INDUSTRIAL TRAINING REPORT: MITECHSOFT RESOURCES SDN. BHD (KUALA TERENGGANU)

SYSTEM DEVELOPMENT UNIT

(1037, Losong Haji Mat Shafie,
21000 Kuala Terengganu, Terengganu.)

SPECIAL PROJECT : EZ REQUEST MITECH

BY
MUHAMMAD NAIM BIN MUHAMAD

FACULTY SUPERVISOR
PUAN HUDA BINTI HAMIDON

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

01 AUGUST 2016 – 31 DECEMBER 2016

DECLARATION

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ABSTRACT

The industrial training is compulsory for Faculty of Information Management students. This report is written based on five months practical training at MITECHSOFT RESOURCES SDN. BHD. This report consists of four chapters which compiles all the industrial training activities, system management process and others. Basically, all the staffs at Mitechsoft need to apply leave by using paper based form. It will be difficult if the form is being damage. In addition, they need to make sure to have copies of the form in their hand. This method of leave request makes the process become hard for the staff. Therefore, the trainee developed a system EZ Request Mitech

Keyword: Industrial training, system development, mitech resources, EZ Request Mitech

Acknowledgement

Firstly, I would like to express my indebtedness appreciation to my faculty supervisor **Puan Huda Binti Hamidon**. Her constant guidance and advice played the vital role in making the execution of the report. She always gave me her suggestions that were crucial in making this report as flawless as possible.

I am indebted to Mr. Ruddy Afenddy, Director of Mitechsoft Resources Sdn. Bhd, Mr. Kamarul Hisham, HR & Admin executive, for giving me an apportunity in this esteemed organization to completing my practical. I also like to thank Mr. Wan Mohd Sabri, Chief System Development Officer, and Mr. Ahmad Afiq my mentoor for guiding me through the system development, suggestions and facilitating my report.

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CHAPTER 1

INTRODUCTION

1.1 Background of Mitechsoft Resources Sdn. Bhd.

Figure 1 Mitechsoft Resources Sdn. Bhd. Logo.

Mitechsoft Resources Sdn. Bhd. is a nationwide provider of web-based groupware application and e-learning solutions in Malaysia. Mitechsoft Resources Sdn. Bhd., originally known as Linux Resources Sdn. Bhd. Mitechsoft has started its services in May 1999 founded by Ruddy Afenddy Bin Nekmas. Mitechsoft has core competencies in lnux course and research in open source development project. Developed based on Open Source technology, the products of Mitechsoft have widely been used in various universities, colleges, hospitals, government organizations and private sectors throughout Malaysia. With knowledge and experience that have been gained, Mitech continue to progress even more further by providing services in system development, technical support for open source, IT consultancy, e-mail hosting, website, e-learning and cloud storage.

Mitechsoft works with varieties of professionals in diverse fields and in various settings to assist them to integrate their required IT applications into their practices. This diversity of settings has offered Mitechsoft the opportunity to work with public organizations, private companies, non-profit set-up as well as community based organizations. Applications of Mitechsoft have been developed and continue to be enhanced based on the input of these professionals and on the accepted principles and environment in their own field.

Mitechsoft committed to delivering excellence in a unique way, by continue to create innovation, to customer satisfaction and to the success of all concerned. Mitechsoft also constantly evolving to meet the ever-changing demands of customers and now they are more ready to offer customers many more powerful blend of integrated solutions than ever before. Table 1 displays the organization profile and Figure 1 at the top shows the logo of the organization.

Table 1 Organization Profile.

Name of Company:	MITECHSOFT RESOURCES SDN. BHD.
Address:	
Tel no.:	
Fax no.:	
Date started :	
Registration no. :	
Finance Registration no. :	
Company Status :	
GST ID No. :	
Authorized Capital:	
Paid Capital :	
The Percentage Of Capital::	
Company Type :	
Company Secretary:	
Company's Auditors:	

Table 2 Mitechsoft Operating Hour

Operating Hour	Closed
Sunday – Thursday 9.30 am – 6.00 pm	Friday - Saturday & Public Holiday

1.1.1 Services at Mitechsoft

i. Technical Support Service.

ii. Service Integration System.

iii. Preventive Maintenance Service (Preventive Maintenance) for Linux servers.

iv. Web-based Application System Development.

v. Hosting Applications E-mail and Web.

vi. E-Learning Hosting and Cloud Storage.

vii. Domain Management and DNS.

viii. Advisory services related to ICT.

ix. System Infrastructure Installation and Configuration E-mail based on open source.

1.1.2 List of Client

i. Universiti Malaya (UM)

ii. Universiti Malaysia Terengganu (UMT)

iii. Kolej Universiti TATI (TatiUC)

iv. IPG Kampus Dato' Razali Ismail

v. Kementerian Kesihatan Malaysia

vi. Lembaga Pemasaran Pertanian Persekutuan (FAMA)

vii. Majlis Agama Islam dan Adat Melayu Terengganu

viii. Pejabat Tanah dan Galian Negeri Terengganu

ix. Pejabat Tanah dan Galian Negeri Kedah

x. Hospital Sultanah Nur Zahirah

xi. Yayasan Pembangunan Usahawan Terengganu

xii. Perbadanan Perpustakaan Awam Pahang

xiii. Koperasi Bekas Pegawai Tadbir Negeri Terengganu

xiv. Koperasi Kakitangan Kerajaan Terengganu Berhad

xv. Koperasi Kemas Terengganu Berhad

xvi. Kumpulan Perubatan (Johor) Sdn. Bhd.

xvii. Perwaja Steel Sdn. Bhd.

xviii. Arkitek ICB Sdn. Bhd.

xix. KDEB Anzagain Sdn. Bhd.

xx. F. I. T. Center Sdn. Bhd.

xxi. Iryas Inc (M) Sdn. Bhd.

xxii. Malaysian Technical Standard Forum Bhd.

xxiii. Kompleks Perkayuan Kelantan Sdn. Bhd.

xxiv. Terengganu International Design Excellence

xxv. Sejahtera Comp. Consortium Sdn. Bhd.

xxvi. Kumpulan Perunding (1988) Sdn. Bhd.

xxvii. IPPJ Sdn. Bhd. - Elektro Serve (M) Sdn. Bhd.

xxviii. Significant Technology Sdn. Bhd.

xxix. Comwork Sdn. Bhd.

xxx. Sanai Sdn. Bhd.

xxxi. AABI Consultancy & Training Services

xxxii. Success Precision Sdn. Bhd.

xxxiii. MNM Management Services

xxxiv. Institut Memandu Bitara

xxxv. Sendayan Timur Com. Sdn. Bhd.

xxxvi. E-Comnet Enterprise

xxxvii. D'Bali Management & Services Sdn. Bhd.

xxxviii. Beat IT Sdn. Bhd.

xxxix. Costline Engineering Services Sdn. Bhd.

xl. Lipis Plaza Hotel

xli. Teleforce Communication (M) Sdn. Bhd.

xlii. Desantris Maya Sdn. Bhd.

1.2 Mission, Vision & Values

The mission, vision and values of Mitechsoft Resources Sdn. Bhd. are as below:

1.2.1 Mission

i. We try to serve the best services to our customer because customer satisfaction is our main priority in developing the system.

ii. We carried out every work with trust, high quality and efficiency.

iii. We will ensure the service will be able to solve problems and make things much easier for customers maximally.

1.2.2 Vision

We have developed our own policy. We set and continually review objectives and targets for achieving our goal to protect our entire global environment

We minimize environmental loads and adopt environmentally friendly technologies when ordering and purchasing necessary resources, such as travel, office materials etc.

The slogan of Mitechsoft to our customer is " To be ICT capable service providers and facilitators that always meet with customer current needs". Therefore our vision is to become the most creative it company in the world

1.2.3 Values

i. Leadership: The courage to shape a better future
ii. Integrity: Be real
iii. Accountability: If it is to be, it's up to me
iv. Passion: Committed in heart and mind
v. Diversity: As inclusive as our brands
vi. Quality: What we do, we do well

1.3 Organizational Structure

With the team of creative, energetic and committed members, Mitechsoft Resources Sdn. Bhd. (Mitechsoft) has rapidly been transformed into a well-organized, innovative and reliable solution provider. Mitechsoft has managed to deliver value to the customers by offering not only industry-leading solutions, but also innovative and efficient service

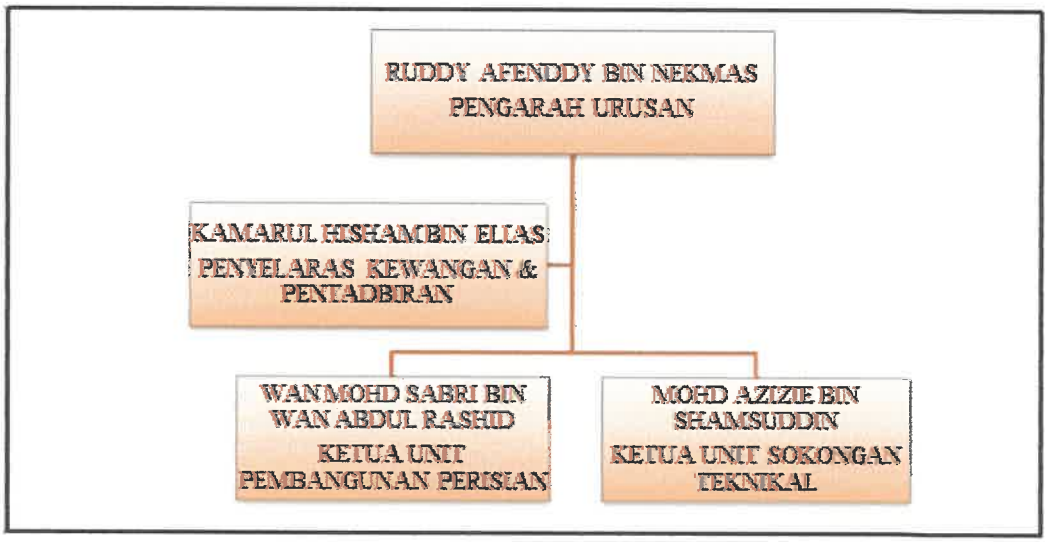


Figure 2 Organizational Chart of Mitechsoft

CHAPTER 2

DEPARTMENTAL INFORMATION

2.1 Organization's Roles and Departmental Structure

Currently the total number of staff at mitechsoft are 9 people.With the team of creative, energetic and committed members, Mitechsoft Resources Sdn. Bhd. (Mitechsoft) has rapidly been transformed into a well-organized, innovative and reliable solution provider. The trainee has involved in all departments. However, the main department that the trainee joined is System Development Unit.

Figure 3 Job Description of Mitechsoft Resources Sdn Bhd Organization

Position	Level/Department	Job Description
General Manager	Top Management	• Reviews analyses of activities, costs, operations and forecast data to determine department or division progress toward stated goals and objectives. • Confers with the chief administrative officer and other administrative personnel to review achievements and discuss required changes in goals or objectives resulting from current status and conditions.

HR & Admin executive	Management	• Maintains the works structure by updating job requirements and job descriptions for all positions • Maintain organization staff by establishing a recruiting, testing, and interviewing program, counseling managers on candidate selection, conducting and analyzing exit interviews, recommending changes.
System Development Unit	Development	• Improve the operational systems, processes and policies in support of organizations mission. • Manage and increase the effectiveness and efficiency, Support Service (HR, IT and Finance), through improve each function as well as coordination and communication between support and business functions. • Play significant role in long-term planning, including an initiative geared toward operational excellence.
Technical Support Unit	Support	• Write or review technical-related documents, such as incident reports. Proposal and tactical or strategic initiatives.

		• Train subordinate or other organization members in technical support and procedures. • Plan procedure for special and high-risk events.

2.1.1 Human Resource, Admin and Purchasing Department

Human Resource and Purchasing Department are responsible in handling the organization day-to-day operation and activities. This department is handled and managed by a senior Human Resource Executive, Mr. Kamarul Hisham Bin Elias and Mr. Ruddy Afenddy Bin Nekmas.

2.1.2 Technical Support Unit

Technical support unit workflow and functions, the workflow of Tech support department begins with receiving customer request and task assignment and finishes when customer request is satisfied and all technical issues with product are resolved. Technical support/helpdesk team will be monitoring and maintaining the computer systems and networks within an organization in a technical support role. If there are any issues or changes required, such as forgotten passwords, viruses or email issues, they will be the first person employees will come to. This department is handled and managed by Mr. Mohd Azizie Bin Shamsuddin and Mr. Ahmad Afiq Bin Abd Wahab.

Each department plays different roles and responsibilities to achieve organizational goals. During the internship, the trainee has been appointed to System Development

Unit (SDU). For the rest of industrial training session, trainee has been into attached into this Unit to support and gain knowledge from System Development Unit.

2.2 System Development Unit Information Background

System Development Unit is responsible for developing the systezm and information technology to enhance Mitechsoft Resources Department uses of technology in their works. Mitechsoft Resources located 1037, Losong Haji Mat Shafie, 21000 Kuala Terengganu, Terengganu.

2.2.1 Objective

This section is located at the Headquarters of Mitechsoft Resources.

The objective of this department:

I. Makes the primary source for information Mitechsoft Resources Sdn Bhd.
II. System design applications that can help management to make decisions appropriately and effectively.
III. Providing ICT infrastructure according to the needs and developments.
IV. Being a pioneer and role model in the use of the latest information technology and meets the requirements of international standards.
V. IT personnel are skilled and competitive.

2.2.2 Function

This unit functions is to:

I. Designing a plan Mitechsoft computing.

II. Plan, develop, implement and maintain systems Mitechsoft application.

III. Manage ICT infrastructure.

IV. Manage information databases.

V. Manage the implementation of ICT acculturation Mitechsoft.

VI. Updated with the latest technology of ICT

2.2.3 Structure

Presently, the ICT Unit consists of two (2) personnel, led by chief system development officer, Mr. Wan Mohd Sabri Bin Wan Abdul Rashid. Wan Mohd Sabri Bin Wan Abdul Rashid is specializing in System Analysis. He is helped by his assistant Mr. Syed Mohd' Aizat Hadri Bin Syed Salleh position as assistant system development officer. He is specializing in System Development.

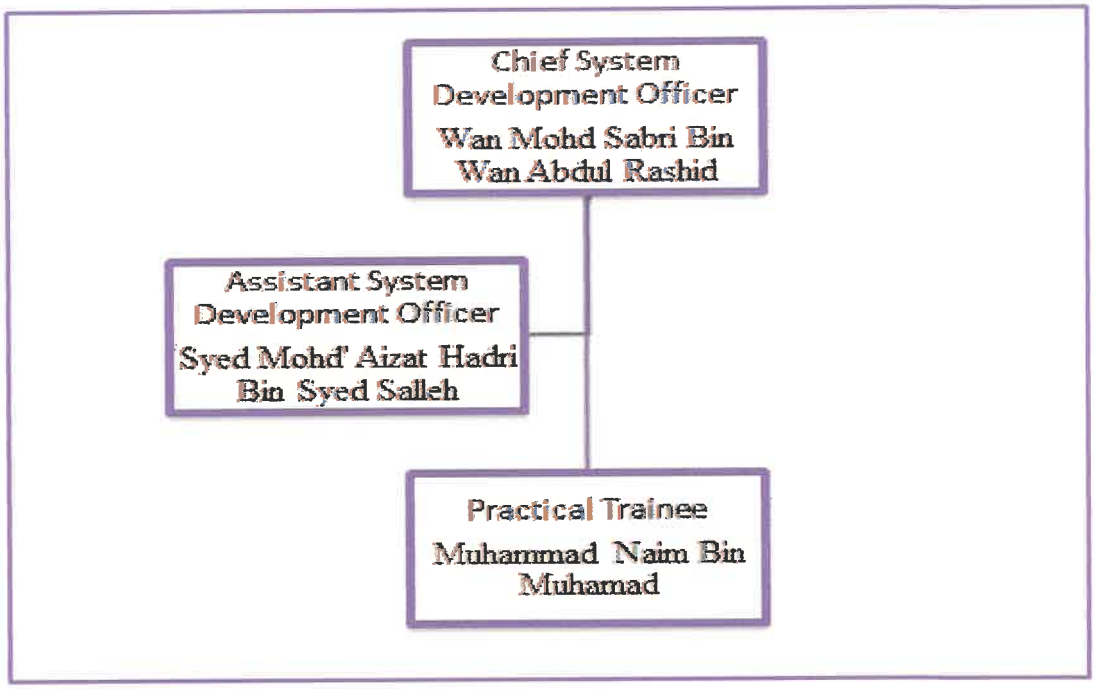


Figure 4 System Development Unit Structure

CHAPTER 3

INDUSTRIAL TRAINING ACTIVITIES

3.1 Training Activities

Trainee undergoes five months industrial training at Mitechsoft Systerm Development Unit. In the period of the training, the trainee has been placed at System Development Unit. The trainee has been placed under Chief System Development Officer Supervision, Mr Wan Mohd Sabri Bin Wan Abdul Rashid.

The trainee has been designated to perform the task given by industrial supervisor and fulfill faculty needs. The task can be divided into two categories which are training activities and special project. Trainee has been able to perform task and assignment that delegated to trainee. As special project is one of the faculty requirements, the trainee has proposed a system development project and it is approved by the organization. The system named as EZ Request Mitechsoft.

Trainee received instructions or order from organization supervisor which is Mr Wan Mohd Sabri Bin Wan Abdul Rashid to perform any task related to the fill. Among the activities that have been carried out by trainee during industrial training was preventative maintenance, cable management, OS installation, personal computer user support technician and more. Furthermore trainee also received instructions or order from Ruddy Afenddy Bin Nekmas. Trainee also been designated with other project at System Development Unit. In the early phase, trainee was assign to involve in development of system for user of Kopemas Terengganu Jewellery. Trainee has to create database and table structure by using CentOS and vi-editor.

To record daily task and activities, trainee has been provided with log book. It essential to record daily activities and task to ensure that during industrial training, trainee able to explore knowledge and experience with industry. It is valuable experience to trainee as given knowledge and experience during industrial training. Although trainee has been provided with log book by University, trainee also record daily activity and task using Microsoft Word. It as a backup for physical log book as take precautions. Both physical and Microsoft Word log book are been used to record task and activity daily. At the ends of the week, trainee will ask industrial supervisor to check on the log book.

3.2 List Training Activities

3.2.1 Website Development

In this era of technology, change is constant, an appropriate age for today's scenario. There is a vast competitive market where you want to establish your enterprise. Company should be more forward thinking if wish to stand out in the business. Being in the market is just not enough, people should mark company presence then only the business will be successful. One of the easiest ways of reaching masses is through Internet. For this, every business needs a website, which can represent the business on web giving you a web presence. This isn't that expensive, if done properly can give the company better ROI (Return on Investment) than any advertisement or promotion. At Mitechsoft, trainee has been given task to complete a homestay website for commercial purpose. . Table 3 below shows the task profile for website development.

Table 3 Task profile for Website Development

Task	Website Development
Scope	Development area
Duration	August 2016
Task supervisor (s)	Mr. Wan Mohd Sabri Bin Wan Abdul Rashid
Hardware / Device	Laptop
Software	Photoshop, Wordpress

The trainee has decided to make responsive website development by using wordpress web builder. Accessible, going for responsive website will not save lots of developer money, but also with efforts. With a responsive website that works well on all platforms and devices, trainee are making it easier for the customers to access the site at hand, thus making it easier for them to visit your site using their cell phones, tablet or laptops. This essentially helps trainee eliminate the needs for coming up with an exclusive mobile website. If trainee have a responsive website that can easily be accessed through handy and portable mobile devices, customers will also find it convenient to visit your site whenever or wherever they are, therefore, opening the door to generate profit without any hassle.

Convenience, Another great reason why trainee needs to have a responsive website development is that it will eliminate huge cost on multiple versions because coming with one single site will already suffice your needs. With this, you are saving much of money from getting the site on multiple versions.

Boost Traffic. Customers and website visitors are more interested over a creative, functional and fast-loading website over those unresponsive sites that have lots of

graphics. Visitors want good website that are accessible, but if you have so many graphics and designs in it, this slows down the loading of your page, which can leave a bad impression to the customers and eventually leave your site. But if you have a good web page that is responsive and user-friendly, potential customers will surely enjoy it and will progressively boost your traffic and generate more sales at the end.

Figure 5 Front page of the website

3.2.2 Preventative Maintenance (PM)

During industrial training, trainee has been involved with preventative maintenance at Mitechsoft Resources Department. The primary goal of maintenance is to avoid or mitigate the consequences of failure of equipment. This may be by preventing the failure before it actually occurs which planned maintenance and condition based maintenance help to achieve. It is designed to preserve and restore equipment reliability by replacing worn components before they actually fail. It conducts by personnel for the purpose of maintaining equipment and facilities in satisfactory operating condition at Mitechsoft Resources Department. Table 4 below shows the task profile for preventative maintenance.

Table 4 Task Profile for Preventative Maintenance (PM)

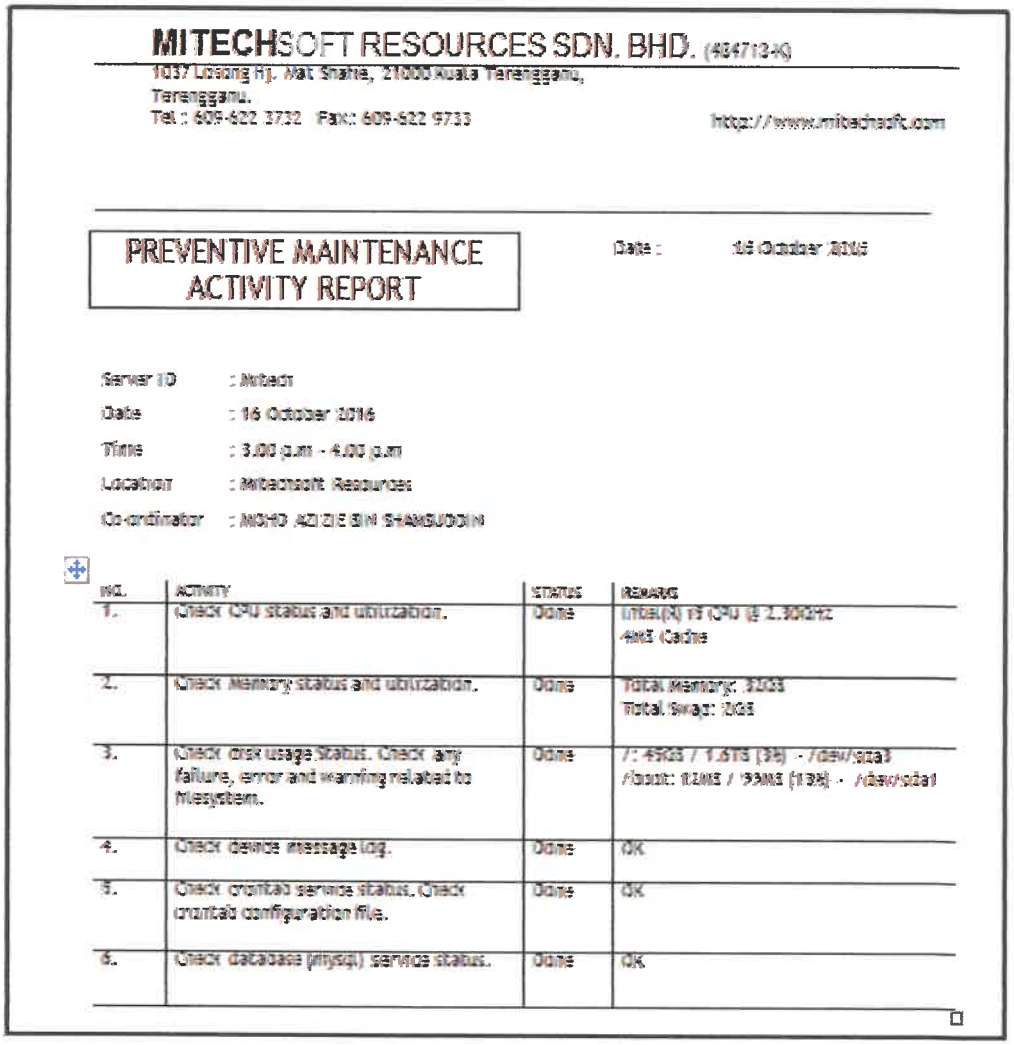
Task	Preventative Maintenance (PM)
Scope	Technical
Duration	October 2016
Task supervisor (s)	Mohd Azizie Bin Shamsuddin & Ahmad Afiq Bin Abd Wahab
Hardware / Device	Laptop
Software	Window ISO and Driver updater

Trainee has been expose to systematic inspection, detection, and correction of incipient failures either before they occur or before they develop into major defects. It is precaution before more damages occur for an example if hard disk produces sound, it better to provide backup data on that hard disk or replace the hard disk. Preventive maintenance tends to follow planned guidelines from time-to-time to prevent equipment and machinery breakdown.

During Preventative Maintenance (PM) activities, trainee has been exposing to others department. Trainee need to check from one department to another department. For Preventative Maintenance (PM) activities trainee has been designated to acquire information on personal computer that belong to Mitechsoft Resources Sdn. Bhd.

Trainee need to record all needed information on preventive maintenance form. Among the information that needed to recorded is laptop model, size of hard disk, operating system, amount of RAM, processor, and required maintenance that had been perform if any. Trainee also needs to receive complaint form staff if they had problem. Among the problem receive from staff is to help them to step up their printer, internet browser compatibility, RAM replacement and others technical area also been exposed. For an example during visit to department to perform Preventative Maintenance (PM) trainee

has been exposed to technical area which involve with replacement of Operating System installation, software installation and others.



MITECHSOFT RESOURCES SDN. BHD. (484713-K)

1037 Lorong Hj. Mat Shahie, 21000 Kuala Terengganu, Terengganu.
Tel : 609-622 3732 Fax: 609-622 9733 http://www.mitechsoft.com

PREVENTIVE MAINTENANCE ACTIVITY REPORT

Date : 16 October 2016

Server ID : Mitech
Date : 16 October 2016
Time : 3.00 p.m - 4.00 p.m
Location : Mitechsoft Resources
Co-ordinator : MOHD AZIZIE BIN SHAMSUDDIN

NO.	ACTIVITY	STATUS	REMARK
1.	Check CPU status and ubirzation.	Done	Intel(R) i5 CPU @ 2.90GHz 4MB Cache
2.	Check memory status and ubirzation.	Done	Total Memory: 32GB Total Swap: 2GB
3.	Check disk usage status. Check any failure, error and warning related to filesystem.	Done	/: 45GB / 1.8TB (3%) - /dev/sda3 /boot: 124MB / 953MB (13%) - /dev/sda1
4.	Check device message log.	Done	OK
5.	Check crontab service status. Check crontab configuration file.	Done	OK
6.	Check database (mysql) service status.	Done	OK

Figure 6 Preventive maintenance activity report

3.2.3 Server Workstation Maintenance (Cleaning)

A server is a computer or computer program that manages access to a centralized resource or service in a network. Mitechsoft development server located in the office of the building. Non authorized person cannot enter this server. Trainee has been designated to help in maintenance of computer cleansing. This activity carried out as requested by Mr. Mohd Azizie Bin Shamsuddin to check status of the server and cleaning the server. He wants to confirm status of server whether functional or not. Table 5 below shows the task profile for server workstation maintenance

Table 5 Task profile for Server Workstation Maintenance

Task	Server Maintenance
Scope	Facility and Equipment
Duration	October 2016
Task supervisor (s)	Mr. Mohd Azizie Bin Shamsuddin
Hardware / Device	Ram/Computer/Cleaning-Kit
Software	None

Mitechsoft Resources consists seven servers. One server is placed in the office for development purpose only and the other servers are placed at data center at Menara AIMS, Kuala Lumpur for production purpose. As the production servers, they provide services to serve their clients. The servers can be accessed remotely from Mitechsoft office in Kuala Terengganu for its staffs to develop, deploy or manage systems or services.

During the inspection process trainee has been detected to physical problem. At Mitechsoft Resources trainee able to have experience maintained and troubleshoot physical server. Trainee also been assigned to check equipment that need to be replaced.

One of the ram servers was not functioning. As a result a new ram needed to be installed. Installing new ram enabled the staffs to access the server more smoothly.

3.2.4 User Support Technician

Personal computer support technician provide help and advice to people and organizations using computer software or equipment. Some, called computer network support specialists, support information technology (IT) employees within their organization. Others, called computer user support specialists, assist non-IT users who are having computer problems. Trainee has been involved with personal computer user support technician. As the problem arises among staff on their personal computer, trainee has been designated to help staff with their problem. Table 6 below shows the task profile for User Support Technician.

Table 6 Task profile for User Support Technician

Task	User Support Technician
Scope	Technical area
Duration	October 2016 – November 2016
Task supervisor (s)	Mr. Mohd Azizie Bin Shamsuddin
Hardware / Device	Blower, Screwdriver
Software	Microsoft, Window 7

Personal computer support technicians have a wide array of job responsibilities, such as upgrading components of aging systems and removing viruses. Personal computer support technicians answer consumer questions, install and repair hardware components, troubleshoot networking problems and install software. They perform a wide range of tasks, from clarifying simple concepts for naive users to helping recover data after a catastrophic hard drive crash. Hardware manufacturers and software

companies hire personal computer support technicians to handle phone and online queries about their own products and larger institutions find it cost-effective to hire their own technical staff to handle employees' computer support issues. Trainee has been involve into these activities in general user support or on a help desk, and as outcome trainee gain experience. For personal computer support user technician trainee has been involve with activities such as operating system installation, printer configuration, software installation, IP address configuration, recover data, protected data, virus handler and others.

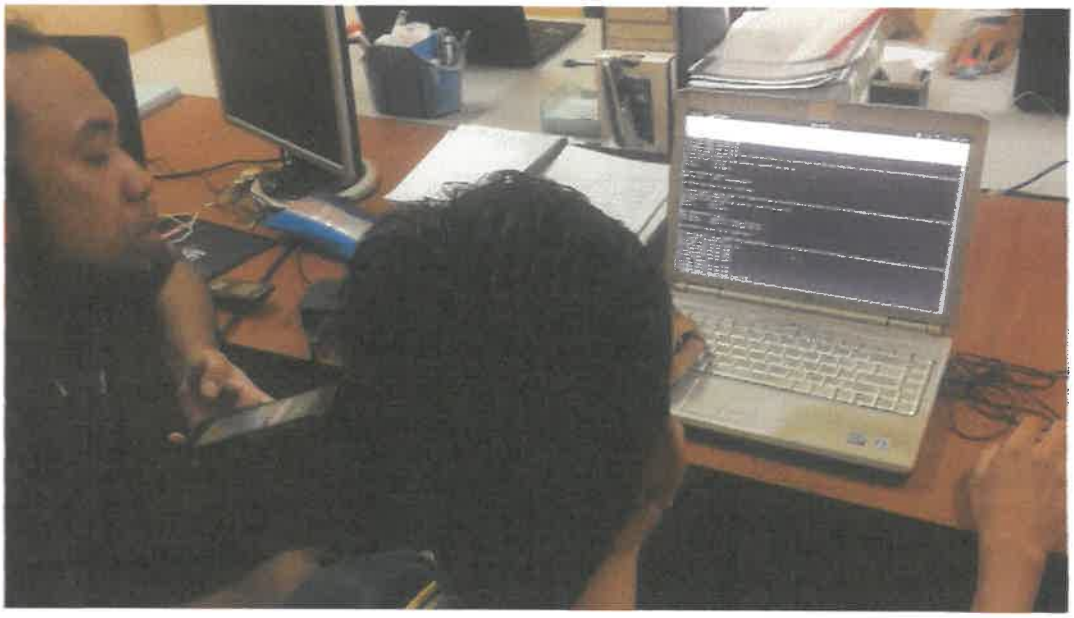


Figure 7 User Support Technician

3.2.5 User Support Development

During industrial training trainee has been involving some of activities and events at Pejabat Pengarah Tanah dan Galian Negeri Terengganu. Data migration from the server cannot be access by rometely because of security reason. Therefor the staff needs to go directly to the client site for the adjustment of the system. This site visit gives the trainee to take this valuables opportunity to explore and experience new dimension of work in management industry which trainee never experience before. Table 7 below shows the task profile for User Support Development

Table 7 Task profile for User Support Development

Task	User Support Development/Site Visit
Scope	Technical area
Duration	October 2016 – November 2016
Task supervisor (s)	Mr. Mohd Azizie Bin Shamsuddin
Hardware / Device	Blower, Screwdriver
Software	Microsoft, Window 7

Figure 8 User Support Development Site visit

3.2 Special project

During industrial training trainee been designated to develop EZ Request Mitechsoft. It took four months to complete this system.

3.2.1 Introduction

3.2.1.1 Introduction to the Project

The trainee proposed to create a system based on the current manual leave request form. The system can upgrade the flow process of the leave request more efficiently and effectively. Among their function is to manage user and leave process. Before this Mitechsoft manage it leave request by applicant manually. By using EZ Request Mitechsoft, applicant can request and view their leave records easily.

Basically, all the staff at Mitechsoft need to apply leave by using paper based form. It will be difficult if the form is being damage. In addition, they need to make sure to have copy of the form in their hand. This method of leave request makes the process become hard for the staff. Hence, the trainee need to come out with automated systems which can assist them to handle the staff leave request more effective and provide a good service to their staff .

The trainee should consult with any system developer organization in order to solve their problems regarding the reservation issues. Therefore the trainee are going to develop a system for solving the problems. All the information includes the problems

facing Mitechsoft staff in managing their leave request will be used to develop the leave request systems.

After discussion, we named the system as EZ Request system. The systems will facilitate and assists the staff of the company to record the entire leave request made by staff such request who will be replace, the details of the leave, time, approve, and etc. There are a lot of advantages by using this system for example the staff can access this system through online. They can key in all details about the leave and can know whether the request approved or not at a short time. Besides, the staff also can make a request through online access and the admin of the system can get the result in short time.

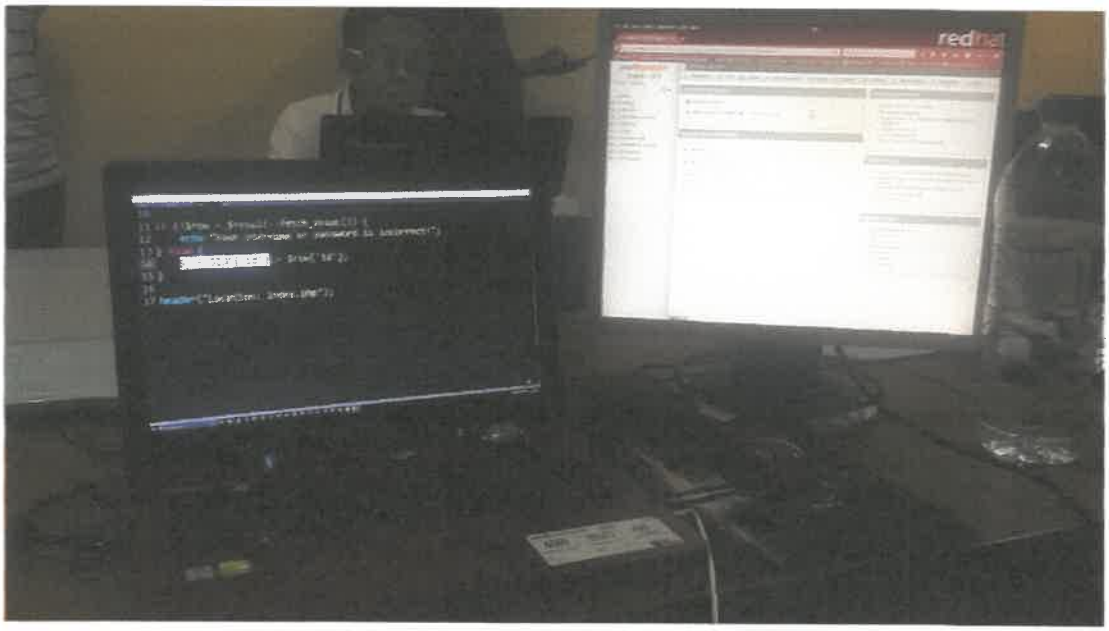


Figure 9 Initiating of Project

3.2.1.2 Problem Statement

The major problem faced by the HR department of the company is they need to handle the request process by many staff in one time. It can make them difficult to record the request and can lead them make wrong information to the staff. That is why some staff complains about the HR because they have bad record of reservation because of using manual way to reserve their leave request. This problem will make them lost their records data and the staff will complaint with the HR again.

Same with the staff, they will face problem to find the detail of their leave where they could not know the details of their leave information, for example the leave balance, past request and approve or not and so on. The leave balance shown can make the staff know their balance with their estimate time to request. They can request the leave that suitable with their time and it can make the staff easy to choose the leave. In addition, the people far from the company location also can request the leave through this system easily by online access. So it will not make them need to come to the company location to record the request but they can directly stay at the home after make the request and wait till the HR is approved.

3.2.1.3 Objectives

There are several objective of this EZ Request system. There are:

i. To improve the request process make by the staff.
ii. To help staff to find a suitable time to take a leave in easy way
iii. To reduce the staff period of time during request
iv. To help staff pick which date are suit with their time.
v. To make staff easy to access the request through online access

3.2.1.4 Users Target

The EZ Request system is designed and develop for the staff who want to make a leave request that located in Mitechsoft Resources. The staff can be among the community from all over the department in Mitechsoft that need to request leave at the company for certain time for any purpose such as sick, wedding ceremony, emergency and others. Below are the target users of Ez Request system:

i. Staff that stay far from Mitechsoft Resources
ii. All department
iii. Staff that need to request for emergency leave
iv. Staff that need to request past record for their reference

3.2.1.5 Scope

After doing some research, this project is designed to be used by all staff of the Mitechsoft, in order to manage their staff in term of request leave. This system was developed to be used by the staff of all department. All of the information about the leave and the details of the staff will be recorded into a database and also can be evidence for staff of the company. In addition, this system can improve the leave process such as services and information through the systems.

The system are develop for those staff who want to request leave located anywhere, and the request through the system can make staff easy to access the system by online. The benefit that staff get from access through online is they can get all the details about the leave because all information about the leave have been place in the system provided.

As a whole, there are two main components in our system, and they are:

i. Web application

ii. Database system

The web application is an application which is designed to allow staff of the company to place request virtually. They will also be able to check the status of the request and also make any amendments to the request without much hassle.

The database system is used to connect the web application to make it a system. The database will store staff request form from the developed systems. This database will make checking status of request leave that can be seen by the owner of the id.

3.2.1.6 Tools Used for Development

To develop the EZ Request (systems) tools that are going to be used in systems development is such below:

i. Asus A456U, Intel i5-6rd Generation 2.30 Ghz, 4GB RAM, 1000GB hard drive

ii. Nvidia GeForce 930M, 2GB

iii. Operating systems Windows 10 Pro 64-bit

iv. XAMPP software (apache,mysql,php)

v. Teamviewer

vi. Sublime text editor

vii. Adobe Photoshop CS6

All the tools above can support to optimize and develop the systems and can be test using it once the systems successfully done. And the systems also can operate on any computer based on the below requirements:

i. Supports Windows XP – Windows 8.1
ii. Minimum is 1GB RAM
iii. Minimum HDD (Hard Disk Drive) 100GB
iv. Intel HD Graphics / AMD Graphics

3.2.1.7 Project Planning Methodology

Based on our research, there is only paparbased leave form that link together all request in one placed for staff to make a request. For example, there are only statement of date that show the when want to request and no it's details. So our system that we want to develop can make staff easy to set a date and can know all the details only in one click because all information will automated in Ez Request system. In order to develop EZ Request system, we will use System Development Life Cycle (SDLC) because we find that this method very helpful to us develop this system.

The definition of Systems Development Life Cycle (SDLC) is a conceptual model used in project management that describes the stages involved in an information system development project, from an initial feasibility study through maintenance of the completed application. Benefits from using System Development Life Cycle (SDLC) is to help produce a product that is cost-efficient, effective and of high quality. Once an application is created, the SDLC maps the proper deployment and decommissioning of the software once it becomes a legacy. There are five steps of System Development Life Cycle (SDLC), planning, analysis, design, implementation and maintenance.

In planning phase, it is very important in developing our system because project planning involves defining, clear, discrete activities and the work needed to complete each activity within a single project. We need to know the entire requirement to develop Ez Request system such as the input, output, process, interface and the workflow of the project. To get this entire requirement, we do some research and observation through the website available at the internet. We found out that problem related to Request reservation faced by staff and the owner of the Request can be solve by using our proposed system. We will record all the problem from our research and observation and will use it as guide to use develop the Ez Request system.

The second phase of Systems Development Life Cycle (SDLC) is analysis. In analysis we require to define project goals into defined functions and operation of the intended application. It is the process of gathering and interpreting facts, diagnosing problems and recommending improvements to the system. Analyzes end-user information needs and also removes any inconsistencies and incompleteness in these requirements. We will analyze by develop our system it can solve the staff and the owner of the Request or not. Then we will identify all related possible that comes.

The third phase of System Development Life Cycle (SDLC) is design. The activities within the design phase can either be sequential or non-sequential. For instance, the important elements in this section; system input, system output, interface for interaction. All these element are consider crucial in design a design criteria. These interaction detects the flaw and the error part of the system developed. With only reliable system design, the satisfaction of user needs can be achieved through completion of this phase. All the design for an example context diagram, data flow diagram (DFD) and entity relationship diagram (ERD) will be input for next phase of System Development life Cycle (SDLC) which is implementation.

After all done, implementation phase will take part. We will develop our system based on planning, analysis and design. We require software and hardware that have been mention before to implement our system, Ez Request system. During the implementation, we will make sure that our system can be easily to use by staff to make a reservation and we will record if any problem happen while implement the system. Maintenance is the last phase of Systems Development Life Cycle (SDLC). Once the system have been operated, the user will find problem when the system is working. To use the system, it need training at first so that they can be more trained to use the system. They can refer to the help menu if anything problem happens when they use the system.

3.2.1.8 Project Planning

Project planning is part of project management, which relates to the use of schedules such as Gantt charts to plan and subsequently report progress within the project environment. Besides, Project planning is a procedural step in project management, where required documentation is created to ensure successful project completion. Documentation includes all actions required to define, prepare, integrate and coordinate additional plans. The project plan clearly defines how the project is executed, monitored, controlled and closed. There are 10 steps to creating a project plan. The step one is explain the project plan to key stakeholders and discuss its key components. One of the most misunderstood terms in project management, the project plan is a set of living documents that can be expected to change over the life of the project. Like a roadmap, it provides the direction for the project. And like the traveler, the project manager needs to set the course for the project, which in project management terms means creating the project plan. Just as a driver may encounter road construction or new

routes to the final destination, the project manager may need to correct the project course as well.

A common misconception is that the plan equates to the project timeline, which is only one of the many components of the plan. The project plan is the major work product from the entire planning process, so it contains all the planning documents for the project. Typically many of the project's key stakeholders, that is those affected by both the project and the project's end result, do not fully understand the nature of the project plan. Since one of the most important and difficult aspects of project management is getting commitment and buying, the first step is to explain the planning process and the project plan to all key stakeholders. It is essential for them to understand the importance of this set of documents and to be familiar with its content, since they will be asked to review and approve the documents that pertain to them.

Step 2 is defined roles and responsibilities. Not all key stakeholders will review all documents, so it is necessary to determine who on the project needs to approve which parts of the plan. Some of the key players are:

i. Project sponsor, who owns and funds the entire project, Sponsors need to review and approve all aspects of the plan.

ii. Designated business experts, who will define their requirements for the end product. They need to help develop the scope baseline and approve the documents relating to scope. They will be quite interested in the timeline as well.

iii. Project manager, who creates, executes, and controls the project plan. Since project managers build the plan, they do not need to approve it.

iv. Project team, who build the end product. The team needs to participate in the development of many aspects of the plan, such as identifying risks, quality, and design issues, but the team does not usually approve it.

v. End users, who use the end product. They too, need to participate in the development of the plan, and review the plan, but rarely do they actually need to sign off.

vi. Others, such as auditors, quality and risk analysts, procurement specialists, and so on may also participate on the project. They may need to approve the parts that pertain to them, such as the Quality or Procurement plan.

Step 3 is hold a kickoff meeting. The kickoff meeting is an effective way to bring stakeholders together to discuss the project. It is an effective way to initiate the planning process. It can be used to start building trust among the team members and ensure that everyone's idea are taken into account. Kickoff meetings also demonstrate commitment from the sponsor for the project. Here are some of the topics that might be included in a kickoff meeting:

i. Vision and strategy

ii. Project vision

iii. Roles and responsibilities

iv. Team building

v. Team commitments

vi. How team makes decisions

vii. Ground rules

viii. How large the group should be and whether sub-groups are necessary

Step 4 is developing a Scope Statement. The Scope Statement is arguably the most important document in the project plan. It's the foundation for the rest of the project. It describes the project and is used to get common agreement among the stakeholders about the scope. The Scope Statement clearly describes what the outcome of the project will be. It is the basis for getting the buy-in and agreement from the sponsor and other stakeholders and decreases the chances of miscommunication. This document will most likely grow and change with the life of the project. The Scope Statement should include:

i. Project need and problem

ii. Project objectives, stating what will occur within the project to solve the business problem

iii. Benefits of completing the project, as well as the project justification

iv. Project scope, stated as which deliverables will be included and excluded from the project.

v. Key milestones, the approach, and other components as dictated by the size and nature of the project.

vi. It can be treated like a contract between the project manager and sponsor, one that can only be changed with sponsor approval.

Step 5 is developing scope baseline. Once the deliverables are confirmed in the Scope Statement, they need to be developed into a work breakdown structure (WBS), which is a decomposition of all the deliverables in the project. This deliverable WBS forms the scope baseline and has these elements:

i. Identifies all the deliverables produced on the project, and therefore, identifies all the work to be done.

ii. Takes large deliverables and breaks them into a hierarchy of smaller deliverables. That is, each deliverable starts at a high level and is broken into subsequently lower and lower levels of detail.

iii. The lowest level is called a "work package" and can be numbered to correspond to activities and tasks.

iv. The WBS is often thought of as a task breakdown, but activities and tasks are a separate breakdown, identified in the next step.

Step 6 is to develop the schedule and cost baselines. Here are the steps involved in developing the schedule and cost baselines.

i. Identify activities and tasks needed to produce each of the work packages, creating a WBS of tasks.

ii. Identify resources for each task, if known.

iii. Estimate how long it will take to complete each task.

iv. Estimate cost of each task, using an average hourly rate for each resource.

v. Consider resource constraints, or how much time each resource can realistically devoted to this project.

vi. Determine which tasks are dependent on other tasks, and develop critical path.

vii. Develop schedule, which is a calendarization of all the tasks and estimates. It shows by chosen time period (week, month, quarter, or year) which resource is doing which tasks, how much time they are expected to spend on each task, and when each task is scheduled to begin and end.

viii. Develop the cost baseline, which is a time-phased budget, or cost by time period.

This process is not a one-time effort. Throughout the project you will most likely be adding to repeating some or all of these steps. Step 7 is creating baseline management plans. Once the scope, schedule, and cost baselines have been established, you can create the steps the team will take to manage variances to these plans. All these management plans usually include a review and approval process for modifying the baselines. Different approval levels are usually needed for different types of changes. In addition, not all new requests will result in changes to the scope, schedule, or budget, but a process is needed to study all new requests to determine their impact to the project.

Step 8 is developing the staffing plan. The staffing plan is a chart that shows the time periods, usually month, quarter, year, that each resource will come onto and leave the project. It is similar to other project management charts, like a Gantt chart, but does not show tasks, estimates, begin and end dates, or the critical path. It shows only the time period and resource and the length of time that resource is expected to remain on the project. Step 9 is analyze project quality and risks. Project Quality-Project quality consists of ensuring that the end product not only meets the staff specifications, but is one that the sponsor and key business experts actually want to use. The emphasis on project quality is on preventing errors, rather than inspecting the product at the end of the project and then eliminating errors. Project quality also recognizes that quality is a management responsibility and needs to be performed throughout the project.

Creating the Quality Plan involves setting the standards, acceptance criteria, and metrics that will be used throughout the project. The plan, then, becomes the foundation for all the quality reviews and inspections performed during the project and is used throughout

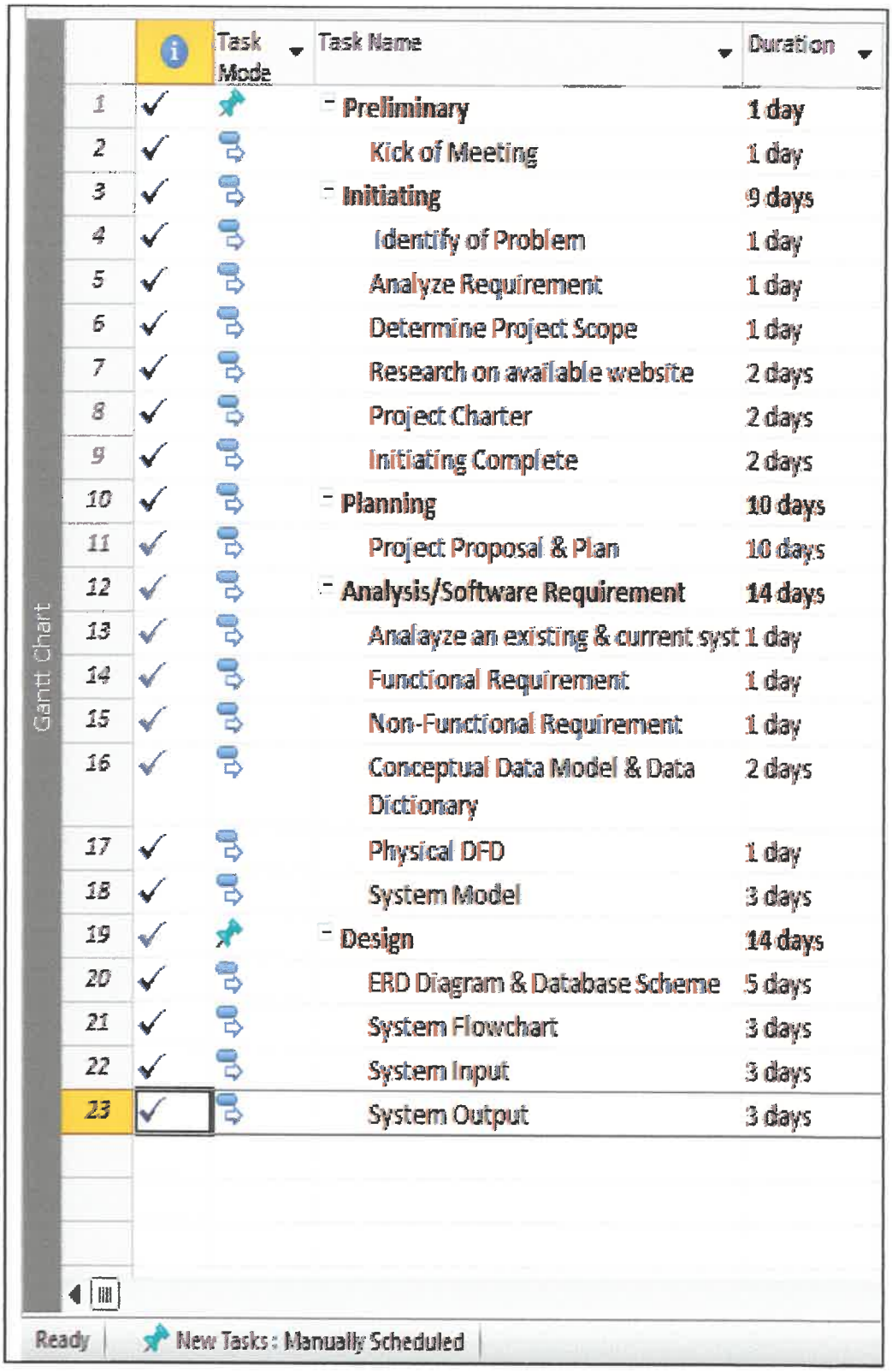
project execution. Project Risks: A risk is an event that may or may not happen, but could have a significant effect on the outcome of a project, if it were to occur. For example, there may be a 50% chance of a significant change in sponsorship in the next few months. Analyzing risks includes making a determination of both the probability that a specific event may occur and if it does, assessing its impact. The quantification of both the probability and impact will lead to determining which the highest risks that need attention are. Risk management includes not just assessing the risk, but developing risk management plans to understand and communicate how the team will respond to the high-risk events.

Step 10 is Communication. One important aspect of the project plan is the Communications Plan. This document states such things as who on the project wants which reports, how often, in what format, and using what media, how issues will be escalated and when, where project information will be stored and who can access it. For complex projects, a formal communications matrix is a tool that can help determine some of the above criteria. It helps document the project team's agreed-on method for communicating various aspects of the project, such as routine status, problem resolution, decisions, etc. Once the project plan is complete, it is important not just to communicate the importance of the project plan to the sponsor, but also to communicate its contents once it's created. This communication should include such things as:

i. Review and approval of the project plan.

ii. Process for changing the contents of the plan.

iii. Next steps—executing and controlling the project plan and key stakeholder roles/responsibilities in the upcoming phases.



	Task Mode	Task Name	Duration
1		**Preliminary**	**1 day**
2		Kick of Meeting	1 day
3		**Initiating**	**9 days**
4		Identify of Problem	1 day
5		Analyze Requirement	1 day
6		Determine Project Scope	1 day
7		Research on available website	2 days
8		Project Charter	2 days
9		Initiating Complete	2 days
10		**Planning**	**10 days**
11		Project Proposal & Plan	10 days
12		**Analysis/Software Requirement**	**14 days**
13		Analayze an existing & current syst	1 day
14		Functional Requirement	1 day
15		Non-Functional Requirement	1 day
16		Conceptual Data Model & Data Dictionary	2 days
17		Physical DFD	1 day
18		System Model	3 days
19		**Design**	**14 days**
20		ERD Diagram & Database Scheme	5 days
21		System Flowchart	3 days
22		System Input	3 days
23		System Output	3 days

Gantt Chart

Ready | New Tasks : Manually Scheduled

Figure 10 Work Breakdown Structure

3.2.1.9 Gantt Chart

A Gantt chart, commonly used in project management, is one of the most popular and useful ways of showing activities (tasks or events) displayed against time. On the left of the chart is a list of the activities and along the top is a suitable time scale. Each activity is represented by a bar; the position and length of the bar reflects the start date, duration and end date of the activity. This allows you to see at a glance such as what the various activities are, when each activity begins and ends, how long each activity is scheduled to last, where activities overlap with other activities, and by how much and the start and end date of the whole project.

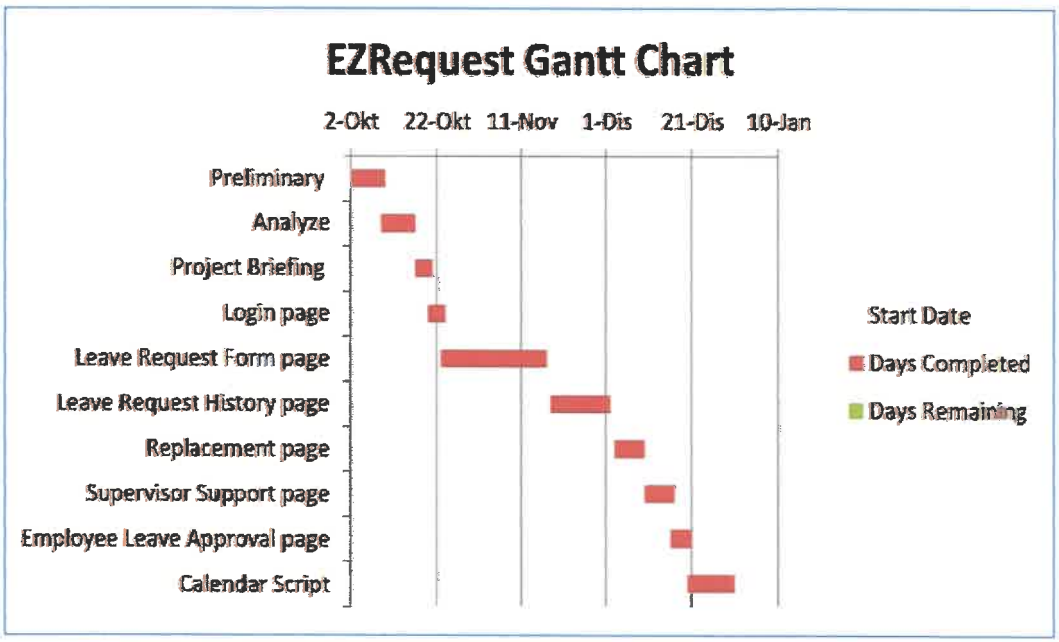


Figure 11 EZ Request Gantt Chart

There are some advantages of using Gantt chart, there are avoid Completion Confusion: Gantt charts were created to keep users on track, providing a visual timeline for starting and finishing specific tasks. By providing a visual overview of milestones and other key dates, these charts are thought to offer a more understandable and memorable method of maintaining timescale-based tasks and deliverables whether tracked on a daily, weekly,

monthly or yearly basis. Next is keep everyone on the same page, where there is a visual framework for the work to be done, there are fewer chances for misunderstanding, especially when it comes to highly complex tasks. Using Gantt charts allow all types of stakeholders to have the same information, set mutually understood expectations, and conduct their efforts according to the desired protocol.

In addition it can make user understand task relationships. These charts can make clear how various tasks are interrelated and perhaps rely on the completion of another to meet specific objectives. These task relationships revolve around understanding the timing of each task, which then impacts other tasks listed. This can better assure the optimum work flow, maximized productivity and overall project success and last advantage is effectively allocate resources by being able to look ahead on the Gantt chart, users can clearly discern where resources need to be anticipated, allocated or shared to maximize the use of those resources. The more closely the chart is followed, the better chance there is of keeping project costs within budget while also better assuring on-time completion.

3.3 Entity Table

Table 8 Entity Table

Entities	Attributes
Users	- id - username - ic - nama - pass - jawatan - jabatan - baki_cuti
Cuti	- id - mk_uid - tarikh_borang - sebab_cuti - mk_tarikh_mula - mk_tarikh_akhir - bh_am - bh_rehat - bh_sabtu - bh_dipohon - bh_seluruh - mp_uid - mp_pengesahan - mp_tarikh_sah - mp_pengesahan - sp_uid - sp_sokongan - sp_tarikh_sah - kp_uid - kp_baki_sebelum - kp_baki_selepas - kp_rekod - kp_tarikh_rekod - kpk_uid - kp_kelulusan - kp_tarikh_lulus - is_read

3.4 Context Diagram

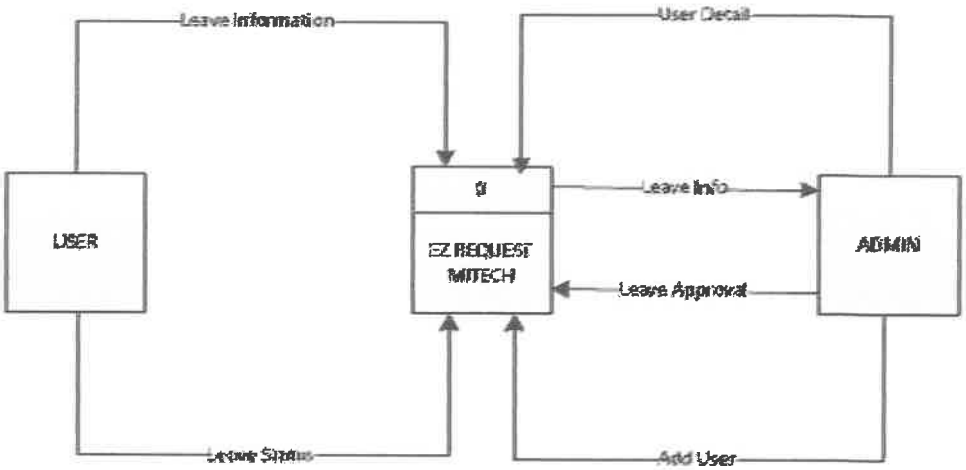


Figure 12 Context Diagram

3.5 Data Flow Diagram

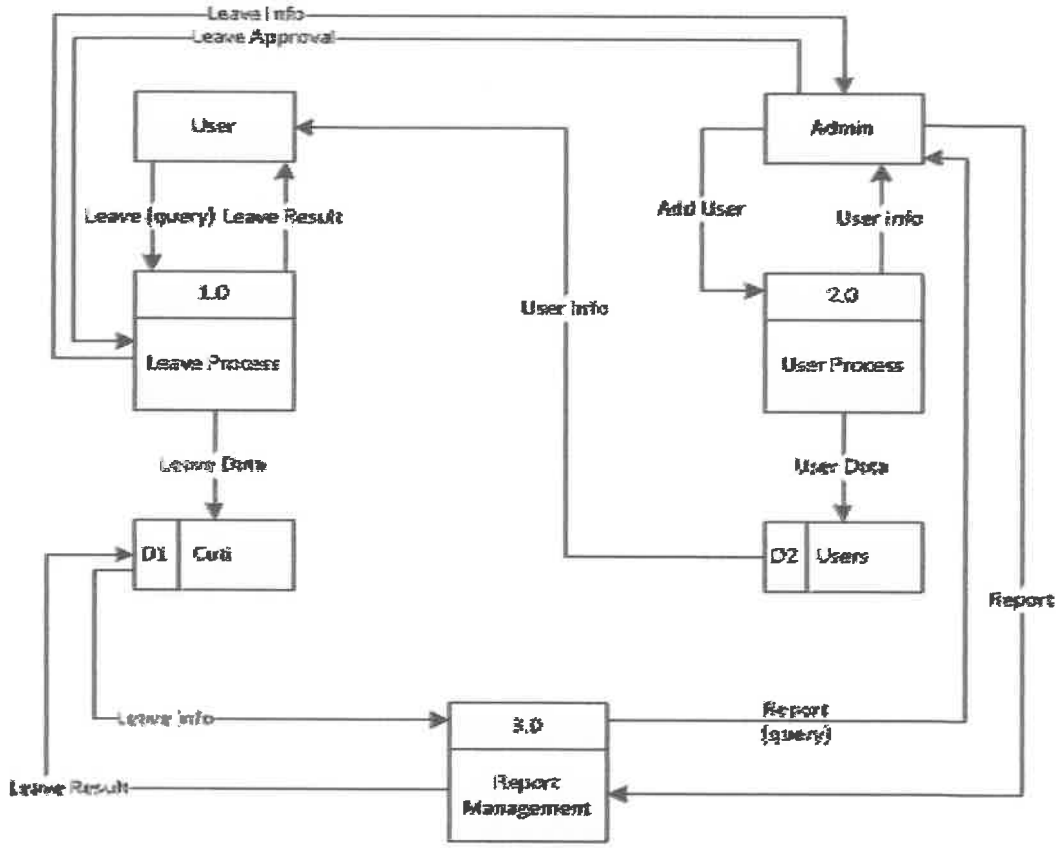


Figure 13 Data Flow Diagram

Figure 14 Login Page of the system

Figure 15 Home Page of the system

CHAPTER 4

CONCLUSION

4.1 Application of knowledge, skills and experience in undertaking the task (Knowledge gained)

Along five months (5) training at the Mitechsoft the trainee have done many activity such as data-entry process, System Preparation (system-prep), scanning, quality control, design, and also web development. All of this activity has exposed the trainee to the process of system development more efficient. During this training also the trainee gain lots of new knowledge and experianced especially at the operation department that can be used in the future.

Beside that during this training also the trainee can apply what are the trainee has been learn in the classroom into this training such as during the process of data entry and also process of incoming and outgoing letter. In the classroom the trainee has learn about the ethics and the confidential of a document which is there is document can be see and has other document cannot be opened and exposed to the public. Same goes to records at Mitechsoft there is records or document thet can be see and there is also document cannot bee opened especially letter relate with the management of the Mitechsoft and also background information about the workers at the Mitechsoft.

During the system preparation (system-prep) process also the trainee need to remove the table, import or any others that are used to integrated with the database. As we know each of the table has their value and need to be protected because it could provide an important evidence of data and transaction. So through what are the trainee has learn in the classroom the trainee should preserve the database by appling password to the

localhost to avoid the data from damage or manipulated. By this way the trainee can protect the data and beside can give the best service to the Mitechsoft customers.

On the last presentation of system, it involve with chief development, assistant chief and Support Unit, there were request from them to make a changes on the system. With three week left to undergo industrial training, it really pressure on trainee as trainee also need to prepared industrial training report. Trainee try to meet expectation from them by makes changes on system. This problem can resolve if they take part earlier in development of system. Although system development is finish on early month of December, on that time there should be presentation to chief judge and registrar chief. With busy schedule of them, presentation are postpone until end of December.

All problem arising has train trainee ability to work under pressure. At the end all these happen for a good reason. It has helps improve skill and patient of trainee when working with people. Furthermore it has taught trainee that to develop a system, it must meet user expectations. It is because in long time, user will use the system to manage their works and business. As for development team, their task is finish when they submit and install system to be used. As for maintenance it is maintain by their staff..

4.1.1 Computer Skills

Starting computer skills especially in coding in Mitechsoft is a very tricky thing to trainee who has never seen and uses the PHP language. Using the mouse, managing various windows, alternating between the use of keyboard and mouse, opening and closing the files and others can be daunting tasks for the uninitiated ones. Mitechsoft Resources is one of the organizations that used technology to assist their daily task to make it more tidy and fast. The trainee was given the task to create the vendor performance form and also key in data into the system by using PHP .The lesson from

the classroom and exposure from the lecture has lots exposed the trainee about the use and function of PHP and from that, the trainee can use this skill and implement it in the task given to complete the task from this training.

4.1.2 Communication Skills

Communicate with effectively is the most of important skills to every person. Communication is simply the act of transferring information from one place to another, whether this be vocally, written, visually or non-verbally (skill you need website, 2013). Communication very importance if the situations need the student to face with the society world. Beside that during the practical period, the trainee meet with lots of people either in the office or when undergoing outside program. Mitechsoft Integrated has given the chance to the internship students to improve their communication skill by exposing us on how to communicate with the customers by pick up the customers service call.

4.1.3 Self-Confident

The other input that the trainee gain from this training is the increasing in confident level. The activity at the Mitechsoft has exposed the trainee to many situation end environment for example follow Mr. Wan Mohd Sabri and Mr. . Syed Mohd' Aizat Hadri go to the site visit and meet with the client little bit show to the trainee on how to communicate effectively with the customers. Beside that the self-confident of the trainee also increased when the trainee need to join the discussion and need to present the workflow of the development department. Even though at that time only few weeks trainee start the training at the Mitechsoft but with the trust they give and even the

trainee do not know detailed about the workflow at the development department the trainee still present about it. Besides this presentation increase the confident level of the trainee.

4.1.4 Effective time management skills

"Time management" refers to the way that you organize and plan how long you spend on specific activities (Mind Tools Website, 2014). As a trainee at the Mitechsoft time management is important because it will show the real attitude of the trainee whether he discipline or not. From this training the trainee learn to be more punctual especially when attend the goal meeting which is all of the employees attend that meeting. From this attitude, trainee can show that even the trainee only a practical student the trainee can be a punctual, beside that the trainee can protect the name and the image of UiTM students.

4.2 Personal thoughts and opinion

Five month industrial training is a short time as trainee pass the time. Although for starter trainee felt that five month period of training is a long time it eventually become short time for trainee. First impression trainee to undergo industrial training at Mitechsoft Department is a bit suspicious as trainee is cannot perform well or not in industrial. It must and be done for trainee as for to learn and cope with industrial environment. Undergo industrial training at Mitechsoft Department trainee able to complete with faculty needs. It was great time and experience for trainee to undergo industrial training at Mitechsoft Department as trainee been able to achieve many things that trainee never expected.

Trainee never expected to lead for something goods to society. As trainee takes a leads on system development for Mitechsoft Department which is EZ Request, it was and will be a big accomplishment for trainee. During development of the system many things trainee has learn that build more interest trainee in this field. There are still many method and technology that trainee need to know as all these come from experience. As experience gains from involving with industry, it helps trainee been able what direction should trainee follow. It helps to keep trainee to be more focus towards goals.

Furthermore, every day has its goal that need to be achieved. When trainee enters the office the task was setup from yesterday. For that day, what trainee should do to achieve task that been targeted. Personally trainee needs to be more focus when carried out task and responsibility. It is because there was always problem that occur to achieve trainee daily task. As trainee been responsible to finish the system according to dateline, trainee needs to plan very well to meet the goals.

As for Mitechsoft Department, trainee thought that there still many improvement for Mitechsoft Department can make. As user expectations to their service are high, they must find ways to communicate with user. Furthermore user expectation is high nowadays. If they able to communicate with user, to seek what user needs, it benefit to them to change staff perceptions toward trainee. In fact with a right channel user and society can change their perception behavior towards Mitechsoft Department.

Furthermore Mitechsoft Department should place industrial training student according their scope of study. Some of student who comes to undergo industrial training at Mitechsoft Department did not find their task meet with the scope of study. For an example computer science student should be placed on Development Unit. However that person is placed on administrative department for fourth month of her training. It is lucky for trainee being assigned to development unit to have special project regarding

with study of information system. For meets faculty needs, trainee has ask administrative department to assign trainee with Development Unit. Almost one week's trainee placed on administrative department and find it not meets what trainee expect from industrial training. After several meetings with the person in charge, trainees were able to perform industrial training at Development Unit of Mitechsoft Department.

4.3 Lesson Learnt

Trainee would like to say that along five months internship At Mitechsoft Integrated has given trainee lots of new experience and new knowledge that cannot be get through the lesson learn in the classroom. From this training the trainee knows how to develop self-confidence and how to improve communication skill while communicate with others people and different races. Beside that trainee also had chance to apply some knowledge that the trainee get in the class room during this training especially in subject IMS 655 (System Analysis in Information Management)

The first task trainee need to complete at the first day during this training is "System Preparation" or also known as "System-Prep". For the first time trainee really doesn't know what System-Prep is then after the Mr. Syed Mohd' Aizat Hadri (Asst. Operations Manager) explain and show what are actually Doc-prep is then trainee know System-Prep is the process creating database and the table to make the system easier to be create. Trainee have learnt this process during lesson learn in classroom but the term that they use make trainee doesn't know what is system-prep actually then when they demonstrate the process of system-prep then the trainee understand what it is actually.

Other than that, trainee has also exposed to the other system like open a new file: store a document in file with linux CentOS 7 and also the trainee also gets chance to attend

the real meeting environment. This meeting has exposed the trainee to the real working environment and meets with the various position workers. This meeting increased the trainee confident level and the trainee confident that trainee will be able to work independently in the future. With all the things that trainee have been through and learn, trainee know that it will help trainee in the future.

Through the training period, trainee able to gain lots of new knowledge and valuable experienced beside the trainee can expose themselves to the real working environment which is related to the function, machine and also with others aspect of the industry training. Beside that, through this training it also helps the trainee develop strength and the professional skills such as teamwork skill, communication skill and also works ethics. Lesson learnt by trainee during five month industrial training at Mitechsoft Department come from with various task and responsibility that had been delegated.

4.3.1 Interpersonal skill

Good interpersonal skills allow trainee to participate effectively as a member of a team, satisfy customers and user's expectations, negotiate, make decisions, manage trainee time efficiently, take responsibility, and work effectively with other people. As trainee involve with staff and user of Mitechsoft Department trainee able to develop interpersonal skill by participate effectively as member of Development Unit. Trainee need communicate effectively when perform task and duties as development Unit member. As trainee regularly need to meet staff and user trainee needs build a good relationship with staff and user. Furthermore trainee need to negotiate when receive a report on problem and manage them efficiently as trainee also had to finish system development according time given.

4.3.2 Communication skill

The ability to communicate both verbally and in writing with a wide variety of people, maintain good eye contact, write clearly and succinctly, demonstrate a varied vocabulary and tailor pour language to audience all essential skill that employee seek out. During industrial training, trainee able to improve communication skill when meet variety of people. It is importance to improve communication skill as it will help trainee to build confidence. When a good communication occur understanding to what needs perform task are achieve. Furthermore, with communication skill the trainee also will able to perform industrial training successfully.

4.3.3 Critical thinking skills

Decision making and problem solving require gathering reliable information, evaluating the information for a variety of solutions and selecting the most appropriate option based on the criteria and situation. During the industrial training, trainees were able to solve problem that occur. Trainee needs to identify what source of problem. It is important to know what problems occur and does it affect another's.

Trainee also able to find solution based on information provided by seeks the source of problem. Furthermore critical thinking also improves as trainee always find a solution by try and error. It can be seen as during development of system, trainee always find problem with system. Trainee also need to used new solution to solve problem regarding to development of EZ Request.

4.3.4 Personal development

During industrial training, trainee able to learning and embrace change. Trainees able to learn a new skill, acquire knowledge and experience. All these elements are importance to further development of trainee in this area. Furthermore most jobs involve change, some more frequently than others, and staffs want people who are adaptable, flexible, and patient, and respond that well to change. For that reason trainee need to cope with these situation. Trainee try to meet expectations that given by industry. In fact personal development is essential to achieve as it will benefit most to trainee.

Trainee also need to do self-learning and explore solution to problem by own. As be designated to develop system it improves a lot on understanding trainee to system development. Most important part is to plan job web. With a proper planning, a task and duties can be carried out perfectly. Although there will be always problem occur, trainee need be ready to face problem. When dealing with problem, never to find it cannot be resolve. It always has solution to problem.

During industrial training, it most valuable as experience to meets industry. Trainee will be able to experience by working together with staff of Mitechsoft Department. Trainee will be able to know Mitechsoft Department closely to their function and business.

4.3.5 Presentation Skills

During industrial training, presenting information does not just include making formal presentations. Furthermore information could be presented in the form of notes, reports, research findings, business plan, scenario planning, risk assessments and strategic documents. For this case providing a good documentation or prepared presentation details helps trainee to inform audience clearly.

To present or give speech, a proper preparation need to be done. With a good preparation a good and clearly presentation can be done. Most vital aspect in presentation is preparation. Preparation need to be done by trainee need to understand what were given to audience. Explaining context diagram and Entity Relationship Diagram help trainee explain well to staff about system EZ Request. Most of the staff not very familiar with context diagram and Data Flow Diagram (DFD). Usually staff only interest to see system works by using system flow diagram. By using context diagram and Data Flow Diagram (DFD) trainee able to give explanation and clarify them how the system will work according to propose context diagram and Data Flow Diagram (DFD).

4.3.6 Leadership

Leadership is the ability to influence others toward the achievement of a goal. As trainee has been assign to lead development of EZ Request it helps trainee to delegate task. Delegating task is difficult as trainee need to meets target that set by supervisor. Trainee has been assign industrial supervisor to take a lead on development of EZ Request with another one of industrial student. As other industrial training student not familiar with environment of development system based on website or PHP trainee has

been designated to take a lead. That student more familiar with basic PHP apps. As trainee has experience with system development using PHP and web based system, trainee has been designated by supervisor to take a lead on EZ Request development.

Become a leader helps trainee to delegate the task more effectively. Although it is not perfect task trainee as leader it still has a lot trainee can be learn to become leader. As trainee can see, learn from experience and mistake is more remembering and precious from learn them in theory. As trainee fail to follow plan that be make, it helps trainee a lot in development of trainee leadership. Although there a lot of exterior factor that lead trainee fail follow the plan that be make, trainee find that at end or future, all these mistake should not be repeat. Furthermore to achieve expectation of industrial supervisor to complete EZ Request in four month of industrial training is a big accomplishment. As EZ Request system is cover widely and large it is a big achievement for trainee to take a lead on development of EZ Request.

4.3.7 Skills

During industrial training trainee able to develop skills regarding to computer hardware, software, troubleshoot, network, technical area. As trainee been designated to help technician to perform their works, trainee able to learn more knowledge on this area. At beginning trainee is not have much knowledge on technical skills. With helps and guidance of technician trainee able to work based on their instruction. In fact technical skill is important to resolve user problem. As trainee has been ask to help staff with their problem, trainee need to have knowledge and experience to find a solution. These skills been develop and improve by experience working in the field.

As technician at Mitechsoft Department has experience and knowledge working as technician more than seven years of working, it benefit to trainee as can learn from them. It is a good thing as information system student to be able to have skill regarding

IT and computer skill. Furthermore trainees not become dependent with people regarding to technical skills. For an example what trainee can see from most of staff at Mitechsoft Department, they had no knowledge regarding technical skill of computer. Most of staff needs to refer technician to solve problem their problem. For an example they need refer or assist from staff regarding their personal computer. Trainee need to be independent for the task. There is no need assisting form staff. As staff lack of training and skills, staff become dependent to technician to perform the task.

4.3.8 Teamwork

During industrial training trainee has been teamed up with several person and department to perform duties. For an example involving with ceremony, course and project has help trainee to participate for task and event with others parties. To complete system, trainee has been teamed up with one of intern's student to complete the development of EZ Request. During development of system, need to communicate to ensure task and responsibility delegated to industry student to develop system is achieve.

Teamwork is important as it will become a major factor whether system that is build is functioning or not. Furthermore each member should be willing to do extra works without burden other teammates. It to ensure that workload that been given are equally. All problem and misunderstanding can be resolve with meeting session. As misunderstand occur trainee try to avoid any conflict with others teammates by providing consultation. Trainee always consult another teammates to ensure has a good relationship and in a good term.

4.3.9 Problem solving

During the industrial training, trainee gain experience of problem solving by learning an example. For an example, through dedication and hard work, trainees were able to find solution for problem. Problems that occur thought trainee to be patient when finding solution. At some point trainee found that problem never can be solve by trainee. Through help from supervisor and staff, trainees were able to solve problem. For an example at testing phase of EZ Request, to implement the system through server found difficulties as system cannot run on server. Furthermore trainee also not has experience to install system on server.

However with help of staff, trainee finally can run system on server. For preliminary testing, trainee only run system on xampp and use personal computer as server. Staff from other development can access to system by using internal network or ip address. In fact at some point, the system has been proposed to setup internally only as using server cannot be done. As no turning back, staff and trainee try to configure how to run the system using server. By running system on server, user globally can connect to system via internet. As human being, we must support each other to overcome or find solution for problem solving.

4.3.10 Ability to work under pressure

Keeping calm in a crisis and not becoming too overwhelmed or stressed. Working with system development is stressful when cannot execute what had planned. During industrial training, trainee has able to develop ability to work under pressure. This can be seen by expectation of industrial supervisor to complete development of EZ Request in short time. In fact industrial supervisor ask to complete EZ Request and need to be launch or used in early january. After given the task, industrial supervisor want to see a system that can work. In fact to provide a system in four months is insufficient. It is because with a limited time, a propose system need to study their context diagram, and flow of system.

Furthermore trainee also has no knowledge regarding how Mitechsoft Department runs their business. In a short of period trainee able to provide system based on how user can use the system. Plus how staff can update details and print leave details. After one week receive task, trainee able to show a propose system to industrial supervisor. Furthermore ability to work under pressure increase as after three to four weeks, every progress must be presented to supervisor and Development staff. However trainee able to work under pressure as by preparing system based on their preference. There is still improvement that can be made in the future.

4.4 Limitation and recommendation

In the future the trainee will recommend other student to do their industrial training in Mitechsoft because so much new knowledge and experience can be gain during the internship at here. Beside that these organizations also very suitable to the students that have interest in system management because almost all the activity related to the lesson learn in the classroom.

Other than that Mitechsoft is the best organization to undergo the practical training because the staff very friendly even they are from different department. Mr. Ahmad Afiq Bin Abd Wahab. as the Asst. Support Unit also very friendly and cheerful person and even he is the staff at the Support department he is willing to give his knowledge to the training students.

Mr Kamarul Hisham Bin Elias from the Human Resource Department is the people that are responsible in student's intake to through the internship at Mitechsoft also are a kind person. Beside that if there has any problems regarding the training he will try his best to solve the problems. Lots of experience you will get here and learn so many things which you won't get it in the class or by reading text book. Mitechsoft Department provides industrial training for trainee to fulfill faculty requirement that trainee must follow. As trainee is first interns student for Development Unit there were limitations and recommendation that trainee suggest for Mitechsoft Department.

4.4.1: Limitation

As to improve Mitechsoft Department as place to provide industrial training, trainee states a few limitations that can be seen at Mitechsoft Department in future.

i. Lack of Facility

The lack of facility especially in providing updated computer system has almost caused the emergence of many problems for workers when the computer system used was elevation of date and not up to date with the latest windows version. The biggest problems at the Mitechsoft based from the trainee observation the computer at the data entry station using outdated windows which is windows XP. The window not just outdated the monitor also using an old version. Beside that the management of Mitechsoft also do not provided any company laptop to the trainee to complete the organization task so every risk during finish the organization are under trainee responsibility.

ii. Network problem

The third limitation trainee found at MITECHSOFT is regarding with the internet networking. The coverage and the signal of the internet no stable sometime there is internet connection and sometime there is no internet connection. Almost all the work process at Mitechsoft will be using an internet network as their main base to complete the job or task especially for the data entry process, scanning, system update and development. This limitation can lead to the serious problems and also can lead to profit lost to MITECHSOFT as a best records management center

iii. Late in addressing problems

Delaying in addressing problems can lead to serious problems and that what trainee notices during the training at the Mitechsoft. One of the problem that trainee noticed is regarding the update process when at the first problems is the system cannot release the input from the database then when they delay in solve the problems from the server, update process cannot be done because of server problems.

iv. Lack the number of staff

Based from the trainee observation and through along five month (5) training at Mitechsoft, the limitation that the trainee can say here is the operation department lack of staff especially for the development unit, and also for the user support activity. These problems not only can delay the job but it also can give bad impact towards the Mitechsoft name and image. This is because when the main developer develops a system there no others worker that can help the developer to code according to his pace, this problem can delay in completing the system and it increase the work burden.

v. Facilities for Development Unit

As trainee observe there were a lack Mitechsoft Department attention to this unit. Mitechsoft Department must know importance roles and functions of Development Unit. Development Unit helps to introduce new technology and system to staff of Mitechsoft Department to assist them to perform their business. However from what trainee observation, management of Mitechsoft Department did not provide proper budget for Development Unit.

Furthermore Development Unit Mitechsoft Department is lack of facilities to them. A location is not strategic as workplace of technical area is not secure. Workplace area is open to other staff and people who use workstation. Furthermore Mitechsoft Department Development Unit did not have training room. Today's Development Unit must be able to have training room. From my observation Mitechsoft Department must provide training room for staff

vi. Staff skill

Regarding to staff skill on computer, staff Mitechsoft Department is still lack of training. From my observation, staff did not has a basic skill to work with computer. For an example some of the staff cannot perform their business by using Microsoft Word and Microsoft Excel. Using Microsoft Word and Microsoft Excel to perform the task is basically is a basic skill needed. This is for an example staff only need to key in the data because all format has been provided by technician at Microsoft Word and Microsoft Excel. Furthermore a lot of staff did not know how to secure their Microsoft Word with password.

vii. Programs and activities

Participation of industrial training student in programs and activities is lack. Industrial training student are not been involve with programs and activities. This can observe by there were a program and activities that trainee can participate. As from trainee aspect, involving with programs and activities at Mitechsoft Department will ensure trainee get to know staff and Mitechsoft Department more closely.

viii. Training for staff

As for training, there were limitations as staff lack of training regarding to information technology function. Staff is not been train according their scope of work properly. As trainee observation, some of staff followed courses that they should not take. It is because their lack of understanding in that area. Furthermore staff also not be train to use EZ Request system. It is a new system and staff not familiar to the environment of system.

Before EZ Request can be used, trainee hope that staff been train to use the system. Although EZ Request has introduce and test on Mitechsoft, there were still a lot of staff did not know how to use EZ Request. Before trainee closed EZ Request project, trainee unable to trained properly other staff if they want to make a change.

ix. Task briefing

As for task briefing, trainee not been given any specific task during earlier industrial training. Earlier, trainee not given specific task for trainee as management of Mitechsoft Department did not decide supervisor of trainee. Mitechsoft Department management should be prepared themselves with person that will supervise student. During trainee report to Mitechsoft Department to perform industrial training, trainee was not inform what need to do after report to Mitechsoft Department.

Briefing to industrial training on first day of training is important as to ensure that activities and task provided by Mitechsoft Department meets faculty and trainee needs. If trainee been inform earlier, all preparation can be takes.

x. Staff collaboration

As for staff collaboration it really hard to asks them to participate in developing of EZ Request. Staff did not participate in developing EZ Request as they have workload to do. Staff Mitechsoft Department is busy with their works. For an example as trainee want to seek information regarding manual system, trainee only had time to ask staff question on Thursday. This is because on Thursday most of staff usually there will no job on that days. However sometime staff also involve with meeting and courses on thursday.

In fact staff also did not know that trainee is build system for their leave request. So developments of system become harder as no staff collaboration. Furthermore there were lacks of support from staff when to change to use of change. For an example early phase of the system that been develop does not been used by development unit.

Furthermore during installation of database on server, staff from Mitechsoft is not fully supported. This can be observe by some staff of Mitechsoft did not know how to install EZ Request on server. As a result, information technology officer assist the trainee to install system on server, furthermore as server been access remotely, it very slow to access server which is located at his home.

4.4.2: Recommendation

As to improve Mitechsoft Department as place to provide industrial training, trainee recommends few details that can be used by Mitechsoft Department in future.

i. Facilities for Development Unit

Mitechsoft Department must provide sufficient budget for Development Unit. With a proper budget for Development Unit, this unit can work better. Providing special area for Development Unit is vital as it helps technician with their works. Furthermore report on Development damage can be resolved quickly when technician has their own area of working.

Furthermore Development Unit must have their own space not share by other department for an example library. As library usually been access, Development Unit should be placed better at Mitechsoft Department as to secure equipment of Development Unit. In addition providing training room for Development Unit will helps Development Unit to train staff on basic technical skill. This to ensure staff can check on their own. Thus their works can be done if problem occurs is solve by them. To make a report on damage, it takes time to process almost two or three days of working.

ii. Staff skill

Staff skill can be improved when staff interested and willing to change with today's needs. Staff must be willing to learn on Development skill. It helps staff to become independent. With Development skills it helps them solve problem by their own. To improve staff skill Mitechsoft Department need to help Development Unit to provide short courses for staff of Mitechsoft Department.

As trainee observation, during five month industrial training, there were none of Development Unit activities to train their staff on computer or system.

Staff skill can be train by providing a training room. With facilities of training room, short courses can be done to help staff of Mitechsoft Department develop their skill regarding to information technology.

a. Mitechsoft should add their equipment such as the scanner and also update the computer system especially the computer for the data entry process if they want to increase their productivity and achieve the management goal. The already computer system has outdated and one scanner cannot handle lots of file that need to be scanned so if the management can add more scanner and updated the computer system so it can give lots of benefit and can increase the Mitechsoft productivity.
b. The management also needs to hire more workers to join the Mitechsoft especially at the development department because based on what the trainee see and get through, the development activity need lot of man power because if only one person do the system development it will run out of time because all of the work need to be done by him for example system development procedure.

iii. Mitechsoft should provide a better and complete facility

Mitechsoft should provide a complete and conducive infrastructure for the staff to achieve their management goal. A complete infrastructure can give big impact towards the successful of an organization because the better the infrastructure the more output can be produced. Same with Mitechsoft Resources Sdn Bhd they should replace the computer with new computer or if they want to save

company financial they just need to update with the new windows and just buy the monitor only. Beside that as an expanded record center the management should provide at least two (2) company laptop so in the future the other trainees do not need to use their own laptop to complete the management task and can reduce the risk if the laptop damage.

iv. Frequently check and maintain the network

Today internet play a big role in business matter which is all of the information, all of the transaction and anything can be finding with just one click. As we know one of the problems at Mitechsoft is the unstable internet coverage. This problem can lead to the big problem if it do not solve with fast and right. Specialist the management of the Mitechsoft should hire an outsource company to check and maintain the internet networking of this organization to ensure the business can be keep going beside to avoid this this problem from give an negative impact towards the Mitechsoft .

v. Take an effective action towards the problems.

the problems can be more worst if it do not be solve from the beginning, same goes to the problems at the operation department which is at the first only the system at the scanning station that face with the problems then it this problems affected to the quality control and indexing system because this three station is related with each station. Mitechsoft should be aware about these problems and should call the vendor of this equipment to send their specialist to diagnose why this problems happened and hoe they can solve this problems.

vi. Mitechsoft should hire more man power

The other recommendation the trainee suggest to the management is to hire more man power to support the business of the Mitechsoft because from the trainee observation the business of the Mitechsoft is expanded than before and suitable with this development the management should provide more man power so each of the work process can be done with fast and complete without any problems.

At the end, the result was obtained with hard work and pain. In trainee opinion it is vital to meets what supervisor expected from student that undergoes industrial training. As a trainee try works every days to meet expectations, it really at the end of industrial training as all targeted task can be done. Start with small steps will make a big change. A change must be start with effort. As all effort trainee can give to finish this project, trainee hope that this system can be used by user of Mitechsoft Department.

On the contrary trainee happy to have been able to take this valuables opportunity to explore and experience new dimension of work in management industry which trainee never experience before. During trainee placement trainee had the practical work experience under professional supervision. Mr. Wan Mohd Sabri ,trainee mentor treated trainee as his real assistant. Trainee was capable to contribute trainee ideas and insights in his works. At the same time, he provided trainee with productive and stimulating learning environment. Trainee try to apply what trainee have learned in the lecture class at UiTM to actual work setting. Furthermore, the industrial training is not only the knowledge outside the classroom but it also opens my world view wider.

However from what trainee can conclude industrial training at Mitechsoft Department, trainee found that it challenging and enchanting to undergo industrial training at Mitechsoft Department. To meets person who can build our personalities to become better person is precious. Through meets new people in our live, we become more dependent to achieve more achievement.

REFERENCES

Ruddy Afenddy, personal communication, August 2, 2016

Wan Mohd Sabri, personal communication, October 22, 2016

Ahmad Afiq, personal communication, October 28, 2016

Izzatil Husna Binti Arshad (2016), Industrial Training Coordinator, Kelantan: UiTM Machang Campus

Huda binti Hamidon (2016), Faculty Supervisor, Kelantan: UiTM Machang Campus

Mindtools: Essential skills for an excellent career (2014, October 5th). Retrieved from https://www.mindtools.com/

APPENDIX 1 :
STUDENT'S CHECKLIST

INDUSTRIAL TRAINING STUDENT'S CHECKLIST

Student's Name : MUHAMMAD NAIM BIN MUHAMAD

Student's Id : 2014226264

Unit / Department : System development

Organization : Mitechsoft Resources Sdn. Bhd.

Semester : ~~**March – July 2016**~~ Ogos - disember

NO.	DESCRIPTION	APPENDICES IN REPORT	TICK (√)	DATE
1.	Receive, read and understand the documents; 1. Industrial Training Handbook		✓	
	2. IMC690 Assessment		✓	
	3. Definition of Special Project (IM225/245 Only)		✓	
	4. Insurance Letter (UiTM)		✓	
	5. Industrial Training Report Overall Contents		✓	
	6. Cover & Title Page Guideline		✓	
	7. Declaration Guideline		✓	
	8. Abstract Guideline		✓	
2.	Receive, read and understand the rubrics; 1. Rubric – Industrial Evaluation		✓	
	2. Rubric - Individual Presentation		✓	
	3. Rubric - Industrial Training Report (Overall)		✓	
	4. Rubric - Industrial Training Report (Reflection Assessment)		✓	
3.	Receive, read and understand all the forms		✓	
4.	Report duty to organization and submit report duty form to the Industrial Training Coordinator ('Borang Report Duty') within the first week of internship **(1 – 5 February 2016).** Email : izzatil.husna.arshad@gmail.com **OR** Fax : 09-9762156 – HEA (please put a note : "U.P : Puan Izzatil Husna Arshad")		✓	
5.	Understand that students are **NOT ALLOWED** to take any leave during internship, unless for emergency leave / MC / special case (not more than 6 days in 5 months); or else the internship status is automatically **FAIL**. Get the permission from Organizational Supervisor before taking any leave. ****Any extra leave provided by organization is not counted under this clause. Organization may provide extra leave / benefits to students, if necessary****	**YES (MC / Letter)**	✓	
6.	Understand that **NO** semester break during internship.		✓	

7.	Understand that public holidays/special leaves/weekend are different between states; follow current state during internship / organization's policy. (put remark in the logbook)		✓	
8.	Record every attendance in the form ('Borang Kedatangan Latihan Industri') or use any method provided by organization (thumbprint or punch card).	**YES (Copy of attendance)**	✓	
9.	Record every task given in the logbook every day. Ask the Organizational Supervisor to sign/verify on daily **OR** weekly **OR** monthly basis.	**YES (Copy of logbook entries)**	✓	
10.	Fill up Organizational Supervisor's details ('Template Maklumat Penyelia') and submit to the Industrial Training Coordinator once the supervisor has been assigned. (**You may include the topic for Special Project, if you already have it**) Email : izzatil.husna.arshad@gmail.com		✓	
11.	Discuss with Organizational Supervisor regarding Special Project (must be ISM **OR** IM related tasks).		✓	
12.	Plan and strategize all the tasks given during internship (discuss with the Organizational Supervisor regarding duration for the tasks, especially Special Project). You may use the planner ('Jadual Perancangan Latihan Industri') **OR** make your own custom planner using MS Office / MS Project **OR** use the planner provided by the organization (if any).	**YES**	✓	
13.	Consult with your Faculty Supervisor regarding the tasks (especially Special Project) at least **3 TIMES**, via face-to-face **OR** email **OR** phone calls **OR** any types of communication medium, which necessary.		✓	
14.	Hand over the industrial evaluation form (Rubric – Industrial Evaluation) to the Organizational Supervisor (softcopy or hardcopy, any way preferable by the supervisor). The Organizational Supervisor will make an evaluation on the student's performance.		✓	
15.	**PAY** your fees (semester March – July 2016) before **28 March 2016** – Refer Academic Calendar for the date.		✓	
16.	**REGISTER** for IMC690 (Industrial Training) course **(22 February – 13 March 2016)** – Refer Academic Calendar for the date.		✓	
17.	**VALIDATE** for IMC690 (Industrial Training) course **(14 – 31 March 2016). GUGUR TARAF: 1 April 2016** – Refer Academic Calendar for the date.		✓	
18.	Update your MUET status to the HEA (to those who not yet submitted the result/status).		✓	

19.	Have a visit from the Visiting Supervisor (from nearest campus / faculty) during internship. Prepare the evaluation form ('Borang Penilaian Visiting Supervisor'). Students may discuss or seek for opinions from the Visiting Supervisor. But approval for the tasks (especially Special Project) may only be done by the Organizational Supervisor & Faculty Supervisor.		✓	
20.	Submit the evaluation form (Rubric – Industrial Evaluation) to Industrial Training Coordinator **OR** Faculty Supervisor within the last week of internship (**before / on 30 June 2016**).		✓	
21.	Attend the presentation (viva) at the faculty **(17 – 20 July 2016)** *subject to change. Bring along the evaluation form ('Borang Penilaian Pelajar') during the presentation.		✓	
22.	Submit the Industrial Training Report (hard cover bind, dark blue) **(17 – 20 July 2016)**.		✓	
23.	Provide a softcopy of Industrial Training Report in a CD, sealed in an envelope nicely, and attached at the back of the report.	**YES**	✓	
24.	Attach this checklist in **Appendices** section.	**YES**	✓	
25.	Attach any other necessary documents which related to your tasks in Appendices section (i.e. : user manual, photos of activities, forms, sketches of storyboard, sample of interface, etc.).	**YES**	✓	

NOTES :

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

APPENDIX 2 : ATTENDANCE

UNIVERSITI TEKNOLOGI MARA

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

Nama Pelatih : _____

No. I/C : _____

Nama / Alamat Organisasi : _____

Nama Penyelia : _____

Bulan /Tahun : Ogos 2016

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
1/8/2016	9.30 am	5.45 pm	
2/8/2016	9.30 am	5.45 pm	
3/8/2016	9.30 am	5.45 pm	
4/8/2016	9.30 am	5.45 pm	
7/8/2016	9.30 am	5.45 pm	
8/8/2016	9.30 am	5.45 pm	
9/8/2016	9.30 am	5.45 pm	
10/8/2016	9.30 am	5.45 pm	
11/8/2016	9.30 am	5.45 pm	
14/8/2016	9.30 am	5.45 pm	
15/8/2016	10.00 am	5.45 pm	
16/8/2016	9.30 am	5.45 pm	
17/8/2016	9.30 am	5.45 pm	
18/8/2016	9.30 am	6.00 pm	
21/8/2016	9.45 am	6.00 pm	
22/8/2016	9.30 am	5.45 pm	
23/8/2016	9.30 am	5.45 pm	
24/8/2016	9.30 am	5.45 pm	
25/8/2016	9.30 am	5.45 pm	
28/8/2016	9.30 am	5.45 pm	
29/8/2016	9.30 am	5.45 pm	
30/8/2016	9.30 am	5.45 pm	

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : _____ Tarikh : 05/09/2016

Tandatangan Penyelia : _____ Tarikh : 05/09/2016

UNIVERSITI TEKNOLOGI MARA

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 :

No. I/C :

Nama / Alamat Organisasi :

Nama Penyelia :

Bulan /Tahun :

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
1/9	10.00 am	5.45 pm	
4/9	10.00 am	5.45 pm	
5/9	10.15 am	6.00 pm	
6/9	10.00 am	5.45 pm	
7/9	10.00 am	5.45 pm	
8/9	10.15 am	5.30 pm	
11/9	10.00 am	6.00 pm	
14/9	10.00 am	6.00 pm	
15/9	10.00 am	5.45 pm	
18/9	10.00 am	5.30 pm	
19/9	10.00 am	5.45 pm	
20/9	10.00 am	5.45 pm	
21/9	10 00 am	6.00 pm	
22/9	10.00 am	6.00 pm	
25/9	10.00 am	6.00 pm	
26/9	10.00 am	5.45 pm	
27/9	10.00 am	5.30 pm	
28/9	10.00 am	5.45 pm	
29/9	10.00 am	5.45 pm	

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : Tarikh : 08/09/16

Tandatangan Penyelia : Tarikh : 08-09-2016

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

REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : MUHAMMAD NAIM BIN MUHAMAD No. Matrik : 2014226264

No. I/C : — — —

Nama / Alamat Organisasi : Mited Resources Sdn. Bhd

Nama Penyelia : —

Bulan /Tahun : —

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
2/10	10.00	5.45	
3/10	10.10	6.00	
4/10	10.00	6.00	
5/10	10.00	5.30	
6/10	10.00	5.45	
9/10	10.00	5.45	
10/10	10.05	5.50	
11/10	10.00	6.00	
12/10	10.00	6.00	
13/10	10.15	5.30	
17/10	10.10	5.45	
18/10	10.00	5.45	
19/10	10.00	5.30	
20/10	10.00	5.30	
23/10	10.15	5.30	
24/10	10.00	5.45	
25/10	10.00	5.45	
26/10	10.05	5.30	
27/10	10.00	5.30	
31/10	10.00	5.45	

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : _____ Tarikh : 17/11/2016

Tandatangan Penyelia : _____ Tarikh : 17/11/2016

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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

No. I/C

Nama / Alamat
Organisasi

Nama Penyelia

Bulan /Tahun

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
1 / 11	10.00	5.30	
2 / 11	10.05	5.30	
3 / 11	10.00	5.45	
6 / 11	10.10	5.45	
7 / 11	10.10	6.00	
8 / 11	10.00	5.30	
9 / 11	10.00	5.30	
10 / 11	10.00	5.30	
13 / 11	10.00	5.45	
14 / 11	10.00	5.30	
15 / 11	10.05	5.30	
16 / 11	10.15	5.45	
17 / 11	10.00	5.45	
20 / 11	10.00	5.30	
21 / 11	10.00	5.45	
22 / 11	10.00	5.30	
23 / 11	10.00	5.45	
24 / 11	10.05	5.30	
27 / 11	10.00	5.30	
28 / 11	10.00	5.30	
29 / 11	10.00	5.30	
30 / 11	10.00	5.30	

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar _____ _____ Tarikh : 29-12-2016

Tandatangan Penyelia _____ Tarikh : 29.12.2016

UNIVERSITI TEKNOLOGI MARA

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

REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : MUHAMMAD NAIM BIN MUHAMAD No. Matrik : 2014226264

No. I/C : -

Nama / Alamat Organisasi : Kuala Terengganu

Nama Penyelia : Wan Mohd Sabri Bin Wan Abdul Rashid

Bulan /Tahun : Disember 2016

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
1/12	10.00	6.00	
4/12	10.00	5.45	
5/12	10.00	5.45	
6/12	10.10	5.30	
7/12	10.05	5.30	
8/12	10.05	5.45	
11/12	10.15	6.00	
13/12	10.00	5.30	
14/12	10.00	5.30	
15/12	10.15	5.30	
18/12	10.00	5.45	
19/12	10.00	5.45	
20/12	10.00	6.00	
21/12	10.10	6.00	
22/12	10.05	5.45	
26/12	10.00	5.45	
27/12	10.30	5.45	
28/12	10.00	5.30	
29/12	10.00	6.00	

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : _____ Tarikh : 29.12.2016

Tandatangan Penyelia : _____ Tarikh : 29.12.2016

APPENDIX 4 : SCREEN CAPTURE FOR MAMHOMESTAY WEBSITE

KOLEKSI GAMBAR KAMI

Bahagian Depan-1

Bahagian Depan-2

Dapur

Ruang Tamu

Bilik Tidur

Tandas

KESELESAAN ANDA KEUTAMAAN KAMI

MAM Homestay, Ke Losong, K. Terengganu

SESUAI UNTUK PENGINAPAN KELUARGA, ROMBONGAN/LAWATAN, KURSUS/KERJA, KENDURI KAHWIN, KONVOKESYEN DLL

KEMUDAHAN

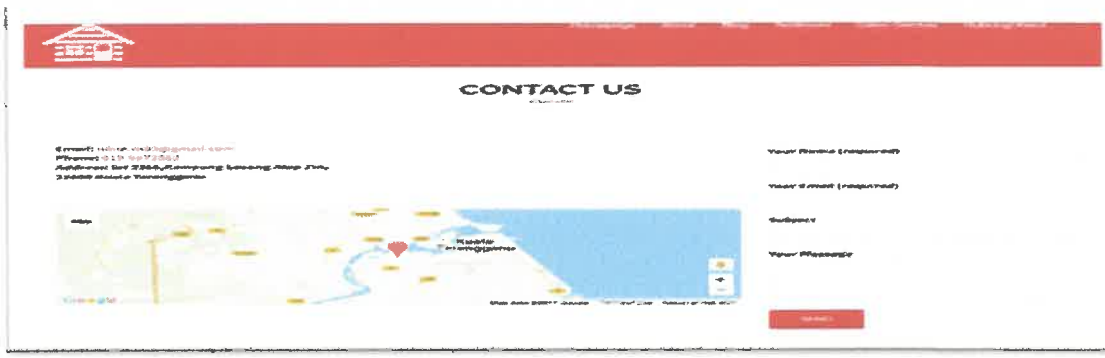
- 3 Bilik (Air cond)
- 1 Ruang tamu
- 1 Bilik air
- pelir sejuk, mesin basuh, sofa, meja makan, setarikan pemanas air, ayam, perasa nasi lemak dan peralatan asas makanan/minum

EXTRA

- 3 Bentel dan 3 Tote
- Perfung untuk 2-3 buah kereta

LOKASI STRATEGIK KE MANA-MANA TEMPAT

— Lokasi Homestay
lot 2364, Kampung Losong Atap Jln, Kuala Terengganu
— 2 km Taman Tamadun Islam (Masjid Kristal) dan Muzium
— 2.5 km ke Giant Hypermarket, Mydin Mall, McDonald, KFC dan Planetarium dan Terengganu Trade Centre (TTC)
— 6 km ke pusat bandar, Pantai Batu Burok dan Pulau Duyong (Monsoon Cup)
— 9 km ke UNISZA KUSTEM, KM, K.P. Kompleks sukan Gong Badak dan airport
Location akan diberi melalui WHATSAPP & WAZE akaiperlu



CONTACT US

Email: [illegible]
Phone: [illegible]
Address: lot 2364, Kampung Losong Atap Jln, 22000 Kuala Terengganu

Your Name (required)

Your Email (required)

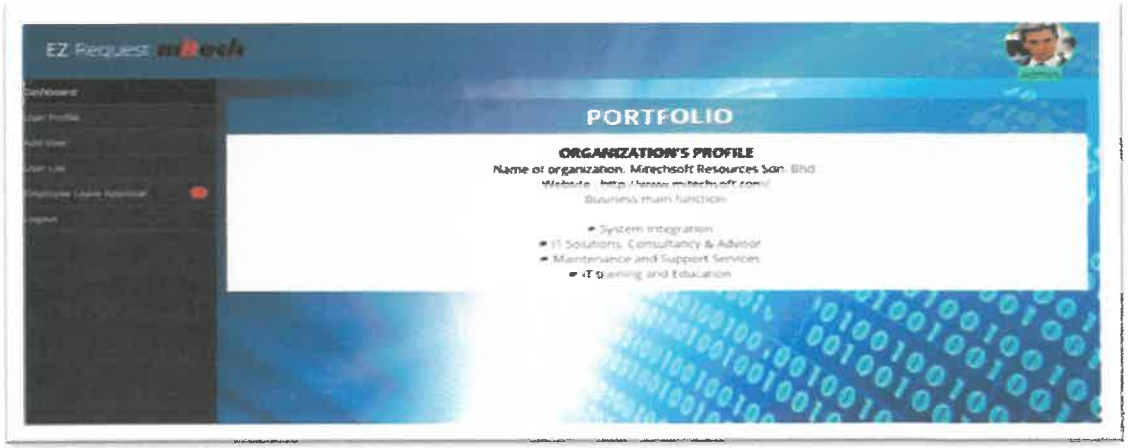
Subject

Your Message

SEND

APPENDIX 5 : SCREEN CAPTURE FOR EZ REQUEST MITECH

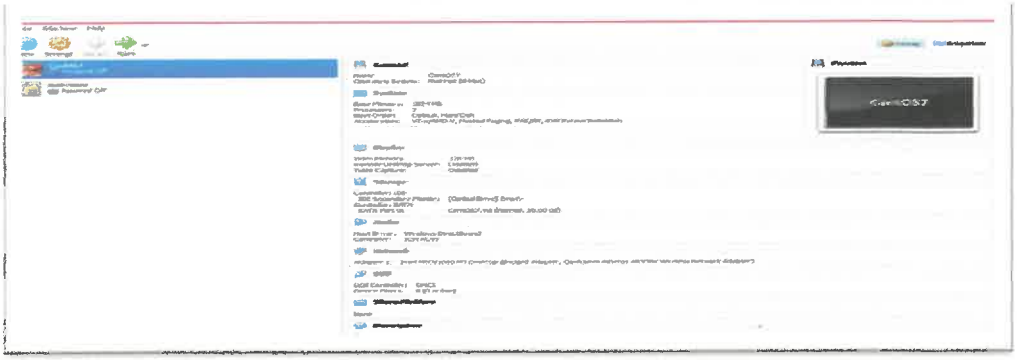
mitech

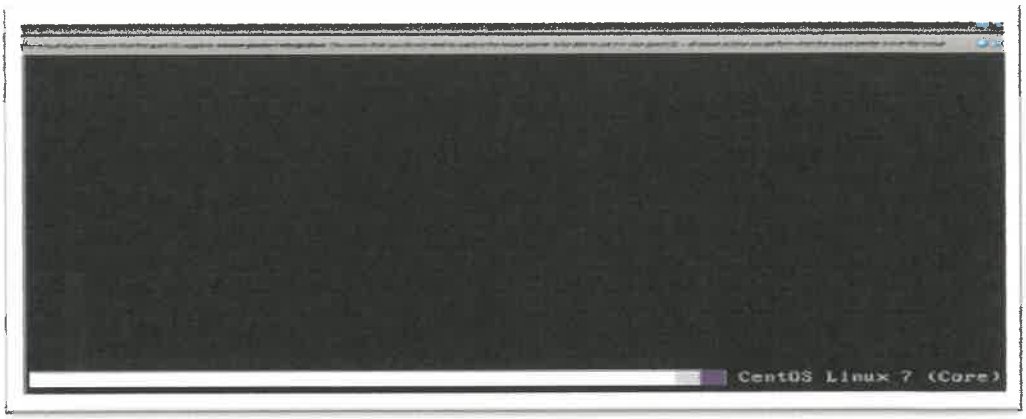

EZ Request mitech
PORTFOLIO
ORGANIZATION'S PROFILE
Name of organization: Mitechsoft Resources Sdn. Bhd.
Business main function
System Integration
IT Solutions, Consultancy & Advisor
Maintenance and Support Services

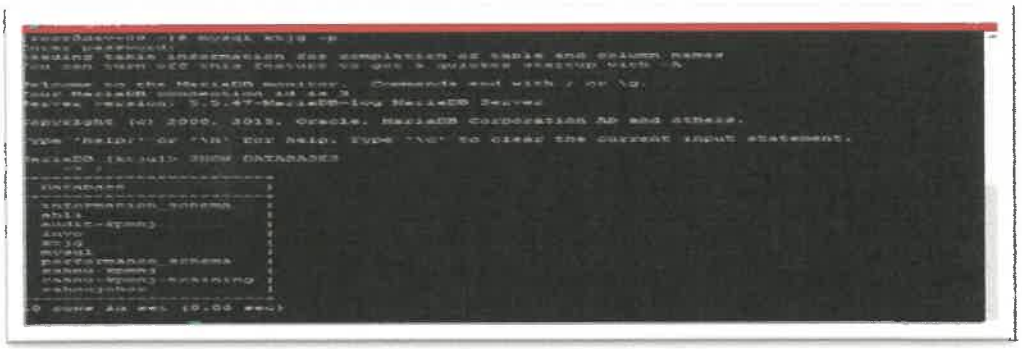
EZ Request mitech
Senarai Sokongan

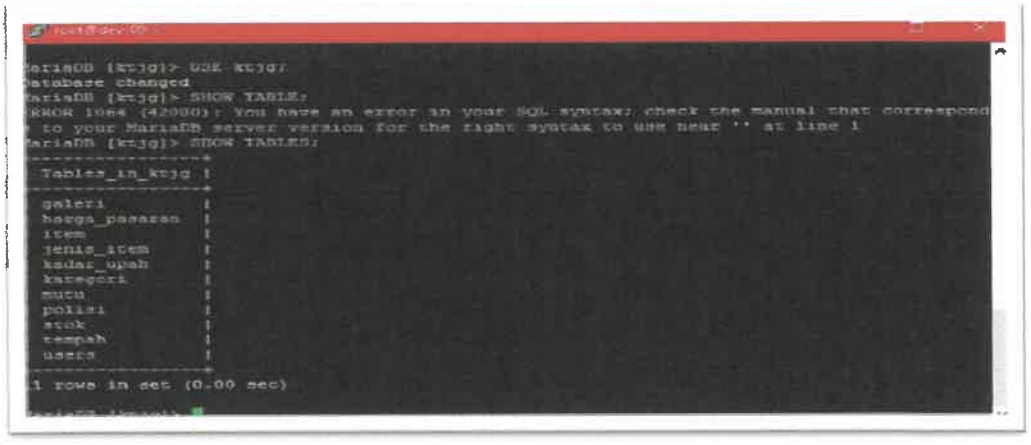
EZ Request mitech
Employee Leave Record
mitech
Maklumat Cuti Pekerja Terkini Melalui Sistem EZ Request
MAKLUMAT KAKITANGAN
NAMA: MUHAMMAD NAIM BIN MUHAMMAD
NO. I/C: 930316115519
BILANGAN HARI

APPENDIX 6 : SCREEN CAPTURE FOR CENTOS 7




CentOS Linux 7 (Core)




MariaDB [ktjg]> USE ktjg;
Database changed
MariaDB [ktjg]> SHOW TABLE;
ERROR 1064 (42000): You have an error in your SQL syntax; check the manual that correspond
to your MariaDB server version for the right syntax to use near '' at line 1
MariaDB [ktjg]> SHOW TABLES;
Tables_in_ktjg
galeri
harga_pasaran
item
jenis_item
kadar_upah
kategori
mutu
polisi
stok
tempah
users
1 rows in set (0.00 sec)

APPENDIX 7 : IMAGES FOR SITE VISIT

T5
1523
PELAWAT
WISMA DARUL IMAN

APPENDIX 8 : SLIDE SHOW PRESENTATION

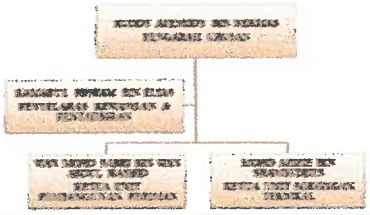
INDUSTRIAL TRAINING PRESENTATION:
DEVELOPMENT UNIT

PREPARED BY:
MUHAMMAD NAIM
BIN MUHAMAD

Background of Mitechsoft Resources Sdn. Bhd.

ORGANIZATION CHART OF MITECHSOFT

- Currently the total number of staff at mitechsoft are 9 people
- With the team of creative, energetic and committed members, Mitechsoft Resources Sdn. Bhd. (Mitechsoft) has rapidly been transformed into a well-organized, innovative and reliable solution provider.
- Each department lead by people as stated below



System Development Unit

- The main department that the trainee joined is the System Development Unit (SDU).
- Trainee has been attached to support and gain knowledge from System Development Unit.
- Consists of two (2) personnel
- Led by chief system development officer, Mr. Wan Mohd Sabri Bin Wan Abdul Rashid(Specializing in System Analysis)
- Assist by Mr. Syed Mohd' Aizat Hadri Bin Syed Salleh (Specializing in System Development)

System Development Unit

Mr. Syed Mohd' Aizat Hadri Bin Syed Salleh

Mr. Wan Mohd Sabri Bin Wan Abdul Rashid

TRAINING ACTIVITIES

Task	Creating Database and Table Structure
Scope	Development
Duration	August 2016
Task supervisor (s)	Mr. Wan Mohd Sabri Bin Wan Abdul Rashid
Hardware / Device	Laptop
Software	Linux CentOS 7, Oracle Virtual Machine

Learning SQL Commands

SQL commands

- su –
- systemctl start mariadb
- mysql –p
- SHOW DATABASES;
- USE ktjg;

Function

- Login as admin
- Start up mariadb in centOS
- Log in to mariadb
- Show all of databases in maria db
- Select specific database

DATABASE AND TABLE

SHOW DATABASE;

SHOW TABLES;

TRAINING ACTIVITIES

Task	Website Development
Scope	Development
Duration	August 2016
Task supervisor (s)	Mr. Wan Mohd Sabri Bin Wan Abdul Rashid
Hardware / Device	Laptop
Software	Photoshop, Wordpress

Understand Domain and Hosting

Domain

- Assign domain name address so that anyone can find your website

Hosting

- A rent space on a computer/server to hold your website

Search Free Hosting Services

Decide to use...

Hostinger

https://cpanel.hostinger.my/

Why?

- Easy to use Control Panel
- 2000 MB Disk Space
- 100 GB Bandwidth
- Free subdomains
- Free Website Builder
- Script Autoinstaller
- No ads
- 2 Free website emails.
- Yes, it is 100% FREE. Forever.

Website Development

Planning

- Gathering information
- Purpose
- Goals
- Target Audience
- Content

Studying between wordpress and joomla

- Amazing website builder
- Content management systems
- Can expand using plugins and themes

Cont..

My Favorite Choice Is...

WORDPRESS

Reason..

- Easy to add new content
- Free plugins
- Easily change and tweak without needing to know HTML, CSS, or any other programming languages.
- It also has a security updates and features, so it's nice knowing that *other* professionals have my back.

Cont..

Has been task to promote/create homestay business

- Explore and use all resource that can get to create by using wordpress
  -youtube
  -website tutorial
- Creating fb page and locate business location on google maps

Cont

Facebook Page

https://www.facebook.com/mamhomestay/

Set up business location on google maps

Result of Website Development

MAM HOMESTAY

http://mamhomestay.esy.es/wp-admin

SPECIAL PROJECT

Task	System Development
Scope	Development
Duration	September – Disember 2016
Task supervisor (s)	Mr. Wan Mohd Sabri Bin Wan Abdul Rashid
Hardware / Device	Laptop
Software	XAMPP(apache,PHP,mysql), Sublime text editor

Preliminary Phase

Consult with SV about special project

- Trainee has proposed a system development project and it is approved by the organization.
- The system named as EZ Request Mitechsoft.

Reason..

- Basically, all the staffs at Mitechsoft need to apply leave by using paper based form. It will be difficult if the form is being damage.
- Therefore, the trainee developed a leave request system named EZ Request Mitechsoft.

Analyze

Consult with SV about project plan

- SV asking why trainee want to learn code
- Choose the right language
- Start small and always be patient
- Use online training sites like w33schools and codeacedemy
- Choose a mentor
- Identify problem
- Analyze requirement
- Define project goals
- Defined functions
- Identify operation of the intended application.

Development

Project Briefing

Initiating of Project

Cont..

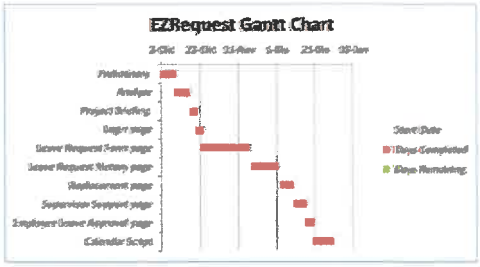
Mohd Azizie Bin Shamsuddin
Ahmad Afiq Bin Abd Wahab

Appreciation

- Very much thanks to Mohd Azizie Bin Shamsuddin and Ahmad Afiq Bin Abd Wahab from Technical Support department that willing to share his knowledge and help the trainee in developing the system.

Gantt Chart

Result



EZ Request Mitech

Result

Sublime text editor

EZ Request Mitech

Result

http://localhost/system/EZ%20Request/login.php

Application of knowledge, skills and experience in undertaking the task

Knowledge gained

- Computer Skills
- Communication Skills
- Teamwork
- Self-Confident
- Critical thinking skills

Limitation

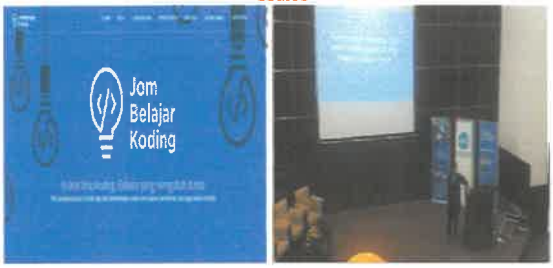
- Network problem
- Lack the number of staff
- Programs and activities

Other Activities

Site Visit

Cont..

Attend Jom Belajar Coding Course



Conclusion

- Been able to take this valuables opportunity to explore and experience new dimension of work in management industry which trainee never experience before.
- During the practical trainee had the practical work experience under professional supervision. Mr. Wan Mohd Sabri ,that treated trainee like his real assistant.
- Trainee try to apply what trainee have learned in the lecture class at UiTM to actual work setting. Furthermore, the industrial training is not only the knowledge outside the classroom but it also opens my world view wider.