UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT:
MENARA MAYBANK, 100, JALAN TUN PERAK, BUKIT BINTANG, 50050 KUALA LUMPUR, WILAYAH PERSEKUTUAN, KUALA LUMPUR.

SPECIAL PROJECT : USER MANUAL TOOL ONLINE REQUEST FORM

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FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA KELANTAN

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REPORT SUBMITTED IN FULFILLMENT OF THE
REQUIREMENT FOR THE INDUSTRIAL TRAINING
FACULTY OF INFORMATION MANAGEMENT
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INTAN NOR AZAH BT MD RAZAK

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Date of submission:

ABSTRACT

Internship had been a part of course work where all the final students of Information System Management must participate. There are a few activities that have been done during the internship. The student had been done internship at Maybank, Kuala Lumpur in Group Technology Department. From this internship the trainer had been gain a lot of experiences and gain new knowledge such as learning new software of HPQC, RTC and JIRA. A lot of activities the trainer had joined that involves all the Maybank staff. For the special project part, the trainer had been giving task by the supervisor on creating user manual of TOOL Online Request Form. This project is to guide for new users and new admin in handling TOOL Online Request Form. TOOL Online Request Form are being used by the administrator in TOOL Team and by the requestor by the client's side. The TOOL Online Request are created by the TOOL Team so other team are not familiar with the used. So, the trainer had found solution in creating Manual Guide for TOOL Online Request Form. This manual is suitable for the admin and for the requestor. Most of Group Technology staff are using this TOOL Online Request Form to create new project so it easier for the new staff in using TOOL Online Request Form. This manual guide will be easier the two side of the requestor where there can refer the guideline in using TOOL Online Request Form and easier the new staff in TOOL Team to approve the request.

Keywords: *Administrator, Manual Guide, TOOL Online Request Form, Requestor,*

ACKNOWLEDGEMENT

The internship opportunity I had with Maybank was a great chance for learning and professional development. Therefore, I consider myself as a very lucky individual as I was provided with an opportunity to be a part of it. I am also grateful for having a chance to meet so many wonderful people and professionals who led me though this internship period.

Bearing in mind previous I am using this opportunity to express my deepest gratitude and special thanks to the Team Leader of Software Configuration Management who despite being extraordinarily busy with his duties, took time out to hear, guide and keep me on the correct path and allowing me to carry out my project at their esteemed organization and extending during the training.

Other than that, I express my deepest thanks to Associate Prof. Dr Hji Ghazali Osman, Faculty Supervisor for taking part in useful decision & giving necessary advices and guidance on this project. I choose this moment to acknowledge his contribution gratefully.

I would like to thank my friends for accepting nothing less than excellence from me. Last but not the least, I would like to thank my family: my parents and to my brothers and sister for supporting me spiritually throughout writing this report and my life in general.

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CHAPTER 1

INTRODUCTION

In this Chapter 1 explain about the Maybank background organization where the trainer had been placing to complete the internship.

1. 1 Background of the Maybank

Maybank was founded by Malaysian business tycoon Khoo Teck Puat, who died in 2004. The company was led by President and CEO Amirsham Abdul Aziz from 2002 until March 2008 after which he was appointed Minister in the Prime Minister's Department in charge of the Economic Planning Unit, a post he held until April 2009. Dato' Sri Abdul Wahid Omar was President & CEO of Maybank Group from May 2008 to June 2013. On 2 August 2013, Datuk Abdul Farid Alias, Maybank's Deputy President and Head of Global Banking, was appointed as President & CEO of Maybank Group.

Malayan Banking Bhd. operates as a holding company, which provides investment and commercial banking, and financial services. It operates through the following business segments: Community Financial Services, Global Wholesale Banking, Insurance, Takaful and Asset Management, and International Banking. The Community Financial Services segment operates through three divisions: Consumer Banking, Small, Medium Enterprise Banking and Business Banking. The Consumer Banking division comprises of products and services that offer to individuals in Malaysia, including savings and fixed deposits, remittance services, current accounts, consumer loans, such as housing loans and personal loans, hire purchases, unit trusts, bancassurance products, and credit cards. The Small, Medium Enterprise Banking division offers services to small and medium enterprises in Malaysia. Its products and services include long-term loans, such as project financing, short-term credit, such as overdrafts and trade financing, and fee-based services, such as cash management and custodial services. The Business banking division offers its products and services to commercial enterprises in Malaysia. Its products and services include long-term loans, such as project financing, short-term

credit, such as overdrafts and trade financing, and fee-based services, including cash management and custodial services. The Global Wholesale Banking segment operates through three divisions: Corporate Banking Malaysia, Global Markets Malaysia and Investment Banking. The Corporate Banking Malaysia division offers its products and services to business customers in the region, ranging from large corporate and the public sector. Its products and services include long-term loans, such as project financing, short-term credit, including overdrafts and trade financing, and fee-based services, such as cash management and custodial services. The Global markets division offers treasury activities and services, including foreign exchange, money market, derivatives and trading of the capital market. The Investment Banking division comprises of investment banking and securities broking business. Its products and services include corporate, advisory services, bond issuance, equity issuance, syndicated acquisitions advisory services, debt restructuring advisory services, and share and futures dealings. The Insurance, Takaful, and Asset Management segment engages in the business of underwriting all classes of general and life insurance businesses, offshore investment life insurance business, general takaful, and family takaful businesses, asset and fund management, nominee and trustee services and custodian services. The International Banking segment offers commercial banking services in outside Malaysia. The company was founded on May 31, 1960, and is headquartered in Kuala Lumpur, Malaysia.

1.2 The vision and mission of Maybank are:

    i.   Vision: Advancing Asia's Ambition with You.

    ii.   Mission

We want to humanize financial services by:

    a) Providing people with convenient access to financing

    b) Having fair terms and pricing

    c) Advising customers based and on their needs

    d) Being at the heart of the community

Figure 1.1 discuss about the Organization Chart of Maybank. The Group President and Chief Executive Officer is Datuk Abdul Farid Alias. There are three division under Datuk Abdul Farid Alias which are Business, Function and Country. Group Technology under the Function division that lead by Mohd Suhail Amar Suresh.
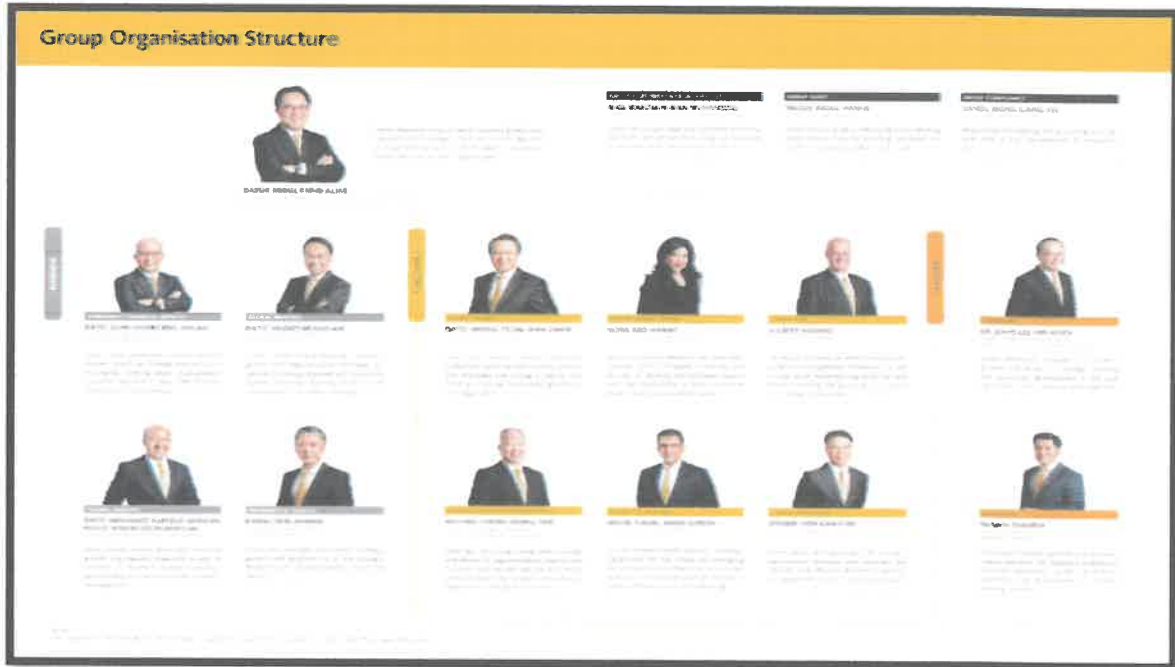
Figure 1. 1 Maybank Group Technology Structure

Figure 1. 2 showed the Group Technology leader which is Mohd Suhail Amar Suresh Abdullah. He is the one that lead the Group Technology. This Group Technology have eight department. The trainer is located under the Integrated Delivery House (IDH).

Figure 1. 2 Head of Group Technology

CHAPTER 2

ORGANIZATION INFORMATION

2. 1 Integrated Delivery House (IDH) Chart

Chapter 2 about the department organization and functions where the trainer is located. In Figure 2.3 showed the organization chart of the Integrated Delivery House. In this department are divided which Section Head. The leader for this department is Head of Department followed by Section Head and followed by Unit Head.
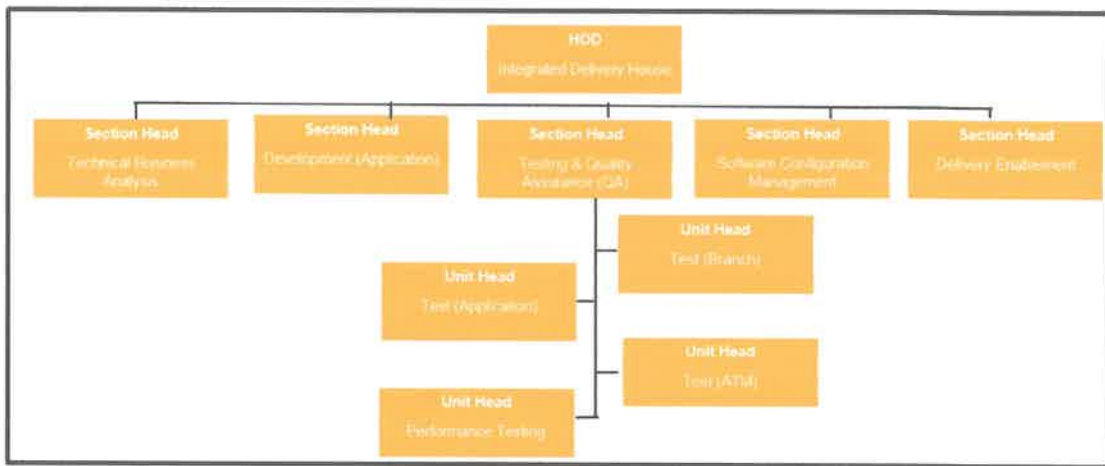
Figure 2. 1 Integrated Delivery House Chart

2.1.1 Software Configuration Management Team (SCM)

Figure 2.2 is the SCM Chart where the trainer is located. This team is lead by Section Head and under the section head is has 3 team which are SCM, TOOL and Developer. The trainer is working under the TOOL team.
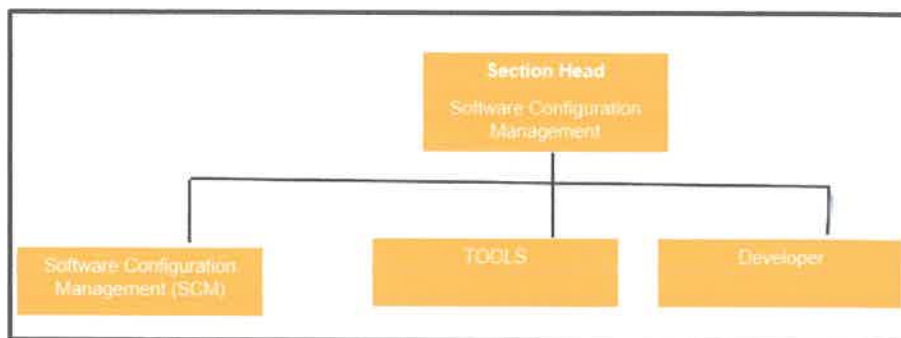
Figure 2. 2 SCM Chart

2.2 Integrated Delivery House Function

Integrated Delivery House (IDH) function is to develop a software in house. This department specialize in develop the business or consumer software (techopedia, 2019). The IDH develop software that's followed the rules of National Bank. Under the IDH there is a SCM Team. There are three divisions in SCM which are SCM, TOOL and Developer. The tool that used by the IDH department are created by the SCM team which is TOOL Online Request Form. Other than that, SCM team are the team that provide training for the HPQC. The TOOL team can be called as system administrator.

CHAPTER 3

INDUSTRIAL TRAINING ACTIVITIES

Chapter 3 is about the activities that have been done by the trainer during the industrial training. A lot of activities that have been involved by the trainer during the internship. The internship period for 5 months has taught the trainer a lot of new knowledge, the internship had start from February until end of July. There are five activities that had been done by the trainer which are Rational Team Concert (RTC) System, HP Quality Center (HPQC), Tool Online Request Form, Clarity and JIRA. In this chapter also discuss about the special project that created by the trainer during the internship periods.

3.1 Training Activities

3.1.1 Rational Team Concert (RTC) System

RTC System is the source control component of the Jazz™ technology platform manages the source code, documents, and other artefacts that a team creates. It provides change-flow management to facilitate sharing of controlled coding, retains a history of changes made to these artefacts, and supports simultaneous development of multiple versions of shared coding, so that team can work on several development lines at the same time.

A software development team typically works with a large base of files that comprise the source code for a software product or system. As a development team, can add new features or fix existing ones within this base of source code. Together, these repository objects represent the configuration of the system being developed and allow any configuration to be retrieved, shared, or built. They organize files for a team, and track and share changes so that the entire team can work simultaneously to achieve common goals.

Rational Team Concert source control is closely integrated with the other application development lifecycle tools included in Rational Team Concert.

i.   The Jazz Build Engine and Build System Toolkit have built-in support for loading files from Rational Team Concert source control and capturing snapshots of build input so that a build can be reproduced exactly. It also provides direct access to a rich set of tools that you can use to view the component versions in a specific build and compare them with versions in other builds, streams, and workspaces.

ii.   Change sets can be linked to work items, which support traceability of individual changes and insight into the reasons why they were made.

iii.   Process preconditions can be used to control the flow of change sets. For example, you can configure a process so that a change set must be reviewed and approved before it can be delivered to an integration stream. (jazz.net, 2019).

So, one of the team members showed the trainer the view of RTC and the function in the Maybank. All the system develops must check in and check out in RTC by request. The request is sent by the developer and the Tool Team will have managed the request. The purpose of this RTC is to keep track on the changes happen. To make sure there is no overwriting coding.

3.1.2   HP Quality Center (QC)

HP Quality Center (QC), a test management tool, is now popularly known as Application Life Cycle Management (ALM) tool, as it is no longer just a test management tool, but it supports various phases of the software development life cycle.

HP-ALM helps us to manage project milestones, deliverables, and resources. It also aids in keeping track of project health, standards that allow Product owners to gauge the status of the product. It is important to understand the history, architecture, and workflow of Quality Center.

2.1.3 Quality Center Workflow

The Figure 3.1 shows the workflow of Quality Center
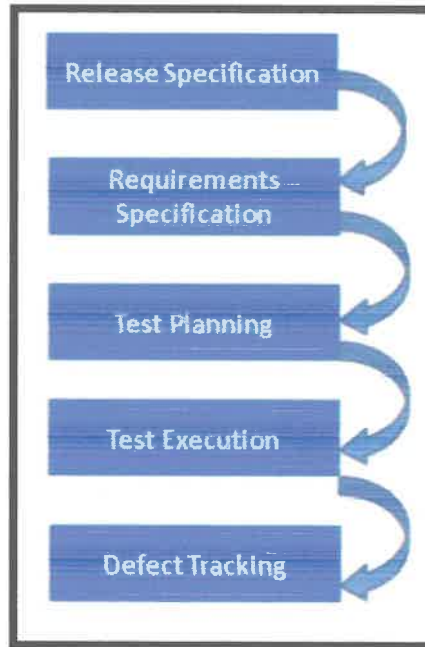
Figure 3. 1 Quality Centre Workflow

The prerequisites for Running HPQC are Internet Explorer, Microsoft Internet Explorer 8, Microsoft Internet Explorer 9, Microsoft Internet Explorer 10 and Microsoft Internet Explorer 11

Other than that, the trainer learns about on how to upload the test case. The administrator also provides guideline on how to use the HPQC.

3.1.3 Tool Online Request Form- Administration

TOOL Online Request Form are to standardize all the request form from the requestor, saved space in the server because there is no attachment needed like before and to keep track of the request form. Before the used of Online Request Form, the team are using excel version. Whereby, the requestor is using this platform to request in creating new project, update existing project and customization. The requirements in the excel are sometimes not even necessary. For example, requirement in fill up the IP Address which is not necessary in creating new project. After the requestor filling up the excel the requestor need to email to the Tool team. So, it takes times and space. In the TOOL Online Request Form there are three main function which are create new project, update existing project and customization existing project. So, the trainer is required to monitor all the request form.

3.1.3.1 Create New Project

Furthermore, the team are handling the request form by the user. So, the trainer learning about HPQC Admin site which are on how to create new project. The user wants to create new project they must send request using HPQC to the admin to create the new project under the SIT and UAT. In creating new project, the trainer must make sure that the domain and project name are confirmed because the name cannot be edit soon. The other reason for the confirmation is because some user would like to use the same template as before or new template. Before creating the new project, the trainer needs to ask confirmation about the template to the colleague. In the first place the most important in creating the project are make sure the requestor already have SIT before creating UAT if not advise them to create SIT first.

3.1.3.2 System Integration Testing (SIT)

System Integration Testing (SIT) SIT can be defined as a high-level software testing process in which testers verify that all related systems maintain data integrity and can operate in coordination with other systems in the same environment. The testing process ensures that all subcomponents are integrated successfully to provide expected results.

SIT validates data integrity between the different sub-components that make up a specified system. The SIT process occurs after unit testing and before validation testing. Since SIT concentrates on testing the dependencies between sub-components, it is often subjected to regression testing scenarios. Regression testing facilitates the addition of new test cases. From an application perspective, SIT testing focuses on access to actual data passed through the components and initial connectivity.

The main goal of SIT testing is to test the automation of aggregated components and the dependencies that exist between them. In a complex environment, this is a tedious task, as there are several components and dependencies. SIT testing ensures that it follows the dependencies available in a sequence, thereby simplifying the task. After system integration is performed, data flow testing takes place through three states, namely the data states within the integration, database and application layers. Test cases for SIT testing are developed using test design techniques such as:

i. Use case testing
ii. State transition testing
iii. Load testing
iv. Usability testing
v. Volume testing
vi. Graph-based testing
vii. Decision table testing (techopedia, 2019)

3.1.3.3 User Acceptance Test (UAT)

While for the UAT is another step after the UAT. User Acceptance Test (UAT) is the last phase of the software testing process. During UAT, actual software users test the software to make sure it can handle required tasks in real-world scenarios, according to specifications. UAT is one of the final and most critical software project procedures that must occur before newly developed software is rolled out to the market. UAT is also known as beta testing, application testing or end user testing.

UAT directly involves the intended users of the software. UAT can be implemented by making software available for a free beta trial on the internet or through an in-house testing team comprised of actual software users.

The following are the steps involved in in-house UAT:

i. Planning: The UAT strategy is outlined during the planning step.

ii. Designing test cases: Test cases are designed to cover all the functional scenarios of the software in real-world usage. They are designed in a simple language and manner to make the test process easier for the testers.

iii. Selection of testing team: The testing team is comprised of real-world end users.

iv. Executing test cases and documenting: The testing team executes the designated test cases. Sometimes it also executes some relevant random tests. All bugs are logged in a testing document with relevant comments.

v. Bug fixing: Responding to the bugs found by the testing team, the software development team makes final adjustments to the code to make the software bug free.

vi. Sign-off: When all bugs have been fixed, the testing team indicates acceptance of the software application. This shows that the application meets user requirements and is ready to be rolled out in the market.

UAT is important because it helps demonstrate that required business functions are operating in a manner suited to real-world circumstances and usage (techopedia, 2019).

3.1.3.4 Update Existing Project

On behalf of, update the existing project, the user will send a new request to update project member in the project. Thus, trainer will update the project member according the request. However, in updating the members the members fall in many categories which are active user, in active user, and user that not in administration list. Therefore, trainer must make the user active and add the user in administration list. The user will become deactivate if the user does not log in into the system more than 90 days. For the

trainer to approve any request from the users the trainer must assign herself as admin at the HPQC Admin site. So technically, trainer must assign herself as admin in every new project for them to approve the request.

3.1.3.5 Customization Existing Project

Customization is modifying the existing project by added some new items. For example, added the function into the user system. The user request on adding Phase Delivery 8.0 in Planned Closing Version. The Planned Closing Version in already in the system so the user request on adding the Phase Delivery 8.0 into the Planned Closing Version. The trainer has been customizing some project that have been request by the user.

3.1.3.6 Reject Request

The administrator is capable on rejecting request by the users because of some information are not complete. So, the trainer had been rejecting some request that have incomplete information.

So basically, the trainer needs to always monitor the TOOL Online Request Form to act towards the request by the users.

3.1.3.7 Active and Inactive Project

The HPQC will be migrate to JIRA. So, all the project in the HPQC need to be confirm either still active or not active by calling all the project manager in every project for the confirmation. Thus, the trainer has been giving task from Mr Saufi as person in charge in HPQC to check one by one project in HPQC, ETIQA, MIBB, Singapore HPQC and International. The trainer must check one by one project according to domain given by Mr. Saufi. To make sure the project is still active or inactive are by checking the last date of every project being update at the defect part or in the test lab.

3.1.4 Clarity

Clarity is the timesheet or can be called as attendance for the employee. Every end of the week, the employees are required to fill up the clarity. The clarity are compulsory because this are the list of job done by the employee and also prove of medical leaves for the employee.

3.1.5 JIRA

JIRA is a tool developed by Australian Company Atlassian. It is used for bug tracking, issue tracking, and project management. The name "JIRA" is inherited from the Japanese word "Gojira" which means "Godzilla". The basic use of this tool is to track issue and bugs related to your software and Mobile apps. It is also used for project management. The JIRA dashboard consists of many useful functions and features which make handling of issues easy. Some of the key features are listed below. Let's learn JIRA Defect and Project tracking software with this Training Course (Guru99, 2019). The trainer has been giving task on transfer cost of centre list to JIRA charge back call centre. The cost of centre list is the list of all Maybank branches.

3.2 Special Project

Group Technology in Maybank are developing many of projects. The tool team are easier the process by creating a platform to keep track the request of new project. On the other hand, if there are any issues raise by the requestor, they can use this platform to discuss about the issues. However, the Tool Team responsibility is not just to monitoring the request but to create the project in HPQC. There are two site which are for the admin and user. The user will request using the TOOL Online Request Form while the administrator will approve the form and creating the project at HPQC Admin and added the new member or customize project in HPQC Clients. So, this special project is User Manual for the user which is requestor, on how to use TOOL Online Request Form and for the Admin to approve the request in TOOL Online Request Form.

3.2.1 Problem Statement

The system of application software develop has not been provide with user manual. this is occurred because the team has not enough member to produce user manual co-currently with the system development. Normally the user manual is developed after system finished developing. So, it led to difficulties to train user in using the system. This is the agency to produce user manual currently to ensure the operational part run smoothly.

3.2.2. Objectives

The objectives for this project as followed:

1. to study the process and procedure of using the system

2. to produce friendly the user manual that guide user to used and manage the system

3. to evaluate the quality of the user manual that produce

3.2.3 Project Schedule

The project to produce user manual must finished in 5 months. The schedule for the activities has been developing to ensure this project meet the target. Figure 3.2 showed the project schedule. The schedule and project have been discussing with the team member and the supervisor.
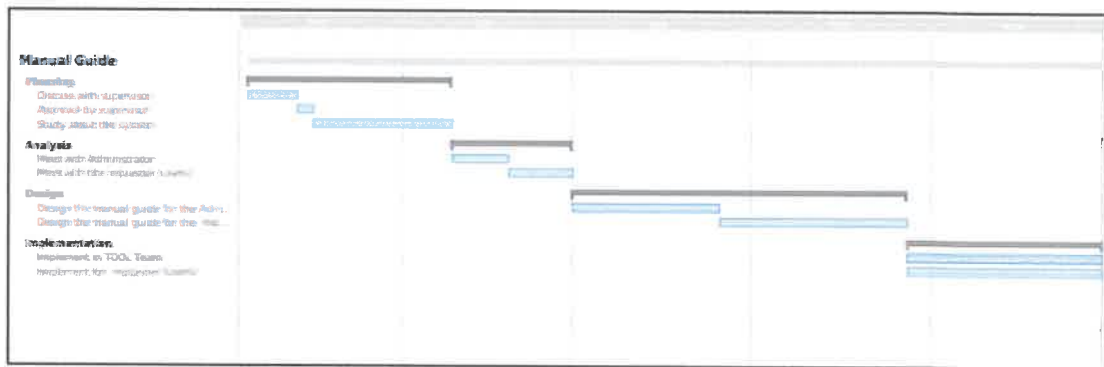

Figure 3. 2 Project Schedule

The completed user manual has been attached at Appendix 1.

CHAPTER 4

CONCLUSION

4.1 Introduction

This chapter include very valuable experiences that have earn from internship session. It also talks about the personal thoughts and opinions about the company and limitation and recommendation that suggest by the trainer.

4.2 Application of knowledge, skills and experiences

A lot of challenges that have been faced by trainer. Thus, the knowledge that has study in class very useful for trainer to facing the challenge in the company. A lot of experiences that have been gain by the trainer such as learning new software and involves the Maybank activities. Besides that, the challenges that I have facing to find the information to solve the problem such as in term of communication skill. For instance, to talk with the supervisor it took a lot of communication skill knowledge because he is foreigner and the Head of the Team. Knowledge in PHP class that trainer learn help in solving the task given by the supervisor. The classroom is different from the working environment. Maybank is the place where the trainer gains a lot of knowledge.

4.3 Personal thoughts and opinions

Maybank one of the largest companies in Malaysia that still hold top bank brand spot. From my hearing from the outside and research, Maybank is a good service and have great working environment. When the trainer entered the Maybank, the thoughts are true because they have systematics working style, punctual and easy going. This reflect to the quality of the personal.

4.3 Lesson learn

Some had the trainer mention above, there are few lesson the trainer gain from there. Besides the trainer can applied the knowledge from the University. The trainer also gains new knowledge from the company. The lesson learn are trainer learns on how to communicate with head of department and colleague. Working with half of the

department are foreigner doesn't look easy because of the language boundaries and the working culture. The trainer has boost up the confident in talking English with people surrounding. In terms of work it seems like this foreigner people are more focus on job during the working hours. This taught the trainer on giving full focus on the task. The trainer had done some task which is creating request form using the previous knowledge. The trainer learns new software called HPQC that managing create new project, update existing project and customize project. Other than that, the trainer learns on managing time by giving a task that have period, so trainer must organise time doing current task and assign task. With this industrial trainer, the trainer is ready to go for the industry.

4.4 Limitation and Recommendation

The trainer gained a lot of experiences but there is something need to be considered which are lot of workers are foreigner. It was a very good experience, but the trainer could not gain full knowledge because of the language barriers or communication problem. The company cannot different between Information System Management student and Computer Science student because of the path with both programmes. The internship session needs more time to gain more knowledge in the organization. The trainer should go earlier to the organization because of some department needs more time to train the trainer to ready for market.

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_____. (2019). User Acceptance Test (UAT). Retrieved May 6, 2019 https://www.techopedia.com/definition/3887/user-   acceptance-testing-uat

APPENDIX 1
USER MANUAL

MANUAL FOR

TOOL ONLINE

REQUEST FORM

FOR THE USER

6.1 User Site (Requester Site)

6.1.1 For Requester to Raise Request Form in Tool Online Request Form
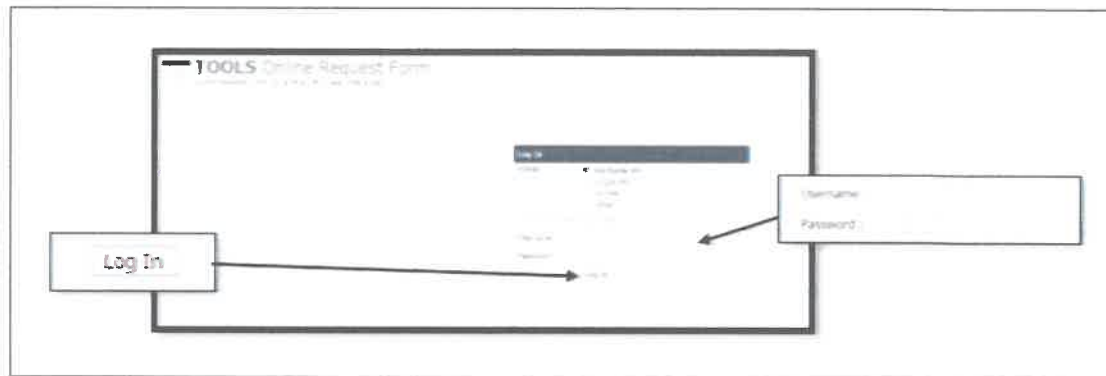
Figure 6. 1 Log In Page

STEP 1: Go to the website TOOL Online Request Form http://172.31.20.102:8080/hpalmqc/ to raise the form. Choose your group either you are from MAYBANK-MY, ETIQA-MY, GLOBAL or Other. Log in to tools online request form. Insert your requester name which is your PF Number and insert your password. Then Click Log in to proceed to the next page.
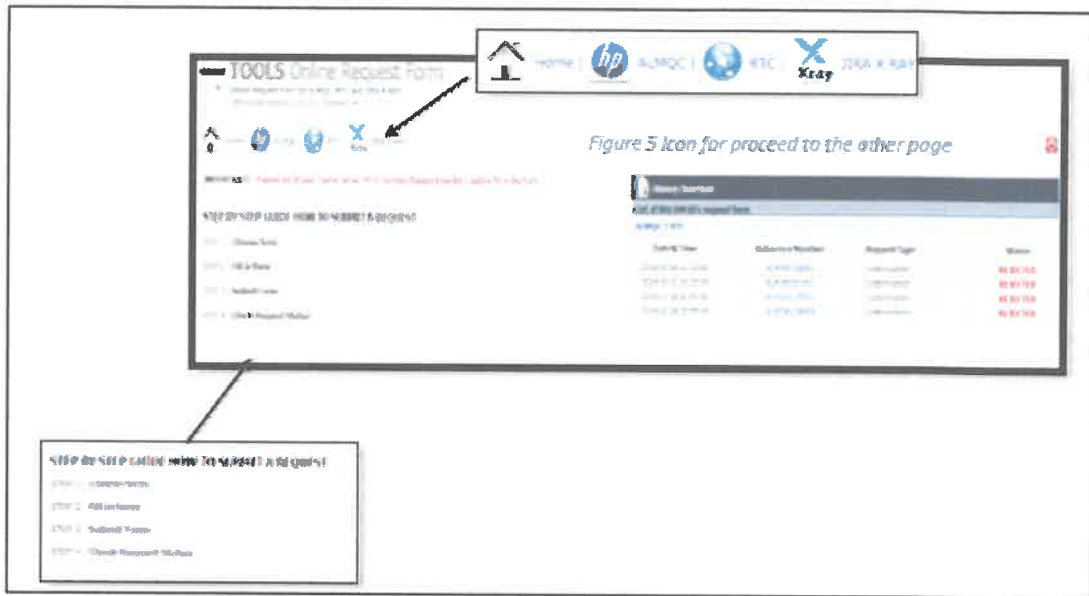
Figure 6. 2 Guide Line on How to Submit Request and List of Rejected Project

STEP 2: This page will show you step by step on how to submit the request. Then on the right side it shows the project that have been reject. At the above show the 4 icon that have different functions. The first from the left is Home, second one is ALMQC, and the third one is RTC and forth one is JIRA X RAY.

Figure 6. 3 ALQMC Functions

STEP 3: Move your cursor to the ALMQC and it will show all the form in ALQMC. It has four form which are Create New Project, Update Project Member and Customization. Choose the functions according to your request.

6.1.2   Create New Project

Figure 6. 4 Create New Project Side

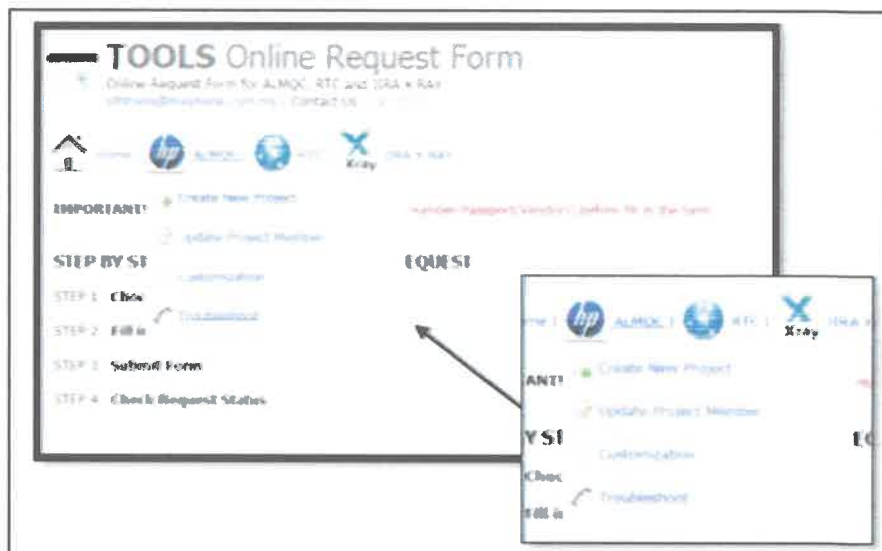STEP 1: Fill up the form. In the project part requester need to fill up their unit and department name as example and fill up the project name. For the project phase they have two phase SIT and UAT. The first one is start with SIT and after that UAT. The requester needs to have SIT first and then can request to create UAT. There is advance option this part requester needs to tick (/) either they need the HPQC training or not. If they choose or tick the HPQC training the Tool team will email the requester for the training availability. Then, click the next button to proceed to the next page.

Figure 6. 5 Create New Project Side

STEP 2: Please follow step 2 until step 6 in 6.1.3 Update Project Member.

6.1.3 Update Project Member
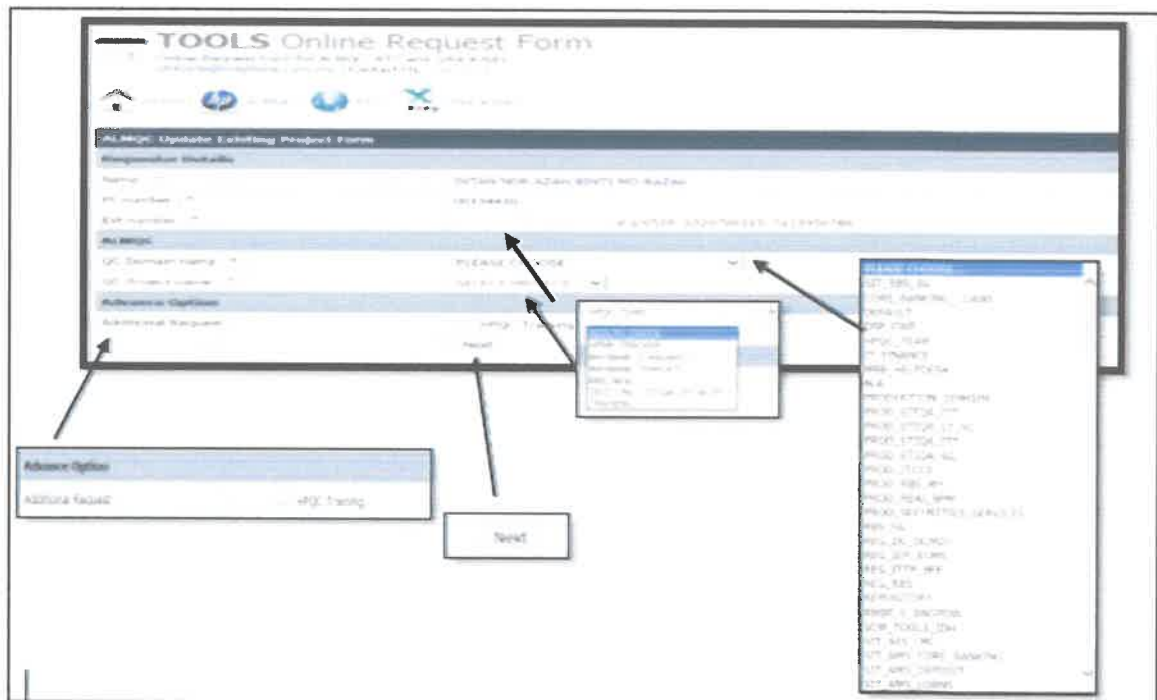
Figure 6. 6 Page to Add the Requestor Details

STEP 1: Fill up the form. Requester should choose their domain and project for the requester to update the project member. The project is depending on the domain choose. So, if the requester choose domain for example SIT_RBS_SG the list of projects will show the project under the domain SIT_RBS_SG. The advance option this part requester needs to tick (/) either they need the HPQC training or not. If they choose or tick the HPQC training the Tool team will email the requester for the training availability. Then, click the next button to proceed to the next page.

Figure 6. 7 Page for Update the Project Member

STEP 2: This page is for the requester to update the project member. ALM1904002 is the request number. This request number is generated automatically by the system. The requester needs to keep the number to check the status of the request and if there is an issue the requester can used this number for reference. Add member is a section where requester can add new member to the project. The requester needs to prepare the list of member's PF number that needed to be added in the project. The requester must choose the AD Domain which is Active Directories. In Maybank if they want to manage users they have active Directories, in this directory they have Maybank user's details. The requestor must choose either the member from Maybank-my, Etiqa-my or Global. The other important part is to choose the member role, because every role has different view side and restriction. The role can be tick more than one. Then click save so that requester can added any other members.
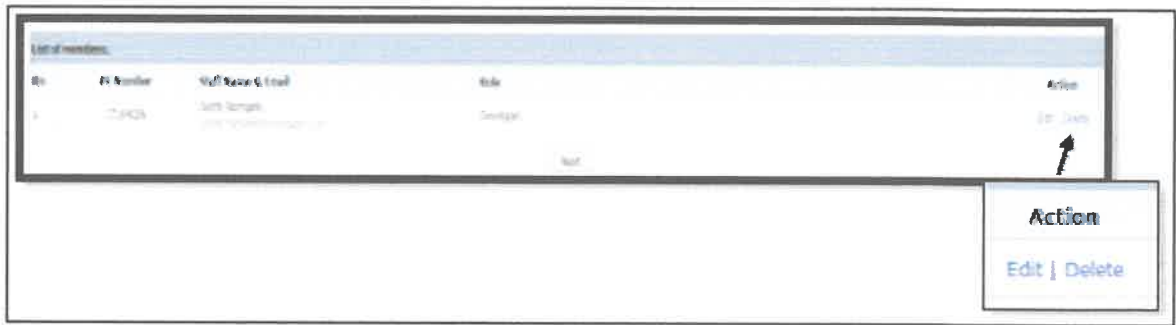
Figure 6. 8 List of Member

STEP 3: Figure 6.7 is showing the list of members that being added by the requester. It showed the PF Number, Staff Name, role and action. For the action the requester can edit or delete the member.

6.1.3.1 Edit and Delete List of Member in Update Project Member
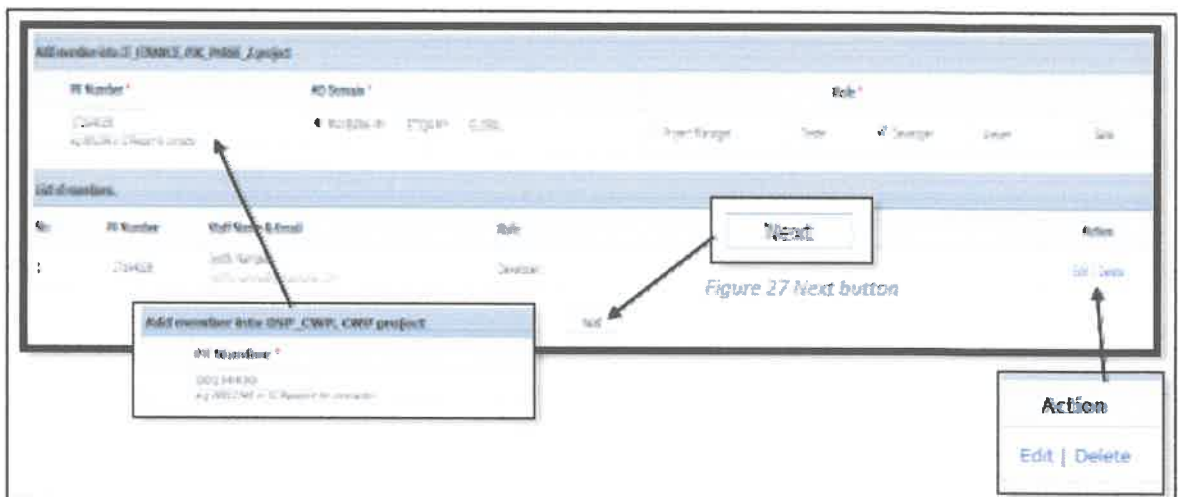
Figure 6. 9 List of Members

STEP 4: To edit the list of members the requester can click edit in and the member will show up. The requester can edit the PF Number, AD Domain and the role. If the requester wants to delete the member, the requester can click the delete button in and the delete confirmation will be appeared for example. Then click Next button.
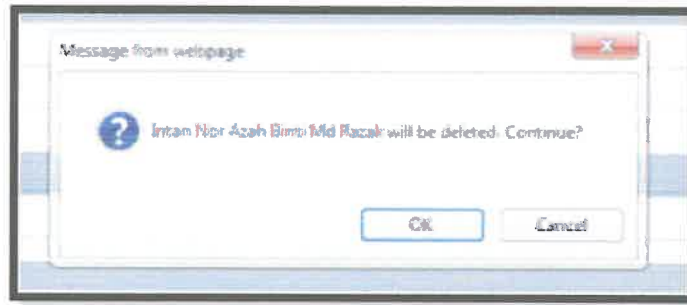
Figure 6. 10 Delete Confirmation
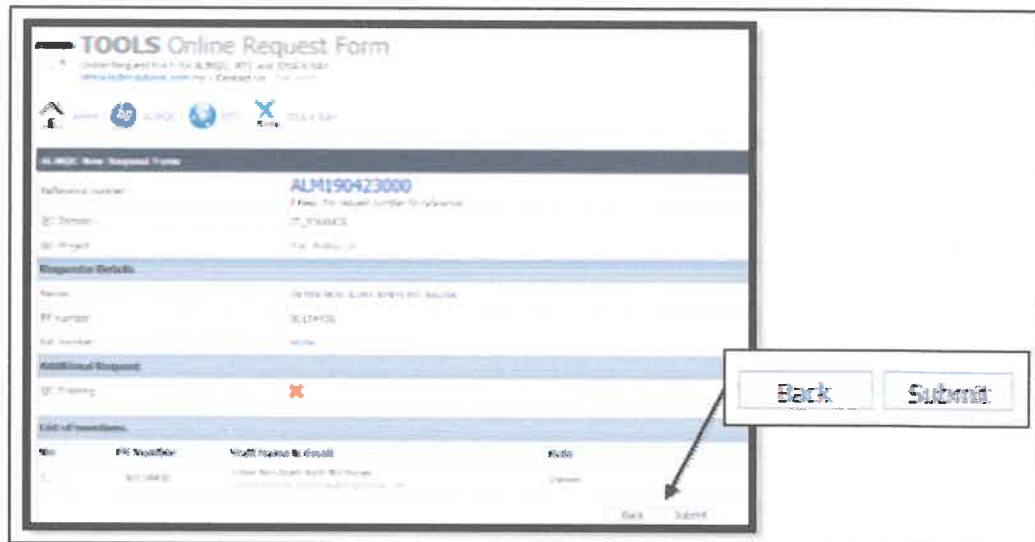
Figure 6. 11 Information Page

STEP 5: This Figure 14 show all the data that being insert by the requester. The requester can either proceed to submit or back to previous page if the requester needs to edit some information by clicking the Back button.

Figure 6. 12 Main page

STEP 6: Figure 15 main page after the information have been submit. While above showed that the information has been successfully submitted to the Tool team.

6.1.4 Customize Project

Figure 6. 13 Main page

STEP 1: Fill up the form. Requester should choose their domain and project for the requester to update the project member. The project is depending on the domain choose. So, if the requester choose domain for example SIT_RBS_SG the list of projects in will show the project under the SIT_RBS_SG. Then click the Next button

Figure 6. 14 Customization Side

STEP 2: Fill up the form in customization description box and click save.
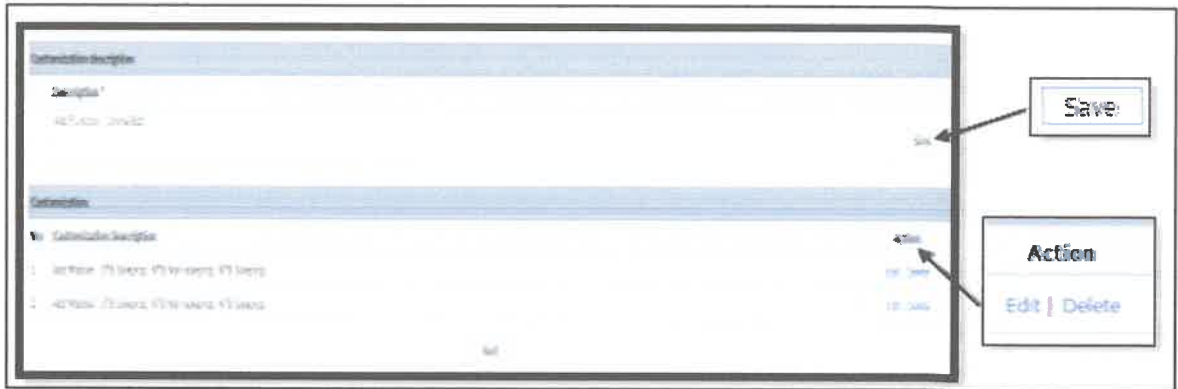
Figure 6. 15 Customization Side

STEP 3: Fill up the customization description. After the requester fill up the description box click save button and requester can edit or delete at Action section.
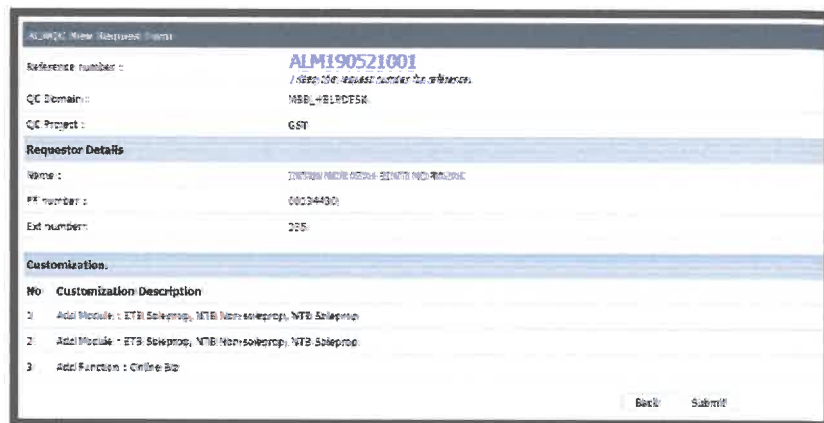
Figure 6. 16 Customization Side

STEP 4: All the complete detail appears in Figure 6.15. Requester can click back for edit some detail or submit to the HPQC admin for the customization. Keep the reference number for reference or any issue s in future.

Form submitted successfully.

IMPORTANT! : Prepare list of user (name, email, PF/IC number/Passport(Vendor)) before fill in the form.

STEP BY STEP GUIDE HOW TO SUBMIT A REQUEST

STEP 1 : Choose form

STEP 2 : Fill in form

STEP 3 : Submit Form

STEP 4 : Check Request Status
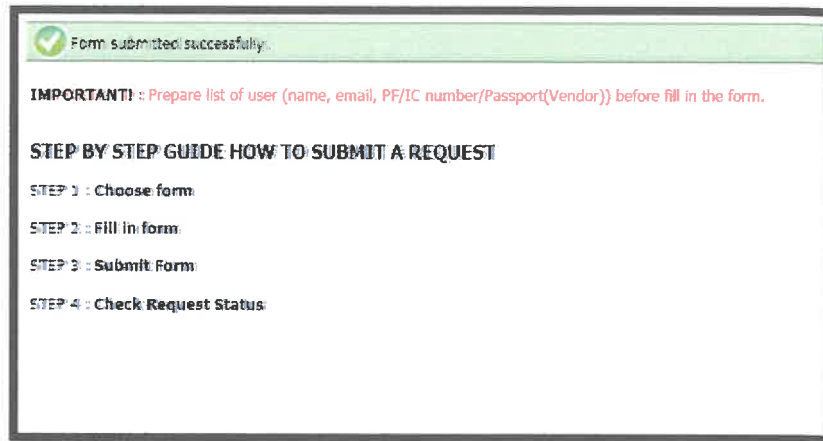
Figure 6. 17 Submit Successfully Notification

STEP 5: Requester request have been submitted successfully.

MANUAL FOR

TOOL ONLINE

REQUEST FORM

FOR THE

ADMINISTRATOR

6.2   Admin Site

6.2.1   Log in to TOOL Online Request

Figure 6. 18 Log In Page

STEP 1: Go to the website TOOL Online Request http://172.31.20.102:8080/hpalmqc/ to approve the form. Choose group MAYBANK-MY. Log in to tools online request form. Insert your user name which is your PF Number and insert your password. Then Click Log In to proceed to the next page.

Figure 6. 19 Log in Page for Admin

STEP 2: Click the Admin Log In icon to log in to the administrator side for approval the request and for log out click the red button.
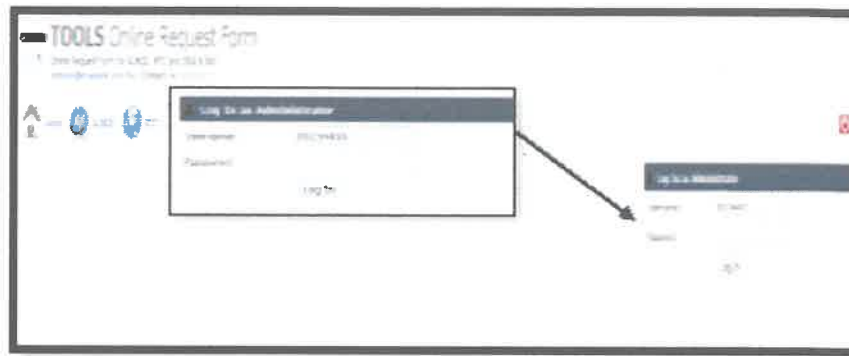
Figure 6. 20 Admin Log In Page

STEP 3: Insert user username and password. For this side the username and password are the PF Number
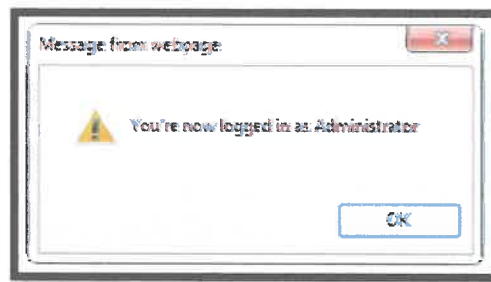
Figure 6. 21 Administrator Confirmation
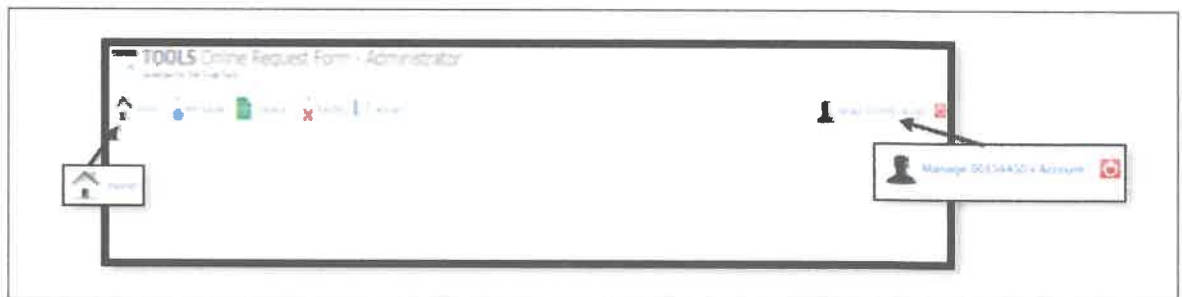
Figure 6. 22 Administrator Page

STEP 4: Then after the user insert the username and password there is pop up such as said that you have been login as administrator or access denied. Then after the user click "OK" Figure 6.20 will show up. Then at the above right showed the administrator PF Number and then click Home to proceed.
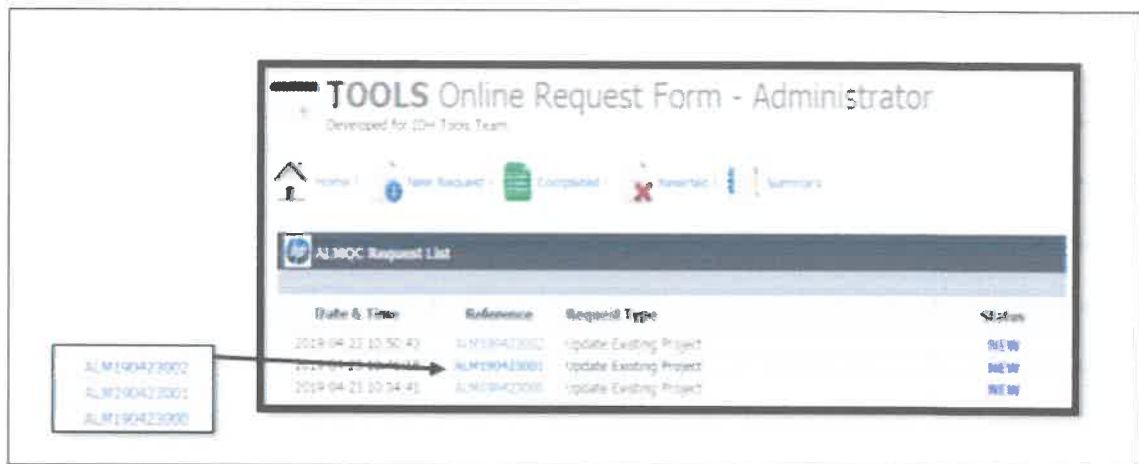
Figure 6. 23 List of Requests

STEP 5: Figure 6.22 shows the lists of users raise a request. Then the admin clicks on the reference number to proceed with the request. Click any request and proceed to the next page. At the request type section, it showed the request form categories either create new project or update existing project or customize project.

6.2.2   Create New Project
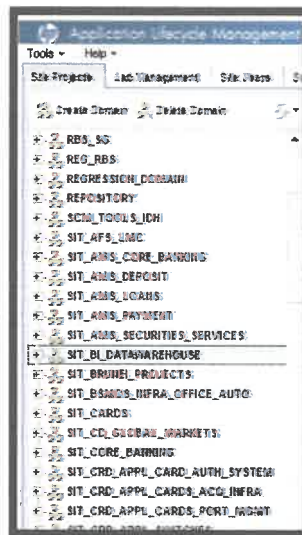
Figure 6. 24 Domain List

STEP 1: Log in into HPQC Administration site. Choose the domain based on the request and click the domain.
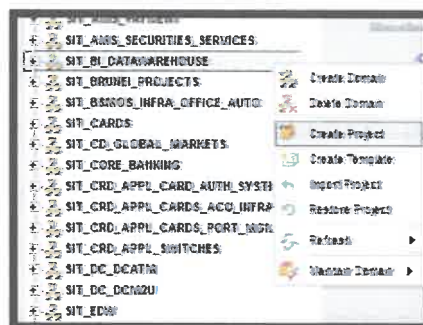
Figure 6. 25 Site Project

STEP 2: Right click on the domain and then click the Create Project.
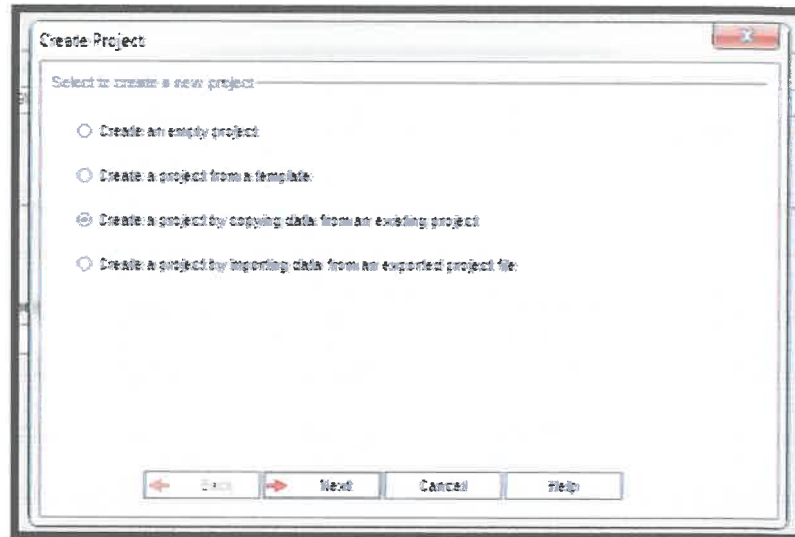
Figure 6. 26 Create Project Side

STEP 3: The Figure 6.26 will appear choose "create a project by copying data from an existing project". Then click next.
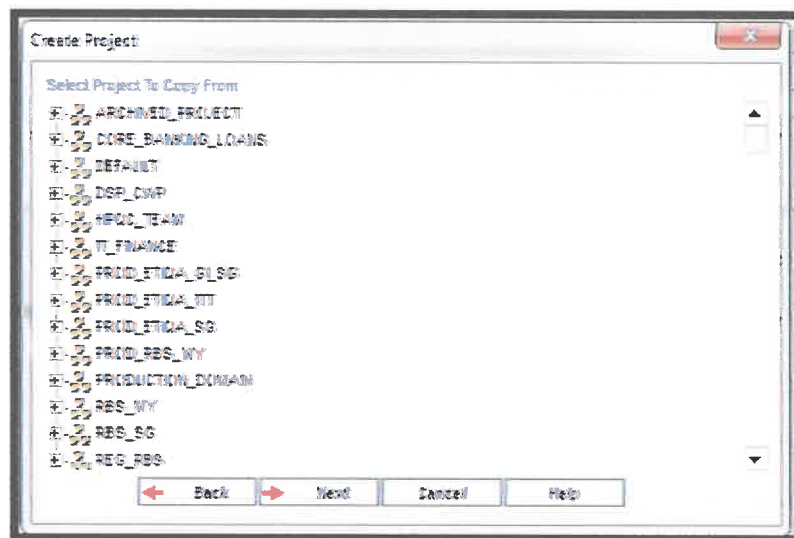
Figure 6. 27 List of Domains

STEP 4: In this Figure 6.27 it showed all the domain. If the project is continuous project, for example RBS_MY_9 is existing project that have created before, so the new request is RBS_MY_9_1 so it was continue project. Both project under the RBS_MY.
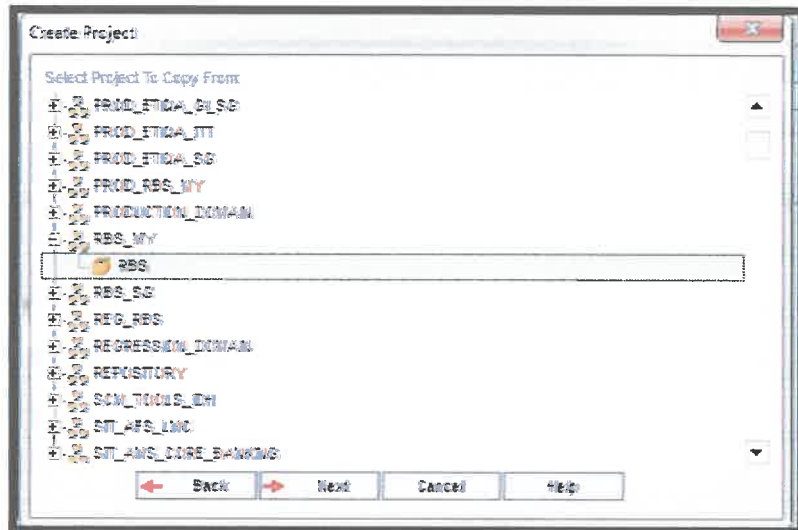
Figure 6. 28 Create Project

STEP 5: Click the RBS_MY and RBS then click next.
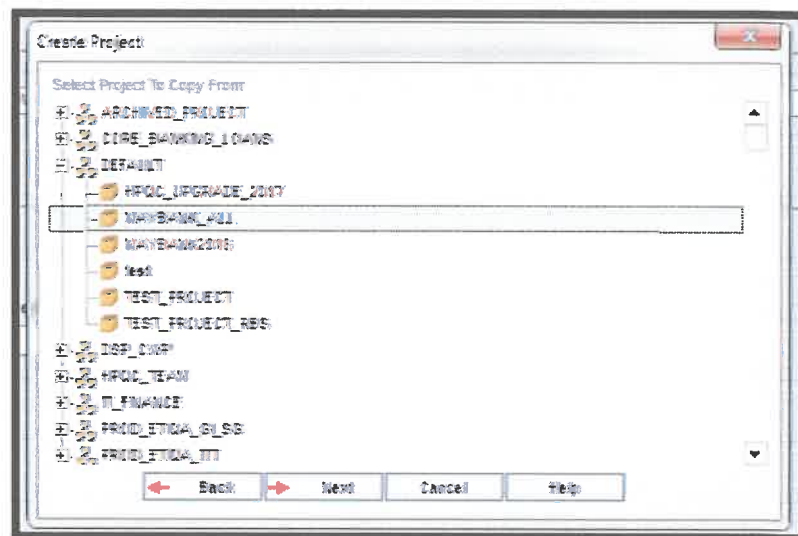
Figure 6. 29 Create Project

STEP 6: If the project is not continuing project or new project so click default and choose MAYBANK_ALL then click next.
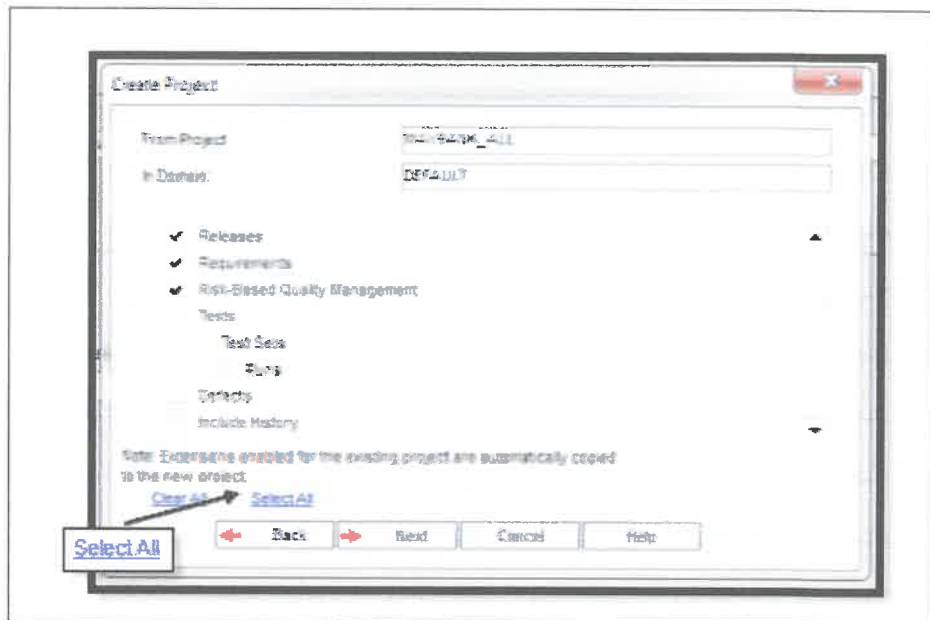
Figure 6. 30 Create New Project

STEP 7: Click Select All and uncheck test, defect and include history. Then click Next button.
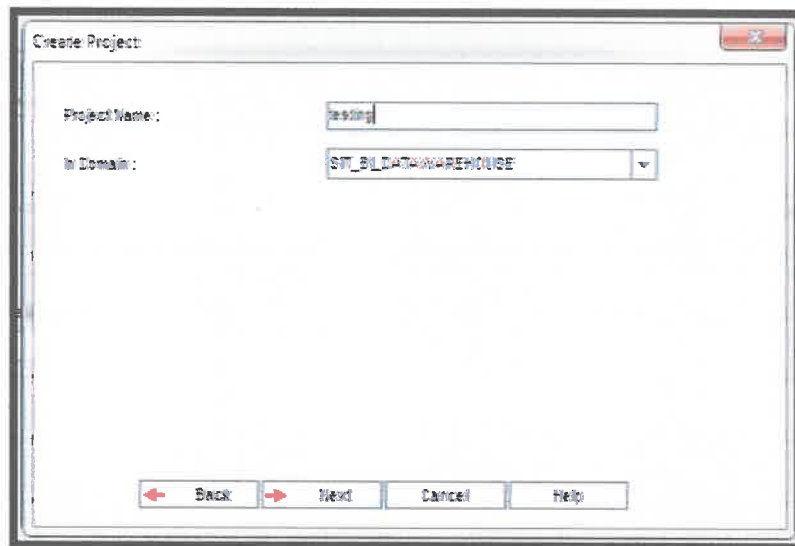
Figure 6. 31 Create Project Side

STEP 8: Fill up the project name based on the user request. Then click next.
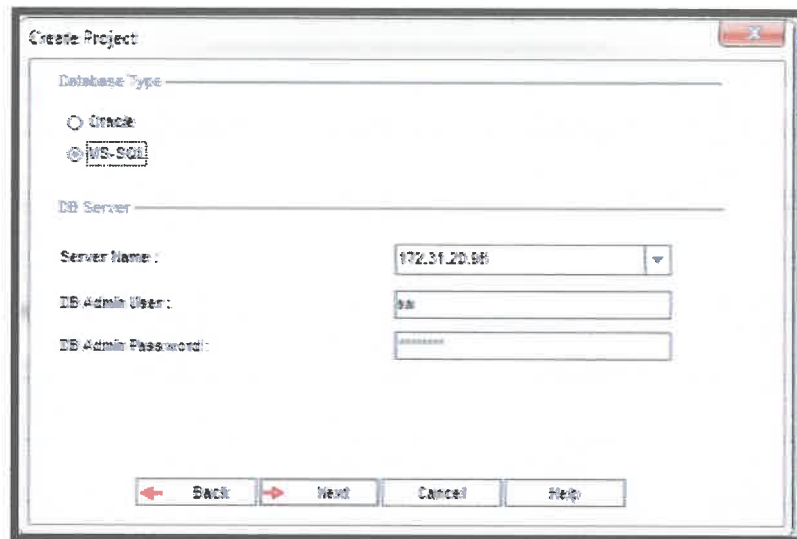
Figure 6. 32 Create Project Side

STEP 9: In Database Type click MS_SQL and next button.
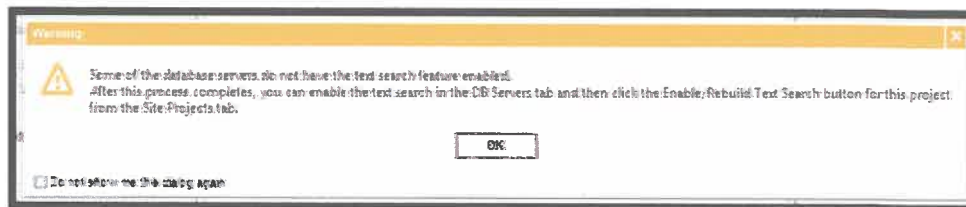
Figure 6. 33 Warning

STEP 10: After that, this Figure 6.32 will appear and Click OK
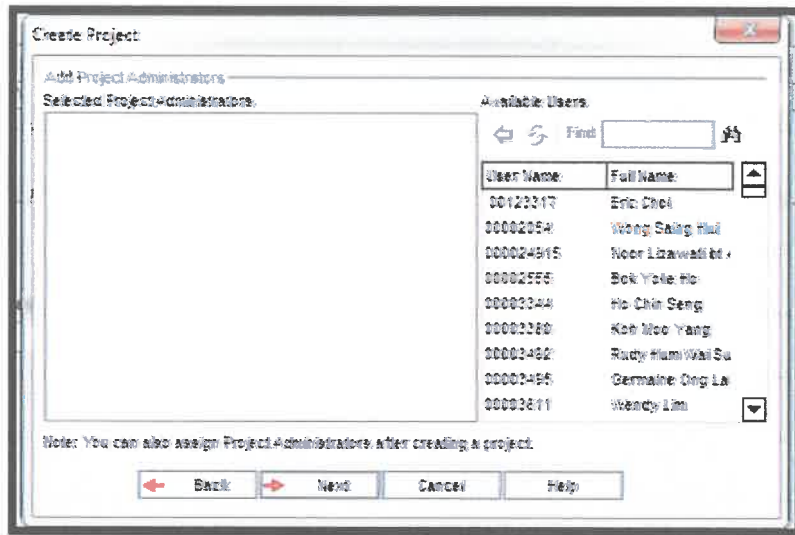
Figure 6. 34 Create Project Side

STEP 11: Then click next
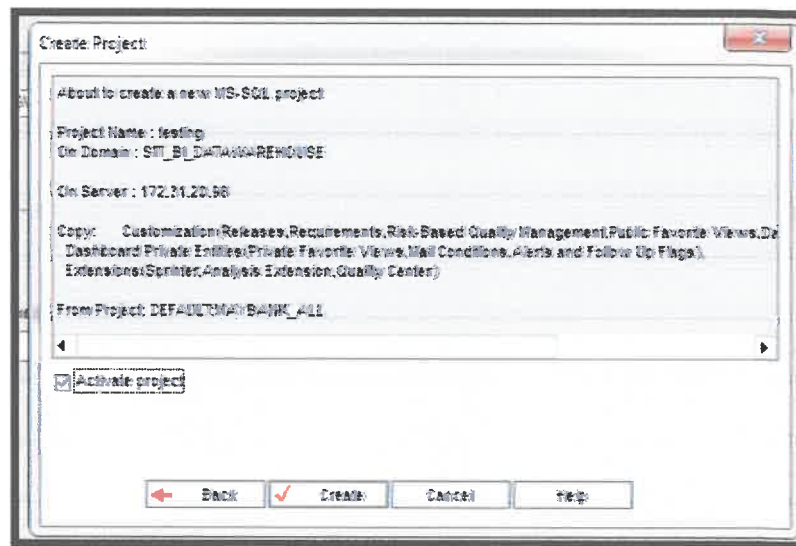
Figure 6. 35 Create Project Site

STEP 12: Click create. The new project is successful create and will be appear under the required domain.

6.2.3 Update Project Member

Figure 6. 36 Request Form

Figure 6. 37 List of Members

STEP 1: Open the TOOL Online Request site that need to create project. The Figure 6.35 show the request form that have been raise by the user. The admin needs to look the domain and project name. While figure 6.36 showed the list of members and their role that need to be insert in the new project.
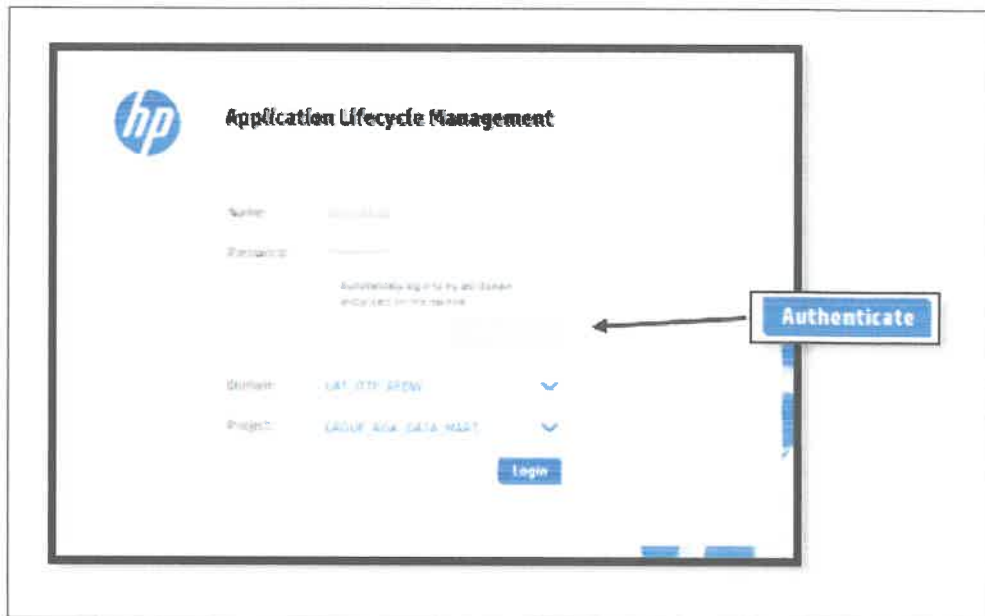
Figure 6. 38 Log in Page for HPQC Client

STEP 2: Then admin go to the HPQC client's website http://172.31.20.97:8045/qcbin/start_a.jsp. Log in the name which is PF Number and insert the password. Click authenticate then in below part it showed the Domain and Project name.
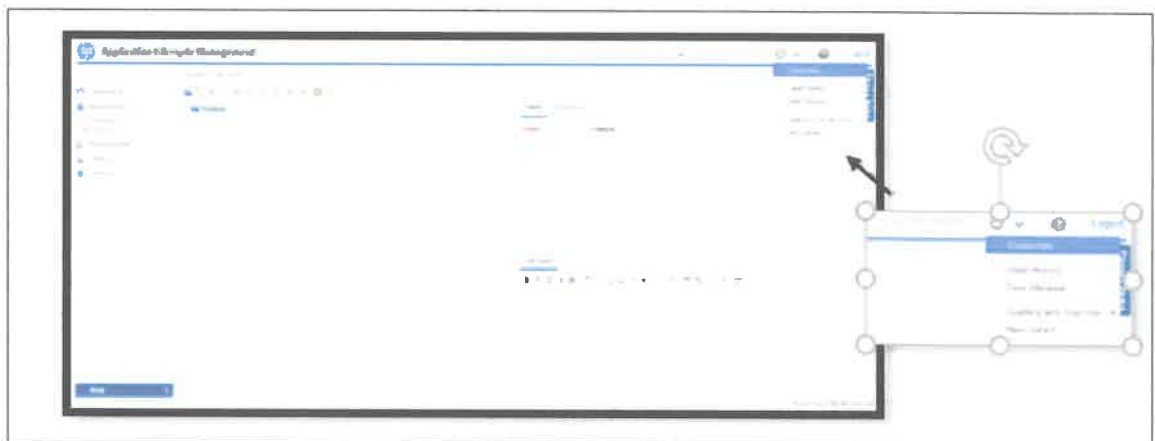
Figure 6. 39 Log in Page for client

STEP 3: After the admin login, the admin will be entered this page. There is an icon at the right corner, dropdown the icon clicks customize.

Figure 6. 40 Project Side

STEP 4: Click the project user on the left side.

Figure 6. 41 Project User Page

STEP 5: This is project user page. On the top of the member list it has three functions which are save, add user and remove user. So, the admin clicks add user and add the user based on Figure 6.40.
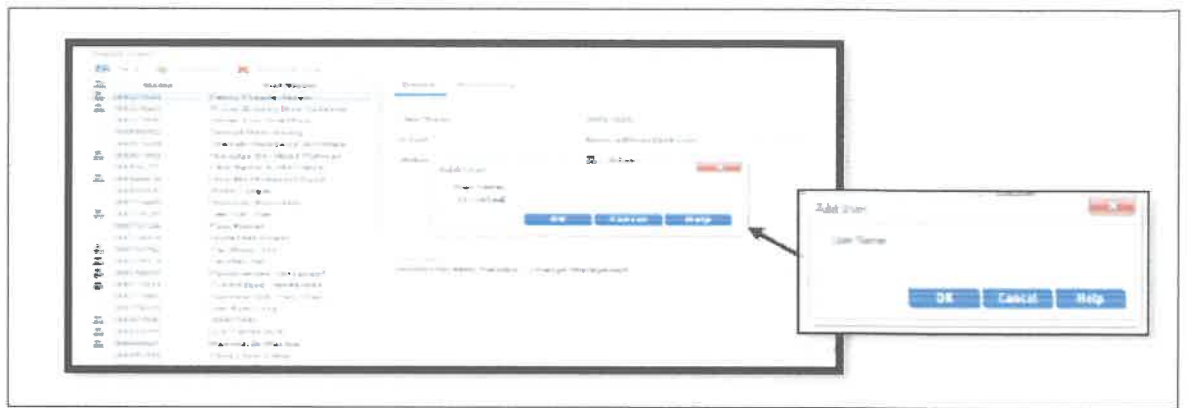
Figure 6. 42 Add User Page

STEP 6: There is pop out box to put the user PF Number of the new members and to add in the project. The admin needs to key the user PF Number and click OK.
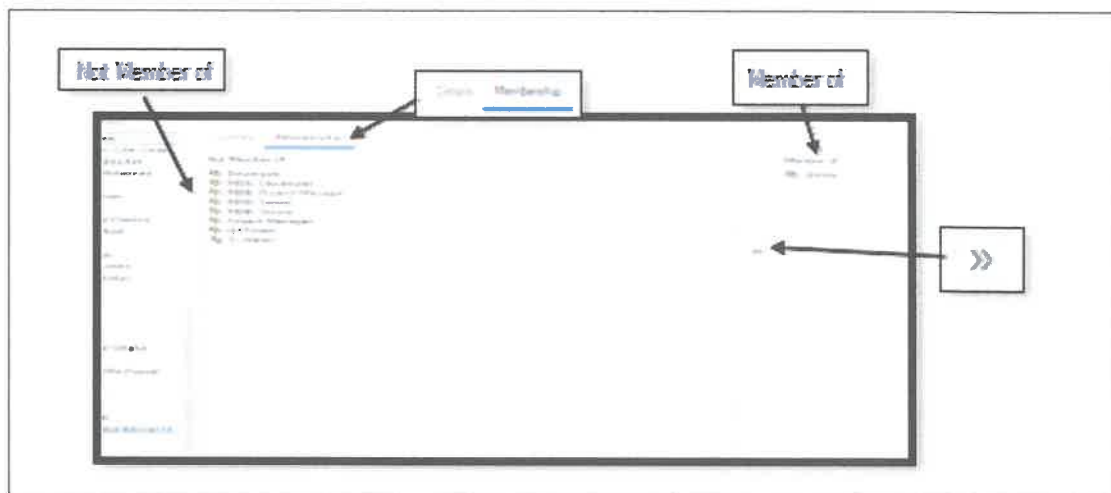
Figure 6. 43 Add User Page

STEP 7: Click the membership and click any roles related to the new user based in Figure 6.36 and click the arrow button then from the roles in left side write not "member of" will be transfer at the right side that write "member of".

Figure 6. 44 Add User Page
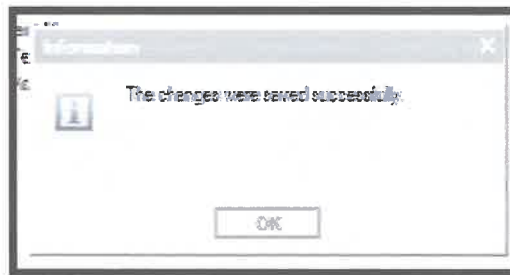
Figure 6. 45 Saved Confirmation

STEP 8: Then at the above click the save button after all the new members have been added including their roles. The saved confirmation box will be appearing and click OK.
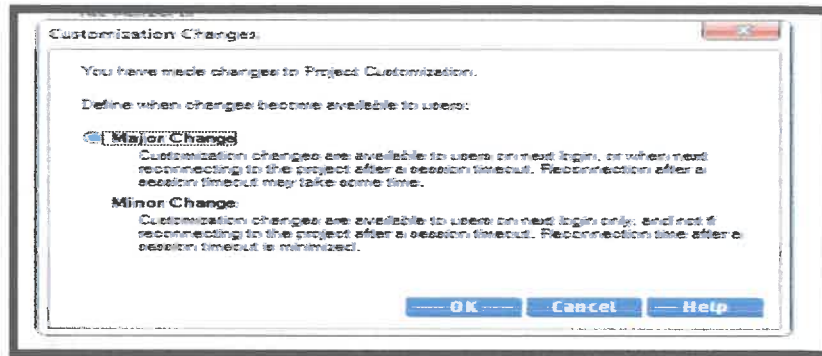
Figure 6. 46 Customization Change

STEP 9: The customization changes box will appear. Click the Major Change button and click OKSTEP 10: There is return button on the top of right corner, Click the return button.
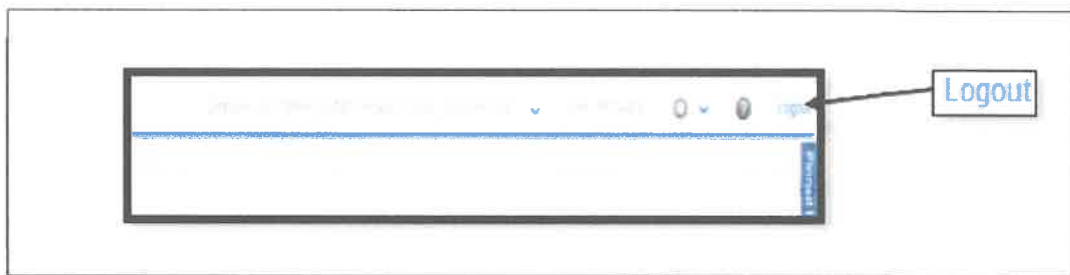
Figure 6. 47 Add User Side

STEP 11: Then click Logout and it will bring back to the log in page.
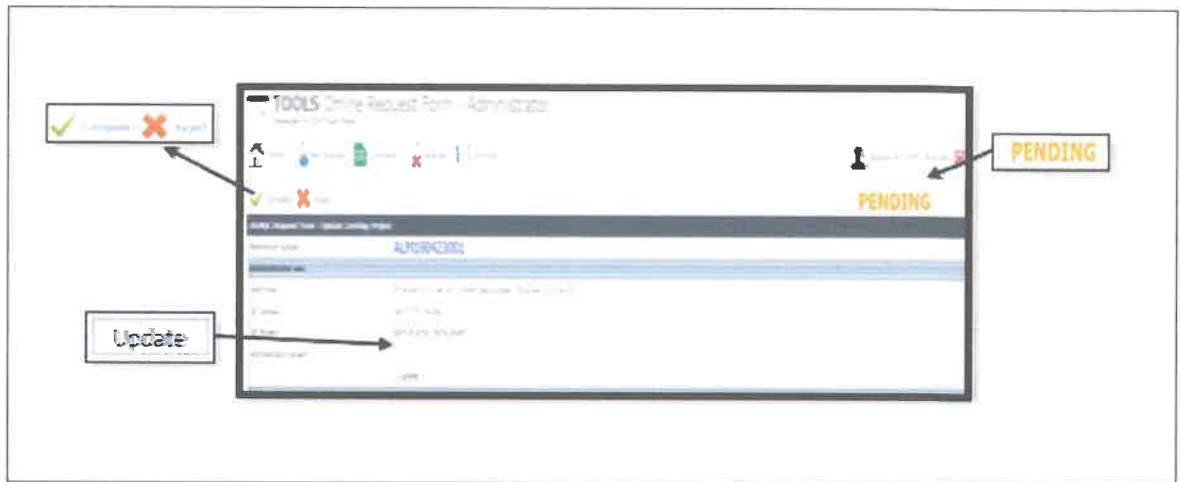
Figure 6. 48 Request Site

STEP 12: Go back to Tool Online Request Form and the same request. Click the update button. Then after click update the complete and reject button will appear. The admin will click complete if there is no problem and reject when there is a problem. At the above right the status of the request will appear while for this request it still pending.

Figure 6. 49 Requestor Detail

STEP 13: The admin must notify the user that the member had been updated in the project by email to the requestor and members. At the request detail there is PF number beside the PF number there is send email button that linked to the requestor and members email.
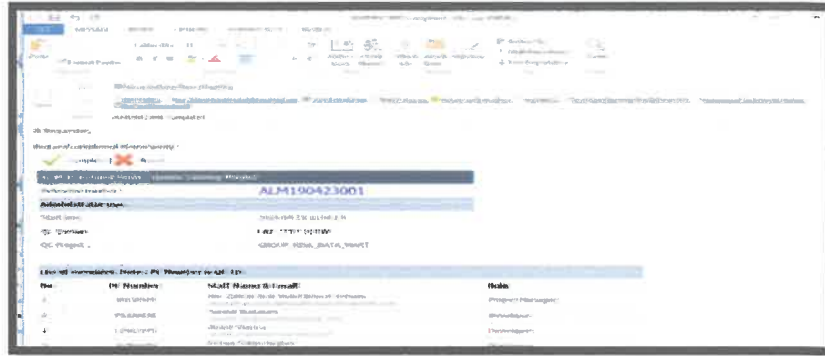
Figure 6. 50 Email Site

STEP 14: Paste the request form with the complete status to the requestor and member to justify that request done.

6.2.4 Reject Request Form

Admin can reject the request if the request have issues.
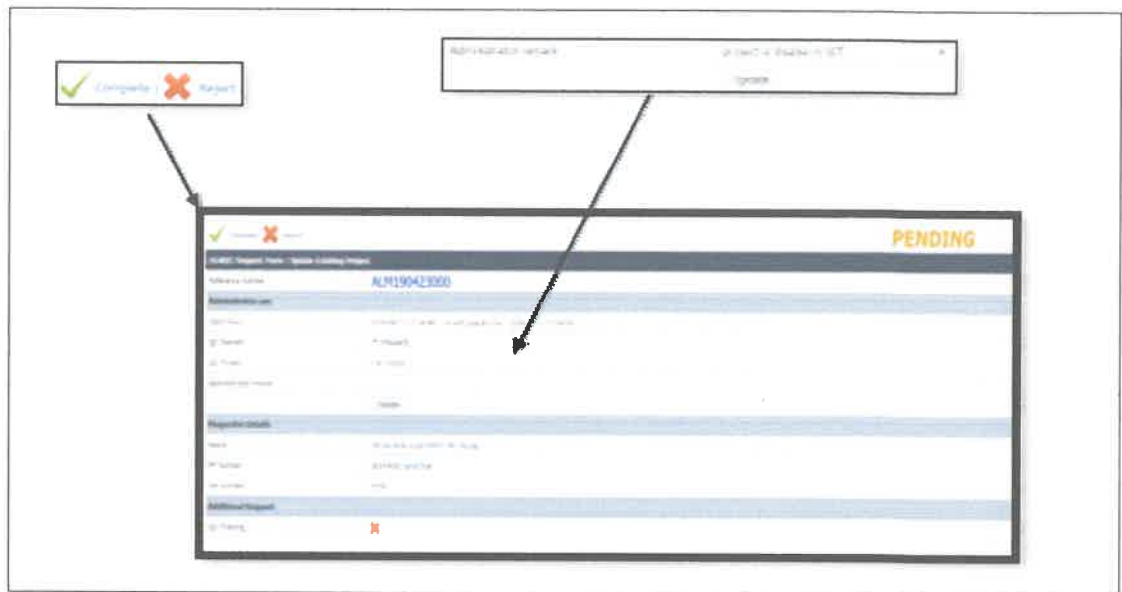
Figure 6. 51 Request Form

STEP 1: At the administrator remark write the reason for the request form to be reject as in then click update. After then click reject.

Figure 6. 52 Request Form

STEP 3: Follow step 13 until step 14 in the 6.2.4 Update Project Member.

6.2.5   User Do Not Exist in Site Administration User Lists
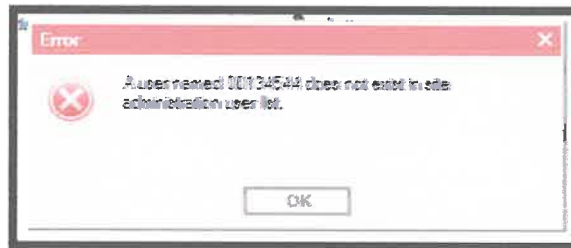
Figure 6. 53 Error

STEP 1: This error will be appeared if the member that need to be added are not in administration list during 6.2.3 Update Project Member. After the user insert the PF Number and this error appear. The user needs to open HPQC Admin.
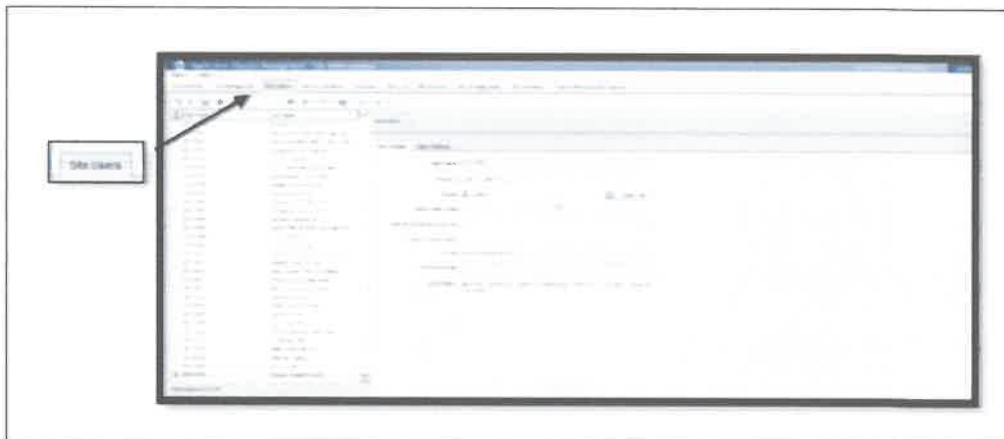
Figure 6. 54 HPQC Admin Page

STEP 2: Open the HPQC Admin http://172.31.20.97:8045/qcbin/SiteAdmin.jsp. Then at the above there is many functions, click the site user.
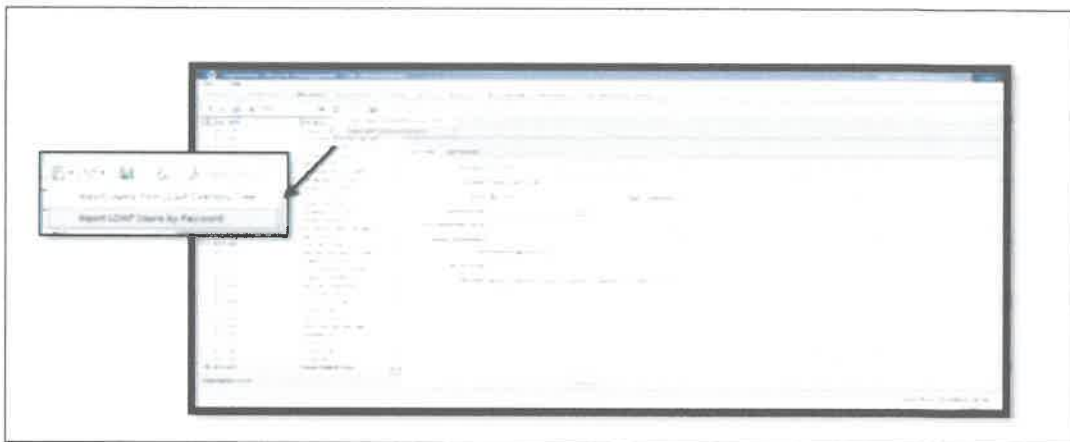
Figure 6. 55 HPQC Site User

STEP 3: Click the green icon and choose "import LDAP users by keyword".
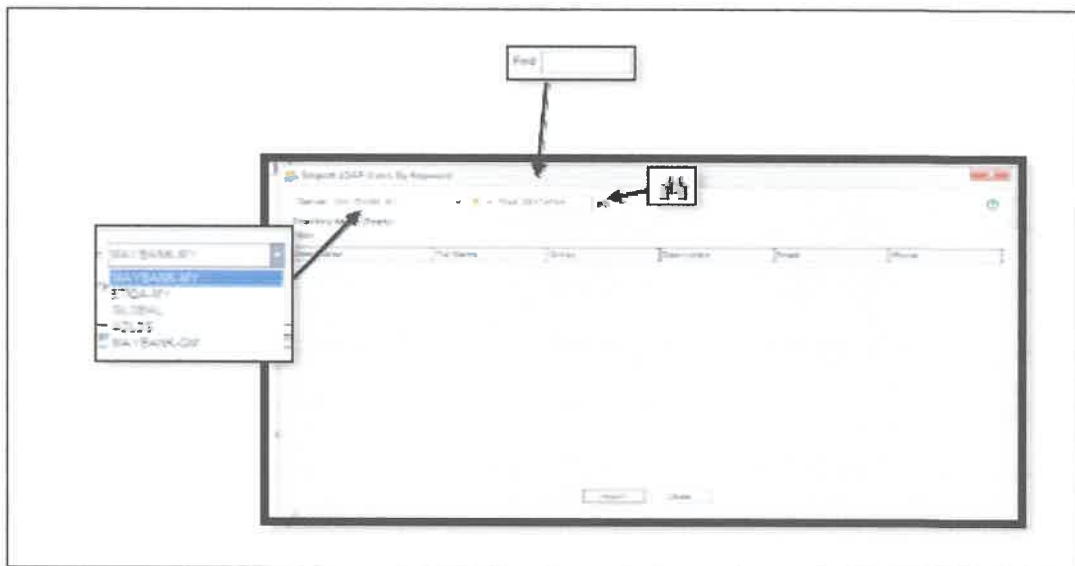
Figure 6. 56 Import LDAP Users by Keyword Side

STEP 4: Click in server to choose where member from either from MAYBANK-MY, ETIQA-MY, GLOBAL, ADLDS, MAYBANK_GM, admin can check at the member email at the request form. Insert the PF Number and click the search button.
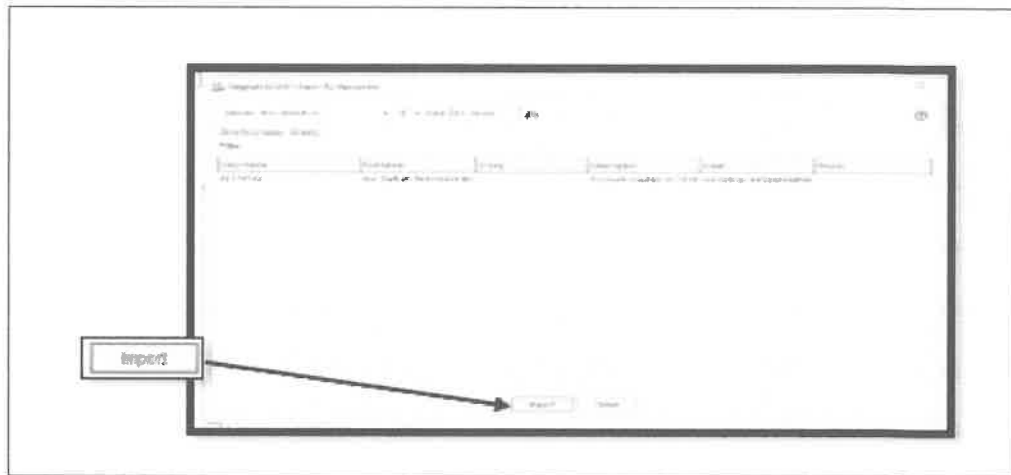
Figure 6. 57 Import LDAP Users by Keyword Side

STEP 5: The name will be appeared then double click the name and click import. Then the new member will successfully import. Then the admin repeats from step 6 until step 14 in 6.2.3 Update Project Member.

6.2.6   User as Admin for the Project

Figure 6. 58 HPQC Admin Site Functions

STEP 1: Go to Admin HPQC and click the Site Projects.

Figure 6. 59 Domain List

STEP 2:   Choose the domain in the list then click + to show the project in that domain.
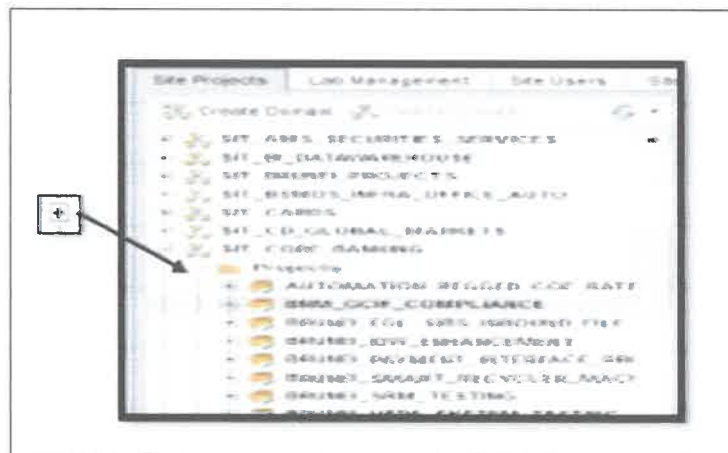
Figure 6. 60 Domain and Project Lists

STEP 3: Click the + to show list of projects then choose the project related and click at the project name.
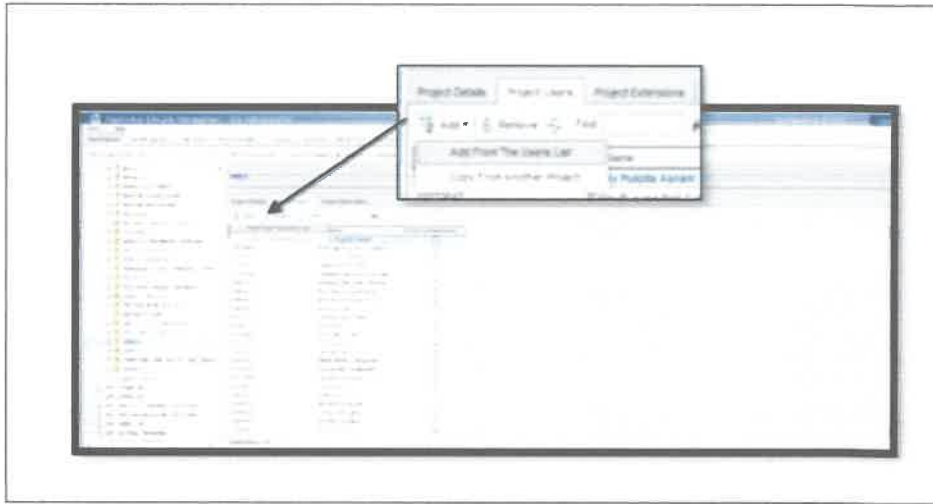
Figure 6. 61 HPQC Admin

STEP 4: Click the project user then click the add button and choose "add from the users list".
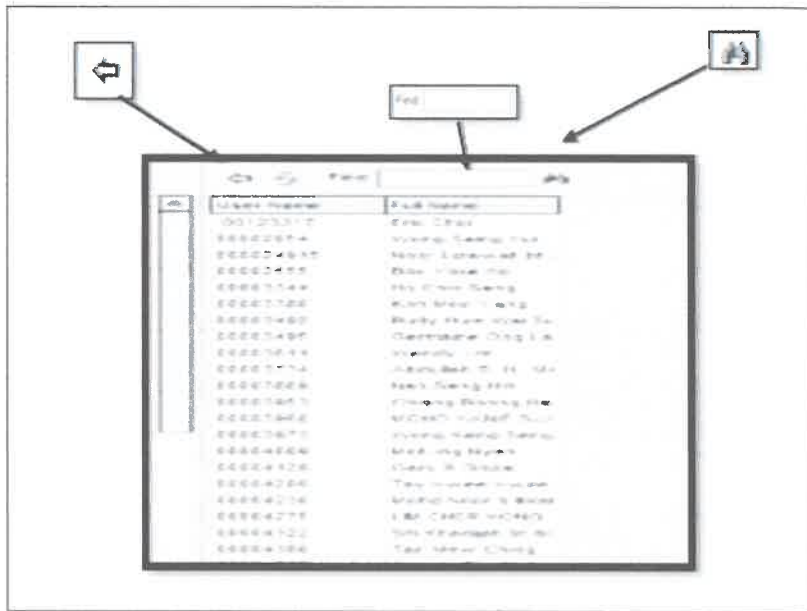
Figure 6. 62 HPQC Admin Side

STEP 5: On the right side this Figure 6.62 will appear. Key in the PF Number for the new admin in Find Box and click search. Then the PF Number and the name will appear and double click at the name and transfer the name to the left box by clicking the left arrow.
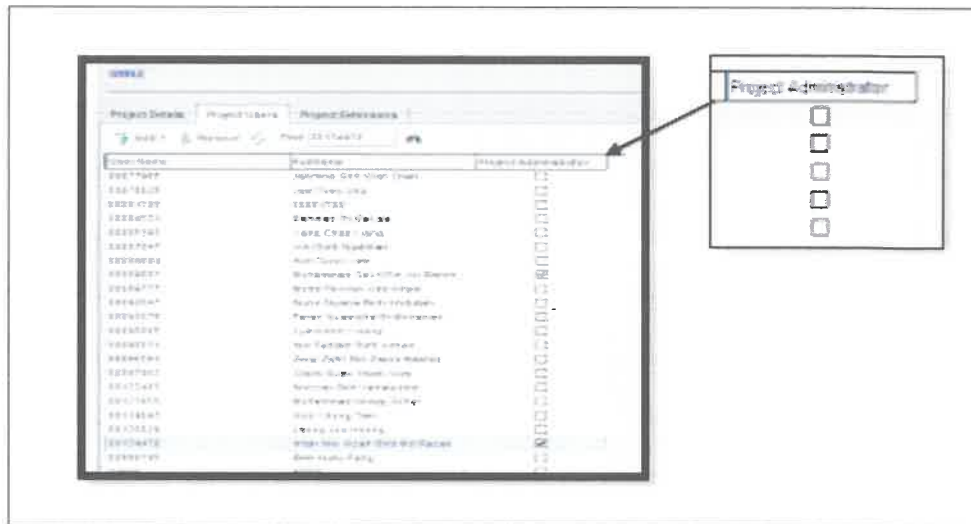
Figure 6. 63 Project Users

STEP 6: On the left side this the new name will be appear and tick at the project administrator box to make the user as admin.

3.2.2.7 User Deactivate to Active
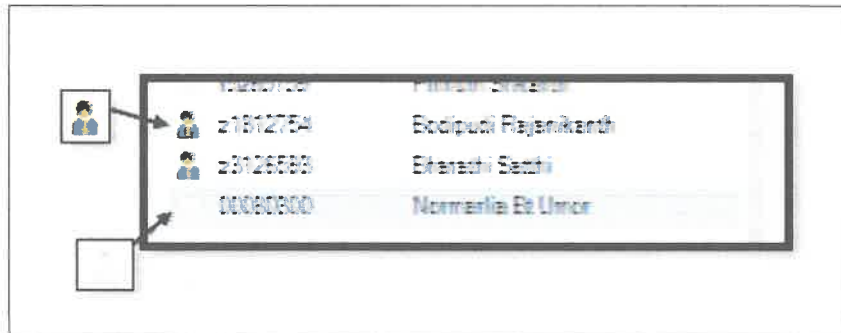
Figure 6. 64 Add Users' Site

STEP 1: In 6.2.3 Update Project Member in Step 5 where the new user is added some user are not active the icon will be in grey. So, the user needs to be active as colour icon so that the user can used the HPQC Client.

Figure 6. 65 Site Users

STEP 2: Go to HPQC Admin. Click the Site users and insert the PF Number and click search.
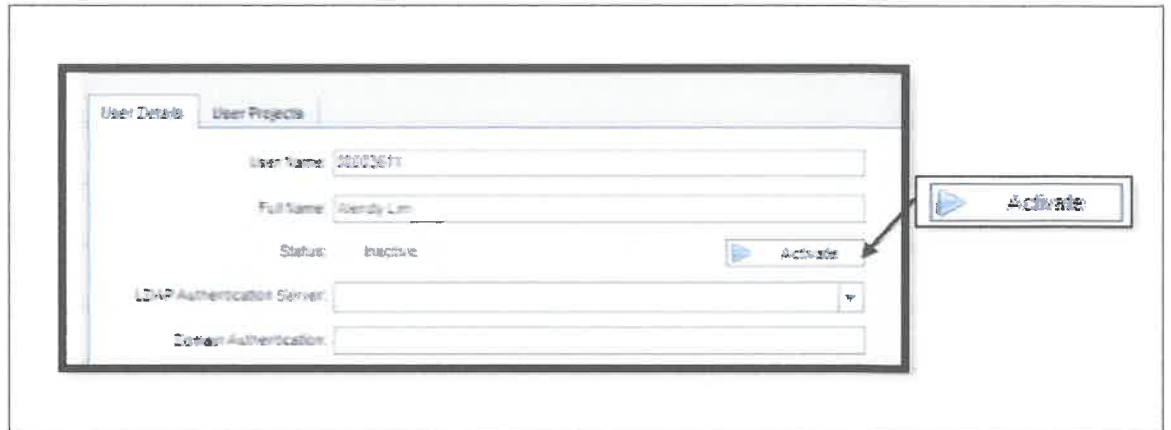
Figure 6. 66 Site User

STEP 3: Click the user detail if the active status appeared it means the user not active and click the active user status to active the users while if deactivate status appear it means the user is active.

6.2.7   Customize Project
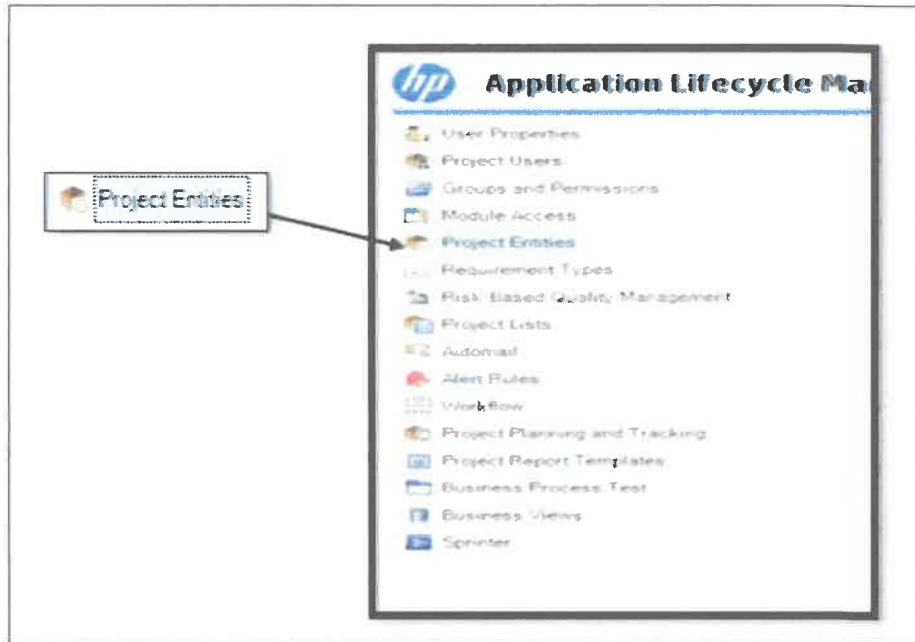
Figure 6. 67 HPQC Client Site

STEP 1: Customize project is depending on the requestor. So, this step is for users requesting in added module to the project. Click the Project Entities at the left side.
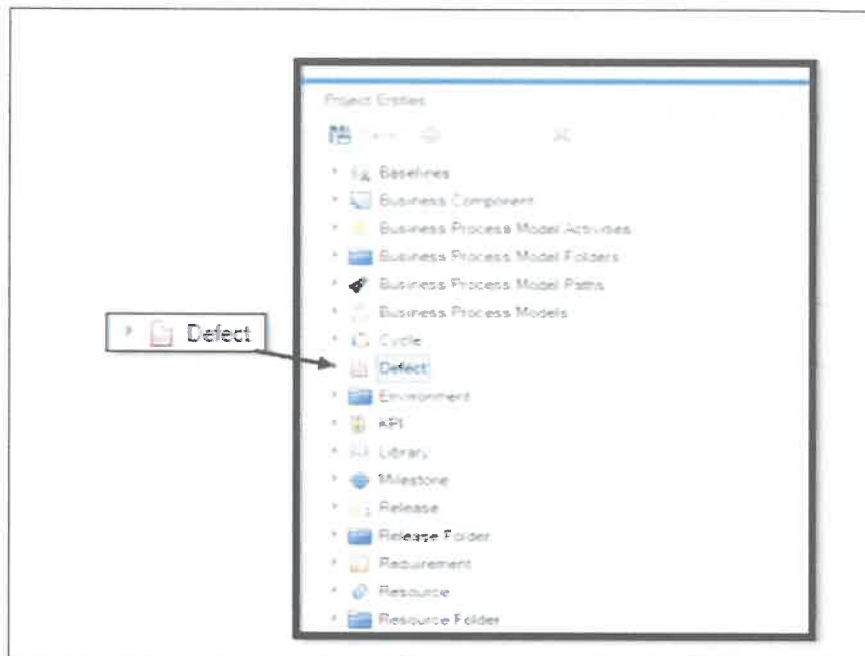
Figure 6. 68 Project Entities Site

STEP 2: Click Defect.
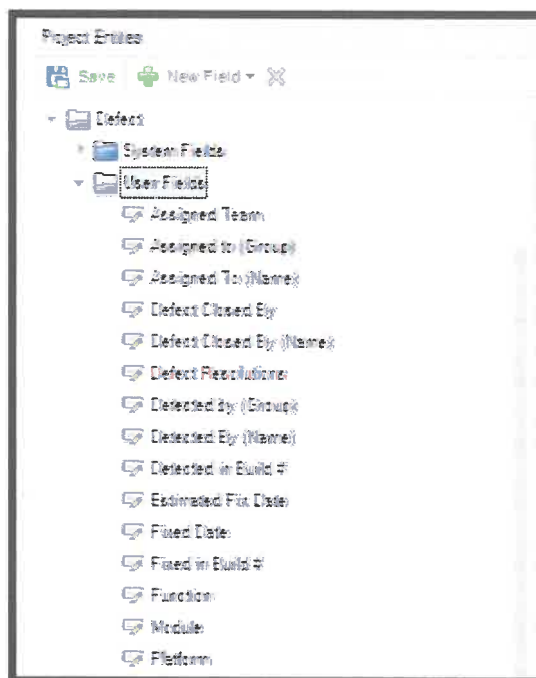
Figure 6. 69 Defect Site

STEP 3: Click User Field
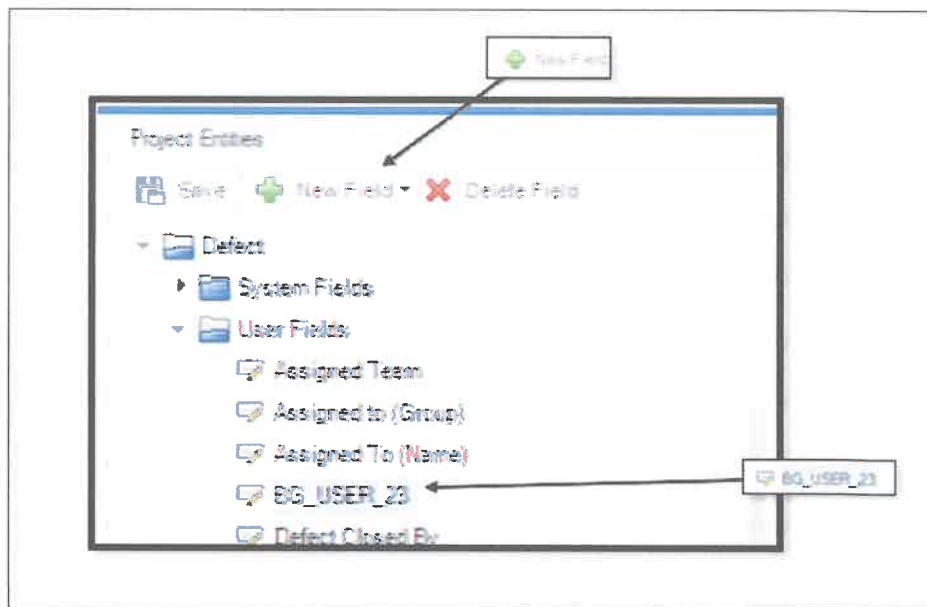
Figure 6. 70 User Field Site

STEP 5: At the right side the Figure 6.70 will appear and can change the new field name in Label box.
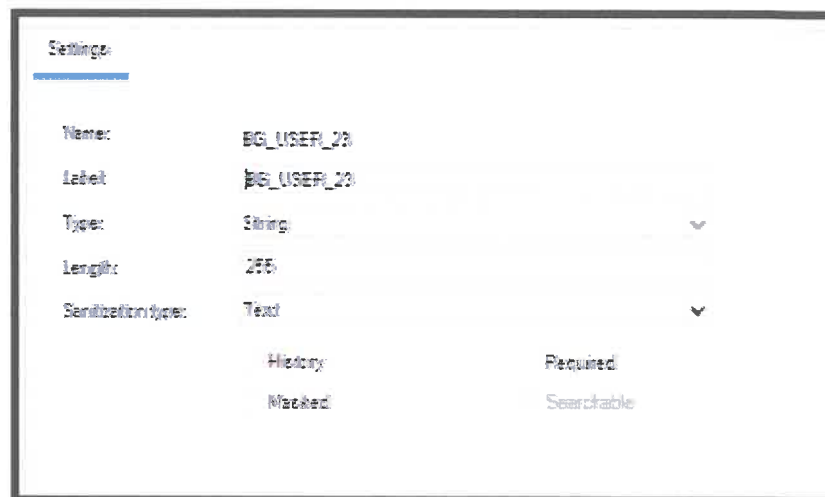
Figure 6. 71 Settings

STEP 4: Click the New Field as in Figure 6.70 and new field in Figure 6.71 will appear.

Figure 6. 72 Settings

STEP 6: Admin can choose the type based on the request. For this request choose Lookup List and tick any box related.

Figure 6. 73 Lookup List

STEP 7: At the bottom of the setting after the admin click Lookup List this Figure will appear and Click the New List.
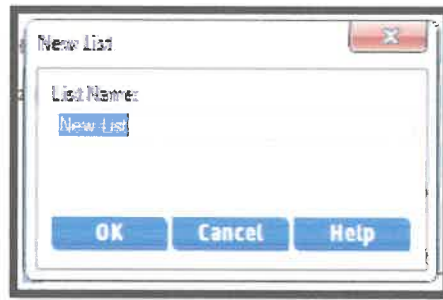
Figure 6. 74 New List Box

STEP 8: Paste or write the new list name as request in customize form and click Ok.

Figure 6. 75 Save, New Field and Delete Field Button
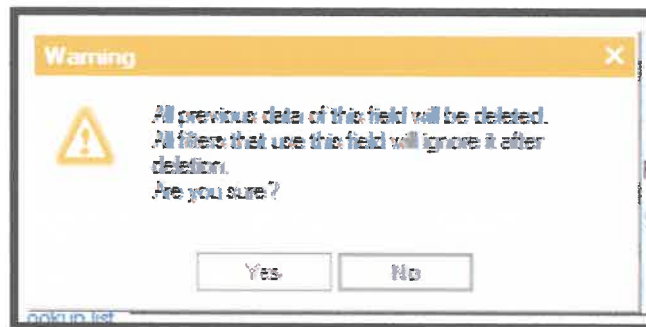
Figure 6. 76 Delete Confirmation

STEP 9: Then Click Save button to save all the changes. If the Admin want to delete the Figure 6.70 Click Delete Field and confirmation for delete will appear and click Yes.

APPENDIX 2
SLIDE
PRESENTATION

IMC 690 INDUSTRIAL TRAINING

INTAN NOR AZAH BT MD RAZAK
D1 IM 265 7A
3 JULY 2019

USER MANUAL

TOOL ONLINE REQUEST FORM

Maybank

introduction · Maybank background · Integrated delivery house (IDH) information · training activities · special project · conclusion

Maybank was founded by Malaysian business tycoon Khoo Teck Puat, who died in 2004. The company was led by President and CEO Amirsham Abdul Aziz from 2002 until March 2008 after which he was appointed Minister in the Prime Minister's Department in charge of the Economic Planning Unit, a post he held until April 2009. Dato' Sri Abdul Wahid Omar was President & CEO of Maybank Group from May 2008 to June 2013. On 2 August 2013, Datuk Abdul Farid Alias, Maybank's Deputy President and Head of Global Banking, was appointed as President & CEO of Maybank Group.

Vision

Advancing Asia's Ambition with You.

Mission

We want to humanize financial services by:

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

USER MANUAL TOOL ONLINE REQUEST FORM

Panel 1 (funnel sections):
- introduction
- Maybank background
- Integrated delivery house (IDH) information
- training activities
- special project
- conclusion
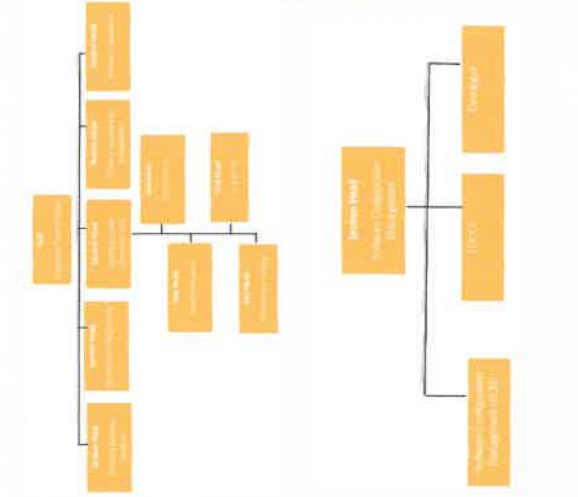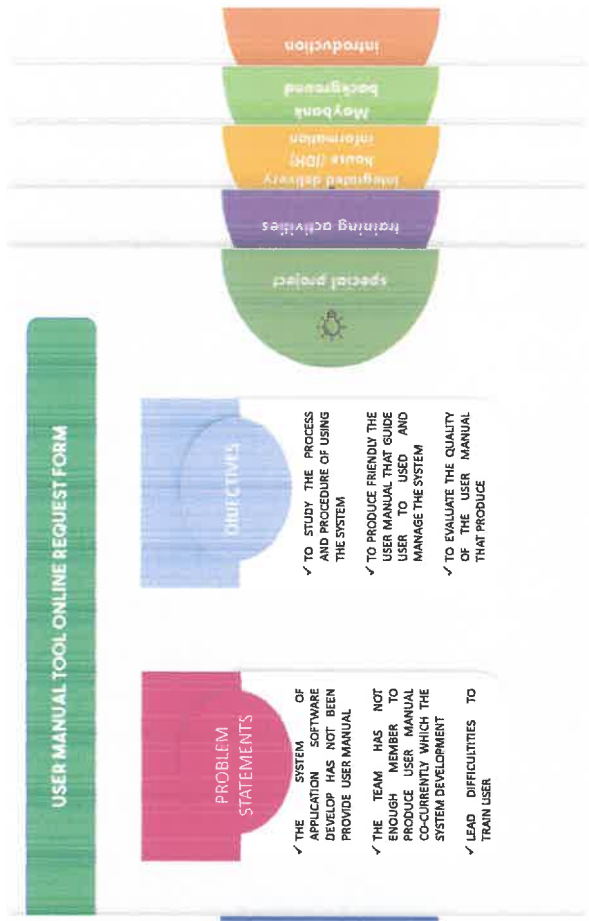
OBJECTIVES
- TO STUDY THE PROCESS AND PROCEDURE OF USING THE SYSTEM
- TO PRODUCE FRIENDLY THE USER MANUAL THAT GUIDE USER TO USED AND MANAGE THE SYSTEM
- TO EVALUATE THE QUALITY OF THE USER MANUAL THAT PRODUCE

PROBLEM STATEMENTS
- THE SYSTEM OF APPLICATION SOFTWARE DEVELOP HAS NOT BEEN PROVIDE USER MANUAL.
- THE TEAM HAS NOT ENOUGH MEMBER TO PRODUCE USER MANUAL CO-CURRENTLY WHICH THE SYSTEM DEVELOPMENT
- LEAD DIFFICUITTIES TO TRAIN USER

Panel 2 (funnel sections):
- introduction
- Maybank background
- Integrated delivery house (IDH) information
- training activities
- special project
- conclusion

- TOOL ONLINE REQUEST FORM ADMINISTRATION
- JIRA
- HP QUALITY CENTER (QC)
- CLARITY
- DINNER MAYBANK
- RATIONAL TEAM CONCERT (RTC) SYSTEM
- RAYA CELEBRATION

Panel 3 (funnel sections):
- introduction
- Maybank background
- Integrated delivery house (IDH) information
- training activities
- special project
- conclusion

APPLICATION OF KNOWLEDGE, SKILL AND EXPERIENCES

PERSONAL THOUGHTS AND OPINIONS
- Maybank one of the largest company in Malaysia that still hold top bank brand spot.
- The working environment team wonderful and interesting.

LESSON LEARNT
- New knowledge

LIMITATION AND RECOMMENDATION
- communication problem
- internship needs more time
- student should go to internship earlier

APPENDIX 3
LOG BOOK

PERSONAL DETAIL

1. Name : NIAN NOR AZAH Bi MD RAZAK
2. Student ID : JO16565157
3. Programme : INFORMATION SYSTEM MANAGEMENT
4. Semester :
5. Home Address :

6. Tel No (HP) :
7. Email :9

ORGANISATION INFORMATION

1. Full Name & Address :

2. Department :

3. Supervisor :

4. Position :

5. Tel :   HP :

6. Email :

FOR OFFICE ONLY
Remarks :

INSTRUCTIONS

1) This book is issued to you to record your assignments and activities during industrial training

2) All entries must be regularly recorded by trainee and initialed by the Supervisor.

3) All entries are made in ink, except sketches.

4) The book must be handed to your Industrial Training Coordinator upon completion of attachment.

DATE: 4/9/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 went to HR department for the report duty	
9.50 make acces	Grace
9.30 a little breafing about internship	
9.50 make access card	
10.00 went to IPH at 30th floor.	
11.00 look around maybank introduce to all 11 members some	
2.00 learning HPBC for the admin and clients	
4.00 free time	
5.45 went home	

PRACTICAL TRAINING
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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
10.00 learning # HPQC	
- create new project and update existing project	*(signature)*
- learning step by step using the ALOM creating the new project	Good
- update existing project, add user, active the user from machine, create the new user	
2.00 doing the clarity	
3.00 waiting for any request at ALOM	
4.00 have done one / update existing project	
4.45 went home	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
10.00 learning about RTC. All the	
- All the develop have to check in and check out in RTC by request	
- The purpose of this RTC is to keep track on the changes happen	Good
- to make sure there is no overwriting coding.	
- If the team from development team so the folder is DEV and will be go to SIT and it request it will go to UAT	
2.00 free time	
5.45 went home	

DATE: 12/2/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
9.45 open maybank Group IT Finaaa) management (the MGI rp)	
10.00 Done one update existing project	
6.00 went back home	

DATE: 11/2/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
10.50 learn how to be admin	
11.00 done one update existing project	
11.30 assign job / task by Sir Saravanan	
1.30 lunch	
2.00 doing an update existing project	
5.45 went back home	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
9.00 continue creating form	*(signature)*
10.30 update existing project	
12.30 update existing project	
2.00 customise project	
3.30 create new project	
5.50 went back	
* customise a project by add return modul and functions	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	*(signature)*
9.60 update existing project	
10.00 application create an application form	
5.00 create 2 project UAT and SIT	
6.30 went back home	

DATE: 16/2/19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
9.00 update existing project	
9.30 free time	Oyosh
4.00 service manager	
4.30 create new project	
4.40 call person to confirm about name domain name	
5.45 went home	

DATE: 15/2/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	Very Good
8.50 update existing project	
9.00 creating the form	
5.45 went back home	

DATE: 20/2/19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
9.00 update existing project	
4.00 free time	
5.45 went home	

DATE: 19/2/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
9.00 update existing project	
5.45 went home	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
update project	
create project	
customize project	
5.30 went back	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 am arrived at office	
9.00 update	
create	
5.45 went home	

DATE: 26/2/19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
3.00 update project	
5.45 went home	

DATE: 25/2/19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
4.00 update project	
5.00 went back	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
9.00 study PHP ?	
10.00	
2.00 update existing project	
5.45 went home	

PRACTICAL TRAINING
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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at home	
9.00 understand the JIRA request form coding	
10.00 update existing project	
5.45 went home	

PRACTICAL TRAINING
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DATE: 4/3/19

EXTRACT NATURE OF WORK DONE		SUPERVISOR REMARKS
8.45	arrived at office	
9.00	study php	
2.00	update project	
5.45	went home	

DATE: 1/3/19

EXTRACT NATURE OF WORK DONE		SUPERVISOR REMARKS
8.45	arrived at office	
9.00	study php	
2.00	update project	
5.45	went home	

	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45	arrived at office	
9.00	learning coding PHP and explore	
2.00	have a task given get a task from Mr Saufi. To check all the project in HPO, ETIQA, MIBB, Singapore HPAC and international. Check one by one according to domain given. Check the last date of every project being update at defect or test lab.	
7.00	going home	

PRACTICAL TRAINING
LOG BOOK
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	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45	arrived at office	
9.00	study php	
2.00	update project	
5.45	went home	

PRACTICAL TRAINING
LOG BOOK
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DATE : 8/3/19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8·45 arrived at office	
9·00 update and create existing project	good
5·45 went home	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8·45 arrived at office	
9·00 helping Madam Lia tracing the project leader for the task given by Mr Santi yesterday.	good
2·00 update and create existing project	
5·45 went home	

DATE: 12/3/19

	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45	arrived at home	Very good
9.00	update existing project	
5.45	going home	

DATE: 11/3/19

	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45	arrived at office	
9.00	update existing project	floor
2.00	my was helping mistake I make because of the wrong template that I used	
5.45	going home	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
9.00 update existing project	
5.45 going home	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
9.00 update existing project	
5.45 going home	

DATE: 市 13/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	*signature*
9.00 update existing project	
5.45 went home	

DATE: 市 13/19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	*signature*
9.00 update existing project	
5.45 went home	

DATE: 20/3/19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
9.00 update existing project	
5.45 went home	

DATE: 19/3/19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
9.00 update existing project	
5.45 went home	

DATE: 20/3/19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
9.00 update existing project	
4.45 went home	

DATE: 21/3/19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
9.00 update existing project	
5.45 went home	

DATE: 06/3/19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
10.00 update existing project	
3.45 went home	

DATE: 25/3/19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
3.00 update existing project	
3.45 went home	

	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45	arrived at office	
9.00	update existing project	*(signature)*
5.45	went home	

PRACTICAL TRAINING
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	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45	arrived at office	
8.45	update existing project	*(signature)*
5.45	went home	

PRACTICAL TRAINING
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DATE: 1/4/19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
9.00 update existing project	*(signature)*
3.45 went home	

DATE: 29/3/19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at home	
11.00 update existing project	*(signature)*
4.45 went home	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
9.30 he service manager. by close submit all the request form.	*(signature)*
11.00 update existing project	
2.30 update existing project	
5.00 update existing project	
5.45 went home	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
9.00 update existing project	
10.00 customize existing project	
10.15 learning PHP	*(signature)*
2.00 customize existing project by adding to Phase Delivery. in phase 9.0.3 in colon planned closing version and closed in version	
5.45 went home	

DATE : 3/4/19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
9.30 update existing project	
5.45 went home	

PRACTICAL TRAINING
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DATE : 4/4/19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 Arrived at home	
9.30 update existing project	
5.45 went home	

PRACTICAL TRAINING
LOG BOOK   UNIVERSITI TEKNOLOGI MARA

DATE: 9/4/19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:45 arrived at work	
9:00 update existing project	(signature)
5:00 update existing project	

DATE: 8/4/19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:45 arrived at work @ work	
9:00 update existing project	(signature)
10:30 update existing project	
2:00 insert user and role in new project	
3:30 hp service manager. close all the request form.	
5:45 I went home	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at home	
2.30 update existing project	*(signature)*
3.15 update existing project	
4.45 update existing project	
5.45 went home	

PRACTICAL TRAINING
LOG BOOK

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
11.00 update existing project	*(signature)*
5.00 update existing project	
5.45 went home	

PRACTICAL TRAINING
LOG BOOK

	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45	arrived at office	
9.40	study php	*(signature)*
5.45	went home	

	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45	arrived at office	
9.45	update existing project	*(signature)*
11.50	update existing project	
	reject customoe project because user mist of user mistake	
4.45	went home	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
10.00 study PHP	
5.45 went home	

PRACTICAL TRAINING
LOG BOOK

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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
9.30 update existing project	
9.20 update existing project	
5.45 went home	

PRACTICAL TRAINING
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	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
9.45	arrived at office	
9.00	customize project to add phase delivery - In phase 8.2 in closeq in venion for the Branch - front - End - BFE - S6 project	
3.00	update existing project	
5.45	went home	

	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45	arrived at office	
9.00	study php	
5.45	went home	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:45 arrived at office	
10:50 update existing project	
11:00 update existing project	
2:00 prepared manual guide for ALM&C	
5:45 went home	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:45 arrived at office	
5:10 update existing project	
5:45 went home	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
10.00 continue prepared user manual	
5.45 active went home	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
10.00 update existing project	
11.00 prepared manual guide user log in into ALMQC	
2.00 prepared manual guide for user to update project member	
5.00 update existing project	
5.45 went home	

DATE: 29/4/19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
2.00 update existing project	
4.00 5.00 update existing project	
4.45 5.45 went home	

DATE: 26/4/19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
10.40 update existing project	
2.35 update existing project	
3.10 update existing project	
4.00 update existing project	
4.45 went home	

DATE: 2/5/18

	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45	arrived at office	
9.00	continue manual guide for admin	
	went home	
4.00	update existing project	
5.00	update existing project	
6.45	went home	

DATE: 30/4/19

	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45	arrived at office	
9.00	prepared manual guide for admin add member and approve	
	update project	
10.50	update existing project	
11.00	update existing project	
11.16	update existing project	
5.45	went home	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:45 arrived office	
9:00 continue admin guide	
10:30 update existing project for OSP_CWP DSP	
they want to add 3 member as tester	
11:10 update existing project for VAT_RBS_MM RBS_MY_q-a then they want to add one member as tester	
5:45 went home	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:45 arrived at office	
9:30 update existing project for VAT_UIP_REDW Group_Risk_management MART they want to add one member as project manager	
9:50 update existing project for VAT_RBS_MY RBS_MY_q-2 they want to add one member as tester	
10:22 update existing project for VAT_MFH_ITPMO CORE_GROUPLIFE they want to add one member as tester	
11:30 Sauti ask to deactive one ID in HPQC	
5:45 went home	

	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:45	arrived at home	
9:30	update existing project for UAT - MFH - ITPMO CORE_GROUPLIFE	
	they want to add two members as project manager meng manager	
9:50	update existing project for UAT_ETIGA_ITI IRRS	
	they want to add one member as tester	
9:55	update existing project for UAT_ETIGA_ITI EIU	
	they want to add one member as tester	
11:30	update existing project for UAT_ETIGA_ITI LIFEASIA_URF	
	they want to add one member as tester	

	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
9:45	arrived at home	
10:30	update existing project for UAT - MFH - ITPMO CORE_GROUPLIFE	
	they want to create add one member as project manager	
12:00	update existing project for UAT - MFH - ITPMO CORE_LIFE_2- Project	
	they want to add one member as developer	
2:00	continue manual guide	
5:15	went home	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
10.00 update existing project	
for SIT - CARDS	
mjv - CARD - SIT - OPTIMIZATION	
they want to add one member	
as tester	
2.00 update existing project	
for SIT VAT - CARDS	
mjv - CARD - SIT - OPTIMIZATION	
they want to add two member	
as tester	
4.00 update existing project	
for VAT - MFH - LIFNO	
core - GROUPLIFE they	
want to add one member	
as tester	
4.45 went home	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
12.00 update existing project	
for VAT - ENIOA - LIFE	
CARSIL - URF	
they want to add one member	
as tester	
2.00 continue manual guide	
5.15 went home	

	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45	arrived at office	
9.05	update existing project for UAT_FMS_ACCOUNTING SYSTEMS, MAYBANK_ASSET_MGMT_GROUP, MPE they want to add one member as project manager and tester and two member as tester	
9.30	continue manual guide	
2.00	update existing project for SIT_CORE_BANKING, COMPL_ON_COLLATERAL_DATA_BNM they want to add one member as tester and one member as tester and developer	
3.00	update existing project for UAT_CORE_BANKING, COMPL_ON_COLLATERAL_DATA_BNM they want to add one member as let tester and developer	
5.15	went home	

	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45	arrived at office	
11.00	update existing project for UAT_RGS_MY, RGS_MY_9_9 they want to add two member as tester	
2.30	add 2 member in new project SIT_RMBP_MALAYSIA, MJU_ONLINE_B12_ACC_OPENING	
2.40	add new member in new project SIT_ITTP_REDW, OCR_PHASE_2	
3.00	continue manual guide	
5.00	add new member in new project SIT_MJU_MALAYSIA, MJU_ONLINE_B12_ACC_OPENING_2	
5.15	went home	

	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
9:45	arrived at office	
11:00	update existing project for UAT - ETIQA - ITT CORE - GENERAL - INSURANCE - URF they want to add four member as project manager	
2:00	update existing project for DSP - CWP DSP they want to add one member as project member manager	
2:30	update existing project for DSP - CWP DSP they want to add one member as project manager	
3:40	update existing project for SIT - CORE - BANKING COMPL - OU - COLLATERAL - DATA - BNM they want to add one member as tester	

	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:45	arrived at home office	
9:00	continue manual guide	
2:00	Update existing project UAT - RBS - MY RBS - MY - 9 - 2 they want to add 1 member as tester viewer	
4:00	customize project SIT - MOU - MALAYSIA MOU - ONLINE - BIZ - ACC - OPENING customize to add module, platform, function for module add FTB Soleprop NTB Non-Soleprop, OTB soleprop for platform add web and for function add online BIZ	
3:15	went home	

DATE: 17/9/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:45 arrived at office	
9.00 continue manual guide admin approve and do customize project	
4:45 went home	

DATE: _____

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
4:30 update existing project JPT CORE BRIEFING compl on collateral data BKN they want to add one person as tester	
5:15 went home	

DATE : 21/5/18

	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45	- arrived at home	
10.00	create new project for VAT _ FMS _ REGULATORY _ SYSTEMS and SIT _ FMS _ REGULATORY SYSTEMS for REDM _ ENHANCEMENT PROJECT added 11 people in the project	
11.00	manual guide for customer project for admin	
2.00	manual guide for customer project for user	
4.00	update existing project DSP _ CWP rwp they want to add one member as tester	
5.15	went home	

DATE : 23/5/18

	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45	arrived at the office	
9.00	created new project for VAT _ MIB _ APPSUPP and SIT _ MIB _ APPSUPP MULTIBROSER added five people in the project	
10.00	UAT created new project for VAT _ ETIQA _ IIT PHASE 3 _ MERIMEN _ INTEGRATION added three people in the project	
11.00	created new project for VAT _ ETIQA _ IIT CRAB _ E _ MAILING added 16 people in the project	
11.30	update existing project PRO _ ETIQA _ IIT MCS they want to add one member as tester	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
9.45 arrived at office	
9.30 update existing project for SIT_MIB_APPSUPP MULTIBROWSER they want to add one member as tester	
10.15 update existing project for UAT_MIB_APPSUPP MULTIBROWSER they want to add one member as project manager and one member as tester	
11.00 update existing project for UAT_REAL_BPM BPM_EOS_MAINT_30% they want to add one member as project manager	
4.45 went home	

DATE: _____

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
3.00 update existing project for SIT_RBS_my RBS_my_q_a they want to add one member as tester	
3.00 update existing project for PROD_ETIQA_IIT MCS want to add one member as project manager, tester, developer and viewer	
4.00 continue manual guide	
5.15 went home	

DATE: 27/5/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
9.00 update existing project for VAT_EUGA_ITI FIRE_SME_BIZCARE_plus they want to add one member as tester	
10.00 update existing project for SIT_MOU_MALAYSIA MOU_ONLINE_BA_ACC_OPENING2 they want to add one member as tester	
11.00 transfer cost of center list to JIRA charge back call center	
12.00 doing decoration for Hari Raya in department	
2.00 transfer cost of center list to JIRA charge back call center	
5.15 went home	

DATE: 26/5/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
9.00 create new project for VAT_UIP_REBU DQR_PHASE_C they want to add SI member in the project	
10.00 continue manual guide	
3.00 transfer cost of centre list to JIRA charge back call center	
5.15 went home	

DATE : 28/5/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
arrived at office	
9.00 update existing project for UAT_RBS_MY RBS_MY_q_1 they went to add one member as tester	
10.00 update existing project for SIT_FMS_REGULATORY SYSTEM REDM_ENHANCEMENT they went to add four member as developer	
11.00 update existing project for UAT_ITP_REDW DQR_PHASE 2 they went to add one member as project manager and tester and three member as tester and developer	
3.00 update existing project for SIT_ITP_REDW DQR_PHASE_2 they want to add one	

DATE : _____

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
member as project manager, tester and developer	
9.00 update existing project for UAT_CORE_BANKING COMPL_ON_COLLATERAL_ DATA_BNM they want to add ten member as tester	
4.00 update existing project for UAT_CORE_BANKING COMPL_ON_COLLATERAL_ DATA_BNM. they want to add one member as tester	
6.15 went home	

EXTRACT NATURE OF WORK DONE		SUPERVISOR REMARKS
8.45	arrived at office	
9.00	update existing project	
	UAT - FUQA - UT	
	FIRE_SME_BIZCARE_PLUS	
	they want to add one member	
	as developer	
10.00	update existing project	
	UAT - FUQA - UT	
	FIRE_SME_BIZCARE_PLUS	
	they want to add one member	
	as developer	
11.00	update existing project	
	SIT_MOU_MALAYSIA	
	MOU_ONLINE_BID_ACC_	
	OPENING_9 they want to	
	add one member as developer	
2.00	update existing project	
	UAT_REAL_BPM	
	BPM_EOS_MAINT_2014	
	they want to add one member	
	as developer	

EXTRACT NATURE OF WORK DONE		SUPERVISOR REMARKS
3.00	update existing project	
	UAT - AFH - 17pm	
	CORE_LIFE_2_PROJECT they want	
	to add two member as developer	
4.00	create new project	
	SIT_RBS_SG	
	RELEASE_3.0 they	
	want to add one member as	
	project manager	
5.15	continue acceration for raya	
8.30	went home	

DATE: 30/5/18

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 — arrived at office	
9.00 — update existing project VAT-MFH-IIPMO CORE-GROUPLIFE they want to add one member as project manager	
10.00 — update existing project VAT-MFH-IIPMO ELIXIR-UR they want to add one member as project manager	*(signature)*
11.00 — update existing project VAT-INTEGRATED-RISK-MANAGEMENT they want to add three member as tester, one member as project manager and tester and one member as developer	

DATE:

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
3.00 — update existing project for SIT-ETIQA-UT CAPSIL-ORF they want to add one member as tester	
3.00 — update existing project for VAT-RBS-MY RBS-MY-9-2 they one to add one member as project manager	*(signature)*
4.00 — transfer cost of centre list to JIRA charge back call center	
6.00 — went home	

	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
	one member as tester and developer	
3.00	update existing project	
	UAT - CORE - BANKING	
	AUTOMATION - PEGGED - COF -	
	RATE they want to add	
	11 member	
3.00	update existing project	
	UAT - CORE - BANKING	
	AUTOMATION - PEGGED - COF -	
	RATE they want to add	
	six member in the project	
4.00	report	
4.45	went home	

	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
7.30	transfer cost of center list	
	to SIRA charge back call center	
8.45	report for industrial	
	training	
9.00	update existing project	
	SIT - CORE - BANKING	
	automations - of - cot - it -	
	project they want for	
	add four members as tester	
	and developer	
10.00	update existing project	
	SIT - CORE - BANKING	
	automations - of - cot - it -	
	project they want to	
	add five member as	
	tester and developer	
11.00	update existing project	
	SIT - CORE - BANKING	
	automations - of - cot - it -	
	project they want to add	

	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:45	arrived at office	
9:00	update existing project SIT_IITP_REDW DQR_PHASE-2 they want to add one member as project manager and tester and two member as tester and developer	
10:00	update existing project SIT_IITP_REDW DQR-PHASE-2 they want to add 31 members	
10:30	update existing project UAT_IITP_REDW DQR_PHASE-2 they want to add three member as tester and developer and one member as developer and one member as project manager, tester and developer	
11:00	update existing project SIT_IITP_REDW DQR-PHASE-2 1003 they want to add three member as tester developer and one member as project manager	

	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:45	arrived at home	
9:00	create new project for UAT_RBS_MY RBS_MY_9_3 they want to add one member as project manager	
10:00	continued my university report	
5:45	went home	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
4.00 update existing project	
UAT _ CORE _ BANKING	
COMPL _ ON COLLATERAL _ DATA	
BNM	
they want to add one member	
as developer	
4.30 update existing project	
SIT _ CORE _ BANKING	
COMP _ ON _ COLLATERAL _ DATA	
BNM they want to add	
one member as developer	
5.40 update existing project	
UAT _ RBS _ MY	
Branch _ front _ End _ BFE	
they want to add one member	
as tester	
5.45 went home	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
tester and developer	
2.00 customization project	
UAT _ RBS _ SG	
BRANCH _ FRONT _ END _ BFE _	
SG	
they want to customize	
by added phase delivery	
in phase 8.1.1 on colum	
planed closing version and	
closed in version	
2.30 update project	
DSP-CWP	
CWP they want to add	
three member as project	
member	
3.00 update project	
DSP-CWP	
DSP they want to add	
three member as project manager	
3.50 update existing project	
DSP-CWP	
DEPOSITE	
they want to add three	
... members as project manager	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
3.00 create new project for UAT - ITTP - CMS RCMS _ RIP _ RECON they want to add one pt member as project manager	
3.30 update existing project DSP - CWP CWP they want to add three members as project manager	
4.00 update existing project DSP - CWP DSP they want to add three members as project manager	
4.30 update existing project UAT - ETIQA - ITI ECRM - PHASE 2 they want to add one member as tester, one member as project manager and one member as developer	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at office	
create new project for UAT - ITTP - CMS and SIT - ITTP - CMS RCMS - V10-1 they want to add one member as project manager	
9.00 create new project for UAT - ITTP - CMS and SIT - ITTP - CMS RCMS v11.0 they want to add one member as project manager	
11.00 create new project for UAT - ITTP - CMS RCMS - SWIFT - CAPABILITIES they want to add one member member as project manager	

	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8·45	arrived at office	
9·00	update existing project PROD. ETIQA_ITT MCS they want to add one member as project manager, tester and developer	
10·00	update existing project UAT_MFH_ITPMO (OA) _GROUPLIFE they want to add two members as project manager	
11·00	continue university report	
12·00	mc (fever)	

	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8·00	update existing project DSP_CWP INFOSITE they want to add three members as project manager	
5·45	went home	

DATE : 17/6/19

	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:45	arrived at office	
	update existing project	
9:00	UAT - MFH - ITPMO	
	CORE - LIFE - 2 - PROJECT	
	they want to add one member	
	as developer	
10:00	create new project	
	UAT - ETIQA - IFT	
	FAG - SORPLUS - MUDHARABAH	
	they want to add two three members as	
	project manager and three	
	members as tester	
11:00	create new project	
	UAT - FMS - REGULATORY SYSTEMS	
	MFRS16 - ENHANCEMENT - CR3	
	they want to add 17 members	
	in the project	
1:00	Raya Celebration	
5:45	Went home	

DATE : 14/6/19

	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS

DATE: 19/6/19

	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:45	arrived at office	
	UPDATE EXISTING PROJECT	
	SIT - FMS - REGULATORY - SYSTEMS	
	MFRSI6 _ ENHANCEMENT _ CR)	
	they want to add 4 members	
	as testers	
9:00	update existing project	
	UAT_MFH - ITPMO	
	CORE _ LIFE _ 3 _ PROJECT	
	as they want to add one member	
	as developer	
10:00	update existing project	
	UAT_ FMS _ RE GUIATORY _SYSTEMS	
	MFRSI6_ ENHANCEMENT _ CR)	
	they want to add three	
	members as testers	
11:30	update existing project	
	PROD - ENOA - IIT	
	DATA - WAREHOUSE they want	
	to add one member as tester	

DATE : _____

EXTRACT NATURE OF WORK DONE		SUPERVISOR REMARKS
3.30	update existing project VAT_ETIQA_IIT IRRS they want to add one member as tester and developer	
4.00	check the list of core banking user with UPQC clients	
4.30	SIT_RMBP_2019 MALAYSIA RMBP_2019 they want to add one member as viewer (update existing project)	*(signature)*
4.30	update existing project VAT_ETIQA_IIT IAE_SURPLUS_MUDHARABAH they want to add one member as tester	
5.00	update existing project SII_CORE_BANKING COMPL_ON_COLLATERAL_DATA_ BNM they want to add one member as tester	

DATE : _____

EXTRACT NATURE OF WORK DONE		SUPERVISOR REMARKS
3.00	update existing project VAT_IITP_REQW GROUP_RISK_DATA_MART they want to add one members as viewer	
3.00	update existing project VAT_ETIQA_IIT ACP they want to add one member as tester and developer	*(signature)*
3.30	update existing project DSP_CWP DSP they want to add three members as project manager	
3.00	update existing project DSP_CWP CWP they want to add two members as project manager	

	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.15	arrived at office	
9.00	continue report University	
9.00	customization	
	UAT_RBS_SG	
	BRANCH_FRONT_END_BFE_SG	
	add "Phase Delivery - In Phase 8-3	
	in Planned Closing version	
	Closed in version version	(signature)
3.30	update existing project	
	SIT_CARDS	
	MCARD_DIGITAL_ENABLE_SERVICE	
	they want to add one member	
	as tester and developer	
5.00	update existing project	
	UAT_EIGA_ttT	
	bw they want to add one	
	member as tester	
5.45	went home	

	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
5.30	update existing project	
	UAT_CORE_BANKING	
	COMPL_ON_COLLATERAL_DATA_	
	Bum they want to add one	
	member as tester	
	update existing project	
	SIT_EIGA_ttT	(signature)
	FROM_PHASE2 they want to	
	add one member as project	
	manager and tester	
6.80	went home	

DATE : 2/6/18

EXTRACT NATURE OF WORK DONE		SUPERVISOR REMARKS
8.45	arrived at office	
10.00	911 - PMS - REGULATORY - SYSTEMS	
	MFRSI6 - ENHANCEMENT - CR2	
	they want to add one person	
	as tester (update existing project)	
	to	
11.30	update existing project	
	PRO - ETIQA - ITT	
	ACS they want to add five	
	members as tester and develop[?]	
1.00	continue university report	
4.45	went home	

PRACTICAL TRAINING
LOG BOOK

DATE : 9/6/18

EXTRACT NATURE OF WORK DONE		SUPERVISOR REMARKS
8.45	arrived at office	
9.00	promoting dinner at every	
	floor (in department)	
9.00	continue report	
3.00	update existing project	
	UAT - ETIQA - ITT	
	PIRE - SME - BIZCARE - PLUS	
	they want to add one person	
	as developers	
4.00	continue University report	
5.45	went home	

PRACTICAL TRAINING
LOG BOOK

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at the office	
9.00 update existing project SIT_CARISMA CA_RELEASE 1 they want to add one member as project manager, tester and developer	
10.00 update existing project SIT_CARISMA VOL_RELEASE1 they want to add two member as project manager, tester and developer	*(signature)*
11.00 update existing project SIT_CARISMA CAC_RELEASE1 they want to add two member as project manager, tester and developer	
12.00 update existing project SIT_CARISMA EF_RELEASE1 they want to add one member as project manager, tester and developer	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.45 arrived at home	
11.00 Raya celebration	
4.00 update existing project CAT_FMS_REGULATORY_SYSTEM RADM_ENHANCEMENT they want to add one p member as project manager and want to add four four members as developer	*(signature)*
5.45 went home	

DATE: 27/6/16

	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:45	arrived at office	
	update existing project	
	SIT – FMS – REGULATORY – SYSTEMS	
	RRDM – ENHACEMENT	
	they want to add one member	
	as project mamo manager	
	update existing project	
	VAT – ELIGA – UT	
	CORE – GENERAL – INSURANCE – URF	
	they want to add 3 people	
	as developer	
	update existing project	
	SIT – RBS – MY	
	RBS – MY – 9.2	
9:00	continue report	
5:45	went home	

DATE: _____

	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
3:00	update existing project	
	they want to add	
	one member as	
	tester for VAT – MFH – ITPMO	
	CORE – GROUPLIFE	
4:00	update existing project	
	VAT – CORE – SHIKTIUB	
	COMPL_ON_COLLATERA_DATA	
	BNM	
5:50	went home	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS

EXTRACT NATURE OF WORK DONE		SUPERVISOR REMARKS
8.45	arrived at office	
9.00 10.00	hand over	
10.00	dinner prepration	
12.00 4.45	went home	

APPENDIX 3
INDUSTRIAL
TRAINING
ATTENDANCE

FAKULTI PENGURUSAN MAKLUMAT

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

UNIVERSITI
TEKNOLOGI
MARA

REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : _____ H _____ No. Matrik : _____

No. I/C : _____ No. Telefon : _____

Nama / Alamat : _____
Organisasi

Nama Penyelia : SARAVANAN LAKSHMAN

Bulan /Tahun : FEBRUARY 2019

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
4/2/19	10.00 am	5.45 pm	
7/2/19	8.30 am	6.00 pm	
8/2/19	7.40 am	4.45 pm	
11/2/19	7.40 am	6.00 pm	
12/2/19	7.50 am	6.00 pm	
13/2/19	7.50 am	6.30 pm	
14/2/19	8.25 am	5.50 pm	
15/2/19	7-45 am	5.00 pm	
18/2/19	8.00 am	5.53 pm	
19/2/19	7-45 am	5.50 pm	
20/2/19	8-34 am	5.45 pm	
21/2/19	7-44 am	5.50 pm	
22/2/19	7.44 am	5.25 pm	
25/2/19	7.48 am	5.00 pm	
26/2/19	8.45 am	5.45 pm	
27/2/19	8.45 am	5.45 pm	
28/2/19	8.45 pm	5.45 pm	

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : _____ _____ Tarikh : 28/2/19

Tandatangan Penyelia : _____ _____ Tarikh : 28/2/19

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

UNIVERSITI TEKNOLOGI MARA

REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih   : INTAN NOR A2AH BT MD RA2AK

No. I/C   :

Nama / Alamat   : MENARA MAYBANK, KL
Organisasi

Nama Penyelia   : SARAVANAN LAKSHMAN

Bulan /Tahun   : MARCH 2019

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
1	8.45 am	5.45 pm	
4	8.45 am	5.45 pm	
5	8.45 am	5.45 pm	
6	8.45 am	7.30 pm	
7	8.45 am	5.45 pm	
8	8.45 am	5.45 pm	
11	8.45 am	5.45 pm	
12	8.45 am	5.45 pm	
13	8.45 am	5.45 pm	
14	8.45 am	5.45 pm	
15	8.45 am	5.45 pm	
18	8.45 am	5.45 pm	
19	8.45 am	5.45 pm	
20	8.45 am	5.45 pm	
21	8.45 am	5.45 pm	
22	8.45 am	5.45 pm	
25	8.45 am	5.45 pm	
26	8.45 am	5.45 pm	
27	8.45 am	5.45 pm	
28	8.45 am	5.45 pm	
29	8.45 am	5.45 pm	

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar   :   Tarikh : 29/3/19

Tandatangan Penyelia   :   Tarikh : 29/3/19

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

UNIVERSITI TEKNOLOGI MARA

REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : INTAN NOR AZAH BT MD RAZAK

No. I/C :

Nama / Alamat Organisasi : MENARA MAYBANK , KL

Nama Penyelia : SARAVANAN LAKSHMAN

Bulan /Tahun : APRIL 2019

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
1	8.45 am	5.45 pm	
2	8.45 am	5.45 pm	
3	8.45 am	5.45 pm	
4	8.45 am	5.45 pm	
5	8.45 am	4.45 pm	
8	8.45 am	5.45 pm	
9	8.45 am	5.00 pm	
10	8.45 am	5.45 pm	
11	8.45 am	5.45 pm	
12	8.45 am	4.45 pm	
15	8.45 am	5.45 pm	
16	8.45 am	5.45 pm	
17	8.45 am	3.45 pm	
18	8.45 am	5.45 pm	
19	8.45 am	5.45 pm	
22	8.45 am	5.45 pm	
23	8.45 am	5.45 pm	
24	8.45 am	5.45 pm	
25	8.45 am	5.45 pm	
26	8.45 pm	4.45 pm	
29	8.45 pm	5.45 pm	
30	8.45 pm	5.45 pm	

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar :   Tarikh : 30/4/19

Tandatangan Penyelia :   Tarikh : 30/4/19

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   : iNTAN NOR AZAH BT MD RAZAK   No. Matrik : 2016565787

No. I/C   :

Nama / Alamat   : MENARA MAYBANK , KL
Organisasi

Nama Penyelia   : SARAVANAN LAKSHMAN

Bulan /Tahun   : MEI 2019

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
1	7.00 am	2.00 pm (labour day volunteer)	
2	8.45 am	5.4 pm	
3		taken leave	
6	8.45 am	5.15 pm	
7	8.45 am	5.15 pm	
8	8.45 am	5.15 pm	
9	8.45 am	5.15 pm	
10	8.45 am	4.45 pm	
13	8.45 am	5.15 pm	
14	8.45 am	5.15 pm	
15	8.45 am	5.15 pm	
16	8.45 am	5.15 pm	
17	8.45 am	4.45 pm	
21	8.45 am	5.15 pm	
23	8.45 am	5.15 pm	
24	8.45 am	4.45 pm	
26	8.45 am	5.15 pm	
27	8.45 am	5.15 pm	
28	8.45 am	5.15 pm	
29	8.45 am	8.30 pm	
30	8.45 am	6.00 pm	
31	7.30 am	4.45 pm	

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar   : ___   ___   Tarikh : 31/5/19

Tandatangan Penyelia   : ___   ___   Tarikh : 31/5/19

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 : INTAN NOR AQAH BT MD RAJAK   No. Matrik : 2016565787

No. I/C :

Nama / Alamat : MENARA MAYBANK, KL
Organisasi

Nama Penyelia : SARAVANAN LAKSHMAN

Bulan /Tahun : JUNE 2019

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
3	taken	leave	
4	taken	leave	
7	taken	leave	
10	8.45 am	5.45 pm	
11	8.45 am	5.45 pm	
12	8.45 am	5.45 pm	
13	8.45 am	12.00 (half day mc)	
14	mc	fever	
17	8.45 am	5.45 pm	
18	mc +	taken leave	
19	8.45 am	6.00 pm	
20	8.45 am	5.45 pm	
21	8.45 am	4.45 pm	
24	8.45 am	5.45 pm	
25	8.45 am	5.45 pm	
26	8.45 am	5.50 pm	
27	8.45 am	5.45 pm	
28	8.45 am	dinner preparation	

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : _____   Tarikh : 28/6/19

Tandatangan Penyelia : _____   Tarikh : 28/6/19