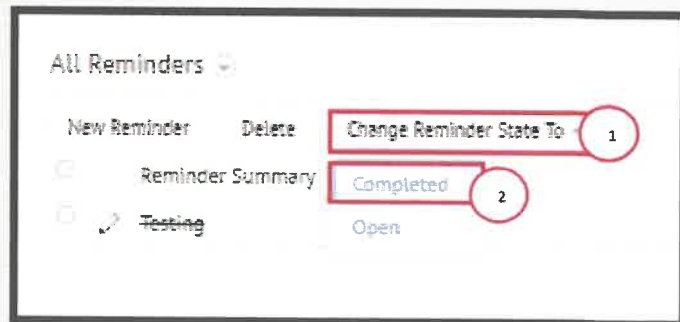
Add New Reminder

1. Enter the task **Summary** in the text field provided.
2. Select the **Date & Time** for the reminder
3. Click **Save**. The new reminder is added and is listed along with the already existing reminders in the ascending order based on date and time.



Changing Status

1. Go to **Change Reminder State To**.
2. Click **Completed**.



My Summary

Service Desk Plus On-Demand displays My Summary page with information on the request summary of the requests assigned to the user who has logged in. In the case of requesters, My View displays information regarding the requests that have been raised by them.

- **My Summary Tab**

My Summary	
Requests	
0	Overdue
0	Due Today
1	Pending
0	Max Chan
1	Unassigned

Display Information

The technician / administrator login of Service Desk Plus On-Demand, **My Summary** tab displays the following information:

1. Number of requests assigned to the logged in technician that are overdue.
2. Number of requests assigned to the logged in technician that are due for that day.
3. Number of requests assigned to the logged in technician that are pending.

Request

The Information Technology (IT) department have a wide range of template to offer to the IT users.

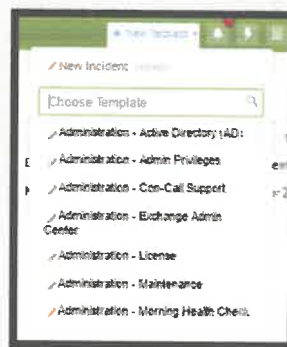
On **Requests** page, there are list of details after users submit a ticket.

- *Subject*
- *Requester Name*
- *Assigned To*
- *Group*
- *Due by Date*
- *Status*
- *Created Date*

Requester Name	Assigned To	Group	Due By Date	Status	Created Date
Mona Kibryu-Scan	John Chen	Morning Health...	May 3, 2017 09:07 AM	Received	Apr 27, 2017 09:07 AM

On **+ New Request** page, functioned to create a ticket with easy-to-use by describing the template offered in a categorization of ticket. You can also conduct a search for the desired categorize item by enter a keyword in the search field.

- *Administration*
- *Application*
- *Hardware*
- *Network*
- *Security*



Categorization of ticket in Manage Engine Service Desk Plus



Features in Manage Engine Service Desk Documentation

Information Technology Knowledge Base
Respond to and resolve tickets faster

- Allow users to easily pick and choose required services by template prepared.
- Deflect tickets away from the IT help desk by enabling users to submit and track tickets using the web-based self-service portal.
- Keep end user's approvals on ticket progress within the self-service portal.
- Reduce walk-ins, calls, and duplicate tickets by making announcements of outages and planned maintenance.

- Create knowledge rich articles to provide solutions, workarounds, and FAQs.
- Include rich text, images, and attachments to the knowledge base content.
- Ensure the quality of knowledge base content with a streamlined approval mechanism.
- Organize knowledge articles under configurable topics to let end users and technicians easily browse and access.
- Provide advanced keyword search capability and the solutions auto suggest feature to enable end users and technicians to quickly pull out relevant knowledge articles.

Self-Service Portal
Empower Your End Users

Help Desk Notification

Speed up Ticket Resolution with Instant and Automated Notifications

- Send automated IT help desk alerts to end users and IT staff in response to specific events.
- Set up a notification for end users, including acknowledgment of new tickets and notification of ticket updates, resolution, and closure.
- Inform IT technicians when tickets are
 - *created,*
 - *unassigned*
 - *left unpicked.*

Notifications can also be sent when the tickets are assigned to a single technician.

- Construct custom email templates for each notification to ensure standardized communication without redundant typing.

Gain Insights Quickly. Straight Out of the Box.

- Keep tabs on IT technician performance with SLA compliance and generate reports of the time spent on tickets.
- Export reports in a variety of formats such as HTML, CSV, PDF, and XLS and schedule automatic report generation and circulation to key stakeholders.

Create Custom Help Desk Reports in Minutes. No Coding Needed.

- Choose from four different report formats such as Tabular, Summary, Matrix, or Audit.
- Select display columns, add filters, group and order data, and summarize information to suit your needs.
- Select display columns, add filters, group and order data, and summarize information to suit your needs.

Ensure Timely Resolutions. Stop SLA Violations

- Create site-specific SLAs to ensure better service across all your operational sites.
- Configure separate SLAs for incidents and service requests.
- Configure response time SLAs and appropriate escalations to ensure faster response to end users.
- Pause SLA timers when awaiting end-user responses to prevent unnecessary escalations and violations.

Help Desk Reports

*Gain IT Help Desk Intelligence.
Make Better Decisions.*

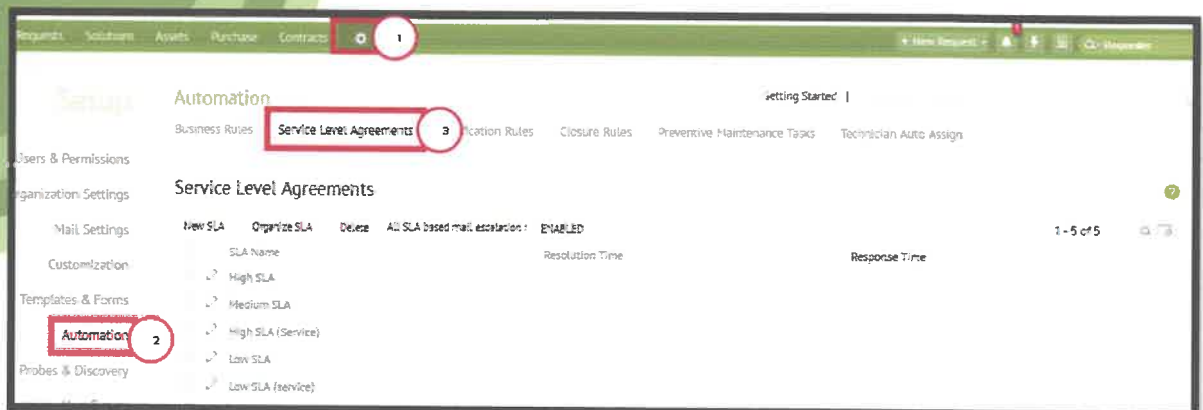
SLA Management

Solve Tickets. On Time. Every Time.

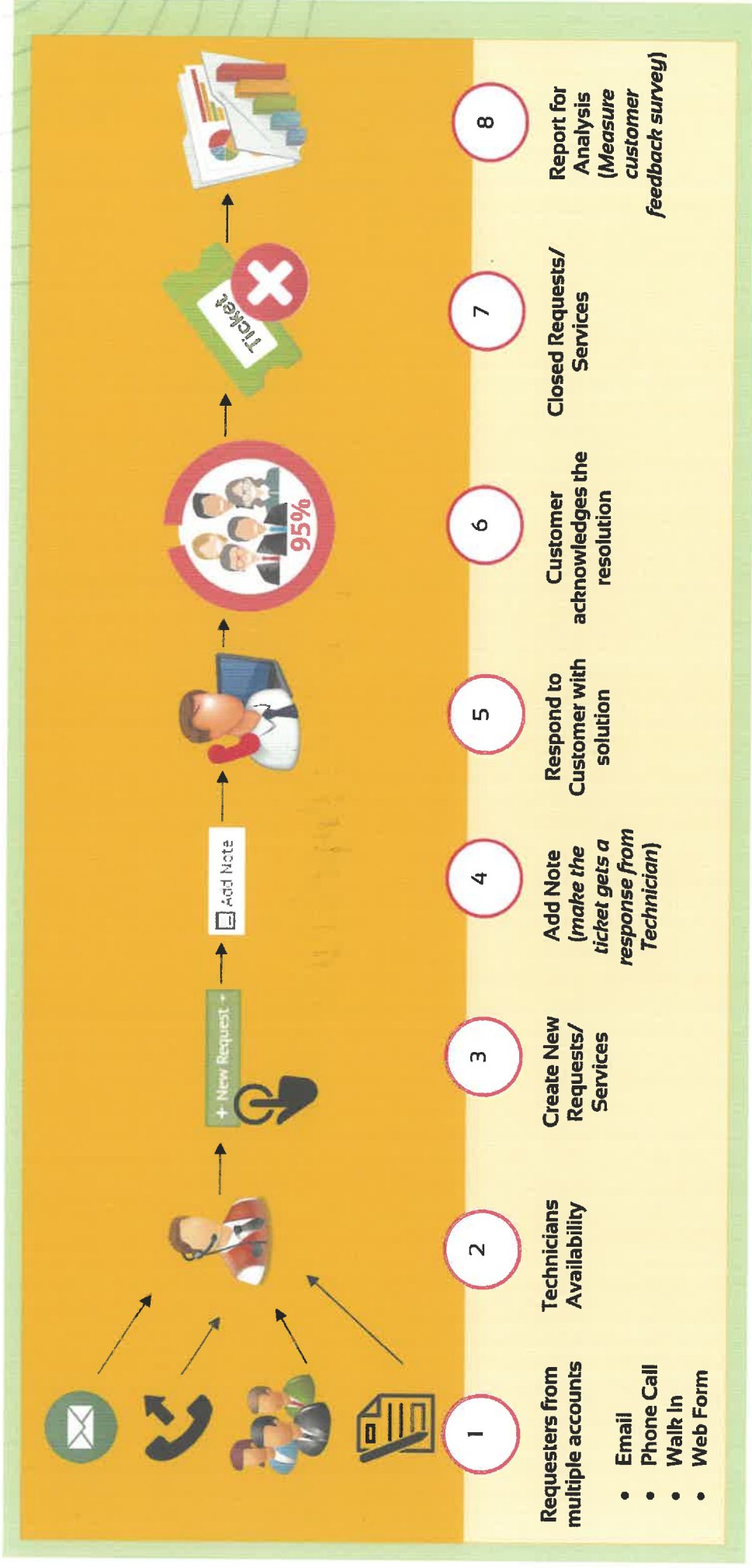
Service Level Agreement (SLA)

Service Level Agreement (SLA) is created to ensure better service across all your operations. Below was SLA applied in Edooco Group Sdn Bhd to measure IT Technician's performance. Modification of SLA can be implemented on *Settings > Automation > Service Level Agreement*.

Severity	Action	Turnaround Time	KPI
Critical Failure (Priority 1)	Response Time	-	95%
	Restoration*	-	
	Permanent Solution	-	
Major Failure (Priority 2)	Response Time	-	95%
	Restoration*	-	
	Permanent Solution	-	
Major Failure (Priority 3)	Response Time	-	95%
	Restoration	-	
	Permanent Solution	-	
Service Request (High Priority)	Request Fulfilment	-	95%
Service Request (Low Priority)	Request Fulfilment	-	95%



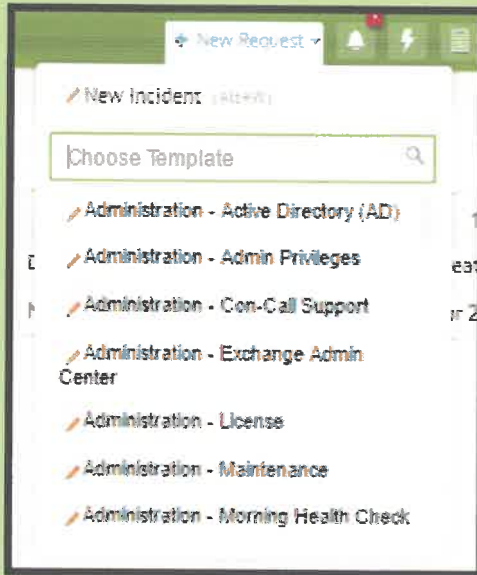
Workflow in Manage Engine Service Desk Plus



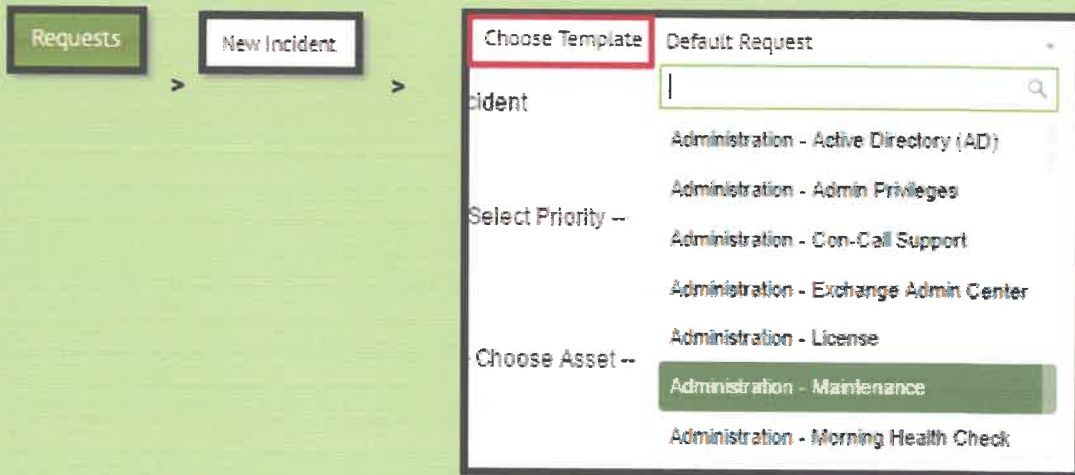
Creating New Incident

The users can easily raise a new request by raising a new incident or new service/request.

1. **Log in Username and Password on** <https://edotcoitme.sdpondemand.manageengine.com/>
Username should be email address
2. Click **+ New Request** > **Choose template that relates with the issue OR**



2.1



Provide Request details

On the request template, users shall provide the details about the incident/service.

1 Choose **Open** for new request

2 Choose **Mode** of request should be how the request came from.

3 Choose **Level** from corresponding dropdowns;
Tier 1 – Non-Critical Issue such as Hardware Failure
Tier 2 – Critical Issue such as Network Failure

4 Choose **Type of Request** which indicates whether the request created is an incident/service request;
Incident – failure of a business service or degradation of a service for one or more users. E.g. Unable to print
Service – request for a service. For instance, installing or reset password

5 Choose **Priority** to relate how big the incident/issue and who should be prioritized first.

Selecting the Requester

1. Choose the name of the requester (User)

Requester Details

Name

Contact number

Job Title

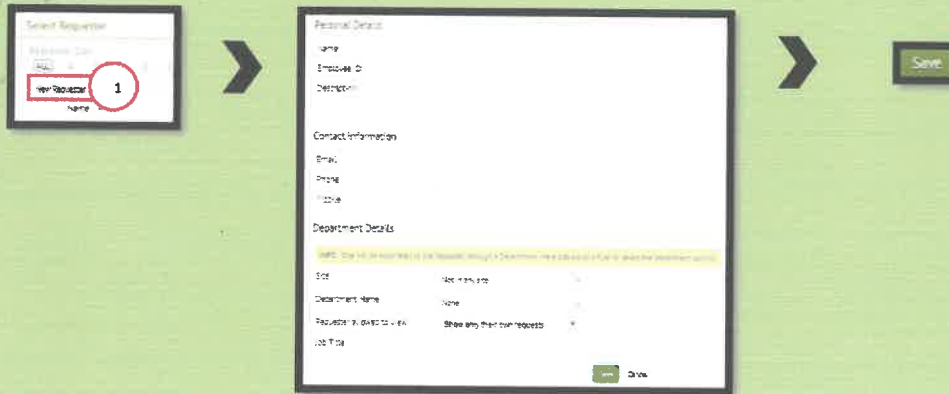


Select Requester

Name	Email	Department	Phone	Job Title	Job ID
...
...
...
...

Selecting the New Requester

1. Add new requester if the name of the user does not exist. Ex: Vendor and interns



Provide Request details

1 Choose **Site**, determine which user belongs to which location

2 Choose **Group**, indicates which engineer is specified to the job

3 Select which **Technician** that will be attending the request

4 Choose the following below according to the issue;
Category : 5 Main Category of ticket
Sub Category : Sub Category of tickets
Item : The issue that has been escalated

5 Re-write **Subject** by referring to **Item**

6 Detailed description of the **Subject** should be any elaboration on the **issue/request**

7 Attach file or images related to request/issue by click on "+"

Adding Resolution to Request (Option)

1. Elaborate the solution of issue/request

Resolution

Rich text editor toolbar with options: Bold, Italic, Underline, Text Color, Background Color, Bulleted List, Numbered List, Indent, Outdent, Undo, Redo, Link, Unlink, Image, Table, Full Screen, Print, Cancel.

Buttons: Save, Cancel




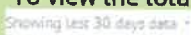
Add Request

Requests List View

These are the total requests created by the user.

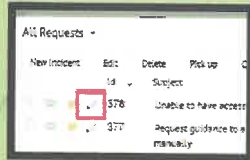
All Requests -									
New Incident	Edit	Delete	Pick up	Close	Merge	Link Requests	Assign		
ID	Subject	Requester Name	Assigned To	Group	Due By/Date	Status	Created Date		
376	Unable to have access to WiFi	Amina Sanusi	Nurul Azyqain	Network	Apr 28, 2017 06:39 PM	Resolved	Apr 28, 2017 10:39 AM		
377	Request guidance to add IP Address on Notebook manually	Sani Azzul Mohamed Sel...	Nurul Azyqain	Network	May 4, 2017 10:29 AM	Resolved	Apr 28, 2017 10:29 AM		
376	Unable to have access to WiFi (visitor edotco)	Nurul Hozeml	Nurul Azyqain	Network	Apr 28, 2017 06:27 PM	Resolved	Apr 28, 2017 10:27 AM		
375	Unable to turn on Monitor	Amina Sanusi	Nurul Azyqain	Hardware	Apr 28, 2017 06:25 PM	Resolved	Apr 28, 2017 10:25 AM		
373	Morning Health Check Lvl 30	Nurul Hodaya Azzam	Mak Chan	Morning Health...	May 4, 2017 08:47 AM	Resolved	Apr 28, 2017 08:47 AM		
373	Unable to access shared folder	Syarifah Sahmah	Herfi Ishak	Hardware	Apr 28, 2017 02:17 PM	Resolved	Apr 27, 2017 04:47 PM		
372	Unable to connect to Partner wifi	Safwan Hinzeml	Herfi Ishak	Hardware	Apr 28, 2017 02:16 PM	Resolved	Apr 27, 2017 04:46 PM		
371	Unable to use google chrome	Nurul Hinzeml	Herfi Ishak	Hardware	Apr 28, 2017 02:13 PM	Resolved	Apr 27, 2017 04:43 PM		
370	Unable to scan via USB port to USB drive	Daniel Wu	Herfi Ishak	Hardware	Apr 28, 2017 01:51 PM	Resolved	Apr 27, 2017 04:21 PM		

On this Page, you can;

Services	Description
Automate refresh action	Set a 3-, 5-, 10-, or 30-minute interval to auto-refresh the request list view page.
Customize and manage views	Sort and view specific data on form 
View requests by category	Sort and view specific requests listed in the drop-down on the requests list view page
Limit requests displayed on a page	<ul style="list-style-type: none"> Using the drop-down to limit number of requests displayed on a page. Use the Next and Previous buttons to navigate through the pages. To view the total number of requests, click 
Raise a new request	Click "New Request" or "New Incident"
Perform bulk operations	Edit, delete, pick up, close, merge, or assign several requests in one go.
Identify status and incident and service requests easily	Available on the Request List View with representative icons.
Be warned of an approaching SLA	A yellow flag next to the due by time appears when 70% of the total SLA time for completion is exhausted

Editing a Requests

A request can be edited by using these steps :



1 Click on the pencil button



2 Edit the requester form

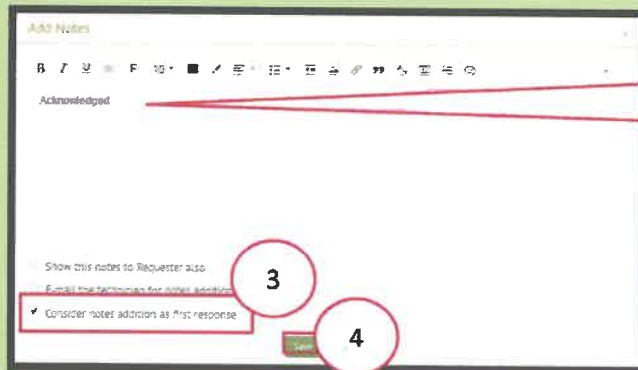


Add a Note

Adding a note will make the ticket gets a response from Technician by following these steps;



1



2

Write "Acknowledged" as if means that the technician will be attending to this request

3

4

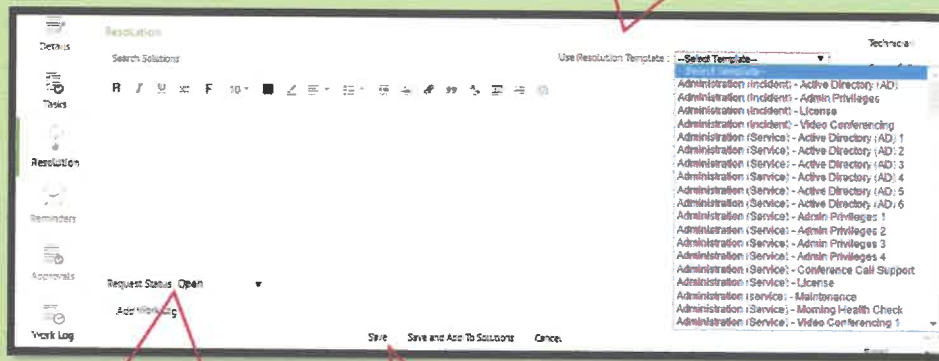
Resolution

Resolution template is needed when the ticket has been attended by a technician.

These are the steps to resolve the ticket.

1

Resolution of the issue can be found on **Use Resolution Template** Tab. If it's a New Resolution, Technician must manually write on the Description Box.



2

Update **Request Status** as **Resolved**



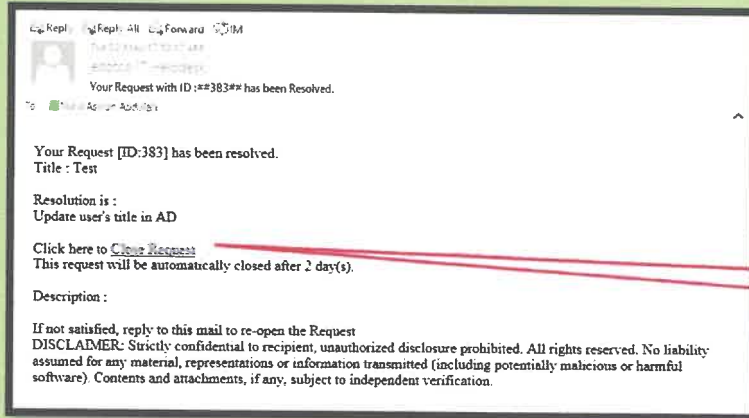
Click **'Save'**

3

Closing a Request

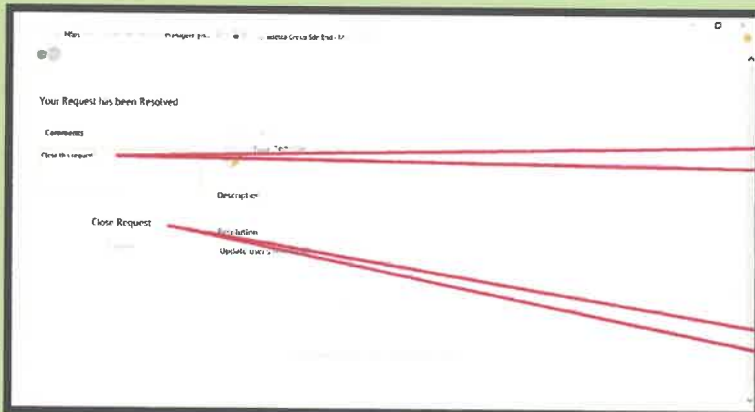
A request should be closed after being resolved by a technician. A ticket can be closed by following these steps :

1. An email will be sent to the requester (User)



Click on "Close Request" link

2



Leave a Comment on the Comment Tab

3

Click on Close Request button

4

Your Request has been closed.Thank You.

Report Generation in Manage Engine Service Desk Plus

1. Log in Username and Password on <https://edotcoitme.sdpondemand.manageengine.com/>
Username should be email address

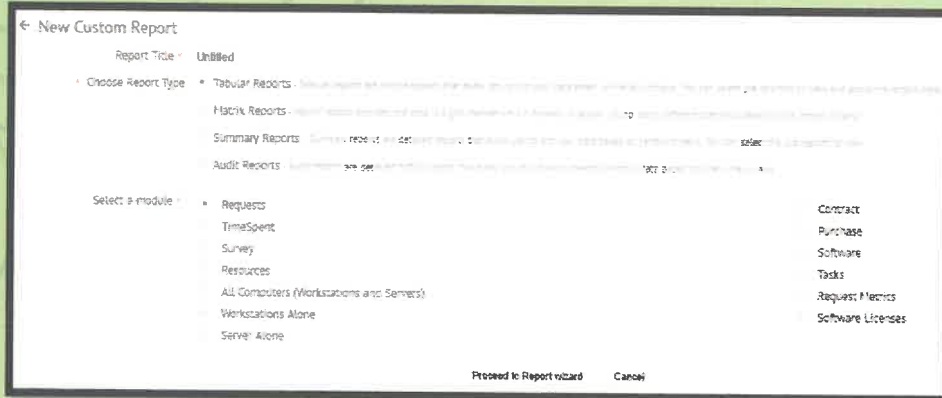
2. Click report icon,  in the header page

Custom Reports

3. To produce a custom report, click  which will help user to navigate on steps by steps to create a custom report.
4. Write a Report Title *. This is a mandatory field.
5. Choose Report Type such ;

Report Type	Definition
Tabular Reports	List your data based on certain criteria. You can select the columns to view and group the output data.
Matrix Reports	Provides the data in a grid manner (m x n format). It allows you to study different scenarios based on the chosen criteria.
Summary Reports	Detailed reports that allow you to list your data based on certain criteria. You can select the sub reports to view
Audit Reports	Detailed history report that allow you to list your inventory history data based on scan time criteria

6. Select a module depend on your choice such (Requests, Time Spent, Survey, Resources and so on)
7. Click **"Produce to Report Wizard"**



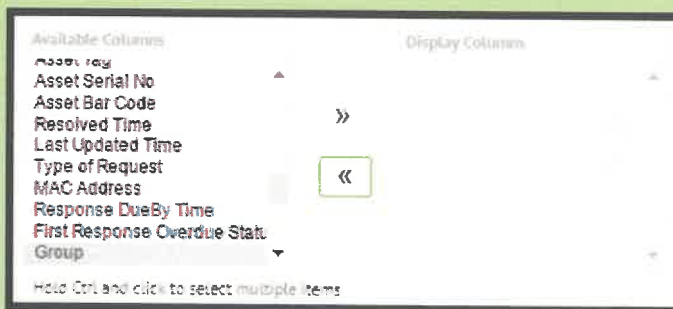
Tabular Reports

1. Write Report title



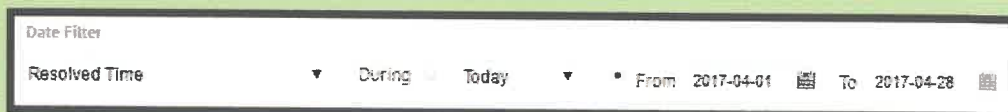
Select Columns to Display

2. Choose column items that wish to be displayed on report
 - a. Click ">>" to move right
 - b. Click "<<" to move left



Filter Options

3. Choose data filter by select column items of your choice
 - a. Choose times frame From until To.



Select Column to Group

4. Choose column items by Group by, Order by column and others

Group by --Select Column--	▼	<table border="1"> <thead> <tr> <th>Name</th> <th>Domain</th> <th>Service Tag</th> <th>Status</th> <th>User</th> </tr> </thead> <tbody> <tr> <td colspan="5">Microsoft Windows XP</td> </tr> <tr> <td>John</td> <td>test</td> <td>FFZPH18</td> <td>In store</td> <td>-</td> </tr> <tr> <td>Jack</td> <td>test</td> <td>FFZPH17</td> <td>In Use</td> <td>Jack</td> </tr> <tr> <td>Mac</td> <td>test</td> <td>FFZPH19</td> <td>In use</td> <td>Mac</td> </tr> <tr> <td colspan="5">Microsoft Windows XP - 2003</td> </tr> <tr> <td>John</td> <td>test</td> <td>FFZPH24</td> <td>In store</td> <td>John</td> </tr> <tr> <td>Jack</td> <td>test</td> <td>FFZPH28</td> <td>In Use</td> <td>-</td> </tr> <tr> <td>Mac</td> <td>test</td> <td>FFZPH16</td> <td>In use</td> <td>-</td> </tr> <tr> <td colspan="5">Redhat Linux 7.1</td> </tr> <tr> <td>John</td> <td>test</td> <td>FFZPH11</td> <td>In store</td> <td>John</td> </tr> <tr> <td>Jack</td> <td>test</td> <td>FFZPH33</td> <td>In Use</td> <td>Jack</td> </tr> <tr> <td>Mac</td> <td>test</td> <td>FFZPH29</td> <td>In use</td> <td>-</td> </tr> </tbody> </table>	Name	Domain	Service Tag	Status	User	Microsoft Windows XP					John	test	FFZPH18	In store	-	Jack	test	FFZPH17	In Use	Jack	Mac	test	FFZPH19	In use	Mac	Microsoft Windows XP - 2003					John	test	FFZPH24	In store	John	Jack	test	FFZPH28	In Use	-	Mac	test	FFZPH16	In use	-	Redhat Linux 7.1					John	test	FFZPH11	In store	John	Jack	test	FFZPH33	In Use	Jack	Mac	test	FFZPH29	In use	-
Name	Domain		Service Tag	Status	User																																																														
Microsoft Windows XP																																																																			
John	test		FFZPH18	In store	-																																																														
Jack	test		FFZPH17	In Use	Jack																																																														
Mac	test		FFZPH19	In use	Mac																																																														
Microsoft Windows XP - 2003																																																																			
John	test		FFZPH24	In store	John																																																														
Jack	test		FFZPH28	In Use	-																																																														
Mac	test		FFZPH16	In use	-																																																														
Redhat Linux 7.1																																																																			
John	test		FFZPH11	In store	John																																																														
Jack	test	FFZPH33	In Use	Jack																																																															
Mac	test	FFZPH29	In use	-																																																															
Order by column --Select Column--	▼																																																																		
Then --Select Column--	▼																																																																		
Then --Select Column--	▼																																																																		

Select Summary Type

5. Decide whether want to tick on Count, Sum, Average, Maximum value and Minimum value

Columns	Count	Sum	Average	Maximum value	Minimum value
RequestID	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Charts

6. Choose chart type to be displayed such below;

Chart Type	Example
Pie Chart 3D	
Bar Chart 2D	
Bar Chart 3D	
Time Series Chart	

Chart Type	Example
Ring Chart	
Pie Chart 2D	
Bar Chart Stacked 2D	
Bar Chart Stacked 3D	
Line Chart	
Area Chart	

7. Click Run Report

Matrix Reports

1. Write Report title

Report Title

Select Columns to group

2. Choose following Matrix Report to be displayed on report *mandatory filed

a. Simple Matrix Report

1

Summarize top column information by: *

--Select Column--

2

And then the left column by: *

--Select Column--

	JOHN	JANE	DAVE	DOLOM	EMMA
HIGH	100	20	30	40	50
MEDIUM	100	45	50	60	70
LOW	50	50	40	30	20
UNASSIGNED	50	50	40	30	20
ASSIGNED	100	50	50	40	30
INPROGRESS	10	10	10	10	10

3

Summarize column by Of --Select Column--

1 Choose column below to be summarized on top column below;

--Select Column--

- Request Mode
- Group
- Requester
- Department
- Category
- Sub Category
- Item
- Created By
- Urgency
- Impact
- Request Type
- Technician
- Site
- Region
- Service Category
- Template
- Approval Status
- Priority
- Level

2 Choose column below to be summarized on left column below;

3 Summarize column by;

Count

- Count
- Sum
- Average
- Minimum value
- Maximum value

Summarize column of "3" of column below

--Select Column--

- Select Column--
- RequestID
- Time Elapsed

b. Advanced Matrix Report

Column Grouping 1

Columns: --Select Column-- ▼

Date Format: Year ▼

Group by 2

Group by: --Select Column-- ▼

then Group by: --Select Column-- ▼

then Group by: --Select Column-- ▼

Summarize column by: Count ▼

Of: --Select Column-- ▼ 3

1

Select Column prepared and Date Format to be displayed on top of the table.

2

Choose Group by which will be displayed on the right side of the table. From wide to narrow category.

3

Summarize column by;

Count

Count

Sum

Average

Minimum value

Maximum value

Summarize column of "3" of column below

--Select Column-- ▼

--Select Column--

RequestID

Time Elapsed

Filter Options

3. Choose data filter by select column items of your choice

a. Choose times frame From until To.

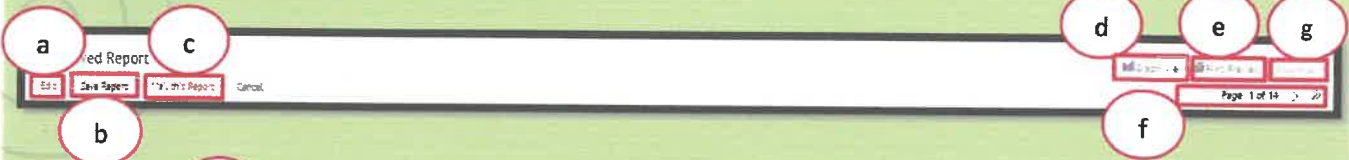


Date Filter
Resolved Time ▼ During Today ▼ From 2017-04-01 To 2017-04-28

4. Click 

Display Reports

Header



To edit the content of report

Click to see Graph View

Click to save report

Click to see Print Preview

1. Write a Report Name
2. Choose report view setting
3. Save-in Folder on existence folder provided or new folder by click "+".
4. Write detail description for the report.
5. Click "Save".

Click **Print** button to print
Click **Cancel** to cancel print

View Pages by;

- ">" = Next Page
- "<" = Previous Page
- ">>" = Last Page
- "<<" = First Page

Click to mail this report

1. Write a Report Format (HTML, Inline HTML, PDF, XLSX, XLS and CSV)
2. Email address of sender
3. Subject of Report
4. Write detail description for the report.
5. Click "Save".

Click to **Export as** to choose file as below;

Tabular Report

Below is the sample result for Tabular Report after run report, with list of all request with a pie chart 3D.

edotco Group Sdn Bhd

Listing

Created on: 05/10/2017 12:17

Total records: 71

Legend: Pending (30%), Open (30%), Closed (40%)

RequestID	Requester	Description	Category	Sub Category	Item	Request	Created By	Technician
100	Administrator	Hardware Refresh	Administration	Active Directory (AD)	Request to change the password of user ID=100	Request to change the password of user ID=100	Max Chan	Max Chan
101	Requester	Phone	Not Assigned	Application	Microsoft Outlook	Unable to access Outlook	Max Chan	Max Chan
102	Requester	File synchronization	Operations	Application	Microsoft Outlook	Unable to access Outlook	Max Chan	Max Chan
103	Requester	Microsoft Exchange	Operations	Application	Outlook	Unable to access Outlook	Max Chan	Max Chan
104	Requester	Microsoft Exchange	Operations	Application	Outlook	Unable to access Outlook	Max Chan	Max Chan

RequestID	Requester	Description	Category	Sub Category	Item	Request	Created By	Technician
105	Requester	Microsoft Exchange	Operations	Application	Outlook	Unable to access Outlook	Max Chan	Max Chan
106	Requester	Microsoft Exchange	Operations	Application	Outlook	Unable to access Outlook	Max Chan	Max Chan
107	Requester	Microsoft Exchange	Operations	Application	Outlook	Unable to access Outlook	Max Chan	Max Chan
108	Requester	Microsoft Exchange	Operations	Application	Outlook	Unable to access Outlook	Max Chan	Max Chan
109	Requester	Microsoft Exchange	Operations	Application	Outlook	Unable to access Outlook	Max Chan	Max Chan
110	Requester	Microsoft Exchange	Operations	Application	Outlook	Unable to access Outlook	Max Chan	Max Chan
111	Requester	Microsoft Exchange	Operations	Application	Outlook	Unable to access Outlook	Max Chan	Max Chan
112	Requester	Microsoft Exchange	Operations	Application	Outlook	Unable to access Outlook	Max Chan	Max Chan
113	Requester	Microsoft Exchange	Operations	Application	Outlook	Unable to access Outlook	Max Chan	Max Chan
114	Requester	Microsoft Exchange	Operations	Application	Outlook	Unable to access Outlook	Max Chan	Max Chan
115	Requester	Microsoft Exchange	Operations	Application	Outlook	Unable to access Outlook	Max Chan	Max Chan
116	Requester	Microsoft Exchange	Operations	Application	Outlook	Unable to access Outlook	Max Chan	Max Chan
117	Requester	Microsoft Exchange	Operations	Application	Outlook	Unable to access Outlook	Max Chan	Max Chan
118	Requester	Microsoft Exchange	Operations	Application	Outlook	Unable to access Outlook	Max Chan	Max Chan
119	Requester	Microsoft Exchange	Operations	Application	Outlook	Unable to access Outlook	Max Chan	Max Chan
120	Requester	Microsoft Exchange	Operations	Application	Outlook	Unable to access Outlook	Max Chan	Max Chan

Simple Matrix Report

Below is the sample result for Simple Matrix Report after run report, summarize according to top column and left side of column.

	Incident	Not Assigned	Service	Count
Hanif Ishak	55	10	74	100
Max Chan	25	5	176	206
Nurul Azyam	00	3	50	113
Count	175	18	290	490

Advanced Matrix Report

Below is the sample result for Advanced Matrix Report after run report, summarize according to top column and left side of column.

	Application	Incident	Service	Count
Hanif Ishak	Application	1	1	1
	Count	1	1	1
	Hardware	11	11	11
	Service	12	12	12
	Count	23	23	23
	Morning Health Check	2	2	2
	Count	2	2	2
	Not Assigned	1	1	1
	Count	1	1	1
	Video Conferencing and Conference Call	1	1	1
Count	23	23	23	
Max Chan	Administration	10	10	10
	Count	10	10	10
	Application	1	1	1
	Count	1	1	1
	Hardware	3	3	3
	Count	3	3	3
	Morning Health Check	4	4	4
	Count	4	4	4
	Network	1	1	1
	Count	1	1	1

Appendix 6: User Guide Manage Engine of Asset Management



ASSETS

User Guide

ManageEngine 
ServiceDeskPlus



Asset Management on Manage Engine Service Desk Plus helps to manage all your IT and Non-IT assets. Service Desk Plus offers a single view to track and manage all your assets with Service Desk Plus; you can track and manage ownership of

- IT, Non-IT and Asset Components
- Software Asset Management

Below example manual list of Asset Management;

Name	Serial Number	Bitlocker Status	Status	Date Assigned	Group	Model	Tag NO	PO No.	DO No.	Notebook Mac Address	Phone Mac Address	Location	Leasing Expiry Date
Rabin Kumar	PFO0VWVN	ON	Laptop Replacement	5/3/2015	EDOTCO MALAYSIA	LENOVO THINKPAD X240	A236023	-	-	7C:7A:91:6D:3F:A8	-	HQ	Jun-17
Subramaniam Raju	PFO0VWWF	ON	Laptop Replacement	5/3/2015	EDOTCO GROUP	LENOVO THINKPAD X240	A236026	-	-	7C:7A:91:6D:44:7B	-	HQ	Jun-17

IT ASSETS

Notebook

Product Type
Name

Product Name

Model

Notebook

Lenovo ThinkPad x240



Lenovo ThinkPad x250



Lenovo ThinkPad x270



Lenovo ThinkPad T440



Lenovo ThinkPad Helix 2



XI Carbon



XI Yoga



Desktop

Product Type
Name

Product Name

Model

Desktop

Think Centre M73E Desktop





Lenovo Think Station P300





Categorization of Asset

Monitor

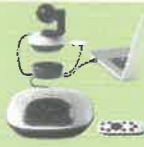
IT ASSETS

Product Type Name	Product Name	Model
Monitor	E19225 Wide LED Monitor	
	Docking 40A00065UK	

Printer

Product Type Name	Product Name	Model
Printer	Apeos Port – VI C5571	
	Color imageCLASS Laser Multifunction Printer	

Conference Cam

Product Type Name	Product Name	Model
Conference Cam	Logitech BCC950	
	Conference Cam CC3000e	

ASSET COMPONENTS

Keyboard

Product Type Name	Product Name	Model
-------------------	--------------	-------

Keyboard

E19225 Wide LED Monitor

Lenovo T2254-22 Monitor



Docking 40A00065UK



Mouse

Product Type Name	Product Name	Model
-------------------	--------------	-------

Mouse

M105 Corded Optical Mouse



ThinkPad USB Laser Mouse



NON-IT ASSETS

Projector

**Product Type
Name**

Product Name

Model

NEC NP-ME331W Portable
Projector Review



Projector

Hitachi CP-X2542WN LCD
Projector



For your Information, configuration for organization Settings and Mail Settings, can be referred on User Guide of Manage Engine Service Desk.





1. **Log in Username and Password on** <https://edotcoitme.sdpdemand.manageengine.com/>

Username should be email address


Customization

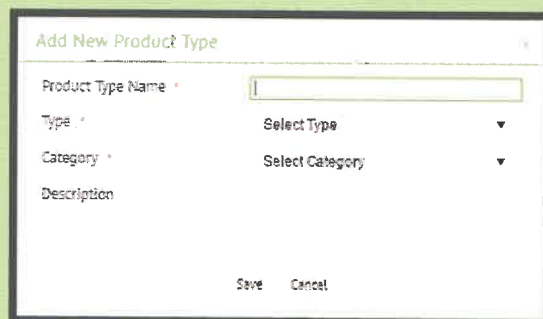
Asset Management

Product Type

1. To add new product type, click 
 - a. To edit, click  > Edit Product Type > 
 - b. To delete, click  > OK

2. Fill in **Product Type Name ***, **Type *** (Asset, Component or Consumable), **Category *** (IT or Non-IT) and **Description**.
 - a. Example of Product Type Name are;
 - Notebook
 - Desktop
 - Monitor

3. Click 



Customization

Asset Management

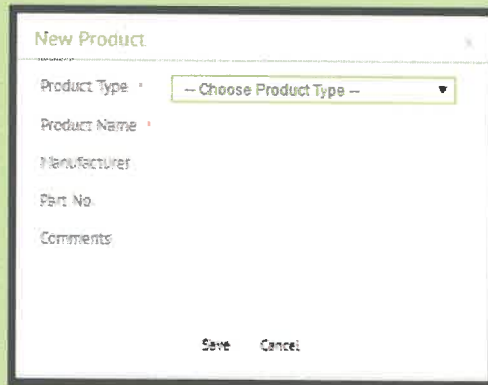
Product

1. To add new product, click 
 - a. To edit, click  > Edit Product > 
 - b. To delete, tick any Product > click  > OK

2. Choose **Product Type** *, **Product Name** *(Model Type), **Manufacturer**, **Part No** and **Comments**

a. Example of Product Name are;

Product Type	Product Name
Notebook	Lenovo ThinkPad x240
	Lenovo ThinkPad x250
Monitor	E1922S Wide LED Monitor



New Product

Product Type *

Product Name *

Manufacturer

Part No

Comments

Save Cancel

Vendor

1. To add new vendor, click
2. Filled out details below;

New Vendor

1. Filled in Vendor Name such, *Fuji Xerox*. (Mandatory field)
2. Filled in Region's currency.
3. Enter in Description field
4. Specify Vendor's address
5. Specify Contact Info

Vendor

Name *

Currency * Malaysian Ringgit - MYR

Description

Contact Person

Address

Door Number

Street

Landmark

City

ZIP/Postal Code

State

Country

Contact Info :

Email ID

Phone

Fax

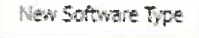




Web URL *

3. Click **Save**

Software Type

Default content on Software Type were on following below;






Software Type	Description
Excluded	Handles the software that need not be managed
Freeware	Freeware
Managed	Handles all Managed software
Prohibited	Software those are prohibited for their existence
Shareware	Shareware
Unidentified	Handles unidentified software

1. To add new software type, click 
 - a. To edit, click  > Edit Software Type > 
 - b. To delete, click  > Yes
2. Filled in Software Type (mandatory field)
3. Filled in any details in description box
4. Click 

Software Category

Default of software category are;


- Accounting
- Database
- Development
- Game
- Graphics
- Internet
- Multimedia
- Operating System
- Others


1. To add new software category, click 
 - a. To edit, click  > Edit Software Category > 
 - b. To delete, click  > Yes
2. Filled in Software Category (mandatory field)
3. Filled in any details in description box
4. Click 


Resource State

Default of resource state are;

<i>Resource State</i>	<i>Description</i>
<i>Disposed</i>	-
<i>Expired</i>	-
<i>In Repair</i>	-
<i>In Store</i>	-
<i>In Use</i>	-


1. To add new resource state, click 

a. To edit, click  > Edit Resource State > 

b. To delete, click  > Yes

2. Filled in Resource State (mandatory field)


3. Filled in any details in description box

4. Click 

Data Administration

Import Data

Import Wizard

1. To import data from another format, click "  Import Wizard
2. Filled out details by select "Workstation, Asset, Components or Software Licenses" Module

Import Wizard

Select Module Asset ▼

How do you want to import? Add records and update if already e. ▼

File Format csv ▼

Locate File No file chosen

Character Encoding UTF-8 ▼

3. Click 

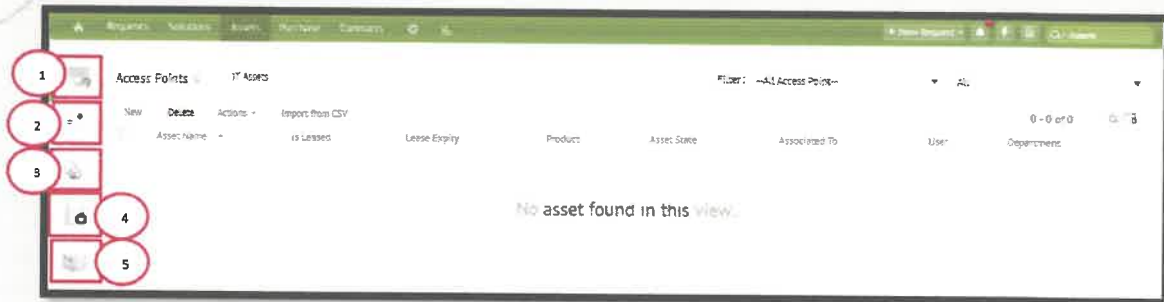
Import Data

Below is the list of import history with Import Result, Job Date, User Name, Module, File Imported and Status

Import Result	Job Date	User Name	Module	File Imported	Status
Result	Apr 28, 2017 03:46 PM	Nurul Asyiqin	Asset	Asset for ME.csv	IMPORTED
Result	Apr 28, 2017 12:57 PM	Nurul Asyiqin	Asset	Copy of Asset for ME.csv	IMPORTED
Result	Apr 28, 2017 11:01 AM	Nurul Asyiqin	Workstation	Copy of Asset for ME.csv	IMPORTED
Result	Apr 27, 2017 03:12 PM	Nurul Iddaya Azlan	Asset	Copy of Asset for ME.csv	IMPORTED

Home

The home page for all users of Manage Engine, Asset Management has various useful information displayed that enables an administrator, a technician, and a requester to take necessary action. Based on the login credentials of the user, the following are available in home page,

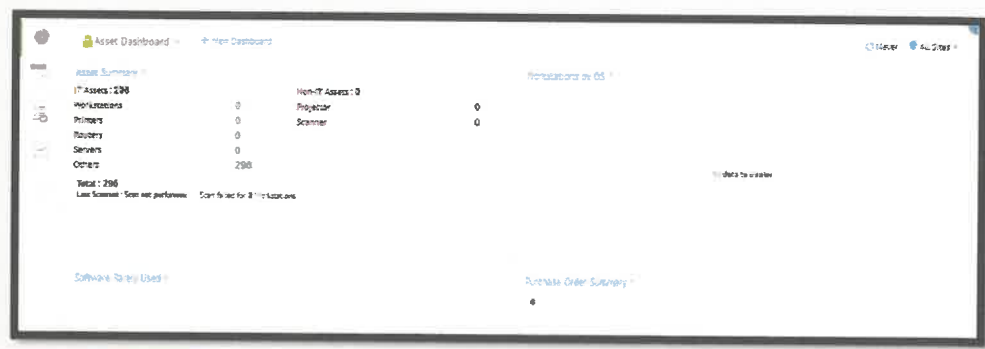


- 1 IT Assets
- 2 Non-IT Assets
- 3 Asset
- 4 Software
- 5 Groups

Dashboard

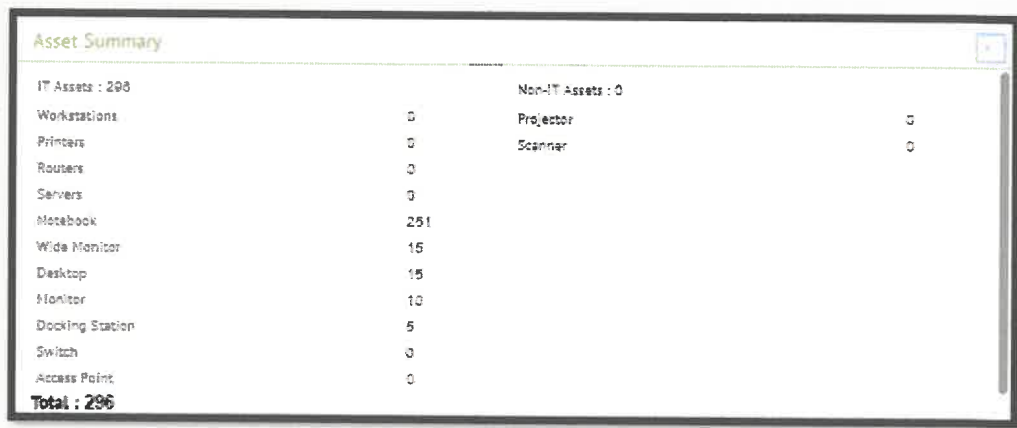
The default dashboard of Manage Engine Asset Management login home page displays the following,

- Asset Summary
- Workstations
- Software
- Purchase Order Summary



Asset Summary

1. IT Assets and Non-IT Assets are listed
2. Total of IT Assets and Non-IT Assets with date of last scanned
3. Click [View all](#) to view all



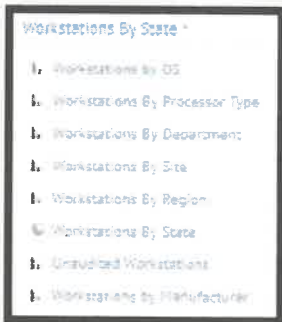
Dashboard

4. Can view the graph of resources by Site, Region, State or Asset Summary



Workstations

1. Workstations shows the graph of Workstations by OS, Processor Type, Department, Site, Region, State, Unaudited Workstations and Workstations by Manufacturer



Software

1. Software shows the graph of Software Rarely Used, Microsoft Software License Compliance, Software Vendors By Volume, Software Vendors – Non-compliance, Software Licensing Status and Software by Category.



Dashboard

Purchase and Contract

1. Purchase and Contract Summary can be showed by graph
2. Purchase Order Summary shows Overdue Purchase Orders, Due in next 7 days Purchase Orders and Due in next 30 days.
3. Contract Summary shows Contract which expired in the last 7 days, Contracts expiring in 7 days and Contracts expiring in 30 days.



1. Log in Username and Password on

<https://edotcoitme.sdpdemand.manageengine.com/> Username should be email address

Adding IT Assets

2. Open Asset Dashboard > choose IT Assets.




Click "New"

3

Asset Details

1. Select Product Name of Asset. To add new, click "+" (Mandatory field)
2. Select Vendor Name. To add new, click "+" (Mandatory field)
3. Specify Asset Name. (Mandatory field)
4. Insert Acquisition and Expiry Date
5. Specify Site



Asset State

1. State "Asset is Currently" whether;
 - a. In Store
 - b. Expired
 - c. Disposed
 - d. In Use
 - e. In Repair

Additional Asset details

1. Asset's Mac Address

IT Assets

Delete IT Assets



Click "Delete"

1. Tick any asset name > click **Delete**

Actions in IT Assets



Click "Action" whether to

Add to Group

1. Tick any asset name > click "Add to Group"
2. Choose Existing static group or New Group. If New Group, insert Group Name > Save.



Configure Depreciation

1. Tick any asset name > click "Configure Depreciation"
2. Choose depreciation method > Save

Assign to Department

1. Tick any asset name > click "Assign to Department"
2. Select Department > Save

Assign to Site

1. Tick any asset name > click "Assign to Site"
2. Select Site > Save

Modify State

1. Tick any asset name > click "Modify State"
2. Choose Modify state > Save

Asset Management

Below category;

Non- IT Assets

Assets Components

Have same procedure in aspect

- To add Assets
- To delete Assets
- Actions in Assets

Appendix 7: Photocopy of Logbook

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2/2/17	8-30am → Report duty at Axiata and I have been welcomed by Pn. Huda which as Application Engineers. Then, went to the office which of Axiata Information Technology Support at level 8.	✓
9.00am	→ I have been given "Axiata IT Support Manual 2016" by Pn Huda as to read the manual.	✓
10.00am	→ Miss Atikah as Video Conference / Telepresence & have started Show on setting up a projector at meeting Kuala Lumpur meeting room as fulfill user requirement during meeting.	✓
1.20pm	→ Meeting with supervisor which is Miss Khairul Bariah Mohd Ghazali. She told discussing about office dress code and then she delegate task to En. Haidil to assist me on set up wifi and outlook.	✓

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2:00 pm	→ Miss Atikah have showed regarding on how to set up video conference by introduce the hardware involved which is Spiderphone which communication can be made for domestic and international	✓
	→ Next, Video conference testing was handled by Miss Atikah as to determine the issue risen during real-time meeting. During Video conference testing, Miss Atikah has it was held with HCL which is vendor of Axiata. The issues involved was regarding on sharing content of PC screen of both sides and echoing of both from both sides. There was also probability of compatible issues of hardware used.	good observation ✓
4:30 pm	→ En. Haidil have brief on changing computer's name, join domain, give admin access to user, Log in to user profile which involve map file / folder D: create and restore folder and switch to	✓

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	Aziatawiti Register. He also brief on email setup which is outlook setup, to determine MAC address using command prompt	✓
3/2/17	11.15am → Followed En.Fanz to solve and determine what issue "being faced by client's laptop. The client said that her laptop was freezing and shut down to not able to start down due to freezing. Then, I monitor that En.Fanz opened laptop battery and said to user as to minimize the usage of memory in her local disk P. This is because the memory was full and said to use external harddisk to store information.	✓ next time please include the user's detail in your report.
	12 pm → Supervisor explain about the organization chart of Aziata IT support and she had requested me to find the information on how to archive email and planning on the topic of special project which can be done by	✓



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	doing a research on topic interested and then consult with her. She also requested to find email support for this department.	✓
	2.20 pm → Have found out that email support for Aziata IT support is "itsupport@aziata.com" which being send by Pr.sjyaskills as service desk.	
	4.30 pm → Went to level 30 which it is a level where mainly there were e.co staff as requested by supervisor. Then, I was given "e.co support IT support manual" by En. Henif as to read the manual.	✓



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
6/2/17	8.45 am Asset → Being assisted by En. Paris to do Morning Health Check CMHC which involved 4 rooms of meeting room at level 20. Only 3 meeting rooms have being done	✓
	MHC due to another one was being used by user during that morning. Basically, MHC is to ensure projector, projector cable and LCD screen were on the run with display and audio.	
	9.35 am → Being assigned by my supervisor to attend meeting on the discussion of the product, Manage Engine regarding service desk and monitoring system which will be implemented by Marilaga engineer to e.co. It was presented by En. Hussain from Marilaga Perhad. The aim of the system was to improve and secure the operation of Asset management.	✓
	* Ticketing system to track and record all addco asset movement.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	12 pm → Given task by supervisor to go to Manage Engine website and watched live tutorial of the service desk system. I want to Manage Engine website "???" and want to live demo as log in or guest.	✓
	3 pm → Being assigned by Miss Ayu from e.co to do Asset tagging. Examples of the asset are DCC950 Conference Cam, Laptop model X240 and desktop brand lenovo.	✓
	The activities involve by key in the code on the asset tagging devices and print using clear tapes. After that, labelling the code on the asset. Lastly, listing out the serial number of asset that have been tagging.	✓

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
7/2/17	9 am → Being assisted by Emronis to do Morning Health Check (MHC) which involved 48 rooms of meeting rooms at level 30 and 5 meeting rooms at level 19. Another one room meeting room was being used by user during that morning. Basically, MHC is to ensure projector, projector cable and LCD screen were on the run with display and audio.	Basic Task for everyday
	10 am → Assigned by Aizer Ayia to do Asset tagging on Video Conference devices at the server room. The devices involve by key in the code on the asset tagging devices and print using clear paper. After that, labelling the code on the asset. Lastly, listing at the serial number of asset that have been tagging. The model of video conference is V-U0032, V-U0033, V-U0026.	done well

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	4 pm → AB Being assisted by En-Hanf to have a double checked of an asset which is personal laptop (more model X240 and X250 at the server room referring a list of asset. This activity was to ensure that there are no redundancy between the list of asset of the system, microsoft excel and list of manual form. After that, classify the asset accordingly with the label of code prepared.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
8/2/17	11:30 am → Being assigned by Miss Aya to check the list of application provided as to ensure the website interface were running smoothly and functioned. To determine the function application function, was by be able to insert username and password. For example of applications was were not turn function by the appearance of "Site can't be reached". List of application were:	
	▷ PRISM	
	▷ ePTW	
	▷ Tarantul	
	▷ JTOC	
	▷ KPMG	
	▷ KPLSoft	
	▷ Office 365	
	▷ Shore Point	
	▷ IDPM	
	▷ VPN	
	▷ RAPID	
	▷ Company Portal	
	▷ Glorizon	
	▷ eKPI	
	▷ Payroll and Leave	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
12.15 pm	→ Find personal laptop model lenore X240 at the server room as being requested by En. Max. Server room can be accessed by IT staff only with the access card. ✓	
	→ Find a driver of printer Model "FUJI XEROX APESPORT-VI 5571" order to set up a printer at internet. Then, set the printer as a default printer on my personal laptop. ✓	
2.15 pm	→ Being assisted by Miss Aya as to solve the internet wifi access to vendor as there were an issue of accessing the wifi. Miss Aya taught me on how find physical address / MAC address using "Network Connection details" besides at cmd. ✓	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
9/2/17	→ Public Holiday (Thaipusam day).	
10/2/17	8:30-8:15 am → Morning Health Check (MHC) done at level 30 which involved 4 rooms of meeting rooms. There was no issues regarding projector and cable of projector. I must make sure that the projector ^{appear} at the screen with a functional audio from personal computer. Instead of at , I also must ensure that HDMI cable was function properly with correct output and audio.	
9:15 am	→ Assisted by Miss Asyikin to set up Logitech device, BB290 ConferenceCam before as to fulfill user requirement to use skype of meeting room of discussion room 3.	
11:20 am	→ Assisted by Miss Ayu to setup monitor at user's place. Then, Miss Ayu tracked me after user used company at from IT team, they need to sign in office workstation request	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	form" act as a evidence that they acknowledge the devices used-being used. The data in the office workstation request form, was filled by IT team, Miss Ayu. She told be data that need to be filled, was full name, position of staff, department, email, MAC address and Serial number of devices used.	
	→ Store back Logitech device, BB290 ConferenceCam after end of meeting which held at discussion room 3. All parts of this device, must be stored in a box prepared with a correct number of code.	
12:00 pm	→ Assisted by Miss Asyikin to do a process of image and process of configure laptop which can be user and a loaner.	
	A process of image can be defined as the process of recovery or format personal laptop which done due to exchanging of ownership of personal laptop. During process of	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	<p>when image, there were 2 things that is important and must be done in order to complete this process without loss of data.</p> <p>Firstly, Acronis True Image 2014 premium is a software used to allow the process of data transferring from application of hardisk. This secondly, hardisk is application was store in a pendrive.</p> <p>Secondly, hardisk that contain all the applications which known as master image. The process of image cannot be done without using a hardisk provided by IT team.</p> <p>This hardisk also will make the process of image easier since we can choose folder that needed with the type of devices that used to do image without loss of all applications.</p>	
	<p>A process of configure laptop was done after process of image, which set up back data regarding PC name, install Symantec endpoint protection, install MS Intune, and set default default page for Internet browser and pin important application</p>	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	<p>at the testbar and start. For learner, change name in Computer Management as "Learner" and pin applications such, Internet Explorer, Google chrome, Mozilla Firefox, Microsoft words, powerpoint and Excel at testbar and start.</p> <p>Finally, while for user, change name in Computer Management as "administrator" and pin applications such Internet applications as learner with adding of Skype for Business and Outlook.</p>	
	<p>5:35 pm</p> <p>→ Assisted by En. Max to do process of image and configure of desktop model "Think Center M73, Inovo" for intern. So the user is a learner. I miss what used the knowledge that has been taught by Miss Aqilain to be applied during this testbar. The process was mentioned above with least of process involve changing desktop background and lock screen provided at desktop and put sleep in 10 minutes.</p>	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
13/2/17	8.30am → Morning Health Check (MHC) done at level 30 which involve 4 meeting rooms. The reported found that there was no issue regarding projector and cable of projector. But cable HDMI cannot work properly at certain meeting rooms due to the damage of HDMI cable. Physical condition is so there was no input connected with HDMI cable.	✓
	9.15am → Check list of application of computing e.g. so that the system was running on server. It can be seen that KPLSoft Application can't be opened with the apparatus. Site can't be reached while others application was running in a good condition. Next, reported to NBSA Admin about the issues.	✓

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	11.30am → Assigned by Miss Azikin to do an updated of e-co IT support user manual regarding "How to set up scan to email function." All images to be step by step. Getting this topic has been taken out from using mobile phone on the screen of printer model "FUJI XEFOX A PEOS PORT-VI CE571".	✓

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
14/2/17	8.30 am → Morning Health Check (MHC) at level 3D which involve 4 meeting rooms. Reported found that there was no issues on projector and cable of projector. While for HDMI cable it doesn't does not produce sound for personal computer but the video appear at the screen. Apart of that, there are some cable of HDMI that are damaged and cannot produce an output for the computer.	
	10.30 am → Check ITH of application of e.cb so that so that the system was on functional. It can be seen that LepiSoft Application can't be opened with the appearance. Site can't be reached. While others application was running in a good condition. Next, reported to Miss Ayya about the issues.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	3.00pm → Assisted by Miss Ayya, IT Support to on how to configure Outlook. The steps include; ① Go to control panel and view by small icons then go to Mail (Microsoft Outlook). ② Go to 'Show Profiles' button. ③ Click 'Add' button. ④ Profile Name insert 'Your Name' and OK. ⑤ Insert Your Name 'Display Name', Email address, 'Email ID', Password & Key Password: 'Password'. Click Next. ⑥ Go to New names you create and tick on 'Always use the profile' and choose same name as above then click 'Apply' and 'OK'. ⑦ Go to 'windows' Page type 'Outlook'	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
15/2/17	8:30 am → Morning Health Check (MHC) at level 30 which involve 4 meeting rooms. Reported that there was no issues on projector and cable of projector while for HDMI cable, it does not produce sound from computer but the video appeared at the screen.	
	9:00 am → Check list of application of e-co was on functioned. If can be seen that some issue occur. KPI Soft application cannot be opened with the appearance "Site can't be reached." While other application was running in a good condition. Next, reported to IT Support about the issues.	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
16/2/17	8:30 am → Morning Health Check (MHC) at level 30 which involve 4 meeting rooms. Reported found that there was no issue on projector and cable of projector while for HDMI cable, it does not work. I do did not test it due to Personal computer used has not input for HDMI cable. Personal computer was used is Lenovo x240.	
	9:05 am → Check list of application of e-co so that the system was on functioned. If can be seen some issue occur. KPI Soft application cannot be opened with the appearance "Site can't be reached." However some issue occurred on PRISM and eTV application. While others application was running in a good usual. Next, reported to IT Support about the issues.	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	usual, went reported to IT support about the issues.	
	14:00 pm → Requested by IT Support to set up a projector for use at boardroom by connect VGA cable to Notebook Lenovo X25D.	Saling Samlian Service Desk / Layer Manager Mentor / Senior

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
20/2/17	8:35am → Morning Health check CMHC at level 30 which involve 4 meeting rooms. Reported found that there was no issues on projector and cable of projector while for HDMI cable, I did not fix it due to the Notebook used has no input for HDMI cable. Notebook was used is Lenovo X240.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	<p>Next, after image, I start reformat the BIOS according to Acer's number and then shutdown. I sign in as admin and making sure to connect to a network, after that I install Syntronic and Microsoft Inive and change the tower as an administrator. After from that, I also changed Desktop wallpaper, lockscreen and set 10 minutes of screen saver.</p> <p>Next step is to make a default browser</p> <p>" https://internet.edotgroup.com/)</p> <p>Next step is to pin to taskbar of, Skype for business, OneDrive, Outlook 2016, Microsoft words, PowerPoint, Excel, Internet browser.</p> <p>→ Next step is to pin to start menu of similar application as above. After that, in order to activate Microsoft office, I need to use "edotest01@edotgroup.com". but cannot there was an set issues that appeared of more than 10 users and it are exceeds limit of users and so.</p>	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	<p>The application was unlicensed. This Reported to IT Support. Last steps was to set up a printer for level 19, printer 1, printer 2, printer 3, printer 4 and level 30, printer 1, printer 2, printer 4</p> <p>→ Last step is to do a system update.</p>	<p>Saling Satria Utami Pembelahan Pence Dama Pence Dama</p>



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
23/2/17	8:30am 9:00am → Morning Health Check (MHC) at level 30 which involve 4 meeting rooms. Reported found that there was no issues on projector and cable of projector. While for HDMI cable, I did not test it due to Notebook used Key no input for HDMI. Notebook was used .IS Lenovo X240.	
	9:15 am → Checklist Application of eco so that system was functional. Reported that all application were functional well to IT Support leader.	
	11:30am → Requested by IT Support to remove unuse of cable boxes in the server room in order to maximize space of server storage.	Salina Samirah / Murni Nuraini / Murni Nuraini

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
23/2/17	8:35am → Morning Health Check (MHC) at level 30 which involve 4 meeting rooms. Reported found that there was no issues on projector and cable of projector while for HDMI cable, I did not test it due to Notebook used has no input for HDMI. Notebook was used is Lenovo X240.	
	8:50am → Checklist Application of eco so that system was functional. There was no issues reported. Lastly, reported to IT Support leader.	
	10am → Research on task given by IT Support leader to notify eco staff on Password Expiration Notification on their Outlook 2016.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
27/12/17	8.40 am → Morning Health Check (MHC) at level 30 which consist of 4 meeting rooms. Reported found that there was no issues on projector and cable of projector. Audio also worked well. While for HDMI cable, I did not tested if able to	
	laptop used has no input for HDMI. Notebook was used for lenovo X240.	
	9.30 am → Checklist Application of c.Co to ensure the system has no error. Reported that there were no error on all application and then reported to IT support leader.	
	5.10 pm → Configure laptop of user from eio Pakistan, Mr Mustafizer. Notebook used was lenovo x240. The proceed involved;	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	① Remove laptop and Restart	
	② Install Symantec & Intune	
	③ Join Azure AD	
	④ Sign out & sign in as user	
	⑤ Set theme & lockscreen, screen saver 10 minutes.	
	⑥ Install OneDrive & Team Site Sync Preview	
	⑦ Update store & microsoft edge.	
	⑧ Pin taskbar - Skype for Business - Outlook	
	- Internet Explorer	
	⑨ Pin start menu - Skype, Outlook, One Drive	
	- IE, Chrome, Mozilla	
	- Word, Excel, powerpoint.	
	⑩ Sign in to Skype	
	⑪ Sign in to Outlook	
	⑫ Set homepage for IE, Chrome, Mozilla.	
	https://inticket.ebtgroup.com/	
	⑬ Sign in to OneDrive	
	⑭ Enroll to Intune (30 minutes)	Salina Samad / Salina Manogal
	⑮ Install Acrobat from Intune (check updates)	Salina Manogal
	⑯ Set default app CIE, Acrobat	Salina Manogal
	⑰ Remove admin	
	⑱ Turn on BitLocker	
	↳ Do windows update & system update	
	⑲ Install printer	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
28/2/17	8:40 am → Morning Health Check (MHC) at level 3D which consist of 4 meeting. Reported that there was no issues on projector and cable of projector except for Video Conference Room which projector cable cannot project on TV screen due to user here mistakenly change the setting while on projector screen, it can project as usual. Notebook used is lenovo X240	
9:15 am	→ Checklist application of e.Co to ensure the system has no error. Reported that there were no error on all application and then reported to IT Support leader.	
11:30 am	→ Configure laptop of user from e.Co Malaysia MR Afroz: Omar. Notebook used was lenovo X250. The process involved similar with previous page.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
4:45 pm	→ Configure laptop for locker used. Notebook used was lenovo X240. The process involved:	
	<ol style="list-style-type: none"> 1) Insert the laptop first using Airnags with handisk provided. 2) Remove laptop and Restart 3) Install Symantec & Intune 4) Make learner as Administrator using Computer Management on User. 5) Sign out and Log in. 6) Set theme, lockscreen and screen saver 7) Install OneDrive & Teams Sync Preview 8) Logon share & Microsoft edge. 9) Pin taskbar - Skype for Business - Outlook 10) Pin Start menu - Skype, Outlook, OneDrive - IE, Chrome, Mozilla - Word, Excel, Powerpoint 11) Set homepage for Internet browser "http://intranet.edotlograp.com/" 12) Install Acrobat 13) Set default App 14) Install printer. 	<p>Selina Saman Services Delivery Manager</p>

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
1/3/17	8:40 am → Morning Health Check (MHC) of Mel 30 which consist of 4 meeting rooms. Reported that there was no issues on projector and cable of projector except for video conference room where projector cable cannot project on TV screen due to user have mistakenly change the setting. While on projector screen, it can project as usual. Notebook used is lenovo x240.	
	9:45 am → Checkist application of e.co to ensure the system has no error. Reported that there were no error on all application and then reported to IT support leader.	
	11:30 am → Image of laptop for the user, Down e.co. Then configure of laptop for learner use.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	3:00 pm → Continue update on IT support manual of e.co. I sorted out the steps according with the picture with proper label.	
	→ Solve Issue on outlook 2016 being freeze on file's staff by close the application and delete files on file "%temp%" Then reagent Outlook 2016.	Solving Outlook 2016 issues

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2/3/17	8:32am → Morning Health Check (MHC) at level 20 which consist of 4 meeting rooms. Reported that there was no issues on projector and cable of projector. Report for Notebook used is hardwired.	
	9:16am → Checklist application of e.co. Reported that there were no error on all application and they reported to IT Support leader.	Salina Samian Service Desk Manager Mara
	10am → Consider updating of IT Support manual of e.co on topic • How to get Mac address • SMC For Mac user • How to take backup data from • Partition to D partition. • How to move data from C partition to D partition • How to clear cache on internet browser.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
3/3/17	8:55 am → Requested by Miss Aida Putri from Human Resource to configure wifi to her phone, Oppo A37 and configure with Microsoft Outlook 2013 on her phone. Configure wifi by register MHC address to Cisco system and with connect to e.co wifi with a password. For Configure with Microsoft Outlook 2013, Full application "Microsoft Outlook 2013" and log in email address and password.	Salina Samian Service Desk Manager Mara
	9:15 am → Morning Health Check (MHC) at level 20 which with consist of 4 meeting rooms. Reported that there was no issues on projector and cable of projector. Diskette used is Lenovo x240.	
	→ Checklist application of e.co. Reported that there were no error on all application and then reported to IT support leader.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	→ Continue updating IT Support manual of e.Co on topic of Video Conference and their roles & responsibilities.	
	→ Attend user named Nashat from Human Resource Department regarding issue on redundancy pages of slides on one slides perpoint. The solution was by created new page of slide and sorted out according order.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
6/3/17	→ Morning Health Check CMHC at level 30 meeting room. Reported that there was no issue on projector and cable of projector. Notebook used was Lenovo x240.	
	→ Finish updated e.Co IT Support Manual and sent to IT Support, Miss Azizah to finalize.	
	→ Checkist application of erco. Reported that there was a issue on company portal, which is Microsoft Intranet. The reason cannot be opened was unknown. While for other application, functioned as usual.	Salina Samilan Human Resource Manager
	→ Shortlist Mr. Dandel changes to change new password due to password expiration days refreshes.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
7/3/17	→ Morning Health Check (MHC) of level 30 meeting rooms. Reported that there were no issue on projector and cable of projector. Notebook was used was lenovo 1040.	
	→ Hardisk transferring of David Cheng to the his notebook that have screen issue. from lenovo 1040 notebook.	
	→ Organizing wifi Access instruction for vendor by cutting into small pieces and kept in IT Support Leader's desk.	
	→ Checklist application of eCo company portal. Reported that there was no issue on all application. Then reported to IT Support leader, Miss Ayu.	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	→ Assist Assist user from deleted Betsabesh to connect with to e-Co partner. Identify the mac addresses that, reported to Max, IT Support to register the mac addresses. The reason was she wants to install printer on her notebook. Then ask Max, on port number for printer 2 which is "10.11.20.18".	Salina Samrin Service Delivery Manager Message Center



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
8/3/17	→ Morning Health Check (Ufc) at level 30 meeting rooms. Reported that there was no issue on projector and cable of projector. Notebook used was lenovo x240.	
	→ Done image Notebook lenovo x240, PCOE 2 LCU and configure laptop as a tower loader for notebook lenovo x240, PF00VXDV.	
	→ Check list Application of e.Co company portal. Reported that there was no issue on all application. Then reported to IT Support leader, Ayu.	
	→ Assist Lim Chee Wei from Marketing department on issue blurred slide notes on screen projector and fir screen. Then, I changed to HDMI cable.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	→ Configure laptop of username Amni Mohd-hah due to her hardisk corrupted. Configure Microsoft Outlook using email address and password given by Man, IT support.	
	→ Installing application and set default browser as "https://internet. & desktop. com".	

Salim, Jahniah
Gordon Deony Maraga
Kerni Muzaima Binti

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
9/3/17	→ Morning Health Check at hall 30 meeting room - Reported that there was no issue on projector and cable of projector. Sound tested also have been implemented and there was no issue reported. Notebook use is Lenovo X240.	
	→ Incident on Outlook file cannot be opened by user from user David Chong, proament. Assisted by Aya, IT support leader. by Solved by End Test of Microsoft Outlook application and end test "Outlook.exe".	
	Put admin must sign in then "Outlook.exe" can be opened.	
	→ Requested by three IT Support leader to make a proper classification for asset list in the server room.	
	I have categorized, by adding → username's history	
	→ Maintenance, repair, change and upgrade information	
	→ Asset categoring.	

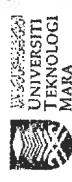
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	There are also categorize of asset according to their name of model and their specifications.	
	→ Checklist application of esatco company portal. Reported found that there were no issue on all application. Then reported to IT Support leader, MISS Ayu.	

Salim Samian
Service Delivery Manager
Marketing Center

DATE	EXTRACT NATURE OF WORK-DONE	SUPERVISORS REMARKS
13/3/17	<p>→ Morning Health Check (MHC) of level 30 of meeting room. Reported that there were no issue on projector and cable of projector. There were also no issue on video, content sharing and audio quality. Notebook used is lenovo x240.</p>	
	<p>→ Checklist application of edico company portal. Reported that there were no issue on all application. Then reported to IT Support leader, Miss Ayu.</p>	
	<p>→ Received request from user named, Ahmed Ihsan Al, Director of Finance from edico Bngkokah to set up printer on his personal laptop, Macbook pro. Set up is the nearest printer and inserted part number "10.11.30.18" for printer 2.</p>	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	<p>→ Updated list of Asset by adding the details of the history of previous asset. This to ensure to minimize delay on time consuming retrieving from the manual form.</p>	<p>Software Manual for SAP</p>

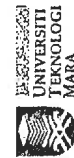
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
14/3/17	<p>→ Moving Health check (MHC) at level 30 meeting room. Reported that there were no issue on projector and cable of projector. There as were also no issue on video, control sharing and audio quality. Notebook used was lenovo x240.</p>	
	<p>→ Incident wif cannot not connected from user named Teravin from Human Resource. Attended by Aiz Aya and I by check the uninstall driver and re-install driver wif and restart the notebook.</p>	
	<p>→ Requested to configure Desktop for external user named kalenonhani. Set up network Microsoft office applications using email address and password. Did an system update and install symantec.</p>	<p>Saina Samlan Service Delivery Manager Mastika Bernai</p>



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	<p>→ Checked application of cobit20 company portal application. Reported that there were no issue on all application. Then reported to IT support leader, Miss Aya.</p>	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
15/3/17	→ Moving Health Check (MHC) at level 30 meeting room. Reported that there were no issue on projector and cable of projector. There were also no issue on video, content sharing and audio quality.	
	→ Requested by Jaze, Human Resource to set up desktop for Lenore. Thank Stephen P 300 to user named, Kattira Kalanantini. Then, assist her on application used using Outlook.	
	→ Requested by Ayu to make a proper list of extension number include edotco IT support and cox-eta IT support.	
	→ Checklist application of edotco company's application. Reported that there were no issue at all application. Then reported to IT Support leader, Miss Ayu.	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
16/3/17	→ Moving Health Check (MHC) at level 30 meeting rooms. Reported that there were no issue on projector and cable of projector. There were also no issue on video, content sharing and audio quality.	
	→ Checklist application of edotco company portal. Reported that there were no issue at all application. Then, reported to IT Support leader, Miss Ayu.	
	→ Requested by Tan Dun Keri with the issue lower projector unable to lower projector screen at video Conference Room. Solved by press the lower button which connected with projector.	
	→ Requested by external user with the issue unable to project content on screen. Solved by changed the input according to cable connected to laptop.	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	→ Requested by Mrs. An, IT Support leader to organize an organizational chart according to their position. Classify by, list of chief, list of Executives, Leadership, list of County Leadership	
	→ Updated edoto IT Support Manual entitled "Site Sharepoint To your local computer". It was similar with "One Drive Sync" except for Sharepoint, user need to click on department then choose that need their requirement.	Sally Samian Service Network Manager Mesnaga Barand

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
17/13/17	→ Morning Health Check (MHC) at level 36 meeting room. Reported that there were no issue on cable projector and cable of projector. There were also no issue on video content sharing and audio quality.	
	→ Checklist all application of edoto company portal. There was issue on accessing IDM website. This site can't be reached while for others there were no issue.	
	→ Requested by user named David Chong, for procurement Procurement to register his email address to address book of printer 2 in order to complete process of scan to email.	
	→ Requested by David Chong to give guidance to David Chong on how to scan to email.	Sally Samian Service Network Manager Mesnaga Barand

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
20/3/17	→ Morning Health Check (MHC) at level 30 meeting rooms. Reported that there were no issues on video, content sharing and audio quality. Cables of projector was in a good condition. Notebooks used was lenovo x410.	
	→ Requested by Dina, Intern Engineering from edotco to set up wifi on mobile phone. Then, assisted him by sign in using visitor edotco wifi.	
	→ Checkfirst application of edotco company portal. Reported that there were no issue on all application. Received updated application from IT support leader which consist of:	
	> Tarantula	
	> ITOc	
	> MS Azure AD Server	
	> RPMG	
	> Office 365	
	> ShorePoint	
	> Shore Drive France	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	> VPN	
	> RAPID	
	> Company Portal	
	> eKPI	
	> Payroll and Leave	
	> iTeFo	
	> Concur	
	> Symantec	
	> Case	
	> Skype for Business	
	> One Drive for Business	
	→ Requested by En. Saizuri from Engineering to set up printer 1 since there was a issue on printer 4. Insert part number of printer 1 and test print page.	
	→ Attached user named, Ahmad Sabri from Felho on the issue unable to connect to edotco wifi. This solved by uninstal "Intel(R) Dual Band Wireless - AC 7260" and reinstall. Then restart pc.	

Seminar
Mentoring Program
Service Delivery Manager

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
24/3/17	→ Morning Health Check (MHC) at level 30 meeting rooms. Reported that there were issues on projectors and cable of projectors. Video content have been tested. Notebook used is lenovo x240.	
	→ Checklist application of roboto company portal. Reported that there no issue on all applications. Then reported to IT Support leader.	
	→ Requested by Nooroliza from finance edotco group to set up new printer for finance use only. This solved by install printer driver. The model is Canon imageclass MF8210c.	Sallya Satrian Service Delivery Manager Marketing Brand
	→ Requested by Sfi Fairuz from finance to set up new printer for finance use only. Installed printer driver have been made and test print page.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
22/3/17	→ Morning Health Check (MHC) at level 30 meeting rooms. Reported that there were no issue on projectors and cable of projectors. Video content quality and sharing content have been tested. Notebook used is lenovo x240.	
	→ Checklist app edotco applications which consist of 18 applications. Reported that there no issues except for "Shared Drive Finance" and "MS Issue AD Server" checked by Team leader and IT Support.	
	→ Requested by Mizanudin from Echo edotgroup to set up new printer which located at finance. This solved by install printer driver. The model is Canon imageclass MF8210c.	Sallya Satrian Service Delivery Manager Marketing Brand
	→ Requested by IT Support to image and configure Notebook lenovo x240 for new user named "imgaafafida".	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
22/3/17	→ Morning Health Check (MHC) of level 20 meeting room. Reported that there were no issue on extra projector cable and projector. Video, audio quality and content sharing have been made. Notebook used via lenovo x240.	
	→ Checklist application of edotco company portal and reported all application run properly then reported to Team Leader IT Support.	
	→ Requested by Data, Intern from engineering to connect to visitor wife. Assisted - Assisted him to his remember password.	
	→ Incident by Annisell Stanley on unable to print at printer ↓ due to driver mistakenly uninstalled. Solved by install printer driver log in into admin account, install printer driver and try first print page.	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	→ Incident from caroline, Executive Assistant, edotco group on issue unable to receive email inbox email on her Outlook account using mobile phone. Solved by uninstalled and re-installed the application and sign in her email address and password.	
	→ Re-configure book Notebook lenovo X240 for user named, Irma Sofia from Corporate Affairs, edotco Malaysia. This is due to lenovo's PF BIOS/UEFI blank screen and change to BIOS/UEFI. Installation correct application and Activated Microsoft using email address and password.	Salina Saripan Service Delivery Manager Microsoft Demand



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
24/3/17	→ Morning Health Check CMHC at last 30 meeting room. Reported that there were no issue on projector and cable of projector. Except for VGA cable at video conference room cannot project on screen and TV screen. Then, use different VGA cable to check the functioning of port cable. Video & audio quality and content sharing have been made. Then, reported to IT Team leader.	
	→ Checklist application of edotco company portal and reported all application run as usual and then reported to IT Team leader IT Support.	
	→ Assisted by Azyain, IT Support to set up new password, PIN and fingerprint to user name, Irma Sufaida, edotco Malaysia.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	→ Requested by Anjilah Fakhrah to set up wifi e.co to mobile phones, phone & t. They find MAC address to register in Cisco System. Lastly, key in password e.co.	
	→ Incident from Annuad Sabri, Echo, xelotograp with the issue unable to print the to the nearest printer. Solved by install printer driver and try print page.	

Salipin Samudra
Sektor Operasi
MARA

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
27/3/17	→ Network Migration project here / implemented in edotro Sdn Bhd. where edotro network has separated out from Axiata network through e.Co, partner @e.Co and visitor@e.Co. One no longer broadcasted on edotro's floors.	YAFKOB
	→ Below were the list of staff that have been attached to assist them to re-connect to "e.Co" SSID wifi, Pakrop wallpaper updated and packet updated IP for printer at level 30.	
	Caroline Devadason Executive Assistant	
	Ir Kumari Nalini P. Subramaniam Director, Engineering	
	Noor Iziddin Abdullah Ghazali Manager, Electrical Design	
	Kalananthani A/P Pushpanathan External	
	Muhammad Dhia Intern Engineering	
	Muniff Bin Kamaruddin Director, Group Operations	
	Peter Beutler Head, Operations	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	Finance	
	Tee Wee Doo Business Analyst	
	Christine Seow Head, Corporate Finance & Decision Support	
	Thushara Sampath Gunasekara Specialist, Business Control	
	Brandon Kok Chan Hong Senior Business Analyst	
	Aida Ahmad Daud Head Of Strategic Finance	
	Emily Chee	
	Christine Chio, Siang Ooi Asst Mgr Supply Chain	
	Muhammad Afif	
	Performance & Special Projects	
	Dawn Chan Dy Lye Head, Projects & Programs (Acting)	
	Rachel Tan Specialist, Performance Management	
	Legal & Regulatory	
	Wan Faizal Wan Hassan Head Of Regulatory	
	Melissa Lee Legal Counsel	
	Audit	
	Nizam Abdullah Head, Audit	
	Mirraz Ahmad Audit Manager	
	Group Strategy & Commercial	
	Siti Alishah Head, Pricing & Commercials	
	Janaka Kumara Dahanaka M and A Collaboration Specialist	
	Taufiq Hidayat	
	Executive, Case	
	Ayesha Halima Axiata Trainee	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	Tunku Suleiman Tunku Mahmood Fawzy Junior Analyst	
	Manoj Senarata Business Analyst	
	Supply Chain	
	Kishan Hadrian Peiris Senior Specialist, Supply Chain	
	Cosoc & Compliance	
	Moer Nami Specialist	
	Azrin Tajuddin Head Of Cosoc & Compliance	
	Operations & Business Support	
	Ismail Muhammad Engineer, ECHO	
	Human Resource	
	Joyce Varughese Manager, Human Resources	
	Leena Sanchana Senior HR Specialist	
	Zarita Azleen Specialist, Learning & Develop	
	→ Incident by Aida Ahmad, finance department on Outlook on unable to be opened. Solve by end task on Task Manager.	Salina Samiah Senior Cluster Manager Marketing Branch
	→ Requested by Mizan Abdullah, Head of Analyst to register his email address of printer to do sock to email.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
28/3/17	→ Requested by Aida Peiris; - Aida Peiris, Executive Admin - Anniebell Stanley, Quality Assurance Engineer. - Amni Nabillah, Finance Executive - Adebine, Pk Kim Mg, SCT Head - Handoko Sigitro, Head, Supply Chain.	
	to install new IP printer for level 30, re-connect wifi and check desktop wallpaper updated.	
	→ Incident by - Gurmeet Kaur, Analyst, Technical - Boo Hwei Hooi, Senior Specialist Supply Chain. - Anniebell Stanley, Quality Assurance Engineer	
	on endeck to connect wifi on mobile phone. Solve by register MAC address at CISCO and re-connect e.g.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	→ Morning Health Check (MHC) at Level 30 of meeting rooms. Reported that there were no issue on projector, cable of projector. Except for VGA cable of Video Conference room was still under monitoring. Video, audio quality, and content streaming have been made. Then, reported to IT Team leader.	Salina Samiani Service Delivery Manager Kementerian Kewangan
	→ Checklist application of edotro company portal and reported all application run as usual and then reported to Team leader IT Support.	

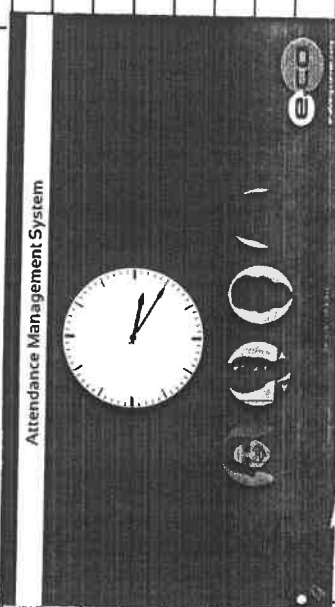
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
29/12/17	→ Morning Health Check (MHC) at level 30 of meeting rooms. Reported that there were no issue on projector, cable of projector. Except for VGA cable at Video Conference room was still under monitoring. Video, audio quality and content streaming have been made. Then reported to IT Team leader.	
	→ Checklist application of edotro company portal and reported all application run as usual and then reported to Team leader IT Support.	
	→ Assigned by Max Choh, Desktop Engineer, on how to standby on event preparation. It was held at level 32, auditorium Abstrata. Name of event, "Before event,"	
	Before event, <ul style="list-style-type: none"> • Be physical and come early • check internet connection • determine sound and video system. • Prepare appropriate tools such microphone, 	

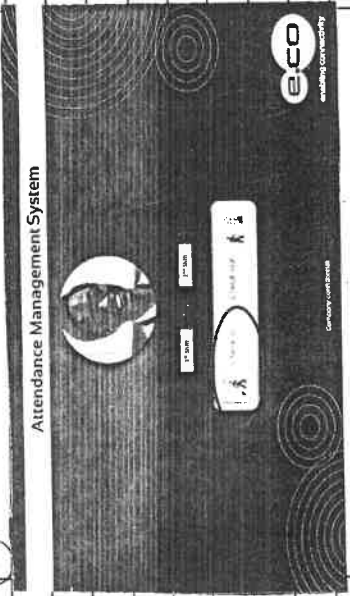


DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	<ul style="list-style-type: none"> • Extraction cable for speaker to use. 	
	<p>During Event</p> <ul style="list-style-type: none"> • Determine any issue or request from speaker of the event. 	
	<p>After Event</p> <ul style="list-style-type: none"> • Keep tools, microphone wires, at sound system's room of the back of auditorium. • Sorted VGA cable at the to the proper place. • Switch off the site before exit. 	
	<p>→ Requested by Max Chen, to find a script of a password expiry notification. Then, write on Notepad then sent to Max Chen, Engineer.</p>	Salina Samian Service Delivery Manager Meeting Room
	<p>→ Requested by Murnif, director of Operation to set up portable projector on meeting room.</p>	

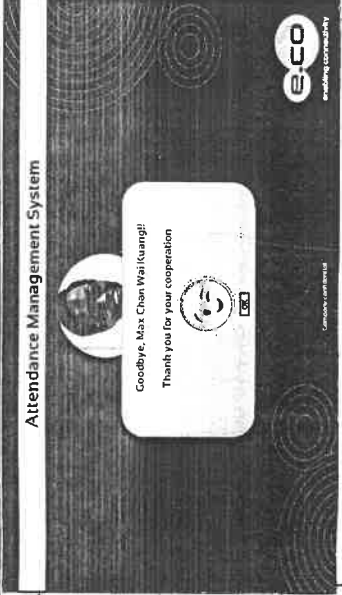


DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
30/3/17	<p>→ Morning Health Check (MHC) at level 30 of meeting room. Reported that there were no issue on projector and cable of projector. Video, audio quality and content sharing have been made.</p>	
	<p>→ Checklist Application of eotico group company portal and reported that there were no issue. Then reported to team leader and send checklist to whatsapp group "IT Morning Health Check Service Status".</p>	
	<p>→ Incident from Tunku Sulaiman, from Junior Analyst on issue unable to connect to eotico wifi. Solved by disabled wifi and unable wifi and restart notebook.</p>	Salina Samian Service Delivery Manager Meeting Room
	<p>→ I have attended meeting with Along Manage Engine En. Azrig on the configuration process of help desk and Asset Management system.</p>	



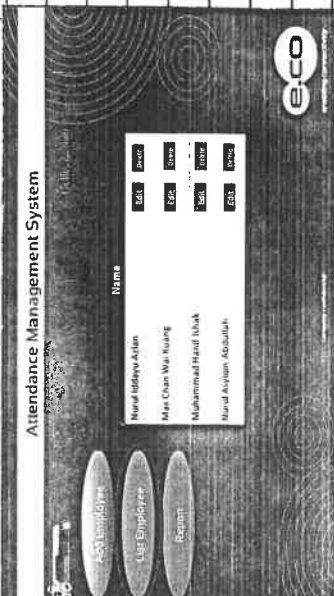
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
31/3/17	→ Morning Health Check (MHC) at level 30 meeting rooms. Reported that there were issue on projector and cable of projector.	
	Edotco IT Service status as of Monday, 31/3/17 @ 8.43 am	
	Morning Health Check (Level 30)	
	✓ Reading Room Discussion Room 2	
	✓ Projector Room Discussion Room 3	
	✓ Separation Room Video Conference Room	
	✓ Board Room	
	Application	
	✓ Easi	
	✓ Echo	
	✓ Office 365	
	✓ Company Portal	
	✓ VPN	
	✓ RAPID	
	✓ eKPI	
	✓ Payroll and Leave	
	✓ HeRo	
	✓ Concur	
	✓ Symantec	
	✓ Care	
	✓ Skype for Business	
	✓ OneDrive for Business	

Salina Samiran
Service Desk Manager

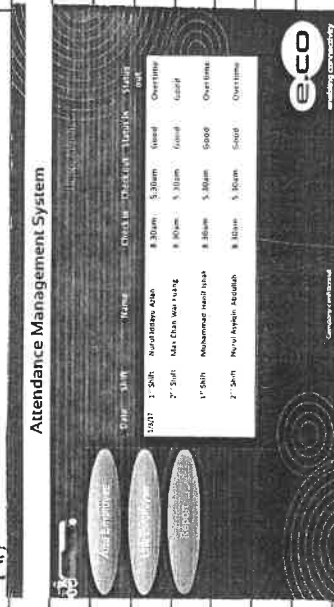
DATE	EXTRACT NATURE-OF-WORK DONE	SUPERVISORS REMARKS
	→ Requested by Saizuri, Safety and Health Officer from Operation & Business Support, to set up new IP printer for level 30, re-connect with and check desktop wallpaper updated.	
	→ Draw a storyboard for 'Attendance Management System for edotco IT Support staff.'	
		

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
(2)	 <p>Attendance Management System</p>	
(3)	 <p>Attendance Management System</p>	
(4)	 <p>Attendance Management System</p>	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
(5)	 <p>Attendance Management System</p>	
(6)	 <p>Admin Interface</p>	
(7)	 <p>Attendance Management System</p>	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
(8)		
(9)		
(10)		



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
(11)		
1/4/17	- Attend Manage Engine Service Desk Pur Training	
3/4/17	→ Foto Service Staff	
	Application	MHC
	✓ Easi	✓ Discussion 2
	✓ Echo	✓ Discussion 3
	✓ Office 365	✓ VC Room
	✓ Company Portal	✓ Board Room
	✓ VPN	
	✓ RAPID	
	✓ EKP	
	✓ Payroll & Leave	
	✓ Hk Ro	
	✓ Concur	
	✓ Synntec	
	✓ Casa	
	✓ Skype for Business	
	✓ OneDrive for Business	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	→ Incident from Rema Devi Nair Regulatory Advisor to the CEO on issue unable to connect e-co and printer status offline. Solved by disable and enable wifi and restart PC while for printer install new printer driver.	
	→ Name • Zainab Amin edotro Pakistan connect e.co	Solution • Register in Cisco ISE Mac address and connect e.co.
	→ Name • Ayu, Team Leader	Solution • Set up and tested video & audio.
	• Zarairah, Specialist Regulatory	Logitech • Unable to connect projector input and video tested.

Salina Samin
Senior Data Analyst
Marketing Better

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
4/4/17	→ Edotro Service Status Application ✓ Easi ✓ Discussion 2 ✓ Discussion 3 ✓ VC Room ✓ Company Portal ✓ Board Room ✓ VPN ✓ RAPID ✓ ekpi ✓ Payroll and Leave ✓ HeRo ✓ Concur ✓ Grantic ✓ Case ✓ Skype for Business ✓ OneDrive for Business	
	→ Research on Attendance Management project with Sabri, intern edotro IT. Working on interface of system using Zangpa and Mapod IT.	

Salina Samin
Senior Data Analyst
Marketing Better

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
7/4/17	→ Edotro Service Status MHC ✓ Easi ✓ Discussion 2 ✓ Echo ✓ Discussion 3 ✓ Office 365 ✓ VC Room ✓ Company Portal ✓ Boardroom ✓ VPN ✓ RAPID ✓ EKPI ✓ Payroll and Leave ✓ HERO ✓ Concur ✓ Synatics ✓ Case ✓ Skype for Business ✓ OneDrive for Business	
	→ Name Description Solution	
	• Ayesha Halima, Password Expired Human Resource Office 365	• Log in to edotro's 01 and change new password.
	• Suzairi, Notebook Gestation & automatically Business Support disconnect from WiFi.	• Reconnect to e.co wifi.
		• Share file through Sharepoint in Outlook was unsuccessful.
		Salia Samlan Service Delivery Manager Mesnaga Branch



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
10/4/17	→ Edotro Service Status MHC ✓ Easi ✓ Discussion 2 ✓ Echo ✓ Discussion 3 ✓ Office 365 ✓ VC Room ✓ Company Portal ✓ Boardroom ✓ VPN ✓ RAPID ✓ EKPI ✓ Payroll and Leave ✓ HERO ✓ Concur ✓ Synatics ✓ Case ✓ Skype for Business ✓ OneDrive for Business	
	→ Name Description Solution	
	• Buruet Kaur, Skype meeting Engineering retreat to Chrome.	• Set Internet Explorer as a default App.
	• Ng Choon, Self Request to set Skype meeting equipment.	• Set up Access Conference Call.
		Salia Samlan Service Delivery Manager Mesnaga Branch



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
11/4/17	→ Educo Service Status MHC	
	✓ Easi ✓ Discussion 2	
	✓ Echo ✓ Discussion 3	
	✓ Office 365 ✓ VC Room	
	✓ Company Portal ✓ Dashboard	
	✓ VPN	
	✓ RAPID	
	✓ EKPI	
	✓ Payroll and leave	
	✓ Hero	
	✓ Concur	
	✓ Symantec	
	✓ Case	
	✓ Slide for business	
	✓ OneDrive for business	
	Name Description Solution	
	• Fortran, Unable to connect Human Resource to e-co wifi connection and restart.	• Forget with re-able the connection and restart.
	• Request to fax through printer	• Put "q" in front of the number and assist user.



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
12/4/17	→ Educo Service Status MHC	
	✓ Easi ✓ Discussion 2	
	✓ Echo ✓ Discussion 3	
	✓ Office 365 ✓ Vietnam	
	✓ Company Portal ✓ Boardroom	
	✓ VPN	
	✓ RAPID	
	✓ EKPI	
	✓ Payroll and leave	
	✓ Hero	
	✓ Concur	
	✓ Symantec	
	✓ Case	
	✓ Slide for business	
	✓ OneDrive for business	
	Name Description Solution	
	→ Ore Wi Lya, Request to find email addresses	• Search "kheo's" email addresses on Search box on Outlook.
	Corporate Affairs	from "kheo" on Outlook.
		for specific email.
	→ Continue Report of Attendance Management System Report by updated flowchart of system, define objective and statement of system.	

Salina Samian
Service Development
Human Resource



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
17/4/17	Edotro Service Status MHC	
	✓ Easi	✓ Discussion 2
	✓ Echo	✓ Discussion 3
	✓ Office 365	✓ VC Room
	✓ Company Portal	✓ Boardroom
	✓ VPN	
	✓ RAPID	
	✓ eEPI	
	✓ Payroll and Leave	
	✓ Hello	
	✓ Concur	
	✓ Symantec	
	✓ Case	
	✓ Skype for Business	
	✓ One Drive for Business	
	→ Name	Solution
	• Kala, CEO/EMP office	• Power Adapter plugged in but not charging
	• Darryll, Director of Sales	• Automatically disconnected from wifi
	• Kavin Wazara, edatra LK	• Request configure wifi and printer.
		• Request in Cisco WLC connect to wifi. and install printer driver.

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
18/4/17	Edotro Service Status MHC	
	✓ Easi	✓ Discussion 2
	✓ Echo	✓ Discussion 3
	✓ Office 365	✓ VC Room
	✓ Company Portal	✓ Boardroom
	✓ VPN	
	✓ RAPID	
	✓ eEPI	
	✓ Payroll and Leave	
	✓ Hello	
	✓ Concur	
	✓ Symantec	
	✓ Case	
	✓ Skype for Business	
	✓ One Drive for Business	
	→ Name	Description
	• Sony Sanyu, Sales Analyst	• Request portable projector on discussion 1.
		• Request portable projector on power cable and test video quality.
		Solution
		→ Start Start categorizing progress configuration of content for Service Desk Manage Engine report.



Salina Samian
Service Desk Manager
Message Center

Salina Samian
Service Desk Manager
Message Center

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS						
19/4/17	Edotco Service Status MHC ✓ Easi ✓ Discussion 2 ✓ Echo ✓ Discussion 3 ✓ Office 365 ✓ VC Room ✓ Company Portal ✓ Board room ✓ VPN ✓ RAPID ✓ eKPI ✓ Payroll and Leave ✓ HRPo ✓ Concur ✓ Synectec ✓ Case ✓ Skype for Business ✓ One Drive for Business							
	<table border="1"> <thead> <tr> <th>Name</th> <th>Description</th> <th>Solution</th> </tr> </thead> <tbody> <tr> <td>Thyashara Finance</td> <td>• Request to change office 365 password</td> <td>• Assist user on intranet</td> </tr> </tbody> </table>	Name	Description	Solution	Thyashara Finance	• Request to change office 365 password	• Assist user on intranet	
Name	Description	Solution						
Thyashara Finance	• Request to change office 365 password	• Assist user on intranet						
	→ Updated manage engine service desk user guide.							



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS												
20/4/17	Edotco Service Status MHC ✓ Easi ✓ Discussion 2 ✓ Echo ✓ Discussion 3 ✓ Office 365 ✓ VC Room ✓ Company Portal ✓ Board room ✓ VPN ✓ RAPID ✓ eKPI ✓ Payroll and Leave ✓ HRPo ✓ Concur ✓ Synectec ✓ Case ✓ Skype for Business ✓ One Drive for Business													
	<table border="1"> <thead> <tr> <th>Name</th> <th>Description</th> <th>Solution</th> </tr> </thead> <tbody> <tr> <td>Ismail, Echo Engineer</td> <td>• Request admin credential & password</td> <td>• Assist user admin username & password</td> </tr> <tr> <td>Rina, legal & Regulatory</td> <td>• Password office 365 expired</td> <td>• Change password on sharepoint</td> </tr> <tr> <td>Agas, Team Render</td> <td>• Request setup skype call using Bcc95D</td> <td>• Setup Bcc95D</td> </tr> </tbody> </table>	Name	Description	Solution	Ismail, Echo Engineer	• Request admin credential & password	• Assist user admin username & password	Rina, legal & Regulatory	• Password office 365 expired	• Change password on sharepoint	Agas, Team Render	• Request setup skype call using Bcc95D	• Setup Bcc95D	
Name	Description	Solution												
Ismail, Echo Engineer	• Request admin credential & password	• Assist user admin username & password												
Rina, legal & Regulatory	• Password office 365 expired	• Change password on sharepoint												
Agas, Team Render	• Request setup skype call using Bcc95D	• Setup Bcc95D												



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	<p>→ Have attended Tableau Desktop training on how to extract data for a bigger view. This can done by dragging data requirement on dashboard with different chart, depend on rows and column of data. This application also provide statistical summaries by comparison of previous year with the latest year.</p>	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
21/4/17	<p>Edotro Service Status MHC ✓ Etsai ✓ Discussion 2 ✓ Echo ✓ Discussion 3 ✓ Office 365 ✓ Vc Room ✓ Company Portal ✓ Boardroom ✓ VPN ✓ RAPID ✓ EkPI ✓ Payroll and Leave ✓ HRPo ✓ Concour ✓ Synonite ✓ Log ✓ Skype for Business ✓ One Drive for Business</p>	
	<p>Manve Description Solution Dr-Akhtar, Request to -Configure Rikity Cmp office, configure Desktop using ET for interns license and install application accordingly edotro policy.</p>	
	<p>→ Make Entity Relationship Diagram (ERD) for Attendance Management System to be then updated on Internship Report.</p>	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
25/4/17	Edoto Service Status MHC	
	✓ Easi	✓ Discussion 2
	✓ Echo	✓ Discussion 3
	✓ Office 365	✓ VC Room
	✓ Company Portal	✓ Board room
	✓ VPN	
	✓ RAPID	
	✓ eKPI	
	✓ Payroll and Leave	
	✓ HKFO	
	✓ Concur	
	✓ Symantec	
	✓ Case	
	✓ Skype for Business	
	✓ One Drive for Business	
	Name Description Solution	
	→ Prema, Outlook cannot	Restart Outlook
	Receptionist log in	Forget password SID,
	→ Saleman, disconnected	Reboot and
	Junior Analyst from wife	reable wifi
		connection and
		restart PC.

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
26/4/17	Edoto Service Status MHC	
	✓ Easi	✓ Discussion 2
	✓ Echo	✓ Discussion 3
	✓ Office 365	✓ VC Room
	✓ Company Portal	✓ Boardroom
	✓ VPN	
	✓ RAPID	
	✓ eKPI	
	✓ Payroll and Leave	
	✓ HKFO	
	✓ Concur	
	✓ Symantec	
	✓ Case	
	✓ Skype for Business	
	✓ One Drive for Business	
	Name Description Solution	
	Ayu, Request to set	Video and audio
	Team leader of Skype meeting	have been
		tested.



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
27/4/17	Edoteo Service Status MHC	
	✓ Ezi	✓ Discussion 2
	✓ Echo	✓ Discussion 3
	✓ Office 365	✓ Vc Room
	✓ Company Portal	✓ Boardroom
	✓ VPN	
	✓ RAPID	
	✓ EKI	
	✓ Payroll and Leave	
	✓ HR K0	
	✓ Camar	
	✓ Syntec	
	✓ Case	
	✓ Skype for Business	
	✓ One Drive for Business	
	Name	Description
	Melior,	- Request to change background - Change background - Request to change color of picture - background crop
	Human Resource	green without only background image and office trace picture on powerpoint - Video and audio tested.
	Zanira, Human Resource	- Request to setup conference call

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
28/4/17	Edoteo Service Status MHC	
	✓ Ezi	✓ Discussion 2
	✓ Echo	✓ Discussion 3
	✓ Office 365	✓ Vc Room
	✓ Company Portal	✓ Boardroom
	✓ VPN	
	✓ RAPID	
	✓ EKI	
	✓ Payroll and Leave	
	✓ HR K0	
	✓ Camar	
	✓ Syntec	
	✓ Case	
	✓ Skype for Business	
	✓ One Drive for Business	
	Name	Description
	Murset, Engineering	- Request to configure new joiner Notebook password for window activation and install application.
	Solution	
	→ Continue updated workflow of manage Engine Service desk from create request to closing a request.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
4/5/17	Edotro Service Status MHC	
	✓ Easi	✓ Discussion 2
	✓ Edo	✓ Discussion 3
	✓ Office 365	✓ VE Room
	✓ Company Portal	✓ Boardroom
	✓ VPN	
	✓ RAPID	
	✓ eEP1	
	✓ Payroll and Leave	
	✓ HR10	
	✓ Concur	
	✓ Symantec	
	✓ Case	
	✓ Skills for Business	
	✓ One Drive for Business	
	→ Updated user guide manage engine	
	Service desk on topic configuration	
	System setting	
	→ Master image for knoro X 240. The process include,	
	→ System update	
	→ Windows update	
	→ Java update.	
	→ Clear History	
	→ Updated Driver Printer	
	→ Disable Windows Defender on Task Manager	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	→ local c > user > tick hidden item > default > desktop > delete OneDrive.	
	Makesure these items are included.	
	→ Printer Driver	
	→ Team Site-sign Preview	
	→ Edotro Theme	
	→ Lockscreen	
	→ Chrome://components > update Adobe Flash Player.	
	→ Set virtual memory 12288	
	→ Disk cleanup on start	
	→ windows button + R > %temp%, temp and prefetch.	
	→ Manage web credential > remove unnecessary credential.	
	Acronis.	
	① Backup > my disks	
	② Tick all Disk 3 > next	
	③ Browse, image, device type	
	④ Choose > change start latest date and ok.	
	⑤ Tick Shutdown.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
5/5/17	Edoto Service Setup MHC ✓ Easi ✓ Echo ✓ Office 365 ✓ Company Portal ✓ VPN ✓ RAPID ✓ eKPI ✓ Payrol and Leave ✓ Hello ✓ Concur ✓ Symantec ✓ Case ✓ Skype for Business ✓ One Drive for Business	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
8/5/17	Edoto Service Setup MHC ✓ Easi ✓ Echo ✓ Office 365 ✓ Company Portal ✓ VPN ✓ RAPID ✓ eKPI ✓ Payrol and Leave ✓ Hello ✓ Concur ✓ Symantec ✓ Case ✓ Skype for Business ✓ One Drive for Business	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS									
22/5/17	<p>Exhoro Service Status MHC</p> <p>✓ Easi Discussion 2</p> <p>✓ Echo Discussion 3</p> <p>✓ Office 365 Vc Room</p> <p>✓ Company Portal Boardroom</p> <p>✓ VPN</p> <p>✓ RAPID</p> <p>✓ eEPL</p> <p>✓ Payroll and Leave</p> <p>✓ Hero</p> <p>✓ Concur</p> <p>✓ Symantec</p> <p>✓ Case</p> <p>✓ Skype for business</p> <p>✓ One Drive for Business</p>										
	<table border="1"> <thead> <tr> <th>Name</th> <th>Description</th> <th>Solution</th> </tr> </thead> <tbody> <tr> <td>Vendor, Thiranka, Head Finance</td> <td>Request HPDL cover for</td> <td>Assist user and video and audio tested.</td> </tr> <tr> <td>Regiani, HR</td> <td>Request to eligh screen to email to A4 size.</td> <td>Tested scan to email and it also set it A4 size.</td> </tr> </tbody> </table> <p>Requested by Max, IT Support to did step by steps on how to fix Skype for business constantly prompting for password.</p>	Name	Description	Solution	Vendor, Thiranka, Head Finance	Request HPDL cover for	Assist user and video and audio tested.	Regiani, HR	Request to eligh screen to email to A4 size.	Tested scan to email and it also set it A4 size.	
Name	Description	Solution									
Vendor, Thiranka, Head Finance	Request HPDL cover for	Assist user and video and audio tested.									
Regiani, HR	Request to eligh screen to email to A4 size.	Tested scan to email and it also set it A4 size.									


DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	<p>- Task by Team leader to do asset tagging of new notebook x270. The process involved;</p> <p>① Unboxed notebook to check the condition physical condition of notebook.</p> <p>② Plugged in battery</p> <p>③ Insert charger on laptop carrier given.</p> <p>④ Kept serial number, MAC address and LAN wifi of notebook.</p> <p>⑤ Label serial number on laptop carrier.</p> <p>⑥ Tagged serial number on notebook.</p>	
	<p>- Create master image for X270 with new image tool, Clonezilla. Before image, below ok application that need to install.</p> <ul style="list-style-type: none"> - Microsoft Product - System update - Symantec installer - Hook admin - Image installer - WIN RAR - Setup printer - Install browser Google Chrome & Mozilla - Microsoft Visual C++ Redistributable - Adobe Flash Plugins - Install Java 	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
23/5/17	Edoto Source Status MHC	
	✓ Easi ✓ Discussion 2	
	✓ Echo ✓ Discussion 3	
	✓ Office 365 ✓ VC Room	
	✓ Company Portal ✓ Boardroom	
	✓ VPN	
	✓ RAPID	
	✓ EKPI	
	✓ Payroll and Leave	
	✓ Hero	
	✓ Concur	
	✓ Symantec	
	✓ Case	
	✓ Skype for Business	
	✓ One Drive for Business	
	Name Description Solution	
	Raymond, Assist Section for	Assist return
	Legal & Unable to Sync	from Microsoft
	Regulatory 1 file to OneDrive	to add title
		on words.
		=File > Info >
		Properties >
		Fill in Title.
	Max, Employee Image	using Clonezilla
	IT support notebook X270	imaging tool.
	Tha Chee Ka, Request setup	Tested video &
	Head IT Conference Camera	camera. Set up
	Decided	at glass room.

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	Raymond, Outlook keep updating	- Online repair
	Legal & folder not receiving	Office 365
	Regulatory latest email.	- Office update.
	Max, Request to format	- Install application
	IT support Arman's X270	- Activate office
	- Then configure new user, "Subhanis"	very email address
		& password.
24/5/17	Edoto Source Status MHC	
	✓ Easi ✓ Discussion 2	
	✓ Echo ✓ Discussion 3	
	✓ Office 365 ✓ VC Room	
	✓ Company Portal ✓ Boardroom	
	✓ VPN	
	✓ RAPID	
	✓ EKPI	
	✓ Payroll and Leave	
	✓ Hero	
	✓ Concur	
	✓ Symantec	
	✓ Case	
	✓ Skype for Business	
	✓ One Drive for Business	
	Name Description Solution	
	Raymond, Request to update	Update One
	Legal & One Drive	Drive
	Regulatory	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	Asyraf. Incident unable to login Echo change password and enter new password.	
	Attended weekly meeting Edotro IT support. Discussing weekly ticketing and issue involved.	
25/5/17	Edotro Service Status MHC	
	✓ Esai	✓ Discussion 2
	✓ Echo	✓ Discussion 3
	✓ Office 365	✓ VC Room
	✓ Company Portal	✓ Boardroom
	✓ VPN	
	✓ RAPID	
	✓ eFPI	
	✓ Payroll and Leave	
	✓ HERO	
	✓ Career	
	✓ Symantec	
	✓ Case	
	✓ Sign for business	
	✓ On Drive for business	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS	
	<p>Minutes of Meeting of weekly meeting</p>  <p>Edotro Group Sdn Bhd HQ22843-U MINUTES OF MEETING Weekly Meeting edotro IT Support</p> <p>DATE : 24/05/2017 TIME : 0315 PM - 04.45PM VENUE : Panghlor Room</p> <p>CHAIRPERSON : Ahmad Feros Othman (Service Delivery Manager)</p> <p>ATTENDEES : Nurul Izzah Aiman Nurul Hafizah Azzah Muhammad Fauzan Nurul Asyiqah Abdulloh Aktyah Ramli (Intern) Sabri Tahri (Intern)</p>		
No	<p>Meeting Discussion Notes / Decision</p> <p>10 Discussion weekly ticket issue using Manage Engine Create ticket once responded to the issue Ensure on time taken Differentiate between incident and service incident. Normal occurrence unable to work Ex. Microsoft Outlook hang Service fulfil a demand Ex. Reset password</p> <p>Resolved Ticket Once resolved, research on the issue Updates given to user by follow up Identify the issue Ticket resolved once issue fixed. Ex. Laptop given during notebook replacement</p>	<p>Action Plan</p> <p>Check network devices on level 16 and 30</p> <p>Request Procedure process from Cakom</p> <p>Purchase</p>	<p>Deadline</p> <p>26/05/2017</p> <p>Responsible</p> <p>Max Chan Hanif Ishah and Asyiah</p> <p>Max Chan Hanif Ishah and Asyiah</p> <p>Ayu</p> <p>Max Chan Hanif Ishah and Asyiah</p>
20	<p>Morning Health Check Report</p> <p>Addition of Network Monitoring</p> <p>Notes</p> <ul style="list-style-type: none"> Vincens will provide guidance 	<p>Check network devices on level 16 and 30</p>	<p>Unit Further action</p>
30	<p>VPN Issue</p> <p>Procedure process of activation of email ID</p>	<p>Request Procedure process from Cakom</p>	<p>Unit Further action</p>
40	<p>IT equipment</p> <p>VGA to HDMI converter</p> <p>Clear sticker for asset tagging</p>	<p>Purchase</p>	<p>Unit Further action</p>

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	→ Modified banner form with addition of new VGA cable.	
	→ Requested user advice on access Axiata guest wifi	
	→ Password Username, Axiata guest	
	→ Password, Welcome 9#	
	→ Continue on Asset Management and Service desk Manages Egoe Demarkation to be sent to radio kongslekh.	
26/5/17	Edited Service Staff MHC	
	✓ Egoe ✓ Discussion 2	
	✓ Echo ✓ Discussion 3	
	✓ Office 365 ✓ VC Room	
	✓ Company Portal ✓ Boardroom	
	✓ VPN	
	✗ RADIUS (Error after Login "The Application Object Server is unavailable. Check your configuration network and try again)	
	✓ ERP	
	✓ Payroll and Leave	
	✓ HR	
	✓ Concur	
	✓ Symantec	
	✓ Sone	
	✓ Skype for Business	
	✓ One Drive for Business	

DATE	EXTRACT NATURE OF WORK DONE		SUPERVISORS REMARKS
	Name	Description	
	Jacfer, IT	Solution - Turn off Bluetooth Policy	
		- Currently monitoring network.	
	Seamri	request to	- Acknowledge Windows
	office health manager,	configure X270 notebook	using email address and password.
	Peter,		- Install application.
	Head,		
	Operations.		
		→ Asset tagging of new notebook, X270. Then, include new mouse in laptop corner.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
29/5/17	Eduro Senia status MHC	
	✓ Eduro	✓ Discussion 2
	✓ Echo	✓ Discussion 3
	✓ Office 365	✓ VC Room
	✓ Company Portal	✓ Boardroom
	✓ VPN	
	✓ RAMPID	
	✓ eKPI	
	✓ Payroll and Leave	
	✓ HeRO	
	✓ Concur	
	✓ Symantec	
	✓ Case	
	✓ Skype for Business	
	✓ On-drive for Business	
Name	Description	Solution
Haniin,	- Request to change password office 365	- change password on sharepoint
HR	- no internet access	- disable and cable wifi connection
Parrod,	Request wifi e-co	- Register MHC address on CSED
eduro	on notebook and	- connect e-co.
SL	iphone	- set up PIN and password.
Swarni,	Request set-up PIN	
Ashok,	and password on new notebook.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
30/5/17	Eduro Senia status MHC	
	✓ Eduro	✓ Discussion 2
	✓ Echo	✓ Discussion 3
	✓ Office 365	✓ VC Room
	✓ Company Portal	✓ Board room
	✓ VPN	
	✓ RAMPID	
	✓ eKPI	
	✓ Payroll and Leave	
	✓ HeRO	
	✓ Concur	
	✓ Symantec	
	✓ Case	
	✓ Skype for Business	
	✓ On-drive for Business	
Name	Description	Solution
Carol,	Outlook product	Active using product
Executive	deactivated	user active account.
Ashraf		
Nishat,	Request install printer Canon PRAWA	Install driver and test print.
HR	on notebook	
	- install on mobile phone	- Open access point.
Chairun,	- Configure new	- Network office
Finance	notebook X270	using email address and password
Melissa,	- Configure printer server	- Connect to printer
Legal		- Add wireless capabilities.

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
3/5/17	Edotco Service Staff	MHC
	✓ Easi	✓ Discussion 2
	✓ Echo	✓ Discussion 3
	✓ Office 365	✓ Vc Room
	✓ Company portal	✓ Boardroom
	✓ VPN	
	✓ RAPID	
	✓ EPI	
	✓ Payroll and Leave	
	✓ Heko	
	✓ Concur	
	✓ Synantec	
	✓ Case	
	✓ Style for business	
	✓ One Drive for Business	
	Name	Description
	Jenice, Yeson, Finance	Configure new notebook X270
		Solution
		- Install Application
		- Adjust office wing email address and password.
	CK, Head II	Available to choose input on HDM1
		- Choose high input of HDM1
	→ Continue Asset management	Managing Finjile Documentation on new hardware X270

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
1/6/17	Edotco Service Staff	MHC
	✓ Easi	✓ Discussion 2
	✓ Echo	✓ Discussion 3
	✓ Office 365	✓ Vc Room
	✓ Company portal	✓ Boardroom
	✓ VPN	
	✓ RAPID	
	✓ EPI	
	✓ Payroll and Leave	
	✓ Heko	
	✓ Concur	
	✓ Synantec	
	✓ Case	
	✓ Style for business	
	✓ One Drive for Business	
	Name	Description
	Genief, Engineering	Request setup conference call
		Solution
		- Setup device logteln
		- Assist vendor with e-name and e-ro visitor
	Kevin, intern	Request wifi access on phone e-co
		password e-ro visitor
	Chuanwei, IT	Request visitor e-device info
		- Register MAC address on Cico
		- Clean and password e-ro visitor
	Brandon, Janice, Yeeson	New laptop replacement
		- Assist PIN and fingerprint.

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
6/6/17	Edo to Service Staff	MHC
	✓ Easi	✓ Discussion 2
	✓ Echo	✓ Discussion 3
	✓ Office 365	✓ VC Room
	✓ Company Portal	✓ Boardroom
	✓ VPN	
	✓ RAPID	
	✓ EKPI	
	✓ Payroll and Leave	
	✓ Hello	
	✓ Concur	
	✓ Semantic	
	✓ Case	
	✓ Skype for Business	
	✓ One drive	
Name	Description	Solution
David, Praveen	LED screen cable not functional	Use loaner and swap harddisk. Logoff and to Etab.
Jahrul, HR	Unable to find input on projector	Adjust new projector

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
7/6/17	Edo to Service Staff	MHC
	✓ Easi	✓ Discussion 2
	✓ Echo	✓ Discussion 3
	✓ Office 365	✓ VC Room
	✓ Company Portal	✓ Boardroom
	✓ VPN	
	✓ RAPID	
	✓ EKPI	
	✓ Payroll and Leave	
	✓ Hello	
	✓ Concur	
	✓ Semantic	
	✓ Case	
	✓ Skype for Business	
	✓ One drive	
Name	Description	Solution
Kaila, HR	Request to install printer	Install printer driver and test print page.
Zavita, HR	Request to setup conference cam at 11.45 am	Set up logitech device, tested video and audio
David, Praveen	Internet unable to connect e-co wifi	Register MAC address, reconnect wifi.
→ Focusing on Industrial Training report on		
of Chapter 1 by request formal photos of		

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
13/6/17	Edotco Service Status MHC	
	✓ Easi	
	✓ Echo	✓ Discussion 2
	✓ Office 365	✓ Discussion 3
	✓ Company Portal	✓ VC Room
	✓ VPN	✓ Boardroom
	✓ RAPID	
	✓ eKPI	
	✓ Payroll and Leave	
	✓ HelpD	
	✓ Concur	
	✓ Smartec	
	✓ Case	
	✓ Skype for Business	
	✓ One Drive	
	Name	Solution
	Chon Vinnai, Request setup	Setup logitech
	17 conference cam	device and tested
		audio and video.
	Zareerah, Request setup	Setup logitech
	conference cam	device and tested
		audio and video.
	→ Continue Chapter 3 C Industrial Training Activities)	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
14/6/17	Edotco Service Status MHC	
	✓ Easi	✓ Discussion 2
	✓ Echo	✓ Discussion 3
	✓ Office 365	✓ VC Room
	✓ Company Portal	✓ Boardroom
	✓ VPN	✓ Sakahepang
	✓ RAPID	
	✓ eKPI	
	✓ Payroll and Leave	
	✓ HelpD	
	✓ Concur	
	✓ Smartec	
	✓ Case	
	✓ Skype for Business	
	✓ One Drive	
	Name	Solution
	Vendor Request to connect	Key is username
	to edotco visitor	and password of
		edotco visitor.
	Dirig, Key joiser for	Disconnect previous
	Engineering inform.	email using admin
		account and join
		new domain.

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
15/6/17	Edotro Service Status	MHC
	✓ Easi Cintermediate Issue	✓ Discussion 2
	✓ Echo	✓ Discussion 3
	✓ office 365	✓ VC Room
	✓ Company Portal	✓ Boardroom
	✓ VPN	✓ Sakahepong
	✓ RAPID	
	✓ eKPI	
	✓ Payroll and Leave	
	✓ HERO	
	✓ Concur	
	✓ Symantec	
	✓ Case	
	✓ Skype for business	
	✓ One Drive for business	
	Name	Description
	Choon Wai, IT	Request to provide a loaner for skype meeting
		Solution
		provide loaner
	Guiret, Engineering	request to set up logitech device for skype meeting
		Solution
		Set up device and tested audio and video input.



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
16/6/17	Edotro Service Status	MHC
	✓ Easi	✓ Discussion 2
	✓ Echo	✓ Discussion 3
	✓ office 365	✓ VC Room
	✓ Company Portal	✓ Boardroom
	✓ VPN	✓ Sakahepong
	✓ RAPID	
	✓ eKPI	
	✓ Payroll and Leave	
	✓ HERO	
	✓ Concur	
	✓ Symantec	
	✓ Case	
	✓ Skype for business	
	✓ One Drive for business	
	Name	Description
	Preva, IT	request calendar on Outlook
		Solution
		End task
		Outlook.exe through editing account and retest Outlook.



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
19/6/17	Ekstra Source Status MHC	
	✓ Easi	✓ Discussion 2
	✓ Echo	✓ Discussion 3
	✓ Office 365	✓ VC Room
	✓ Company Portal	✓ Boardroom
	✓ VPN	✓ Sakahapong
	✓ RAPID	
	✓ eKPI	
	✓ Payroll and Leave	
	✓ HeRo	
	✓ Concur	
	✓ Symantec	
	✓ Case	
	✓ Skype for business	
	✓ One Drive for business	
	Name	Description
	Man	Request to configure solution
	IT	Request to configure key in email address and password and accept credential information.



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
20/6/17	Ekstra Source Status MHC	
	✓ Easi	✓ Discussion 2
	✓ Echo	✓ Discussion 3
	✓ Office 365	✓ VC Room
	✓ Company Portal	✓ Boardroom
	✓ VPN	✓ Sakahapong
	✓ RAPID	
	✓ eKPI	
	✓ Payroll and Leave	
	✓ HeRo	
	✓ Concur	
	✓ Symantec	
	✓ Case	
	✓ Skype for business	
	✓ One Drive for business	
	Continue updating Internship report on Chapter 4	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
21/6/17	Editeo Service Status	MHC
	✓ Easi	✓ Discussion 2
	✓ Echo	✓ Discussion 3
	✓ Office 365	✓ VL Room
	✓ Company Portal	✓ Boardroom
	✓ VPN	✓ Satekampung
	✓ RAPID	
	✓ eKPI	
	✓ Payroll and Leave	
	✓ HRDO	
	✓ Concur	
	✓ Synantec	
	✓ Cms	
	✓ Skyr for business	
	✓ One drive for business	
	Name	Description
	Kalina,	Solution
	HR	Request to setup stage meeting device and laptop
	Continue update and sorted internship report	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
22/6/17	Editeo Service Status	MHC
	✓ Easi	✓ Discussion 2
	✓ Echo	✓ Discussion 3
	✓ Office 365	✓ VL Room
	✓ Company Portal	✓ Boardroom
	✓ VPN	✓ Satekampung
	✓ RAPID	
	✓ eKPI	
	✓ Payroll and Leave	
	✓ HRDO	
	✓ Concur	
	✓ Synantec	
	✓ Cms	
	✓ Skyr for business	
	✓ One drive for business	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2/6/17	Editor Service Status MHC	
	✓ Ensi	
	✓ Echo	
	✓ Office 365	
	✓ Company Portal	
	✓ VPN	
	✓ RAPI	
	✓ EKP	
	✓ Payroll and Leave	
	✓ HHRD	
	✓ Concur	
	✓ Symantec	
	✓ Cas	
	✓ Skype for Business	
	✓ One Drive for business	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
20/6/17	Inten on here for Hais Raja (Fikiran)	
29/6/17	Inten on here for Hais Raja (Rejection)	
30/6/17	Editor Service Status MHC	
	✓ Ensi	
	✓ Echo	
	✓ Office 365	
	✓ Company Portal	
	✓ VPN	
	✓ RAPI	
	✓ EKP	
	✓ Payroll and Leave	
	✓ HHRD	
	✓ Concur	
	✓ Symantec	
	✓ Cas	
	✓ Skype for business	
	✓ One Drive for business	