



**UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT**

**INDUSTRIAL TRAINING REPORT:
PRISM INTEGRATED SDN BHD**

**SPECIAL PROJECT : USER MANUAL OF EDC DATA
CAPTURE SOFTWARE**

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**IM245 - BACHELOR OF SCIENCE (HONS.) INFORMATION
SYSTEM MANAGEMENT
FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA KELANTAN**

01 FEBRUARY 2017 – 30 JUNE 2017

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

01 FEBRUARY 2017 – 30 JUNE 2017

SPINE LABEL

INDUSTRIAL TRAINING REPORT 1 FEBRUARY 2017 -- 30 JUNE 2017

DECLARATION

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MOHAMAD AZRAN BIN AZIZ

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Date of submission: 13th July 2017

ABSTRACT

The report is about the practical training session of internship student named Mohamad Azran Bin Aziz at Prism Integrated Sdn Bhd. In this report, there have a four chapter. The first chapter will cover on basic details regarding the organization, such as the company profile. In order to figure out the size of the company, organization chart has been included in this chapter. Apart from that, the service and products offered by the organization is also included. The second chapter will cover about the departmental structure and the function of each department in Prism. Next chapter is about activities being done during the industrial training process at Prism. This chapter will show the workflow and process regarding all the activities being done during the practical session. In the other section, special project will be presented at the end of this chapter. The last chapter is about the reflection on the experience and the opportunities given to an Internship student during the internship. This chapter will cover on the application of knowledge, skill and experiences that the students has applied. Furthermore, this chapter will touch on the student's personal thoughts and opinion on the working environment gained from the practical place. Lastly is on the limitation and recommendation for the entire aspects seen during the five months internship in all departments' rotation.

Keyword: Prism Integrated Sdn Bhd, Industrial Training, Internship Student, Special Project

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Alhamdulillah, finally I was finished my internship study. It is really challenging for me to complete this task because it was a new environment for me.

A million thanks to Prism Integrated Sdn Bhd because give me a chance to get a useful experience and knowledge during my internship at there. Thanks to all the staff who are guide and help me doing a task. Not to forget, to my supervisor which is Madam Noor Arina binti MD Arifin because she gave the advice and guide me to complete the report.

Last but not least, to my beloved, lovely parent and family. They are my main motivation in completing this assignment. They gave me some moral supports and motivation to stay strong and never give up. Once again, thanks to all the people who are help in completing this assignment. Thank you.

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CHAPTER 1:

INTRODUCTION

Chapter 1: Introduction



Figure 1: Logo and Building of Prism

1.0 Overview

In our final year we are required to on going to our Industrial which is also known as an internship program and practical training whereby the program is to expose student with the actual environment and practice all the theory that they have learn into real situation, the internship involves training and pre-professional working experience in an organization which is the organization will give a specific tasks and responsibilities to us within a

specific period of time. According to UiTM Industrial Training Handbook (2017), Industrial Training is one of the compulsory subjects that need to be completed by undergraduate students to graduate from the academic institution. The students are required to go through the industrial training in any organization approved by the academic institutions and undergo a period of internship of at least five months training as required by the faculty. This program helps students to gain new knowledge, skills and experiences at organization and improve their marketability after graduation. Students are allowed to do training at government or private organizations or at any institutions related to their field or career goals. The students are supervised by professionals in the field. For this semester, the student named Mohamad Azran bin Aziz have undergone his practical training at Prism Integrated Sdn Bhd located at Section U8, Shah Alam, Selangor from February until June (2017).

During the period of internship Prism Integrated Sdn Bhd, internship student has been assigned to do a rotation, which is transferred to a various departments such as Administration, Human Resource and Purchasing Department, Sales and Marketing Department and Operation Department excluding Finance Department which is the internship student need to know the nature of the work of each department.

This chapter will cover on basic details regarding the organization, such as the company profile. Then, it will cover on the background of the organization and the current location of the organization. Besides, missions and visions of the organization will also be highlighted in this chapter. In order to figure out the size of the company, organization chart has been included in this chapter. Apart from that, understanding the service and products offered by the organization is also crucial to be well understood in this chapter.

1.1 Background of the Organization

Prism Integrated Sdn Bhd is a commercial record center, which provides total records management and solution to government and private organization. The company was established by Mr. Ravindran A/L Kanagasapath on 13th March 2004 and follow by Mr K. Balasingam which is the former Malaysia hockey player and Mr. Gopi Pillay. Prism Integrated Sdn Bhd formerly known as Spark Fusion Sdn Bhd started its business with just one division specializing in a unique file binder (Prism Smart File) imported from Sweden.

As the company grows, Prism's started to offer the full range of products and services in Records and Information Management to fulfill the clients' need and solve their problems related to Records Management.

Today, Prism has businesses in the ASIA regions, by having customers in Korea, Singapore, Thailand, Bangladesh and Malaysia. Currently, Prism is under Iron Mountain Incorporated management. In April 2016, Prism Integrated and Iron Mountain/Recall merged as a one company. Until now, Prism Integrated Sdn Bhd has been considered as well qualified organization with 21 years of experience.

1.1.1 Company Profile

Table 1: Company Profile

Company	Prism Integrated Sdn Bhd
Company Registration No.	639513-M (Registered on 01/03/2004)
Address	No. 2A, Jalan Tiang U8/91, Bukit Jelutong Industrial Park, Seksyen 8, 40150 Shah Alam, Selangor.
Tel No	603-77341111 or 603-77340033
Fax No	603-77341888 or 603-92351110
Email	admin@prism.com.my
Website	www.prism.com.my

1.1.2 Mission and Vision

“Dynamically providing solutions to customers’ needs resolve”

Prism Integrated Sdn Bhd aims to be the pioneer and total solution provider in Records & Information Management in the Asia region. The company solutions are based from the time records are created till their disposition. The areas of expertise are:

- Electronic Records and Document Management Software solutions
- Offsite Record Centers, where clients can store, manage, safe-keep and preserve their records in Prism records facility for a lower cost and with higher security.
- In-source Records Management is where Prism will place client personnel at client office to store, manage and safe-keep client records.
- Provide unique File Folder/Binder invented in Sweden in 1889. It is designed for ultimate durability and convenience. It’s made of wood and can last for 20 years and be recycled.
- Scanning and converting paper records to electronic records
- Storage equipment, such as Mechanical Mobile Compactors, Fire Resistant Cabinets etc.
- Records Management Training & Consultancy Programs: Records Management Program, Records Classification, Records Retention, Records Procedure & Manual, Records Disposition Program, 5S Program etc.
- Secured Destruction of Records

1.1.3 Company Location

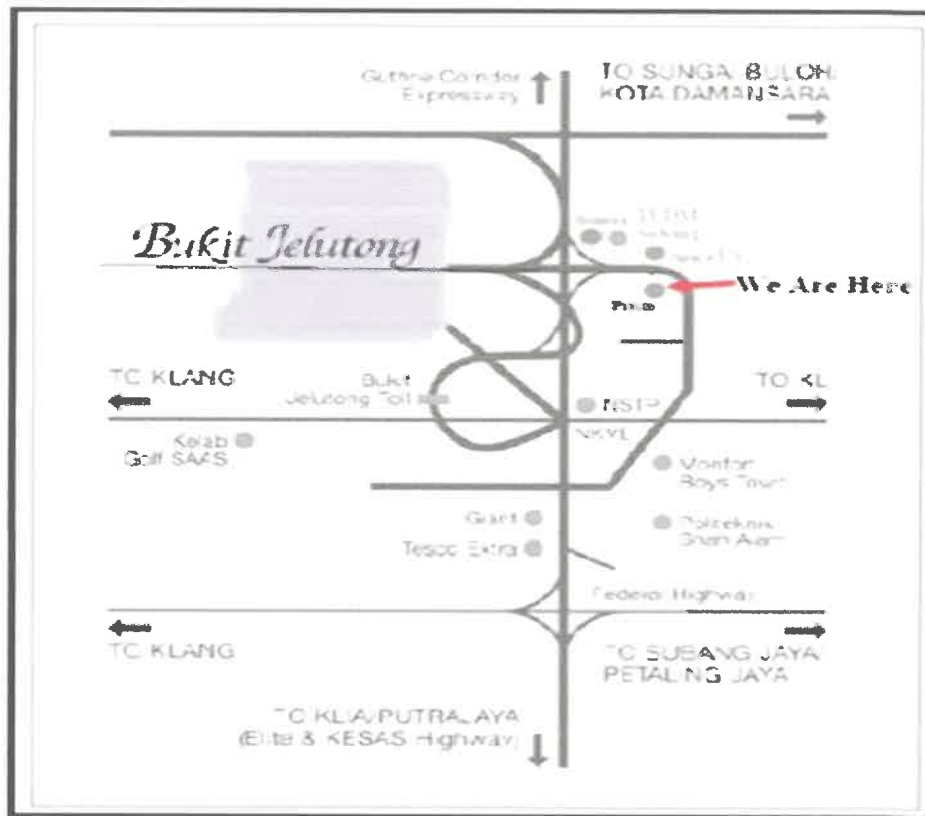





Figure 2: Company Location





1.1.4 Product and Services

In conducting record center as the main business, being able to highlight all the quality services and products by the company is very crucial. It becomes one of the major profit source for the company. As for Prism Integrated Sdn Bhd, the original business purpose is to source and market the best filing product which capable to provide both quality and valuable profit making for the organization. There are several products that Prism Integrated Sdn Bhd offers to the clients that would surely benefits the clients' record management. These products have been recognized as high quality filing products and also

a huge success in the local market. Other than that, Prism Intergrated Sdn Bhd provides expert manpower for organization that requires onsite filing and record management services.

Table 2: Products of Prism

Products	
	<p>Four holes puncher</p> <p>Small Name BO10 Puncher Type 4 hole puncher with adjustale lever to fit A4, A5 & A6 paper Size Small Capacity Punch up to 10 sheets of paper Packaging 1 unit in a box Warrantanty 2 years</p>
	<p>Black box plan</p> <p>External: (L) 906 mm x (W) 157 mm x (H) 157 mm (With Cover) (L) 35.67 in x (W) 6.18 in x (H) 6.18 in Inner : (L) 888 mm x (W) 151 mm x (H) 151 mm (L) 34.96 in x (W) 5.94 in x (H) 5.94 in</p>
	<p>A3 Black box</p> <p>External: (L) 515 mm x (W) 355 mm x (H) 360 mm (With Cover) (L) 20.28 in x (W) 13.62 in x (H) 14.17 in Inner : (L) 497 mm x (W) 340 mm x (H) 352 mm (L) 19.57 in x (W) 13.38 in x (H) 13.86 in</p>

	<p>Copy safe</p> <p>At 0.08mm thickness, used for storing and preserving face value records which is best not to punch holes on it. Examples of records are Grants, Titles, Agreements, all kinds of Certificates.</p>
	<p>CD Pocket</p> <p>With 11 International Holes to fit any file folder 3 pieces of CD fits into one pocket.</p>
	<p>Prism Smart File</p> <p>Prism Smart File has been created and designed to protect the records kept inside it. The hard file spine structure will contribute to good file arrangement. Consist of four main colours, red, green, yellow and blue.</p>
	<p>F-Binder Blue</p> <p>Type Adjustable wired covered with plastic Size 8cm (W) x 11.7cm (H) Thickness Not relevant Capacity Can hold up to 800 sheets of paper Packaging 100 units in a box</p>

a) Training and consultancy

Prism has established itself as a trainer in records management in Malaysia. It has also provided more personalized and direct consulting regarding records management program. Prism's offers practical workshops to ensure that participants can immediately apply proper records management practices which helps in improving their efficiency in records retrieval. This shows that Prism is not only provide end-products and service, but also educating others which act as one of the profit sources. Other than that, Prism also guide the other companies requested for this service, by having follow up session with them. This session has been implemented in order to ensure that records stored in that particular organization is well managed according to its proper requirements.



Figure 3: Training session

b) Scanning and digitization

Prism offers digital solution to the clients by providing business process automation solution from scanning hard copies to automating business functions. By having this services, it helps to support preservation and record retrieval purpose. Scanning and digitization helps to solve the problem regarding limited space to store the records. Therefore, by having several advance software and hardware, Prism offers this solution to the customers as one of its services.



Figure 4: Tronitech System

As for Prism, special software named Tronitect has been used to carry out the scanning process. This software has the capabilities to perform scanning, classifying, quality control and indexing process. After the scanning process, the details can be uploaded in Active Web system for future customer's retrieval. The records can only be retrieve by the authorized person which this support the record's security purpose. Other than that, it can be used as a supplementary copy and as a backup for the actual physical file.

c) Secure Shredding

This service support final stage of record life cycle which is disposition. During this stage, unvalued records will be required to be destruct. Prism managed the lifecycle of the records physical information until the end of the records journey. Prism offers secure destruction program for client's organization, enable to reduce exposure and minimize risks of any data loss. At the end of the process, certificate will be produced as a proof on the complete secure destruction towards customer's records.

d) Off-site storage

Prism offers climate controlled storage service for clients' records. Prism does not only store, but the records has been stored in systematical way in order to support easy retrieval purpose. Correct records should be delivered to the right person and at the right time. As for the records storage, there are two kinds of management being maintained. The customers can choose either box management of file management. Box management refers to a customers who already had their own filing system and they wish to only keep the files in the boxes. These boxes will be kept in Prism's records warehouse. During data entry process, Prism only key in the box and the locations details. It's different with file management when the data entry process is being done to each of the files. Therefore, the data entry process may require file details, box details and location will be set for each of it, either in open shelve area or in Prism's records warehouse.



Figure 5: Prism Records Warehouse

1.2 Organizational Structure

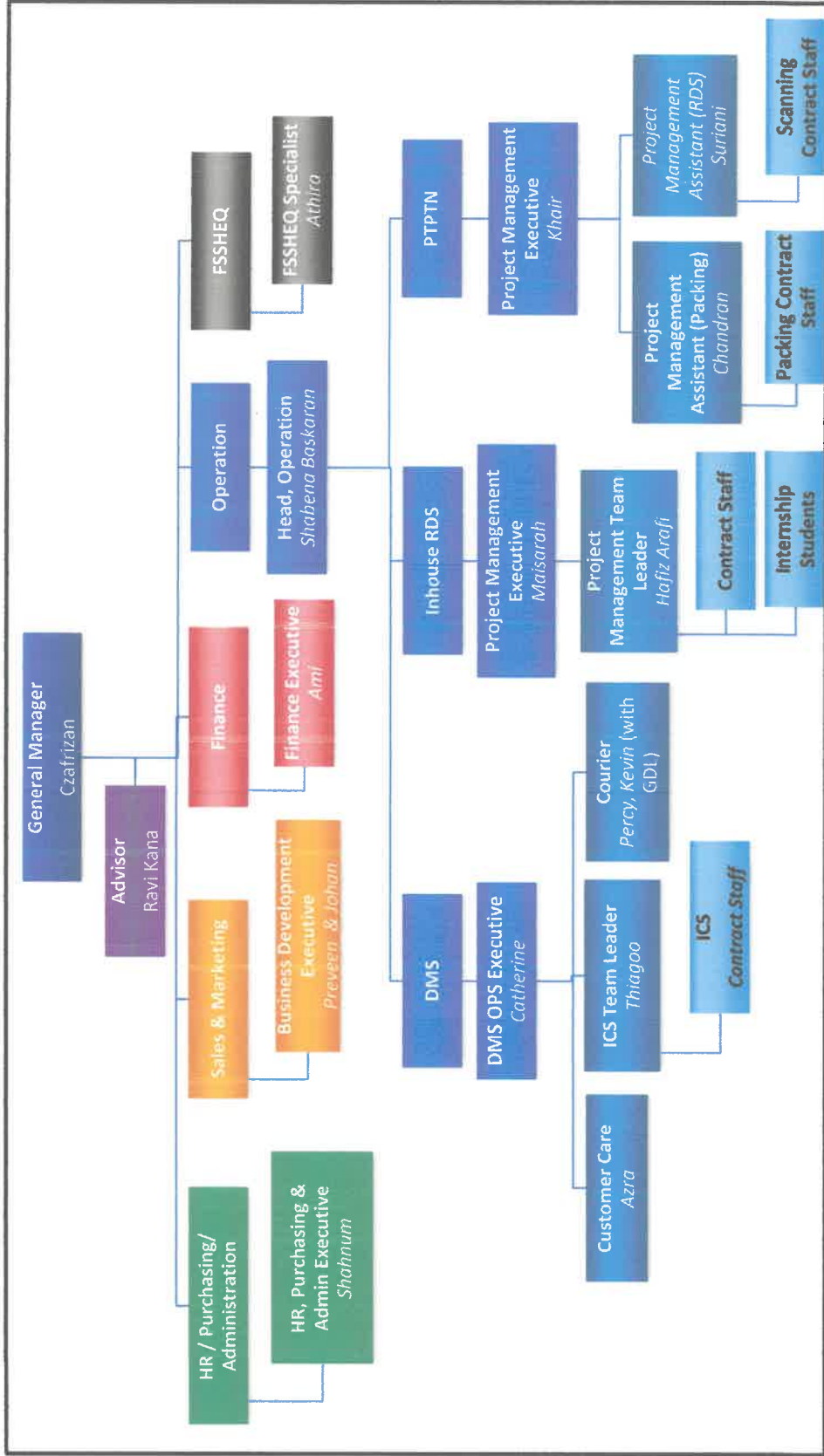


Figure 6: Organization Chart

1.2.1 Director History



a) **Ravi Kana (Managing Director)**

Ravi started as a sales executive and he has since worked his way up to become the Managing Director of his own practice that specializes in Records Management, Filing systems/Storage products, Off-site Records Centre and Electronic Records Management. He introduced a revolutionary filing system called Actual-Joppa from Sweden to the Malaysian market in 1991 and has helped more than 200 companies redesign their entire filing for better efficiency and productivity. An honors graduate in Hotel Management from Toulouse, France, he later became a Certified Records Manager (CRM) which is a professional International Records Management Certification.

Ravi has had different exposures within the organization. He has been managing different aspects of the business from Business Development to Procurement, Finance to General Management. He has 22 years of working experience with many organizations to help them manage their records. In wanting to help companies manage their records better, Ravi

developed this program and has since implemented it for companies such as Telekom, Tenaga Nasional Bhd, Techart Sdn Bhd, PJ Indah, Ericsson, Hospital Klang, Kementerian Tanah, Ministry of Finance, Suruhanjaya Perkhidmatan Pelajaran, Dewan Bahasa & Pustaka and many more.

He is also a speaker for the National Archives concerning the Records Management of the entire government agencies of Malaysia. His passion to help companies set up proper systems and improve work processes and develop their people to become better has helped organizations achieve higher productivity and thus reduction in expenses and increase in profitability. He is a dedicated trainer whose main interest lies in the area of motivating people to continuously manage records professionally. His managerial training and various training experiences stand to ensure the molding of candidates to facilitate the expansion of their various organizations.



b) K. Balasingam (Director)

K. Balasingam started work as an Officer in Engineering Department of PKNS (Perbadanan Kemajuan Negeri Selangor) from 1971 till 1993. His work there was to implement and monitor all their projects in the Engineering Department all over the state. He took up the Optional Retirement scheme in 1993, and joined a Civil and Structural Engineering firm HSS Integrated as a Project Manager/ Government Liaison Officer from 1993 – 2000. His work there was to monitor all their projects locally and internationally and also liaison work with all the relevant Government Bodies. He was then offered a very good position as an Infrastructure Manager in Encorp Bhd in 2000, where he was in charge of planning and building 10000 units of Teachers Quarters project for the Ministry of Education.

He was promoted to Assistant Project Director and finished the project in record time of 4 years. All the sites were handed over to the Government in due time. He joined Prism Integrated Sdn Bhd as a Director in 2011 till now, where his job is to liaise with Government and Private Sector companies for File Management System.



c) Gopi Pillay (Director)

He was in senior Management with a total of 35 years of corporate experience with the last 20 years as General Manager/ Managing Director / Regional Director for Asia managing total business operations at country and regional level. He is a Strong leader with a motivational management style and a well-respected reputation for building and retaining highly motivated people. He is Very passionate about customer service both internal & external and a Result oriented achiever with an excellent track record for identifying opportunities for accelerated growth in the companies / groups that he has managed.

He has an excellent track record of growing the business organically and through mergers and acquisitions and undertook the successful acquisition and Integration of about 18 companies in Malaysia, Singapore, Indonesia, India and Brunei and successfully set up the Indian business and accelerated growth of the operations through the acquisition of 7 Indian companies. A well sought trainer, he successfully conducted “Train the trainer “courses on Client Retention for all Senior Managers in Asia Aside from growing new business, he has in the course of his corporate life

successfully launched several new products in Malaysia and the region. Gopi Pillay holds an MBA, 2 bachelor's degrees and is also a Certified Business C



d) Rosli Asaad (Business Development Executive)

He was In-charge of marketing and servicing all Prism products and services in Ministry, Government Agencies especially Pejabat Tanah dan Galian for the Peninsular of Malaysia. He has huge experience in office administration and marketing and involved in servicing record management, disposition services and providing mobile compactors.



e) Siti Sabariah Ismail (Marketing Support)

She had huge experience in record management and has helped many government agencies, government bodies especially those having problems in management of their active and non-active records. She is also a specialist in providing services for Record Destruction for government bodies.

CHAPTER 2:
ORGANIZATION INFORMATION

Chapter 2: Organization Information

2.0 Overview

Prism Integrated Sdn Bhd consists of five (5) main departments with currently total manpower of 35 personnel including contract staff. The departments established are Finance Department, Sales & Marketing Department, Human Resource, Administration and Purchasing Department, Operation Department, and FSSHEQ (Facility, Security, Safety and Health, Environment, and Quality) Department. In Operation Department, there are divided by several units which perform different tasks to achieve organizational goals. The chart below shows the departments available in Prism Integrated Sdn Bhd. The internship students who focus on Records Management are required to learn and perform basic tasks of Administration, Human Resource and Purchasing Department, Sales and Marketing Department, and FSSHEQ Department as well as Operation Department excluding Finance Department. Since Prism Integrated Sdn Bhd is considered as a small company, currently there is 35 staff working in the organization. The internship student named Mohamad Azran Bin Aziz has been assigned to four (4) departments for on-job training which are Administration, Human Resource and Purchasing Department, Sales and Marketing Department, FSSHEQ Department, and In House RDS in Operation Department.

2.1 Departmental Structure

2.1.1 Operation department

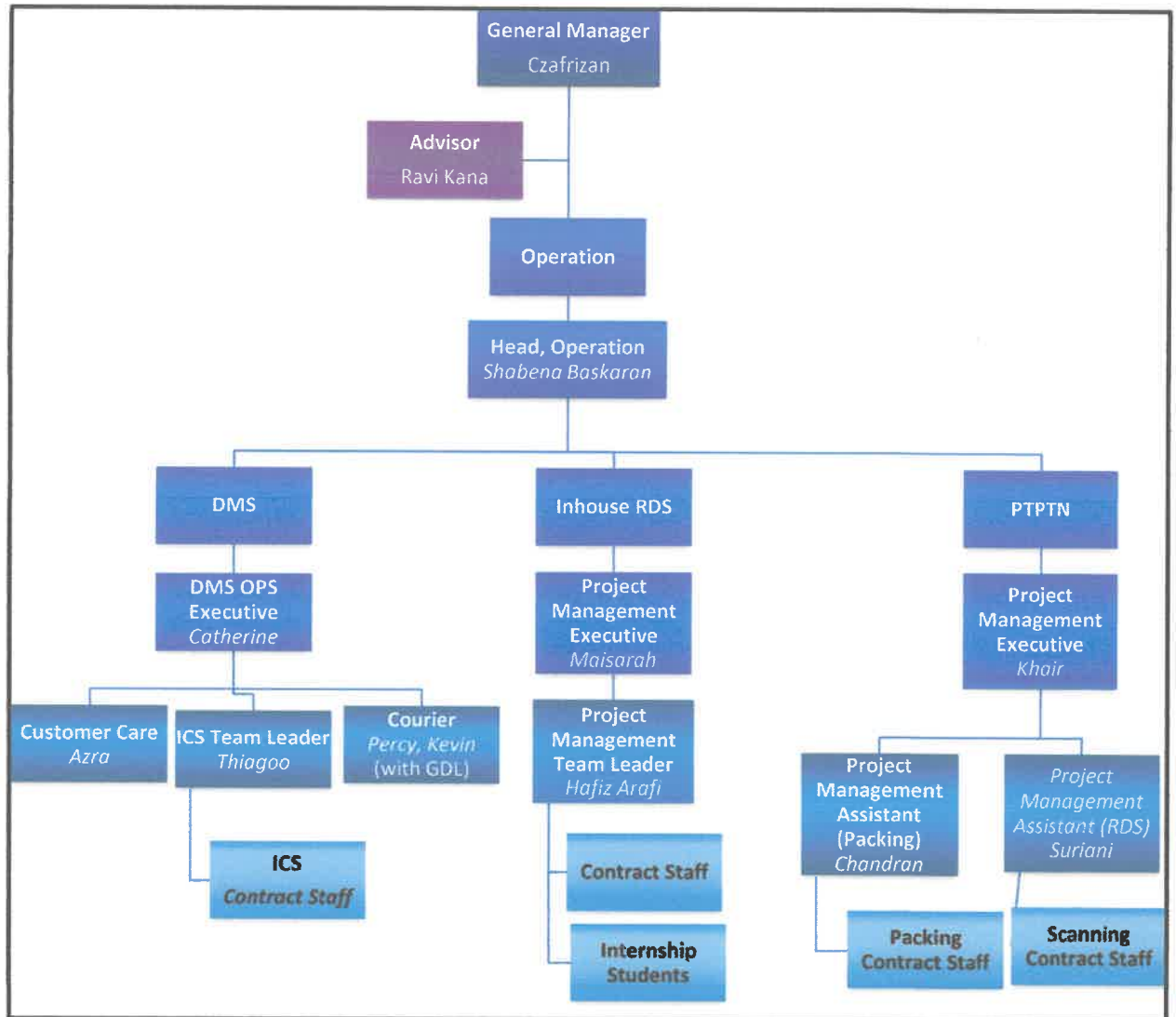


Figure 7: Operation Departmental Structure

Operation Department is a vital department in Prism Integrated Sdn. Bhd. In Prism Integrated Sdn Bhd. Ms. Shabena Baskaran, the Head Manager of Operation Department is responsible in managing the whole units of operation department. She is also responsible in managing customer service which requires her to interact with customers in all aspects of

operation system by Prism Integrated Sdn Bhd. Operation Department is divided into three (3) main units to provide good quality service to the customers and achieve organizational goals. There are DMS, In House RDS, and PTPTN. Under DMS which is led by Ms Catherine have three (3) sub-units which are customer care in charge by Ms Ara, IC or Warehouse in charge by Thiago, and courier in charge by Percy. Then for In House RDS is led by Maisarah as Project Management Executive followed by Hafiz Araf as a Project Management Team Leader. Last but not least for PTPTN unit is led by Khair as a Project Management Executive in PTPTN followed by Chandran as a Project management Assistant for packing and Suriani as a Project Management Assistant for RDS.

2.1.2 Sales and marketing department

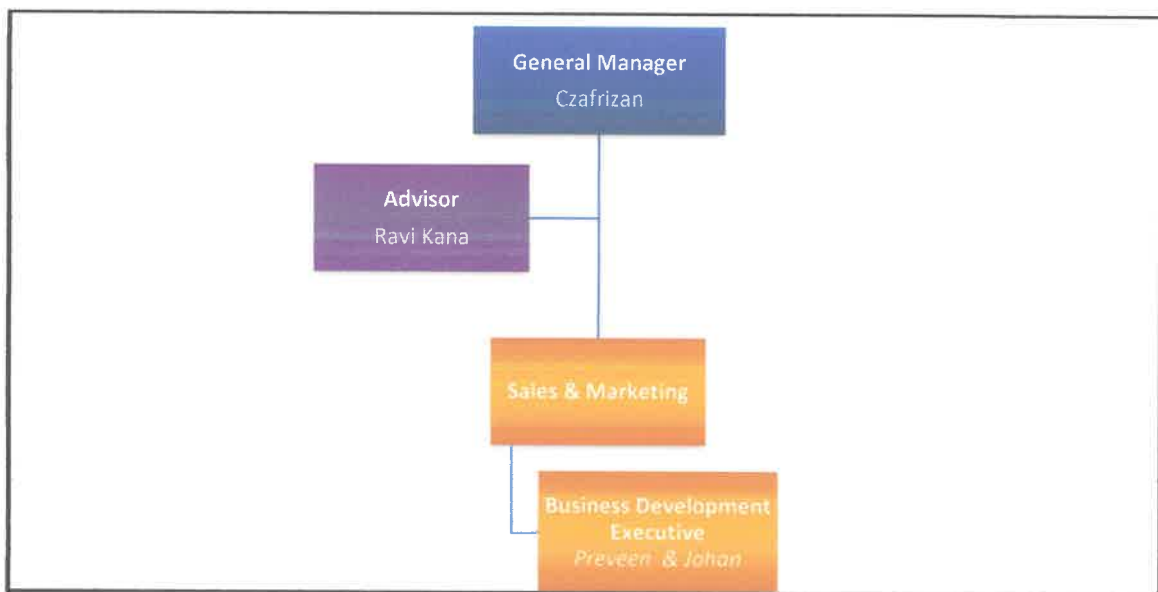


Figure 8: Sales and Marketing Departmental Structure

Sales and Marketing Department is responsible in accomplishing business development activities by selling and promoting organization's products and services to the customers,

doing research and seeking for business potential. In addition, the staff is also required to involve in outreach programs such as exhibition, business program and other promotional activities to promote the organization, products and services. Presently there only have one (1) personnel in this department which is Mr. Preveen Garneesh as Business Development Executive but Prism was hire the new staff, Mr Johan to join this department but he is not a permanent staff yet or in other word still in contract.

2.1.3 Human Resource, Admin, & Purchasing Department

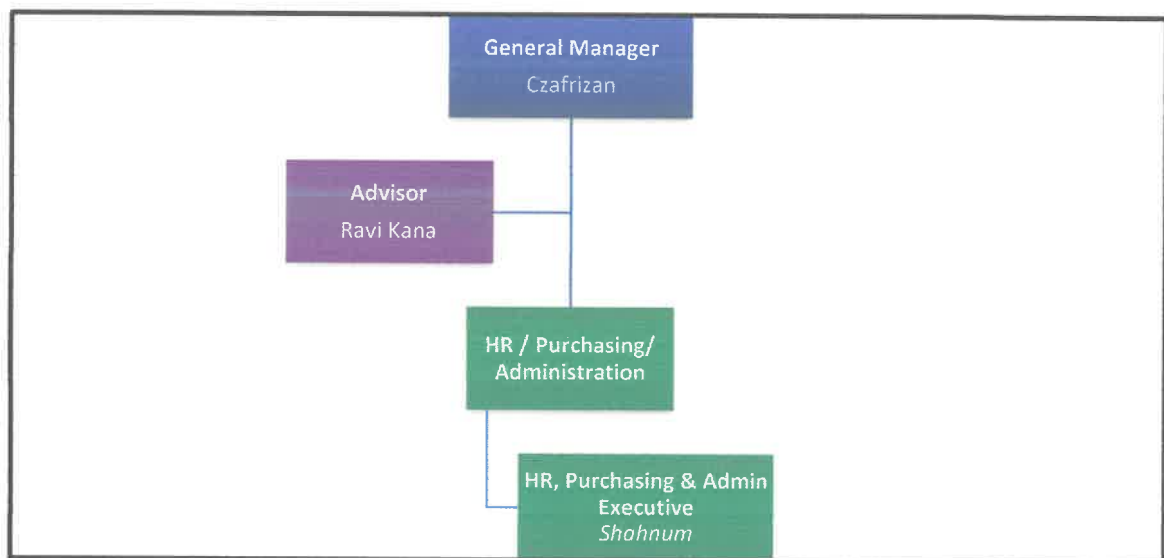


Figure 9: HR, Admin, and Purchasing Departmental structure

In Prism Integrated Sdn Bhd, Administration, Human Resource and Purchasing Department are gathering into one department. It responsible in handling the organization day-to-day operation and activities. Each department plays different roles and responsibilities to achieve organizational goals. The department is being handled and managed by a Human Resource Executive, Ms. Shahnum Shamsuddin.

2.1.4 FSSHEQ Department

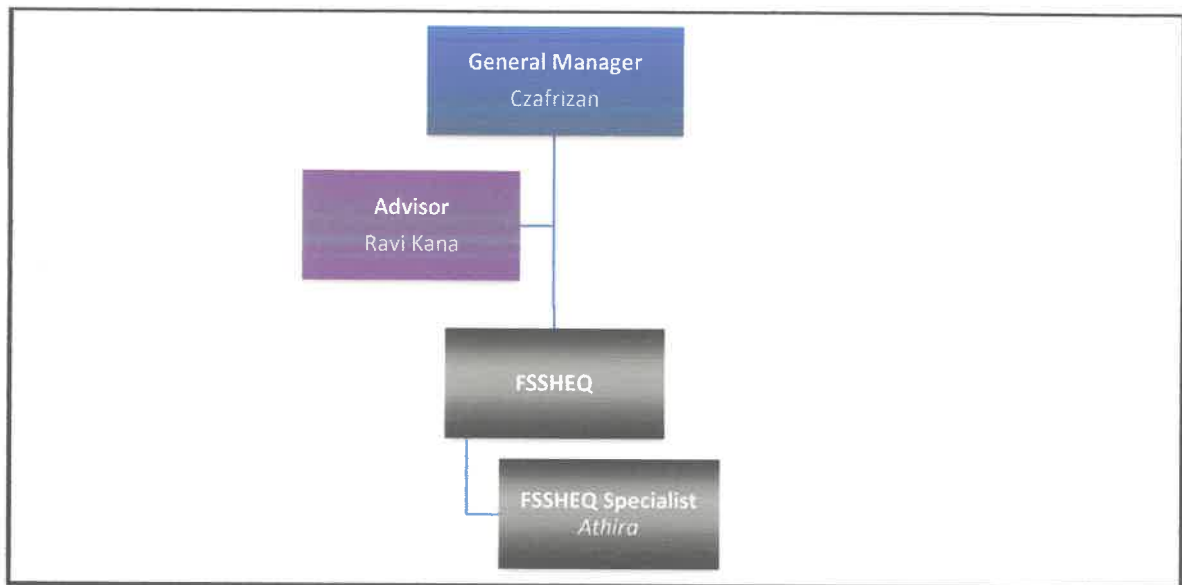


Figure 10: FSSHEQ Departmental Structure

FSSHEQ stands for Facilities, Safety, Security, Healthy, Environment and Quality. This department was newly established within one year ago after Iron Mountain took over Prism. The person responsible for managing this department is Miss Wan Nur Athira. She is responsible for managing all matters in terms of facilities, safety, security, health, environment and quality at Prism Integrated Sdn. Bhd. Miss Athira also represents as the management representative because she is the one who manages and controls the quality procedure and quality manual for all the departments existing in Prism Integrated Sdn Bhd.

2.2 Department Function

As for the function of each department, the table below will show the function of the four Departments in Prism Integrated Sdn Bhd:

Table 3: Department Function

Department	Function
Administration Department	<p>This department manages the organization day to-day operation. It is the backbone of the organization because this department is directly link with other departments and it ensures the information is passed down correctly and efficiently. The functions include:</p> <ul style="list-style-type: none">• Organize their divisions so that the employees know exactly what role they have to play.• Schedules, prepares agendas, prepare minutes and performs administrative duties.• Maintain and organizes files and records for all efficient operation of the office.• Maintain good relationship with employees, suppliers and sponsorships.• Able to develop administrative procedures.• Able to plan and control administrative budget.• Develops and implements effective, equipment and building maintenance programs.

	<ul style="list-style-type: none"> • Ensures the insurance coverage of non-fixed assets.
<p>Human Resource Department</p>	<p>Human Resource Department (HR) involves personnel management and recruiting to perform organizational tasks. This department also responsible in developing, providing and implementing policies, procedures, and staff friendly guidelines and support within the organization. The job descriptions for HR staff to achieve organizational goals are as follows:</p> <ul style="list-style-type: none"> • Work closely with various departments, increase in a consultancy role, assisting line managers to understand and implement policies and procedures. • Liaising with a wide range of people involved in policy areas such as staff performance and health and safety. • Recruiting staff, including developing job descriptions and person specifications, preparing job adverts, checking application forms, short listing, interviewing and selecting candidates. • Developing and implementing policies on issues like working conditions, performance management, equal opportunities, disciplinary procedures and absence management. • Administering payroll and maintaining employee records.

	<ul style="list-style-type: none"> • Preparing training program to the staff within the organization to provide new knowledge and improve their job performance.
<p>Purchasing Department</p>	<p>The Purchasing Department, also known as procurement or acquisition department. This department is responsible for procurement of all necessary materials and assets to operate the business. The functions of the Purchasing Department are as following:</p> <ul style="list-style-type: none"> • Identifying the necessary products and services that meet the business needs. • Conducting research to get the best products and suppliers in terms of best value, delivery schedules and quality. • Liaising between suppliers, manufacturers, relevant internal departments and customers. • Identifying potential suppliers, visiting existing suppliers, and building and maintaining good relationships with them. • Keeping contract files and using them as reference for the future. • Ensuring suppliers are aware of business objectives. • Forecasting price trends and their impact on future activities. • Preparing an organization's purchasing strategy

<p>Sales and Marketing Department</p>	<p>The list below are the job descriptions for sales and marketing staff:</p> <ul style="list-style-type: none"> • Listening to customer requirements and presenting appropriately to make a sale. • Maintaining and developing relationships with existing customers in person and via telephone calls and emails. • Fixed appointment with potential customers to prospect for new business. • Responding to incoming email and phone enquiries • Representing their company at trade exhibitions, events and demonstrations • Checking the quantities of goods on display and in stock • Recording sales and order information • Update the sales information in Sale Force software.
<p>Operation Department</p>	<p><u>DMS Unit</u></p> <ul style="list-style-type: none"> • This unit covers three job scopes which are customer care, ICs, and courier. Every sub unit has a different job scope as their function. <p>1) Customer Care</p> <ul style="list-style-type: none"> - This unit is responsible in providing the customer services. Their main task is to take a customer order for any product

purchase and delivery order for retrieval purpose. This unit will use EDRC software to update the customer order. Recently customer will make an order in two ways which are using the manual form and active web. So when customers send an order this unit will give the order details to IC or warehouse unit for picking process.

2) ICs or Warehouse

- This unit is responsible in warehouse management including receiving, identifying, sorting, dispatching the files and boxes to storage, placing them in storage, storage management, retrieval from storage, picking, and implementing record keeping.

3) Courier

- This unit is responsible for sending customer's files for retrieval or boxes to the right locations and pick-up files or boxes when the Prism Integrated Sdn Bhd received the order from the customers.

In House RDS Unit

- This unit is responsible to handle the project entered in Prism Integrated Sdn. Bhd. Basically there are three project that

they handle which are packing, data entry, and scanning.

1) Packing

- When Prism was receive the new project of record management, the staff of In House RDS will go to customer place to make a packing before pickup to Prism. Staff will pack the files into the boxes divided by categories such as department or years for easy to indexing.

2) Data Entry

- This is the project in managing, monitoring, and updating metadata stored in the computer or database that has been done by contract staff.

3) Scanning

- This is the project for scanning customer's documents into digital formats as requested by the customers. Scanning unit also has the same task with data entry unit which require them to managing, assisting, monitoring and updating the scanning output and their subordinates. So there are four processes in scanning which are doc-prep, scanning, quality control, and re-prep.

	<p><u>PTPTN Unit</u></p> <ul style="list-style-type: none"> • This unit is responsible in handling the PTPTN project. Under this unit it was divided into two team which are team packing and team scanning. Their task also same with the in house RDS unit exclude the data entry, but this unit only focuses on PTPTN project. They are responsible in managing all the records or file of PTPTN.
<p>FSHHEQ Department</p>	<p><u>Facility</u></p> <ul style="list-style-type: none"> • This department handles all affairs regarding the building and equipment facilities. If there is any damaged on any part of the facilities, this department will contact the supplier or maintenance person to repair or replace that particular part. <p><u>Security</u></p> <ul style="list-style-type: none"> • This department also handles affairs regarding the security. This includes the control room, guards, 24hours monitor of CCTV, biometric access, and control movement of the staff for both authorized and unauthorized. <p><u>Safety and Health</u></p> <ul style="list-style-type: none"> • Affairs related to the safety of the staff, the Prism equipment and facilities falls under this department. Zero Harm is the new

mission of this department to ensure that all staffs are safe during carried out their task and responsibilities.

Environment

- Considering environment aspect is really crucial for a record center. This is because the condition of environment factor will affect record. Clean environment would minimize the risk of having any pest and rodents to that area. Pest control maintenance is controlled by this department.

Quality

- Quality aspect is really important and this is closely related to the Quality procedure and the Quality Manual handle by this department. Prism implement ISO 9001: 2008, which the implementer will face an internal and external based on the standard in the quality procedure and quality manual.

CHAPTER 3:
INDUSTRIAL TRAINING
ACTIVITIES

Chapter 3: Industrial Training Activities

3.1 Training Activities

As for the training activities at Prism Integrated Sdn Bhd, internship student have undergo rotation job which is needed the internship student to be trained under every department in Prism and learn the nature of work of each department. The internship student needs to know the function of each department and the job scope of the department. The table below shows the internship students' rotation schedule between four departments during internship at Prism.

Table 4: Rotation Schedule for all internship students

Start date	End date	Departments			
		HR/Admin/ Purchasing	FSSHEQ	Sales and Marketing	Operation
01/02/2017	14/02/2017	Norsolehah	Norfaezah	Yusuf	Others
15/02/2017	28/02/2017	Norfaezah	Yusuf	Norsolehah	Others
01/03/2017	14/03/2017	Yusuf	Norsolehah	Norfaezah	Others
15/03/2017	28/03/2017	Aisyah	Azran	Aminnoor	Others
029/03/2017	11/04/2017	Azran	Aminnoor	Aisyah	Others
12/04/2017	25/04/2017	Aminnoor	Aisyah	Azran	Others
26/04/2017	09/05/2017	Zahril	Faiz	Zuleha	Others
10/05/2017	23/05/2017	Zuleha	Zahril	Faiz	Others
24/05/2017	06/06/2017	Faiz	Zuleha	Zahril	Others
07/06/2017	20/06/2017	Ameena	-	-	Others

3.1.1 Operation department

Under operation department, internship student has been assign under in house RDS unit and courier only. By these units, internship student was involves with several activities.

3.1.1.1 Data Entry

Data entry is the first process that needs to be done when there is new files coming in Prism. Before sending the boxes and files into the storage, it is important to register first the files into the system. If it is file management, then the data entry need to be done file by file. Yet, if it is box management, only box and its location details should be registered in the system. During the internship period, the students only have opportunities to perform data entry process for file management. The data entry process has been done by using EDC Data Capture software. Figure 11 shows the workflow of data entry process.

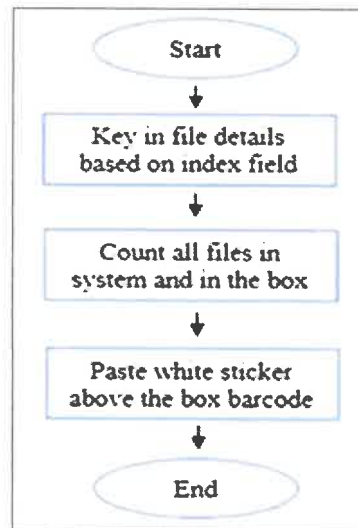


Figure 11: Data entry process

Before the process of data entry can be done, project management team leader, Mr.Arafi will create the index field based on what has been requested by the customer. There are several compulsory index field that needs to be filled in during the data entry process, such as the customer key, file title, box title and batch number. Yet, customer still can request additional index field to fulfill their search requirement. Some of the customer request to add more index field such as the new identity card number, old identity card, department and others.

After the index field has been created, data entry process can be done. As for the file management, each file need to go through the data entry process. Once all the files in that intended box has been key in in the system, internship student need to count back all the total files. This is to ensure that the total files during the data entry process is the same with the files available in that particular box. After finished counting, paste the white sticker above the box barcode. This is to indicate that the box has gone through data entry process. Note down in the data entry form on the total of boxes that the staff managed to key in on that particular day. This is to fit the purpose of Prism key performance indicator.

3.1.1.1.1 Checking

Checking is a process of inspection on what has been key in during the data entry process. Firstly, internship student need to check every single details on the file. If there are any mistake, internship student need to correct the error and note down in the checking form the total error exist for that particular box. After that, count all the files in the system and the files in the

boxes, to ensure that both have equal quantity of files. Lastly, paste green sticker above the box barcode to indicate that the box has gone through checking process.

3.1.1.2 Scanning

Scanning process is one of the method used to convert the physical documents into electronic form. As for Prism Intergrated Sdn Bhd, one of the services that they offered is scanning process. This scanning process has been run under operation department where the work station is located in the scanning room. As for this process, it requires five major steps. Figure 12 illustrates the steps taken for the scanning process at Prism Integrated Sdn Bhd.

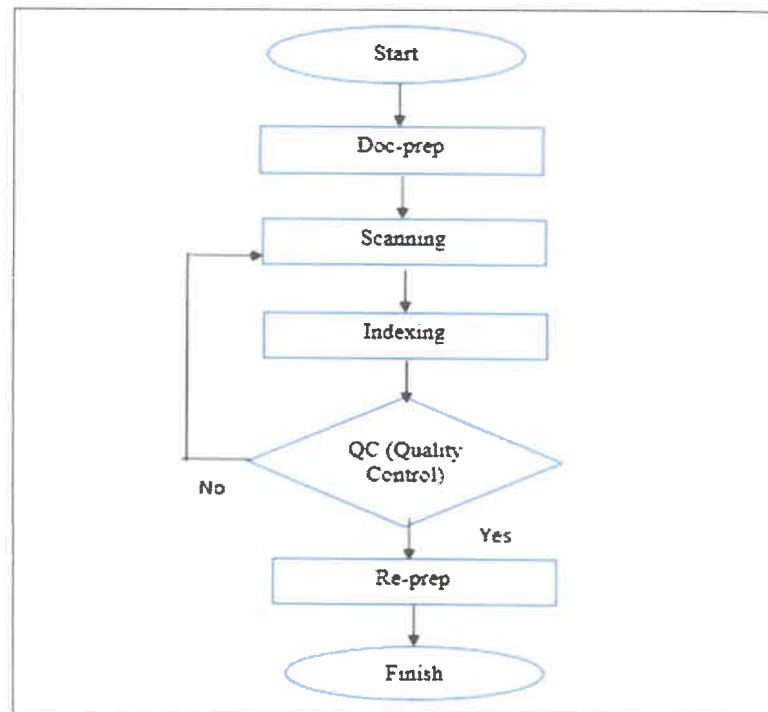


Figure 12: Scanning process flowchart

The scanning process involves five processes which are Doc-Prep, Scan, QC (Quality control), Indexing, and lastly Re-prep. But unfortunately now Prism does not have much project for scanning at in house so they just give the scanning project to outsource. Now in scanning room the internship student just do a Doc-prep, QC, and Re-prep.

3.1.1.2.1 Doc-Prep

The first step in scanning process is known as “*Doc-prep*” which means document preparation. Sometimes, certain records that are meant to be scanned, will be stapled and combined using different types of binding kit. This process consists of removing all the staple, paperclip, moving all the sticky-notes if they are covering any text on the page, repair any rips, tears, jagged edges on the paper, and making sure they are straightened out so that the scanning process could be done smoothly. This is really crucial to have perfect result of scanning without any folded sides of paper that may cause unclear data on that particular record. After that, all the binding kit will be put together in a box for re-prep process.

3.1.1.2.2 Scanning

The second steps is scanning process. As for Prism, not all documents and records will go through the in-house scanning process. This is because, Prism only have equipment and hardware to scan several sizes of paper, which are A4 and A3 sizes. As for the A0, A1 and A2 sizes, it will be send out for an external scanning process under trusted vendor. Yet, the internship students did not have opportunities to experience the scanning

process due to the absent of scanning demand or new project that require in-house scanning process.

3.1.1.2.3 Indexing

This step is followed together with the indexing process. At this stage, data entry task will be required to link the document that has been scanned with the relevant metadata pertaining to the records. This is really important for the future retrieval process.

3.1.1.2.4 QC (Quality Control)

Next is “*Quality Control*” process. Basically, QC is the method on checking the output of some certain process. This is really important to achieve the performance standard in producing any product or services. As for scanning process under Prism services, the QC process will checked on both quality and quantity. Quantity aspect covered on the amount of each paper sizes in one pdf folder. The paper sizes can be either in A4, A3, A2, A1, AO format. In order to ensure correct size counting process has been made, the intended staff will minimize the pdf viewer to see the difference between these different paper sizes. The total counting need to be recorded in excel folder.

Next, scroll down the pdf folded to see all the pages one by one in order to check the document completeness. This means that there should be no unclear part or folded edges during the scanning process. If there is any error during this stage, the whole document will need to be noted for rescan process. Record the file details in a paper for further attention.

3.1.1.2.5 Re Prep

Once the file has been approved during the quality control process, the last step which is re-prep process can be done. “Re-prep” is actually stands for Re-preparation documents. At this stage, all the documents need to be attached back same as the original condition before it goes for the doc-prep process. Then, put back all the files into its correct boxes..

3.1.1.3 Transfer JPA files (Box management to File management)

Prism Integrated Sdn Bhd provide two types of storage management, which are by box management and file management. Box management is when the customer request their records to be stored in Prism box file. Therefore, Data entry process may not go details for the each file. It’s different with file management which the customer requested to have individual data entry for each of the files. Therefore, the retrieval process can be deeper based on the index field that they had choose for the data entry process.

Jabatan Perkhidmatan Awam (JPA) is one of the largest customer file holder for Prism Integrated Sdn Bhd. In order to give some space to the Prism’s Information Centre (record warehouse), all JPA’s files has been transferred to the open shelf area, which located at the first and second floor of Prism building. Figure 13 shows the flow chart on the files’ transferring process.

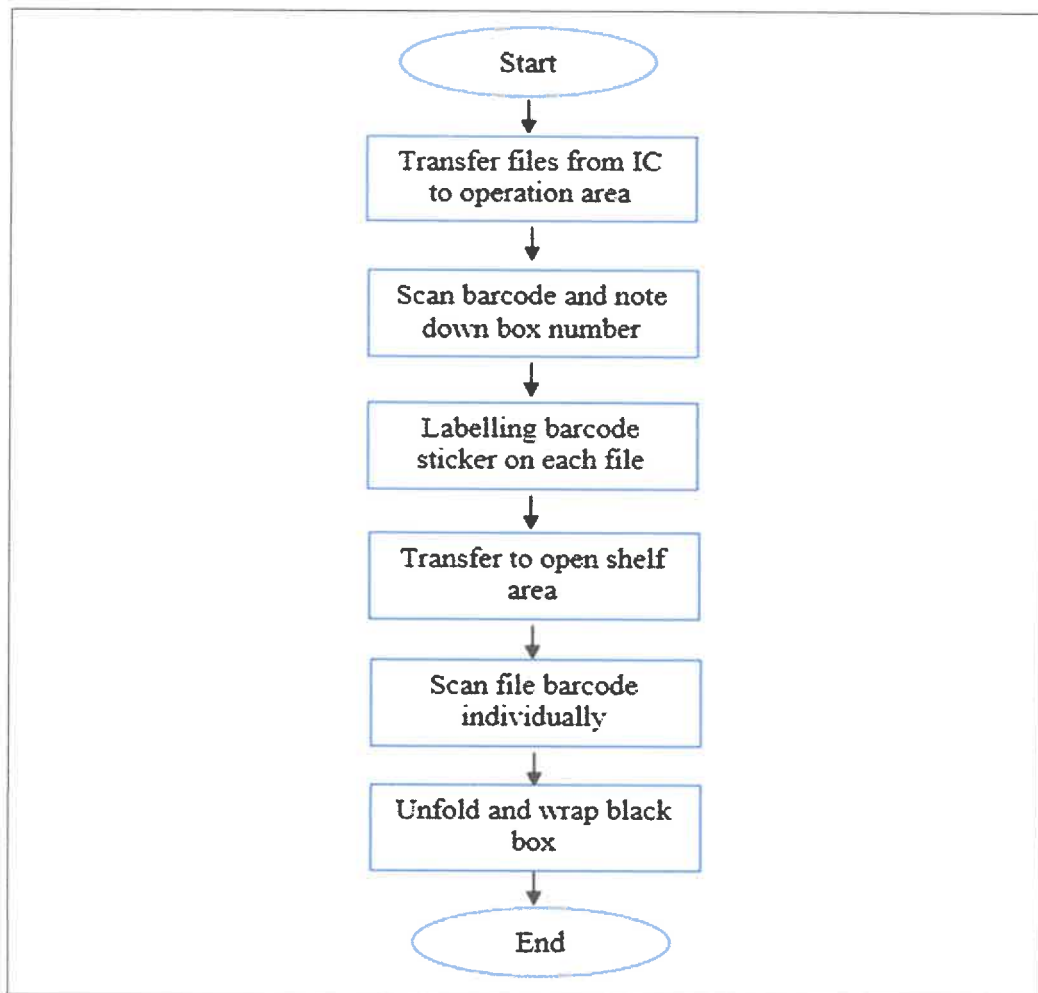


Figure 13: JPA files transfer workflow

3.1.1.3.1 Transfer Files from Warehouse (IC) to Operation Area



Figure 14: Transfer box from warehouse

This is the first process which is the internship student need to pick up the box usually 100 boxes every day from warehouse to operation room. IC staff will show the location of the box then internhip student and RDS staff will pick the boxes manually.

3.1.1.3.2 Scan barcode and Note Down Box Number



Figure 15: Scan barcode on the box

After the boxes was transferred into operation room, every boxes need to be scan on their barcode sticker to update their location for tracking purpose. Then, all the box number will be note down and the details will be passed to operation department officer. File stickers will be print out according to the box number given.

3.1.1.3.3 Labelling

File management requires specific barcode sticker on each file. Therefore, it is really important to check the file title and file number before paste the sticker on the file cover. Then, allocate the boxes at one place according to the date it has been brought out from IC.

3.1.1.3.4 Transfer boxes from operation room to file room

All the complete boxes will transferred by using trolley. Due to lack of equipment and facilities, the transferring process has been done by the man power including the practical students. The box is transferred one by one person through the stairs.

3.1.1.3.5 Scan the file barcode



Figure 16: Scan the file barcode

Each of the file shelves has barcode stickers for location purposes. Firstly, the internship student will scan the location on that intended shelf to open the location. This process has been done by using the barcode scanner. Then, scan the files one by one until the shelf is full. It must be remembered not to let the files' arrangement so tight. Internship students must ensure that it is easy

to pull out the file during the picking process. Finally, re-scan the shelf barcode to close the location. The same process has been applied to the next location to enter and arrange other files. Usually, one level of shelf can fit in 30 to 40 files, depends on its file's thickness.

3.1.1.3.6 Unfold and wrap empty box



Figure 17: Clean and clearing the empty boxes

The last process after all the files have been enter into the shelves, the empty boxes need to be clearing by fold it, arrange it properly, and tie it with string or wrapping. Then clean the dirt and any rubbish in the room to keep clean.

3.1.1.4 Packing

For the packing the internship student have learn a lot on packing the document. Intern student have been assign to go to Transliner Maritime Sdn. Bhd at Shah Alam to do the packing and been working under Mr. Hafiz which is the staff that responsible for packing the document at Transliner. In the period of the packing under the guide of Mr. Hafiz, intern student learn about the packing process. Intern student was assign to fold a box, paste the sticker barcode on the box, arrange file, note down the details of file being packed, make sure that all the details are correct and parallel to what has been packed into the boxes, tie up bundle of file and document then packed into the boxes. The file that has been packed is recorded by department, month, and years.

3.1.1.5 Delivery

The delivery is the activities under courier unit. Internship student need to follow the responsible staff which is Mr Percy to deliver the document to the client or pickup any document and boxes from their place to the prism. As for the delivery, Prism offer their client delivery service which is urgent or next day retrieval. For the urgent service prism offer two (2) hour or four(4) hour delivery which is according to the destination and the condition of traffic. Under this unit, there are several activities has been doing by internship student.

3.1.1.5.1 Staging

Staging is the first process that need to be done before go out to deliver the document. Internship student need to do a staging by scan the barcode on the delivery order (DO), transport barcode, and barcode on the file. After staging internship student must ensure that quantity of document with the order from the client must be the same quantity. Then the information from the scanner will be uploading into the system. This is for update the location of the file so that all the information could be update and the document can be trace easily.

3.1.1.5.2 Deliver file / box

The delivery of the file or boxes needs to be done as per request by the client when Prism has receive the delivery order of file or box for retrieval purpose and purchase order for boxes. As mention that Prism has offer urgent delivery which is two (2) hour delivery and four (4) hour delivery but the delivery need to be according to the destination and the condition of traffic. Internship student have undergo the delivery at various places such as Kumpulan Wang Persaraan (KWAP), Amanah Raya Berhad (ARB), PTPTN, Bar Council, Taylor Nelson Sdn.Bhd, Snyergy Sdn.Bhd and so on.

3.1.1.5.3 Pickup

The pickup is where the delivery guy need to get the document or boxes after the client have finish using the files and they need to go to the company and pick up the documents or boxes, but the client need to inform the quantity of the boxes before requesting to be pickup and retrieve, because

the staff need to prepare the transportation which is need a van or lorry if there are large of quantity that need to be pickup. Mostly internship student do this activity with Mr Kevin, another courier staff. All the document and boxes that want to pick up also need to be scan to update their location and the document can be trace.

3.1.2 FSSHEQ Department

Under FSHHEQ department, intern student need to do a several activities that have been assigned by Miss Athirah.

3.1.2.1 Stamp and Scan Document

The first activities that have been assign to internship student under this department is stamp and sign the document. Any document such as latter, invoice and so on that received by Prism must be stamp the received first then it must be scan into admin account.

3.1.2.2 Attend the weekly briefing

In Prism, every week there must be brief by Miss Athirah. Usually this meeting was attended by the head of every department and team leader only. This meeting is about the facility, security and safety. Any updated information received by Iron Mountain will be informed in this meeting. Mostly the issue of safety and security such as safety vest and ID card is highly highlighted in this meeting. Internship student need to write down all the point that was brief by Miss Athirah and state on minute of meeting.

3.1.2.3 Attend the Operating Security and Safety (OSS) meeting

OSS meeting is also the weekly meeting but it was held at Iron Mountain, Padang Jawa. This meeting is led by En Nizam, the Head of FSHHEQ Department at Head Quarter, Iron Mountain. This meeting has been attended by all FSHHEQ leaders from all branches. Every issue that related to the operating of security and safety will be highlight in this meeting and these issues need to be highlight in weekly briefing by all FSHHEQ leaders to the staff at their branches.

3.1.2.4 Check Fire Extinguisher

The fire extinguisher needs to be checked every month. So internship student was assigned to do this checking by check whether fire extinguisher is available at their place, check the expired date, check the current location, paste the fire extinguisher checklist and then update the latest fire extinguisher list in Microsoft excel.

3.1.2.5 Mock Test

Every month must be three or four times mock test doing by FSHHEQ department. It is to ensure that staff in Prism concern to every situation that possible happened. Internship student was assign to do a mock test in operation room by bring out the file from the box. The result of this test is somewhat disappointing because operation staff do not realize when it happened. They just realize it after fifteen (15) minute.

3.1.2.6 Monthly Facility Checklist

Internship student was assigned by Miss Athirah to do a monthly facility checklist for monthly SSHE Inspection report. So internship student need to check nine parts

in the checklist which is check the Building Exterior, Maintenance, Building Interior, Fire Equipment (1), Fire Equipment (2), First Aid Kits, Safety Notice Board, Security, and Environment.

3.1.2.7 Attend Fire Fighting Training

This training is conducted by Iron Mountain. Every staff in Prism include the internship student are compulsory to attend this training. It was led by Head of FSHHEQ department, En Nizam. There are two session of this training which is theoretical and practical session. In theoretical session, En Nizam was explain about smoke detection system in Prism, fire prevention, types and component of equipment, how to use fire extinguisher, fire drill procedure and introduce the warden. Then there has a site visit to show the route, way out or emergency exit. In practical session, the staff and internship student need to show how to use the fire extinguisher.

3.1.2.8 Check Clocking



Figure 18: Clocking Tool

Clocking is a task done by the security guard in order to make sure that they go for a full check at the whole Prism's building. This process used a Guard Tour System V1.0.6. The guards need to do clocking on every two hours during the day light and every one hour during the night. There are ten checkpoints for the clocking. The data in the system need to be transfer once a week. By downloading the data, the system will show the data analysis which reflect the patrol result detailed report. If there is any error, there are two possibilities. First the storage of the device might be full and second there is a tendency of miss-clocking. There are colour codes in the system. If it's white then it is correct. Yet, if it is orange or grey, the clocking must be done in a wrong sequence. Colour code red indicate that there was a miss-clocking. Due to this analysis, practical student has been assign to add reminder at the guard log book, to let them alert if there is any error.

3.1.2.9 Assist Pest Control Staff

Prism use Rentokil service to have monthly pest control maintenance. Intern student has been assign by Miss Athira to assist the staff and show them which area requires to be sprayed. There are two person from Rentokil. One of them followed Miss Athira and the other one followed the internship student. The intern student has brought the Rentokil staff to several area such as at the operation area, warehouse area, lobby area and pantry area. After finished the maintenance duty, both parties need to fill in some forms to indicate that the task has been settled.

3.1.3 Admin, Human Resource, and Purchasing Department

As for the human resource department, internship student have been working under Pn. Shahnum which is the staff that manages the human resource, purchasing and administration department under one person. There are several activities under this department

3.1.3.1 Purchase Order

Purchase order is a commercial document usually issued by a buyer or seller. As for this department, other than handling affairs regarding human resource and administrative affairs, Pn. Shahnum also responsible to handle purchasing affairs. Below are the workflow of doing purchase order using Oracle database.

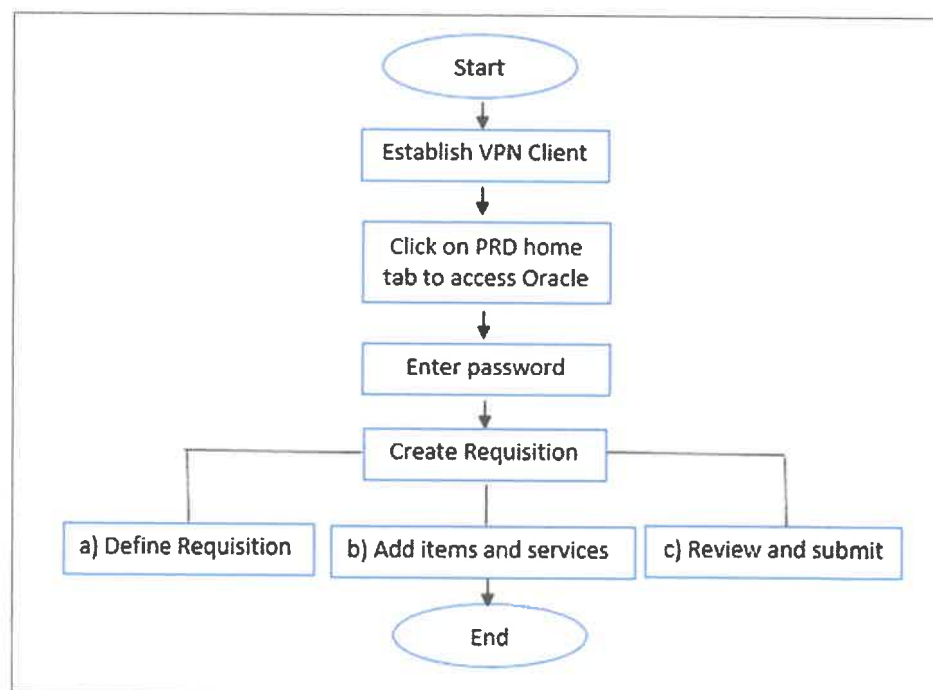


Figure 19: Purchase order workflow

VPN client is used to secure the connection especially when it requires any log in to private corporate network. Then, staff is required to enter its password in order to secure the connection. After that, click on google, then click on the PRD home to access the Oracle system. The staff need to enter another password to log in into the Oracle system. To create the requisition, there are three basic levels that require to be key in. the levels are:

- Define requisition
- Add items and services
- Review and submit

As for the define requisition, all options in this section need to be changed into code “004” because this code represent the company code for Prism Integrated Sdn Bhd. as for the second level which is “add items and services”, the staff will be required to enter all details in the purchase order form. The last level would be the “review and submit”. This step will require the uploading of the quotation in the form of electronic document. Review everything in order to check everything is complete. Then, submit and save.

3.1.3.2 Deal with Supplier

Internship student need to call the supplier to get the quotation of things that need to buy. As example call Mrs Grace from M Generation Sdn Bhd to get the quotation of business card. Normally Pn Shahnum ask intern student to get at least three quotation from different supplier to make a comparison for the best price. Internship student also need to call the supplier to follow up their date to deliver when Prism already make a purchase order.

3.1.3.3 Handle the Interview Candidate

Internship student need to follow up the interview candidate by call each of them to remind regarding the interview. When the candidate was coming at Prism, intern student need to give the application form and ask they to fill it in meeting room then aid the way for them to enter General Manager room.

3.1.3.4 Calculate Salary

Internship student was assigned to calculate the salaries of contract staff which is the warehouse staff in Prism. The calculation involves their normal working hour, overtime hour, and public holiday hour.

3.1.3.5 Reference Check

Before hire the new staff, Human Resources department need to do a reference check for ensure all the information given is correct. Pn Shahnum gave this task to intern student to make a reference check regarding En Johan (new sales and marketing staff). So intern student was call Mr Lee which is the ex-employer of En Johan to ask about his work before such as the work performance and the strength and weaknesses of En Johan. Intern student also ask Mr Lee to give a rate based on the question regarding the abilities of En Johan.

3.1.3.6 Advertise Job Offer

Mostly the job offering by Prism will be advertised in Mudah.My. Pn Shahnum was assign internship student to advertise a job offer for position of Operation Assistant in Mudah.My. So the details that need to be included are the job description, job summary, salary, and company information contact. After finished intern student

need to get the approval from Head of Operation department, Miss Shabena and HR department, Pn Shahnum before publish.

3.1.3.7 Cleaner Checklist

Intern student was assigned to do a checklist for cleaner to make a new timetable. So intern student was interview the cleaner to ask their daily work and state their task every day. Then intern student was update the information in Microsoft word and send to Pn Shahnum.

3.1.4 Sales and Marketing Department

Under Sales and Marketing department internship student have been working under Business Development Executive, Mr Preveen and a new staff, En Johan. There are several activities have been assigned to intern student under this department.

3.1.4.1 Meet up The Customer

One of the job scopes for business development executive position is to meet the existing and new customer. It is to maintaining and developing relationships with existing customers and listening the customer requirements and presenting appropriately to make a sale. Under this department, internship student was assigned to follow the staff, Mr preveen to meet the customer. For existing customer, Mr Preveen was bring the intern student went out to PTPTN to meet up with intended staff and discuss if there is any issue that PTPTN want to tell. Then internship student and Mr Preveen go to PKNS to discuss about the current issue the

project and they were discuss about the upcoming training regarding Active Web on May.

For new customer, Mr Preveen and internship student went out to Jabatan Agama Islam Selangor (JAIS) to submit the quotation. They also go there to briefly explain to JAIS' staff about the Prism service charge.

3.1.4.2 Attending Tender Meeting

Under Sales and Marketing department, internship student was attending two tender meeting. The first meeting is for tender document scanning for Gleneagles Kuala Lumpur. This meeting was attended by General Manager, En Zafrizal, Advisor, Mr Ravi, Mr Preeveen, En Johan, and internship student named Azran. The tender is to scan the quantity of eight million (8,000,000) images of patient medical record for two years contract. So this meeting is to discuss about the tender that need to be edited such as the flowchart and pricing.

The second tender meeting is for Kumpulan Wang Persaraan (KWAP). This is a tender to provide a system for KWAP. This meeting was attended by Advisor, Mr Ravi, staff from Iron Mountain, Mrs Shira, Mr Praveen, En Johan, and internship student. The meeting is to discuss about the pricing and changes in user licenses.

3.1.4.3 Call New Potential Customer

Usually, the customer prospect will be provided by Mr.Preveen Ganesh. Therefore, the internship student will have to call the potential new customer based on their business cards. First of all, greet and introduce the company to the customer. Then,

briefly explain about the core service of Pism Intergrated Sdn Bhd. Intern student will try the best to persuade and negotiate with the potential customer, in order to set an appointment. Further appointment will open the opportunity for Mr. Preveen to explain more about Prism's services. Intern student will have to lock the date and remind Mr. Preveen regarding the upcoming appointment with potential customer.

3.1.4.4 Tender Preparation

Internship student are responsible in help Mr Praveen to make a preparation for tender of Gleneagles Hospital. Mr Praveen was ask internship student to print out and scan the tender then get the sign from General Manager which is En Czafrizal and Head of Operation Department, Miss Shabena. On the next day, internship student need to make a final preparation by print the flowchart that was missed, double check the tender, and last but not least burn the soft copy of tender in DVD. After all this have been done, internship students which is Azran and Amin, and new sales and marketing staff, En Johan went to Gleneagles at Kuala Lumpur to submit the tender.

3.1.4.5 Renew Agreement

Currently, there is a new requirement which leads to new format of agreement with the existing Prism's customer. Previously, Prism used the "Acceptance of quotation". Therefore, practical student is required to renew the agreement with Prism's existing customer.

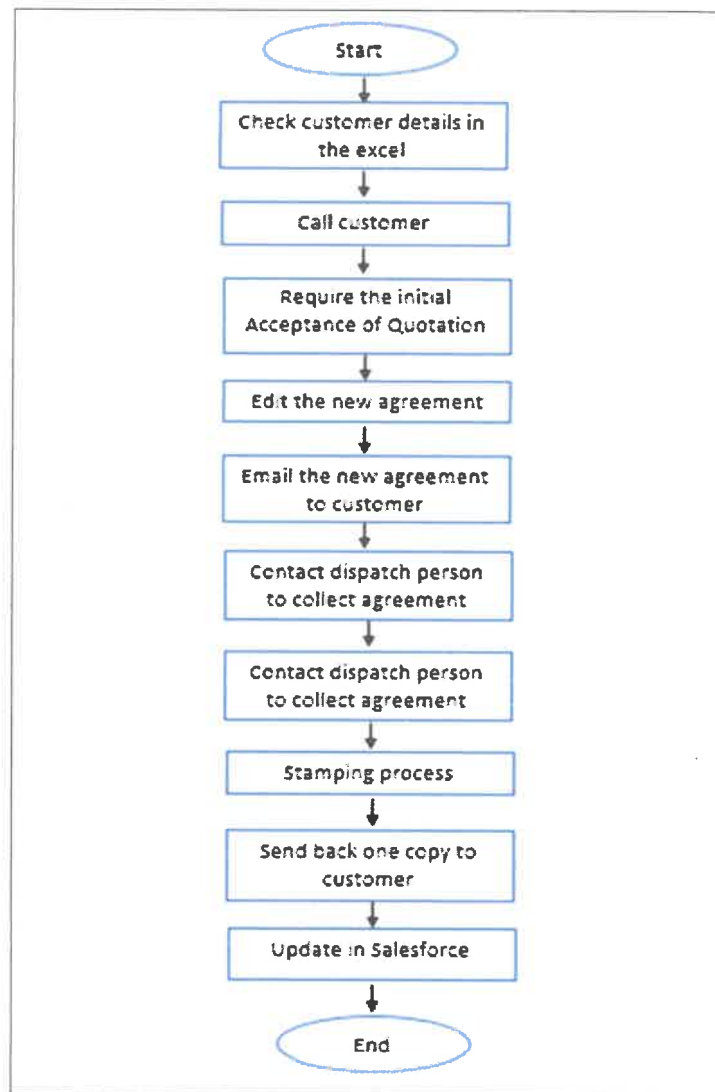


Figure 20: Renew agreement workflow

Firstly, get the customer details from the excel folder. The details are like the name of the organization, the address, contact number, contact person, and status if the contact requires any attention from sales person. Then, call the customer and explain the requirement of new agreement procedure. Reconfirm back with the customer regarding the details in the excel folder. Update the information if there is any changes. Ask for the customer email in order to send the new agreement to them.

After that, intern student need to request the acceptance of quotation from the Prism's financial officer. All the details in the new agreement need to be the same as what has been stated in the acceptance of quotation for that particular company. Then, edit the new agreement that consist of four major sections, which are the title page, terms and conditions, signing page and the schedule quotation. After done with the editing process, intern student is required to email the new agreement to the customer. Informed the customer that the agreement need to be printed in two copies.

Within two or three days, contact the dispatch person who is Mr. Syukri. Informed him the details regarding the customer location and Mr.Syukri will go the customer place to collect the agreement. Once the agreement arrived, it will gone through stamping process which this required signature and stamping from the top management. Then one copy is being kept for Prism, and another copy is for the customer.

During the ten days period under Sales and Marketing department, the internship student managed to complete nine new agreements for nine company. The companies are like MyKasih Foundation, Rajani Navaratnam, Taylor Nelson Sofres Malaysia Sdn Bhd, Ong Kok Bin & Co, Ravindran, Encorp Berhad, HPRC Consulting Group, San Engineering Trading Sdn Bhd, and Jr Joint Resources Holding.

3.1.4.6 Attend Zero Harm Training

The first Zero Harm Training has been conducted at Prism itself. This training was conducted by FSSHEQ Specialist, Miss Athirah. The training consists of 4 modules which are:

i. Zero harm

This module explains the vision and mission of zero harm. Other than that, it also covers on the values and behavior leads towards the target of having zero harm. Continuous improvement is needed to achieve zero harm.

ii. Global safety report

This module covers on the categories of injuries that require global safety reporting which are near miss, report only incident, first aid incident, medical treatment incident, lost day incident, restricted workday incident and fatality accident.

iii. Physical security

This module covers on the layered defense for Prism security and safety. Other than that, it also touched on the best facility infrastructure criteria standard. Not to forget the threat that everyone should pay an attention.

iv. Safe motion dynamic

This module is about learning the best posture and position of body when doing work. This would give added values to the workers in avoiding any health problem.

3.2 Special Project

Special project is most important task given by the faculty for final year student, it is important for the final year student to do the special project, because it is to evaluate the student skills in the specific task, which is what have they learn at the university and applied it in the internship program. During five month at Prism, internship student has done some special project.

3.2.1 Creating User Manual

At Prism Integrated Sdn Bhd they are using EDC Data Capture Software to do a data entry process. This software is a self-contained (no installation required) program that streamlines and validates systematic data entry. The admin of this software is Project Management Team Leader, Mr Hafiz Arafi, and the end-user of this software are in-house RDS staff and internship students.

The reason this user manual have been made because to give easier to any new staff or internship students to use this software for the first time. For information, every years Prism Integrated Sdn Bhd will take an internship students to do a practical at their company. It is one way to reduce the manpower cost. So every year that will be a new practical student entered there. By create this user manual, it can help the company to give more easily in explanation using EDC Data Capture Software because not everyone can easily understand for the first time they use the new software. Some of them maybe need to be practice twice or more to expert in using the software so by read the user manual maybe they can learn in fast.

The user manual of EDC Data Capture have two parts which are user manual for admin and one more is user manual for the end-user such as the indexer or typist. Admin of this software are responsible in setup the new and editing the job definition in this software by create the index field. Admin need to setup what data need to be put in index field for data entry process. The end-user are responsible in performing the data capture by selecting a job or project that been created by the admin then filled the data as required on each index field.

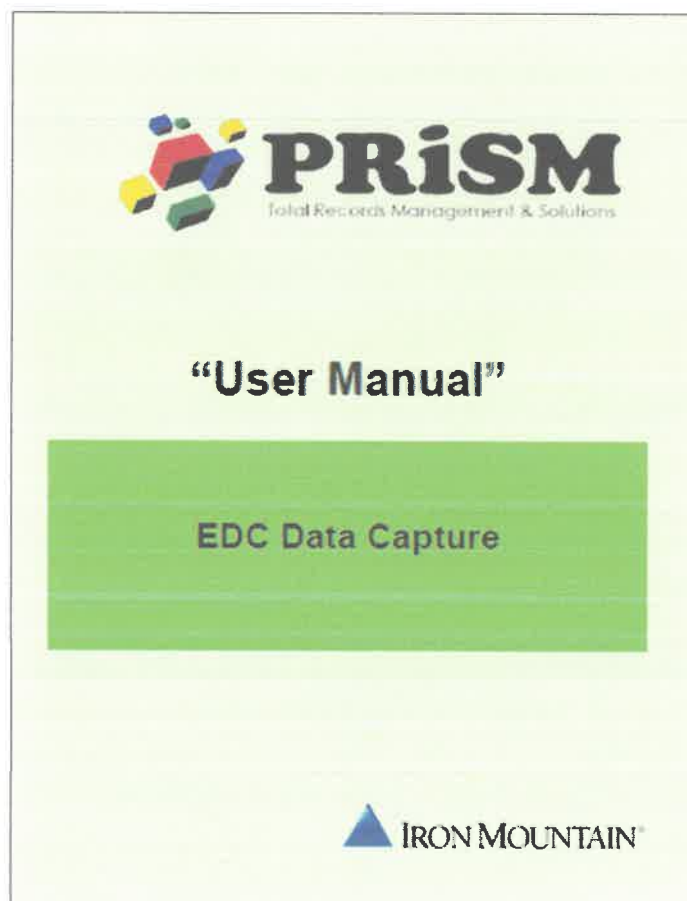


Figure 21: Cover Page of User Manual

(Please Refer Appendix for others User Manual Sample)

3.2.2 Designing Pamphlet

During the internship period, the intern student had the opportunity to collaborate with the other practical students to come out with outreach program. The program named The Information Management Symposium and it should be held on 27th April 2017. It is an event invited by Faculty of Information Management, UiTM Johor and Prism will be as the exhibitor for this program. The program aim is to give chances and provides a platform for Prism in sharing information and experiences in handling records that relate with information management field, especially in digitization. Internship student named Mohamad Azran bin Aziz has been appointed as a multimedia bureau. The tasks have given to design a pamphlet and corporate video. Unfortunately, the participation in that event has been cancel due to some circumstances relates with the total of target audience. But intern student still continue designing the pamphlet because the management still need it for the future use.

From the observation, Prism does not join the outreach program for a long time. The last they join the exhibition program is about two years ago in 2015 where Prism is still not under Iron Mountain. So their pamphlet cannot be used anymore because after Iron Mountain take over the Prism, some products, and services was added. This is the main reason intern student still continue design the pamphlet to Prism for their future use if one day they want to join the outreach program because all the information added in this pamphlet is the latest information.

Intern student has using Microsoft Office Publisher to design the pamphlet. Two design of pamphlet have been provided. The design is different in coloring. It was takes about one week to complete all these two design.

For the front page of pamphlet intern student put the logo, Prism building picture, and the tagline to attract the reader. The first content in body of pamphlet is the company background. It tells a short story about the company profile. Then internship student also state the vision and mission of the company. The most important part that include in the pamphlet is the services and product of the Prism. It must be in simple and clear way to give understanding to the reader about the product and services that provided by Prism Integrated Sdn Bhd. Lastly, in the back page intern student put the contact details such as address, phone number, fax, and email address to give easier for the customer to contact the company if there are interested to Prism's product and services. Figure below show the design of pamphlet using Microsoft Office Publisher software.

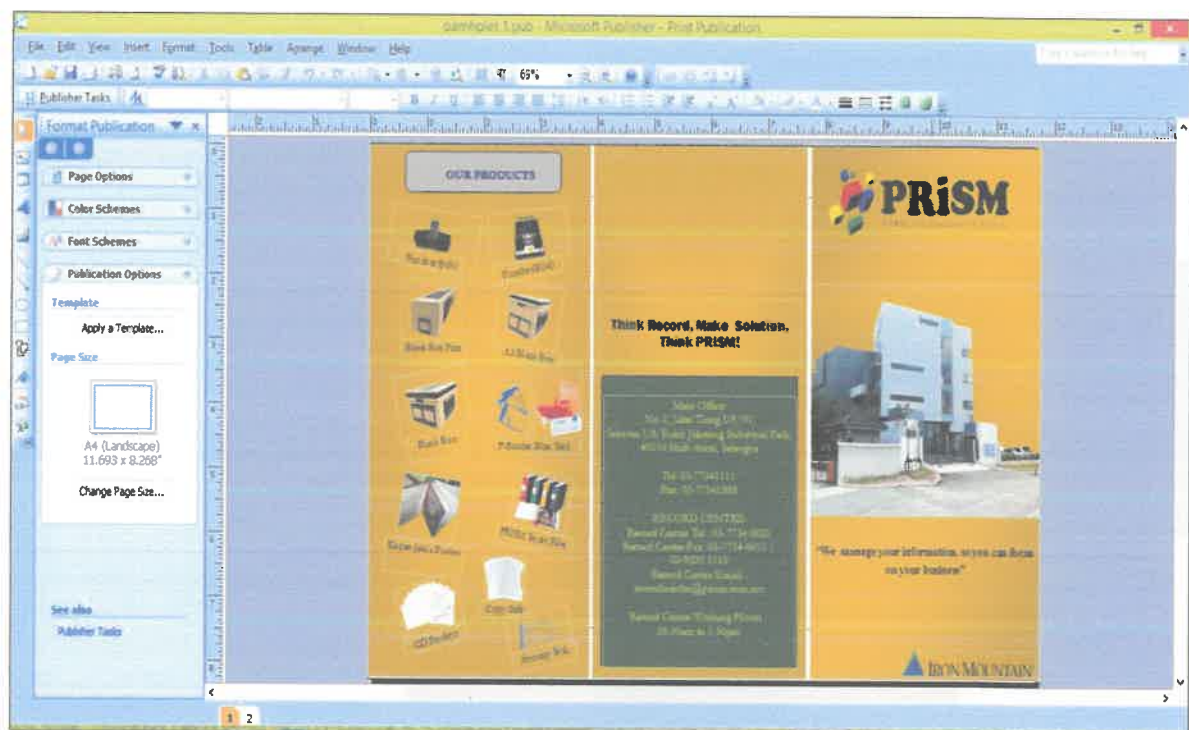


Figure 22: The design of first page of pamphlet 1

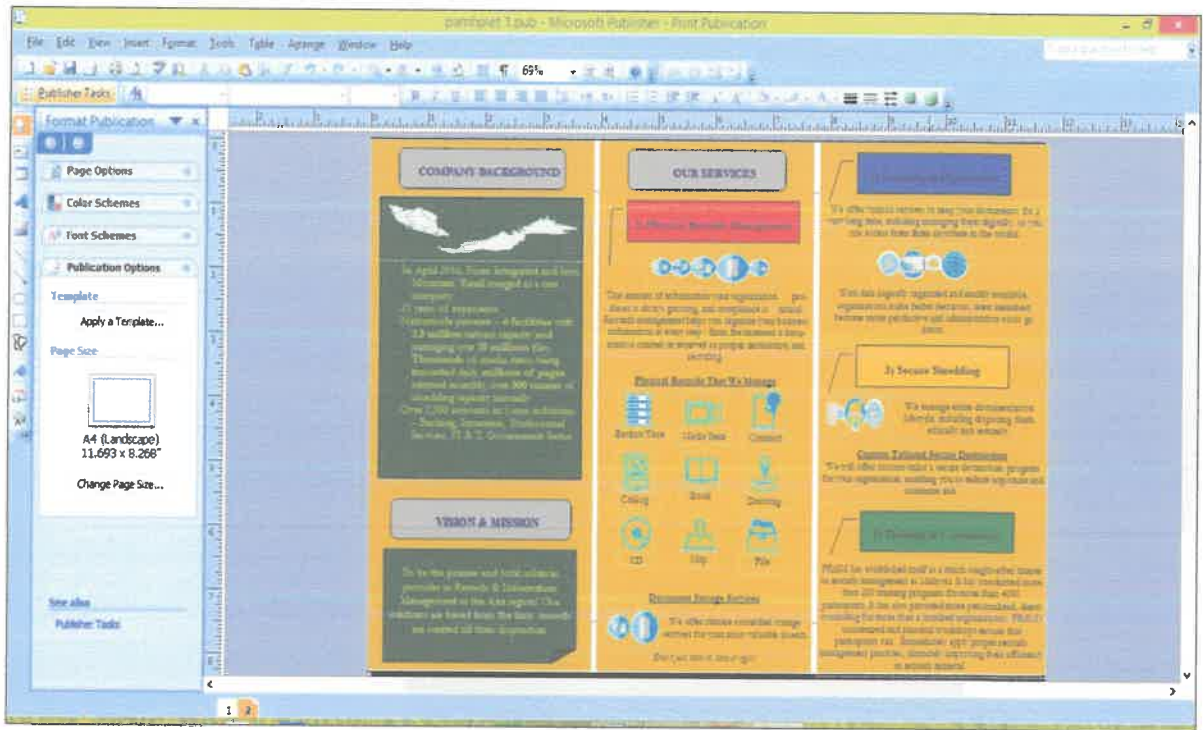


Figure 23: The design of second pages of pamphlet 1

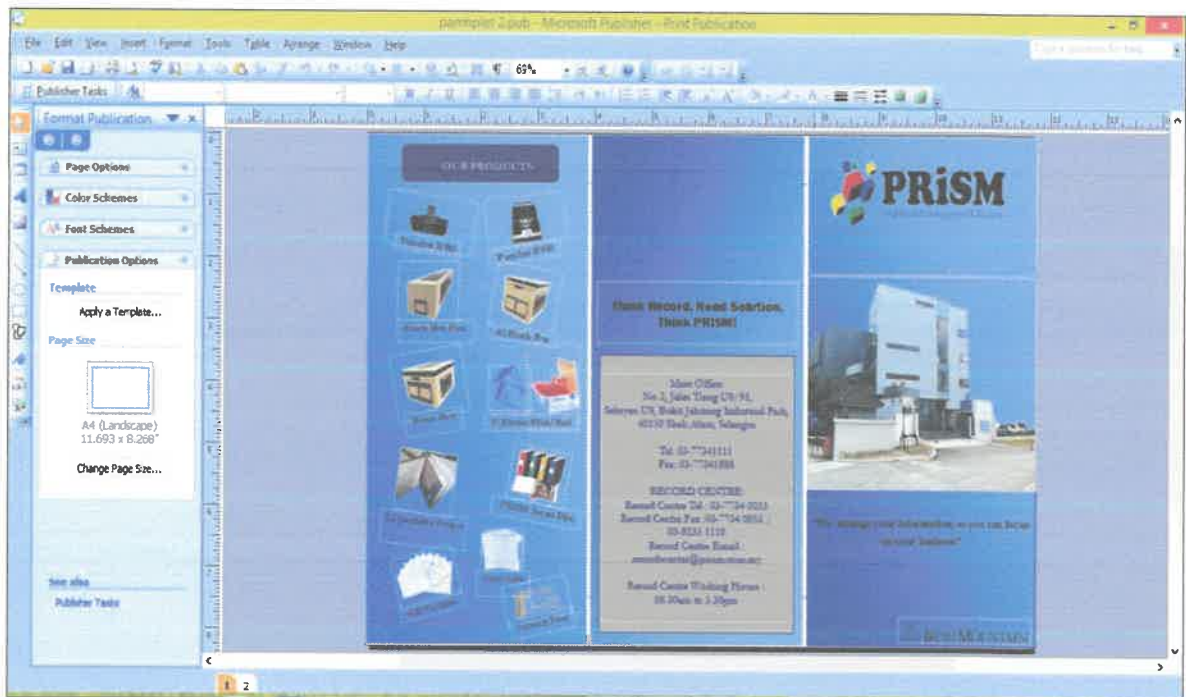


Figure 24: The design of first page of pamphlet 2

3.2.3 Packing

At Prism Intergrated Sdn Bhd, packing is the process where Prism's staffs go to customer place, to transfer all the customer records into Prism Black Box. Basically, this is the initial step before the black box can be stored in the Prism Information Center (record warehouse). Selected internship students have been assigned to go for packing process at Transliner Maritime Sdn. Bhd at Section 13, Shah Alam for two days. Figure 26 shows the workflow of the packing process.

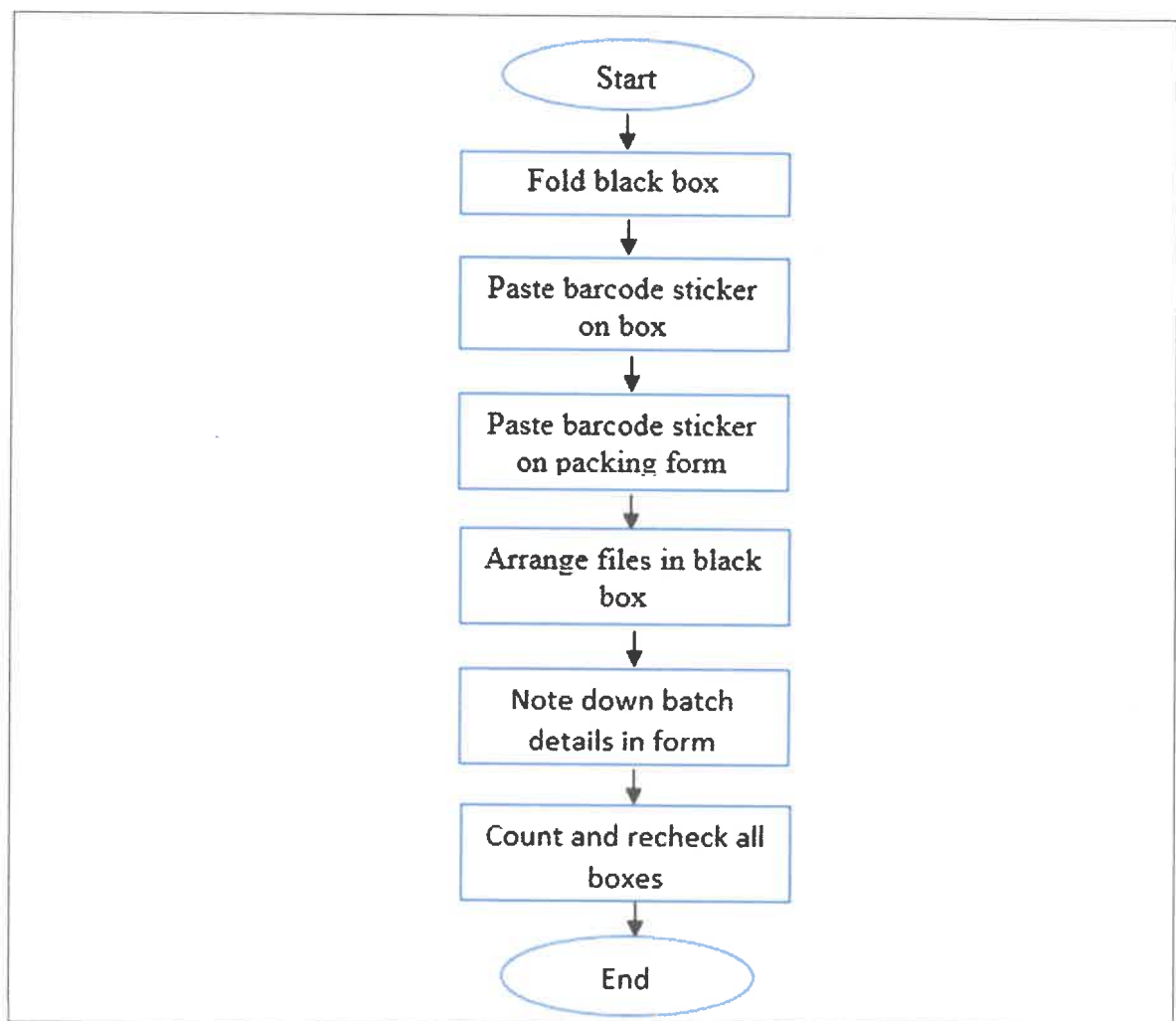


Figure 26: Packing workflow

3.2.3.1 Fold black box



Figure 27: Fold black box

Prism Black box does come in readymade form. Initially, the box is in 1-Dimension form with dotted lines. The dotted lines will help the staff to fold the black box into 3-Dimension form.

3.2.3.2 Paste barcode sticker on box

Before coming to the customer place, Prism staff already printed list of barcode for the boxes based on how many boxes that has been requested by the customer's company. Paste the barcode on the ready black box.

3.2.3.3 Paste barcode sticker on packing form

The list of barcode comes in two sizes together. The bigger one used to paste on box and the smaller one used to paste on the packing form.

3.2.3.4 *Arrange files in black box*



Figure 28: Arrange file in black box

Transfer the files in to the black box. If the documents come by batch and not in a file, tie up the whole batch based on the same category, subject or function. As for this matter, it requires confirmation from the customer's company. It is important to ensure that the weight is not more than 16kg to fulfill the storage requirement purpose.

3.2.3.5 *Note down batch details in form*



Figure 29: The form need to be fill

After paste the small barcode sticker, note down the details regarding what files has been arrange in that particular black box. The details can be recorded by title, months, year, departments and quantity of files.

3.2.3.6 Count and recheck all boxes

In order to make sure that all files has been put in to boxes, rechecking process will be done to ensure that the amount is exact and tally with what has been recorded in the packing form.

CHAPTER 4:

Conclusion

Chapter 4: Conclusion

4.1 Application Of Knowledge, Skills And Experience

Having an opportunity to have five months internship at Prism Integrated Sdn Bhd, there are a lot of knowledge gained by the internship student. During the past semester in UiTM Machang, the educational implementation was basically on theoretical rather than practical. Entering Prism Integrated Sdn Bhd as a commercial record center really gives added values to the internship student. Even the core course is in system management but the organization itself hold the fundamental record management as their core business operation so it related to the minor subject learned in Information System Management (IM245). There are a lot of information and skills being taught during the five months internship. Not to forget the knowledge that has been implemented when carrying out daily task at Prism Integrated Sdn Bhd. Basically, these are the skills and knowledge which experienced by the internship student in relation with what has been learned during the previous semester:

4.1.1 Managing Record Center

During five month internship at Prism Integrated Sdn Bhd as a Record Center company give knowledge about managing the record center. What internship student was study in the theory subject of *Management of Record Repository (IMR454)* at semester four is very useful. Student can view the real situation of record center management instead of what they learn in theory at university. Intern

student can learn about the building structure and the level of security in record center when be under FSSHEQ department. Intern student also study the organizational structure and understand the roles and responsibility of every staff in Prism. Internship student also learn about the equipment requirement such as shelving and hydraulic lift, and working procedure such as process of transferring the new record keeping in Prism and accessioning or retrieve the records.

4.1.2 Communication and social Interaction skills

One of the skills that have been polished is the communication and social interaction skills. When entering in the working environment, the communication skills need to fit in according to the situation. There are several aspects that require consideration such as the formality in language, the communication ethics, small talk skills, the hierarchy level between the speaker and listener, and other factors. Communication can be considered as the core basic key for the successful social interaction between the officemates, colleagues, and also the customer. At Prism, internship student are involve with the meeting, call the customers and negotiate with the supplier. These skills were being applied based on what has been taught in subject of *Business and Professionals Communication (BEL482)*.

4.1.3 Computer Skill

As an Information System Management student, there is needed to be expert in using the computer. By doing practical at Prism Integrated Sdn Bhd, this skill has been polished because intern student was applied the knowledge that was study in university to the practical place. At university, intern student already accustomed in using some system so it can be applied to the practical place. Under operation

department, intern student learn to use the new system when do a data entry process which is the EDC Data Capture software so it will give the extra knowledge in using a new system. During the practical training, intern student also improve the skill of using the basic software that learn at university such as Microsoft office to make a report, Microsoft visio to create a flowchart, and Microsoft excel to update the purchase order, customer database, and fire extinguisher checklist. As a multimedia bureau, what is learned in the subject of *Multimedia for Information Professional (IMS457)* has been used to complete the task given. Internship student also improve the skill in using the Adobe Photoshop to edit the images, and Microsoft Publisher to design the pamphlet.

4.1.4 Digitize the Records

Scanning has been one of the Prism's main services. During the five months practical, internship students have the opportunity to experience the scanning process, under the Operation department. The process includes several steps such as document preparation, scanning and indexing, quality control and lastly re-preparation of document. Yet, the scanning and indexing stage has been done by the outsource supplier due to lack of equipment to scan document other than A4 and A3 sizes. This theoretical knowledge was gained from subject *Digitization of Records and Archive (IMR606)*. Scanning is one of the digitization efforts mainly to preserve the document and to improve future retrieval effort.

4.1.5 Document and record arrangement

As for what has been practiced during the internship, the intern student arrange the document from back to front. This has been applied when the intern student was assigned to sort in all backlog records into its file. The latest date of record will be on the top, which this will help to ease the future retrieval process. This knowledge was being applied from subject *Managing Records In Organization (IMR451)*, and *Classification Filing system (IMR504)*.

4.2 Personal Thoughts and Opinions

Over five months having internship period in Prism Integrated Sdn Bhd, a lot experiences and knowledge has been gained. Sincerely, internship student felt heavy hearted to end the precious moment of learning at Prism Integrated Sdn Bhd. Every day is always an exciting moment to experience something new in Prism. At Prism, the skills learnt were not limited to only knowledge regarding the records management, but also helps to support the intern student self-development. This would be an added value to the intern student, especially for the preparation towards the real future career world. Knowledge sharing among the staffs in Prism should be given a compliment. All internship students feel comfortable to ask anything regarding matters that gives added values to the job scope understanding.

During the internship period in Prism Integrated Sdn Bhd, intern students have been given a rotation schedule of changing departments. There are four departments involved which are Operation department, Human Resource Department, Sales and Marketing Department, and FSSHEQ Department. As for trainee's sight of view, the idea of changing departments is good because intern students can have the opportunities to do multitasking.

Sometimes, intern students do not even sure their capabilities of doing required tasks from different departments. Therefore, by having this chance, intern student may discover something new within their own self development and self-interest.

As for Prism Integrated Sdn Bhd, the workflow has been carried out efficiently. Every department has their own quality procedure that defines their task and responsibilities. Other than that, the quality procedure also helps to extract all the records created within their daily work process. All new types of records that has been created need to be registered under the Document Creation Request Form (DCRF) form. The implementation of all the records activities are being controlled under the ISO 9001:2008. Every year, Prism will carried out internal and external audit to ensure that every single process and work flow followed the original documentation in Quality Procedure and Quality Manual.

In terms of the service, Prism offered very high quality service with warm customer care consideration. In order to maintain the efficiency of Prism services, the complaints received must not be more than three complaints within a month. In internship student's opinion, this will help Prism to achieve its target and improve the department's performance with regards to the constructive comments. Other than that, it can be considered as a motivation among the staff on not to repeat the same mistake that will lead to dissatisfaction among Prism's customer.

Prism staff should be praised for their effort in teaching all internship students regarding the work process. Not only that, the intern students were able to experience and involved within all the work stations in the departments. Other than that, intern student were been given opportunities to share any recommendations to Mr. Ravi, the former Prism's Managing Director. This reflect that Prism was being managed by an open minded

leader. In intern student's point of view, in order to move forward, a positive person would be able to see certain opportunities from different angle and wide perspective. This can be consider as one of the key success in future.

4.3 Lesson Learned

Industrial training can be consider as one step closer towards the real life of working environment. It was an added values for the internship student to have the opportunities to learn and gained knowledge within the five months of internship period. Moreover, there are a lot of soft skills that has been developed, which will benefit the student's self-development and self-interest.

4.3.1 Teamwork

Teamwork is the process of working collaboratively with a group of people in order to achieve a goal. During the internship period, the intern student had the opportunity to collaborate with the other practical students to come out with an exhibition program. . Unfortunately, the participation in that event has been cancel due to some circumstances relates with the total of target audience. Yet, some initial preparation has been done, which requires teamwork skills from each of the group members. Leader holds an important role to delegate task and making sure that everyone understands with their own task.

4.3.2 Multi-tasking

Multi-tasking is when a person is able to deal with more than one task at the same time. In the other word, it is an ability to execute more than one task

simultaneously. During the internship period, sometimes intern student received another task while doing the other task. As an employee, multi-tasking should be done with high focus in order to ensure that all task can be done as what has been expected by the top management. At the same time, trainee learn how to control emotion when receiving different task at the same time, especially when both needs to be completed as soon as possible.

4.3.3 Professionalism

Professionalism is a competence or skill expected of being professional. Basically, the professionalism can be portrayed through the way of communication, attire, attitude, behaviors and others. During the internship period, Prism staffs are the best example who able to portray the professionalism in their daily work. Mr.Preveen is one of the staff that has shown a lot of good example when comes to professionalism. The attitude affects the personality in which this reflect someone's professionalism. This would be a good reflection that surely will help intern student in terms of self-development.

4.3.4 Adaptability

Adaptability refers to the quality of being able to adjust to new conditions. As for the internship student, being involved in all the tasks with new people is challenging. Soon intern student is able to adapt with the new surrounding and new people. Other than that, intern students need to rotate on changing between departments. Adaptability is required especially when intern students changed into the new department. This involved new job scope and new knowledge to complete the task given by the top management.

4.3.5 Problem-solving

Problem solving is the process of finding solutions to difficult or complex issues. Problem is kind of barrier that occur during completing a task. Problem can either occur within personal tasking or even in a group. When intern student receiving task, there are certain problem that pop-up and cause disruption towards the given chore. Intern student has learnt to be wise in handling problem and try to find out the best solution for that particular problem. If the problems occur within a group task, brainstorming can be done. This would give an opportunity for all the members to contribute idea, discuss and came out with a brilliant solution.

4.4 Limitation and Recommendation

Prism Integrated Sdn Bhd is a successful and well-known commercial record center. This organization has been run under good management skills by an efficient leader. The commercial record center is growing organisms that frequently upgrade their service performance. Nevertheless, there are some gaps of improvements that can still be work on to increase the level of efficiency in the organization. There are a few suggestions that have been made based on the limitation seen by the internship student which are:

4.4.1 Add more barcode scanner

This limitation consider as the *lack equipment issue*. Prism only has four barcode scanners, in which it has been used to handle many tasks. For example, this barcode scanner is used for the staging process, delivery process, pickup process, picking process, tracking box's movement and also scan file at the open shelf area. Yet,

some task will be disrupted when the barcode scanner is used for another task. Although the price of the barcode scanner is expensive, it will be a good return on investment to buy enough barcode scanner. This is because, by having enough barcode scanner, it will help to accomplish several task at the same time. Improvement in work performance may lead to bigger profit opportunities for that company. This has been supported by Sarah Major (2015), who mentioned that a good calculation on the investment will lead to huge return of additional profit for the company.

4.4.2 Implement in-house scanning

As for the scanning process, Prism only has equipment and hardware to scan several sizes of paper, which are A4 and A3 sizes. As for the A0, A1 and A2 sizes, it will be sending out for an external scanning process under trusted vendor. Yet, this may *give threat to the customer's information security*. When sending the files for out-sources scanning process, Prism staff will *not be able to monitor the scanning process* and ensure that the information security is being protected. Therefore, it is good if Prism would consider implementing in-house scanning process. This will surely help Prism to have fully control from the beginning until the end of the process.

4.4.3 Construct a box lift bay

When transferring the file from the operation area to the open shelf area, Prism staffs need to transfer the box manually by using the stairs. This is not suitable because during the transferring process, there was an incident where the files fallout from the box. This may damage the physical of the file. Other than that, record lost

may happen during the transferring process. Therefore, it would be better if Prism would consider constructing a box lift that connects the operation area, with the first and second floor of open shelf area. Therefore, the transferring activity can be done in faster way and without causing any harm to the records and staff.

4.4.4 Widen the size of operation area door

Currently, the size of the door at the operation area is the single standard door size. Yet, this door has been used to transfer the files and boxes using the trolley. The size of the trolley fit closely to the door. This cause problem during the transferring process when the load on the trolley hardly pass through the door. Therefore, it will be good if Prism would consider to have wider door size.

4.4.5 Create new official form for quality control

During carry out the quality control in scanning process, staffs are required to note down the error in a piece of paper. Then, the paper need to be passed to project leader for further action towards the error. Yet, there is no official form to note down the error. It would be efficient if this process involving a new official form to note down the error during the quality control process. Therefore, reference action can be made and documented to support the evidence purpose.

4.4.6 Use florescent light

As for Prism records warehouse, *unsuitable heavy duty industrial lamp* has been used to light up the area. This condition may harm the records because strong lighting will speed up the paper oxidation which this will trigger the records to deteriorate faster. The best way is to use florescent light because it helps to reduce

the glare. Furthermore, filters can also be used to protect the records from the ultraviolet rays.

4.4.7 Add water mist sprinkler nearer with every level of racking

Regarding the issue on *water sprinkler penetration hard to reach the ground floor racking*, the suggestion is to installed water mist sprinkler nearer with every level of racking. Proper allocation for water mist sprinkler is very crucial. The fire protection system in record storage must be designed to extinguish the fire as fast as possible with consideration to minimal damaged towards the records. Due to this, the water mist sprinkler should be added more into racking system for easy penetration towards the fire.

4.4.8 Control temperature in Record Warehouse

For the environmental condition aspect, the storage *does not have any air conditioner* to maintain the cool temperature in the storage area. The storage *only have one dehumidifier* that located at the ground floor shelving. Furthermore, it does not well equip with temperature or humidity thermometer in order to monitor the environmental condition in the storage area. The best solution is to have complete equipment and facilities for the storage areas, such as the air conditioner, dehumidifier and thermometer. Other than that, the temperature and humidity levels in the storage area should be checked and monitored regularly in order to make sure that the storage room is in a stable condition from any threat that may cause damage towards the records

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APPENDICES

APPENDIX 1: INDUSTRIAL TRAINING STUDENT'S CHECKLIST

INDUSTRIAL TRAINING STUDENT'S CHECKLIST

Student's Name : MOHAMAD AZRAN BIN AZIZ
Student's Id : 2013762727
Unit / Department : OPERATION, SALES & MARKETING, HR, ADMIN & PURCHASING, AND FSHEQ DEPARTMENT.
Organization : PRISM INTEGRATED SDN BHD
Semester : Mac - July 2017

NO.	DESCRIPTION	APPENDICES IN REPORT	TICK (✓)	DATE	
1.	Receive, read and understand the documents;			28/12/16	
	1. Industrial Training Handbook			/	
	2. IMC690 Assessment			/	10-14/7/2017
	3. Definition of Special Project (IM225/245 Only)			/	
	4. Insurance Letter (UiTM)			/	
	5. Industrial Training Report Overall Contents			/	
	6. Cover & Title Page Guideline			/	
	7. Declaration Guideline			/	
2.	Receive, read and understand the rubrics;				
	1. Rubric – Industrial Evaluation			/	
	2. Rubric - Individual Presentation			/	
	3. Rubric - Industrial Training Report (Overall)			/	
4.	4. Rubric - Industrial Training Report (Reflection Assessment)				
				/	
3.	Receive, read and understand all the forms				
4.	Report duty to organization and submit report duty form to the Industrial Training Coordinator ('Borang Report Duty') within the first week of internship Email : nurul1217@kelantan.uitm.edu.my OR Fax : 09-9762156 – HEA (please put a note : "U.P : Puan Nurulannisa Binti Abdullah")			1-10/2/2017	
5.	Understand that students are NOT ALLOWED to take any leave during internship, unless for emergency leave / MC / special case (not more than 6 days in 5 months); or else the internship status is automatically FAIL . Get the permission from Organizational Supervisor before taking any leave. **Any extra leave provided by organization is not counted under this clause. Organization may provide extra leave / benefits to students, if necessary**	YES (MC / Letter)			
6.	Understand that NO semester break during internship.				

7.	Understand that public holidays/special leaves/weekend are different between states; follow current state during internship / organization's policy. (put remark in the logbook)		/	
8.	Record every attendance in the form ('Borang Kedatangan Latihan Industri') or use any method provided by organization (thumbprint or punch card).	YES (Copy of attendance)	/	
9.	Record every task given in the logbook every day. Ask the Organizational Supervisor to sign/verify on daily OR weekly OR monthly basis.	YES (Copy of logbook entries)	/	
10.	Fill up Organizational Supervisor's details ('Template Maklumat Penyelia') and submit to the Industrial Training Coordinator once the supervisor has been assigned. (**You may include the topic for Special Project, if you already have it**) Email : nurul1217@kelantan.uitm.edu.my		/	28/2/2017
11.	Discuss with Organizational Supervisor regarding Special Project (must be ISM OR IM related tasks).		/	
12.	Plan and strategize all the tasks given during internship (discuss with the Organizational Supervisor regarding duration for the tasks, especially Special Project). You may use the planner ('Jadual Perancangan Latihan Industri') OR make your own custom planner using MS Office / MS Project OR use the planner provided by the organization (if any).	YES	/	
13.	Consult with your Faculty Supervisor regarding the tasks (especially Special Project) at least 3 TIMES , via face-to-face OR email OR phone calls OR any types of communication medium, which necessary.		/	
14.	Hand over the industrial evaluation form (Rubric – Industrial Evaluation) to the Organizational Supervisor (softcopy or hardcopy, any way preferable by the supervisor). The Organizational Supervisor will make an evaluation on the student's performance.		/	
15.	PAY your fees (semester Mac – July 2017) Refer Academic Calendar for the date.		/	BEFORE 26/3/2017
16.	REGISTER for IMC690 (Industrial Training) course– Refer Academic Calendar for the date.		/	27/2– 12/3/2017
17.	VALIDATE for IMC690 (Industrial Training) course.– Refer Academic Calendar for the date.		/	13–26/3/2017 GUGUR TARAF 30/3/ 2017
18.	Update your MUET status to the HEA (to those who not yet submitted the result/status).		/	
19.	Have a visit from the Visiting Supervisor (from nearest campus / faculty) during internship. Prepare the evaluation form ('Borang Penilaian		-	

	Visiting Supervisor'). Students may discuss or seek for opinions from the Visiting Supervisor. But approval for the tasks (especially Special Project) may only be done by the Organizational Supervisor & Faculty Supervisor.		-	
20.	Submit the evaluation form (Rubric – Industrial Evaluation) to Industrial Training Coordinator OR Faculty Supervisor within the last week of internship		/	BEFORE / ON 30/6/2017
21.	Attend the presentation (viva) at the faculty *subject to change. Bring along the evaluation form ('Borang Penilaian Pelajar') during the presentation.		/	10-14/7/2017
22.	Submit the Industrial Training Report (hard cover bind, dark blue)		/	10-14/7/2017
23.	Provide a softcopy of Industrial Training Report in a CD, sealed in an envelope nicely, and attached at the back of the report.	YES	/	
24.	Attach this checklist in Appendices section.	YES	/	
25.	Attach any other necessary documents which related to your tasks in Appendices section (i.e. : user manual, photos of activities, forms, sketches of storyboard, sample of interface, etc.).	YES	/	

NOTES :

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

APPENDIX 2: EDC DATA CAPTURE USER MANUAL



PRISM

Total Records Management & Solutions

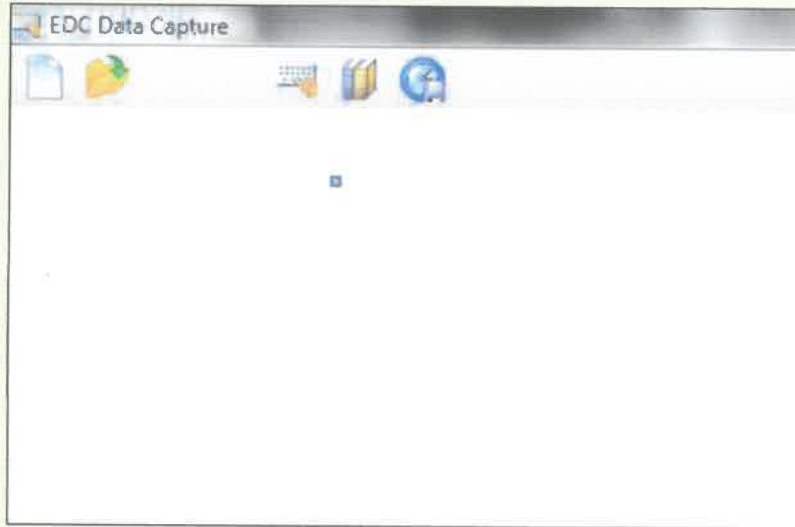
“User Manual”

EDC Data Capture

 **IRON MOUNTAIN®**

User Manual for Admin

1) Panel



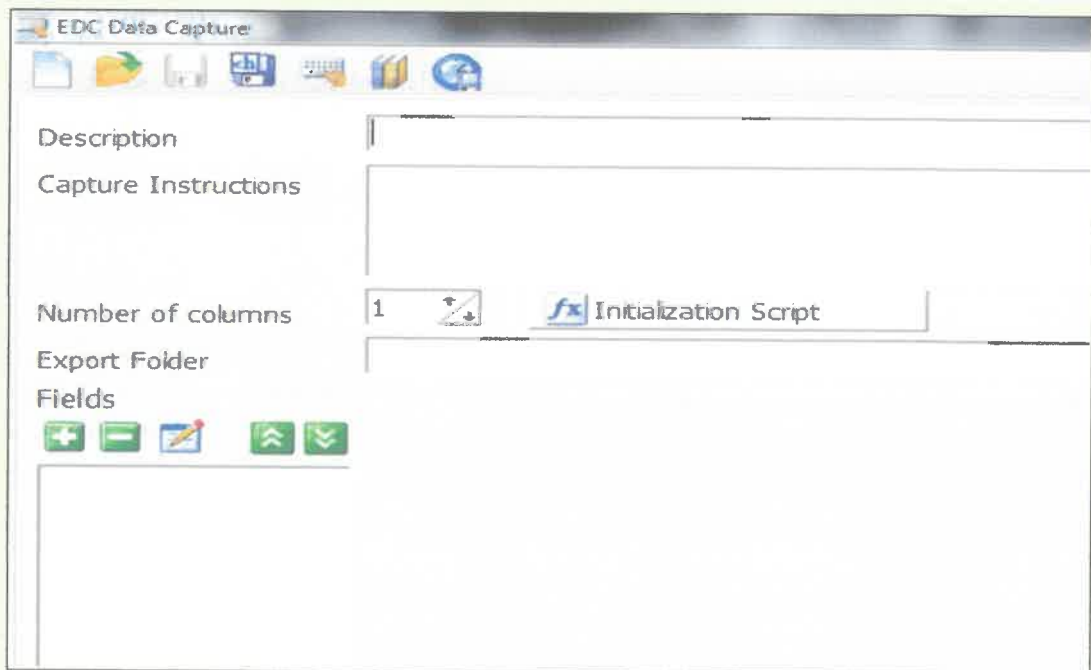
EDC Data Capture providing five (5) panel or tool. (From left to right)

- i. New Job Definition
- ii. Open Job Definition
- iii. Perform Data Capture
- iv. Language
- v. AutoSaves

2) Setup New Job Definition

This function is used to setup a new job definition or description.

1. Click on "New Job Definition" tool / panel until the job setup interface appear. (As shown below)



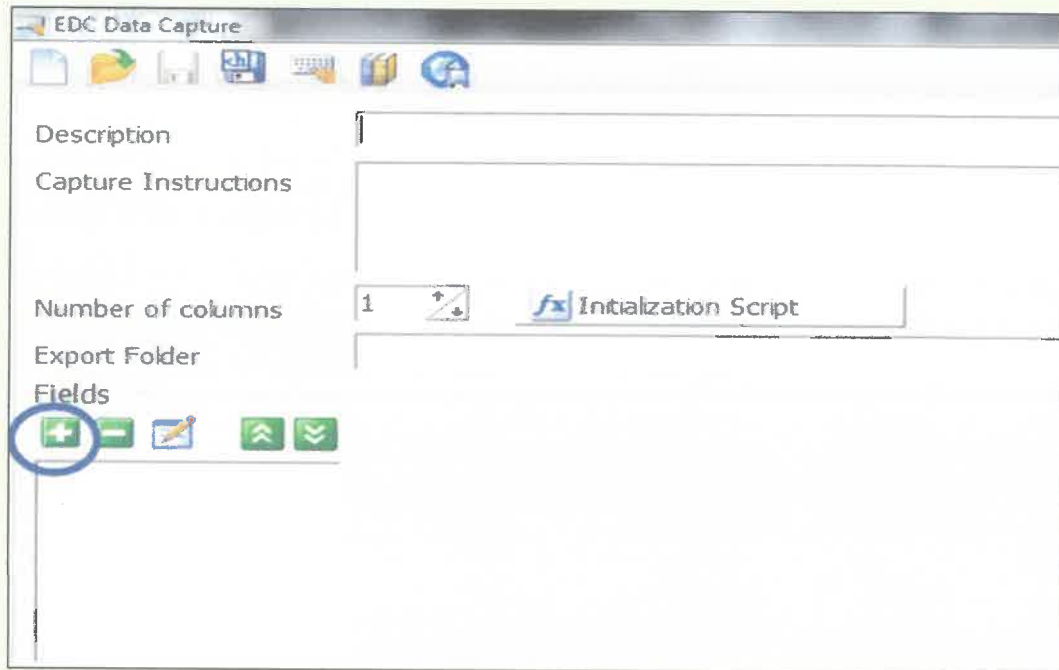
The screenshot shows the 'EDC Data Capture' application window. The interface includes a toolbar with various icons at the top. Below the toolbar, there are several input fields and controls:

- Description:** A text input field.
- Capture Instructions:** A larger text input field.
- Number of columns:** A numeric input field containing the value '1', with a small icon to its right.
- Export Folder:** A text input field.
- Fields:** A section with a toolbar containing icons for adding (+), deleting (-), editing (pencil), and sorting (up/down arrows).
- Initialization Script:** A text input field with a small icon to its left.

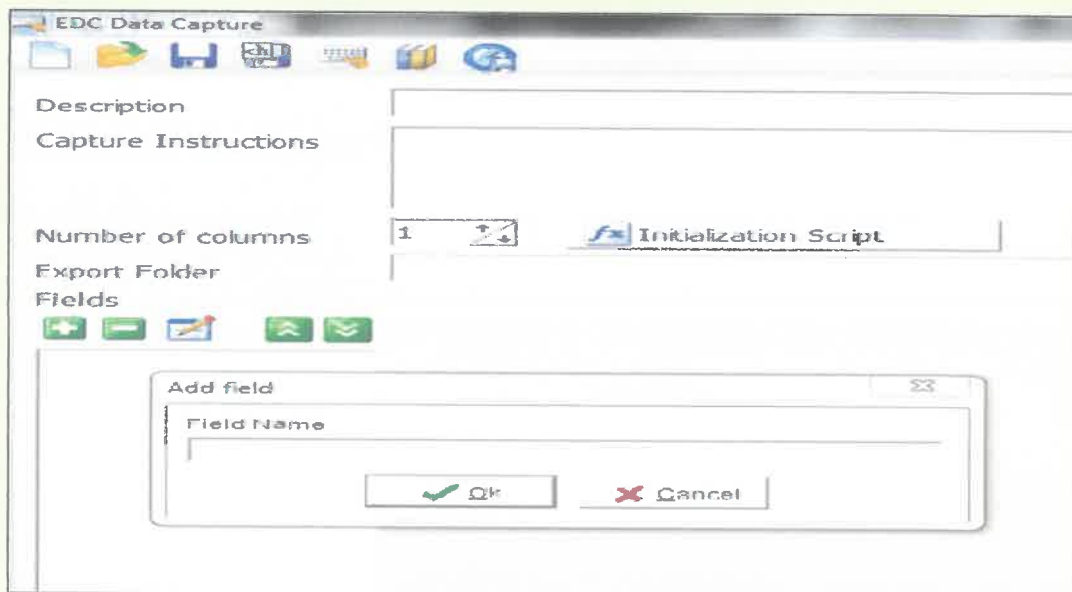
- a) **Description** = Job Description (eg : This is PTPTN Data Entry Job Setup)
- b) **Capture Instructions** = Instruction for the administrator (eg : Make sure indexer key-in data accurately)
- c) **Number of Columns** = Column that need to appear during performing the job. Default setting is "1"
- d) **Export Folder** = Place to store or save the data. Data will be saved in CSV format.
- e) **Fields** = Index field that required or wants to be setup.

2. Field (Setup index field)

- i. To setup the index field, user or admin need to click on "+" symbol.



- ii. After click on "+" button, message box of field name will appear.



- Fill in the Field Name (eg : File Number, Name, Date)

iii. Configuring the index field

The screenshot shows the 'EDC Data Capture' window. The 'Fields' section is active, displaying configuration options for a field. The 'Name' field is highlighted in blue. The configuration options are as follows:

<input type="checkbox"/> Required	<input type="checkbox"/> Unique
Data type	Alpha Numeric
Mask	XXXXXXXXXXXXXXXXXXXXXXXX
Minimum Value	
Maximum Value	
<input type="checkbox"/> Multi-line	
Lookup values (one value per line)	
<input type="checkbox"/> Only lookup values	
<input type="checkbox"/> Double Entry	<input type="checkbox"/> Defines a group
<input type="checkbox"/> Calculated Value	<input type="checkbox"/> Keep previous value
Number of identical characters to repeat (0=don't repeat any character)	0

a) Check-box

- Required = If been ticked it will make the index field is compulsory during perform
- Unique= If been ticked it will avoid the redundancy of data
- Double Entry = If been ticked, user need to key-in twice
- Calculated Value = Calculating the entry data
- Defines a group = N/A
- Keep previous values = Data will be keep stare during perform

Please remains default setting (unticked) unless special circumstances

b) Data type = Type of data that will be use by the index field

- Numeric = Group of Number of Data (eg, 12345, 950824)

- Alpha Numeric = Group of Number and Alphabet of Data (eg PTPTN/IKH/234)
- Date = Date-type of data (eg 12-jun-2017)

c) Mask = Fixing the data length

d) Minimum Value = Minimum Value of Number/Alphabet. *Remain default (blank)*

e) Maximum Value = Maximum Value of Number/Alphabet. *Remain default (blank)*

f) Multi-Line = If been ticked one index field will able to have more than one (1) data.

Remain default (unticked)

g) Only lookup Values = if been ticked, there only fixed data can be choose. No other data that able to be key-in for this index field.

(If there was fixed data, just filled the blank column and it will appear a drop-down list during perform)

- iv. Index field setup is done. Click on “Save” button or panel.



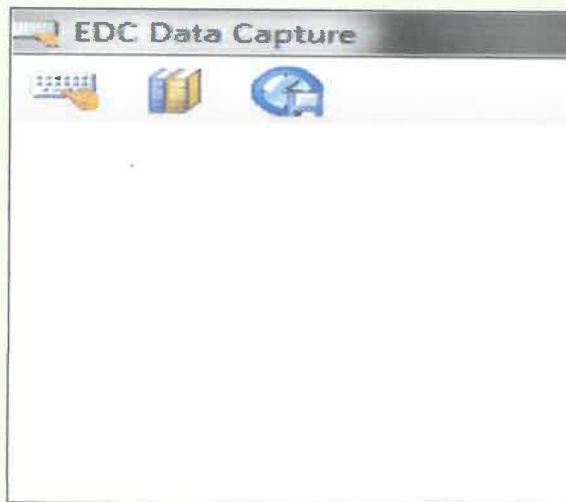
(If the project required more than one index field please repeat from i-iv for each index field.)

3) Editing Job Definition

- Click on Open Job Definition
- Select the Job
- Repeat process “2)” (i-iv)
- Save

User Manual for End User (Typist/Indexer)

1) Panel

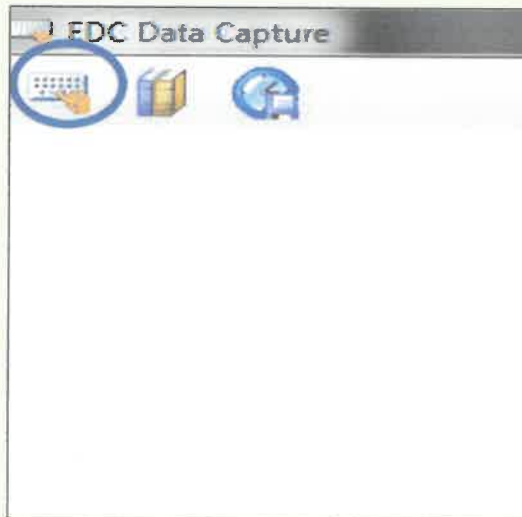


There only have three (3) panel or tool. (From left to right)

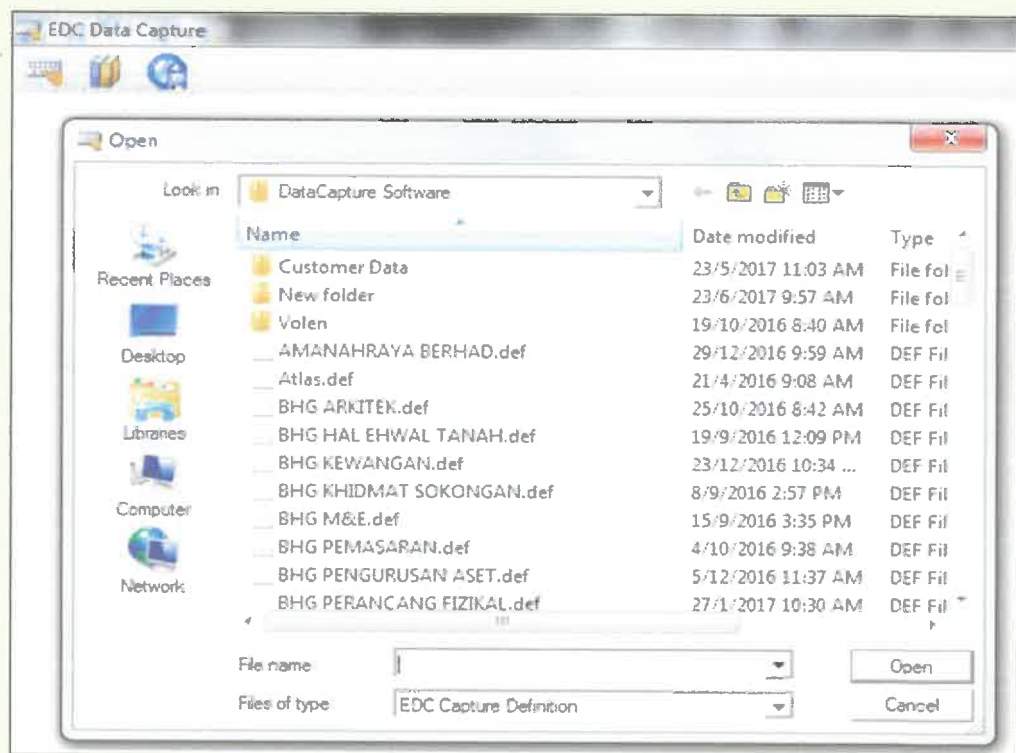
- i. Perform Data Capture
- ii. Language
- iii. AutoSave

2) Performing Data Capture

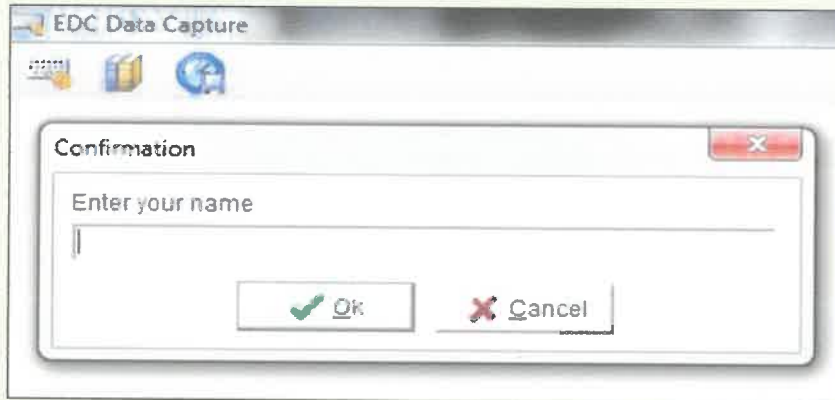
- i. Click on "Perform Data Capture" panel.



- ii. Selecting a job or project.

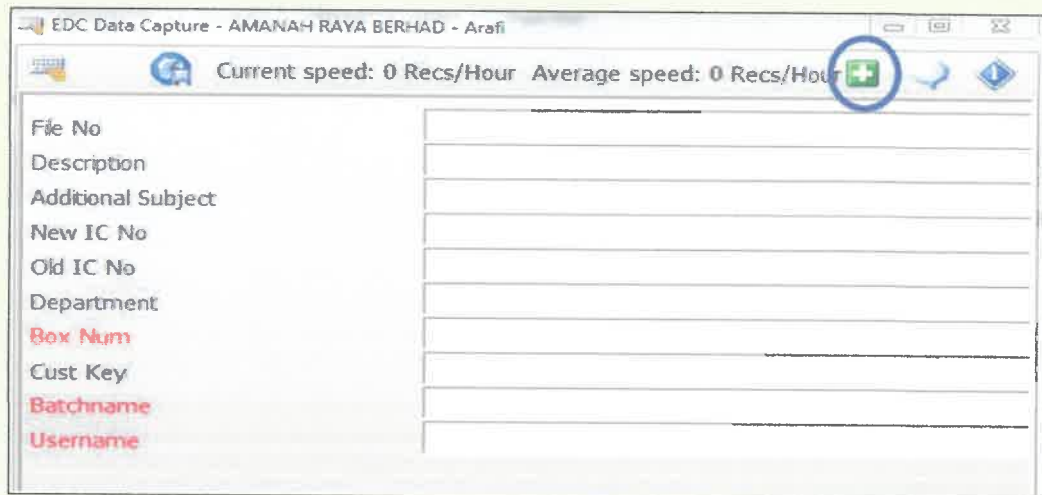


- iii. Fill in typist/indexer name.



- iv. Filled the data as required on each index field.

- v. Then click on "+" symbol to confirm/Save the data.



3) Interface Explanations

FDI Data Capture - AMANAHRAYA BER-HLD - Araf

Current speed: 90 Recs/Hour Average speed: 90 Recs/Hour

File No
Description
Additional Subject
New IC No
Old IC No
Department
Box Num
Cust Key
Batchname
Username

CAWANGAN UTAMA
23476
A003
23476
ARAF1

Capturec	File No	Description	Additional Subject	New IC No	Old IC No	Department	Box Num	Cust Key	Batchname	Username
2017-07-07 09:33:06	RB/IPH/1675	FATIMAH BINTI	HARTA PUSAKA	55085X85		CAWANGAN UTAMA	23476	A003	23476	ARAF1

- i. This is "Keep Previous Value" function. After the data have been confirm, the value will stayed and remains at the Index Field. Typist didn't have to rewrite or retype on that column anymore.
- ii. Two (2) type of index field. **Black Index field** = Option Index field. Able to be put the data or stay blank. **Red Index field** = Compulsory index field. Cannot leave it blank without data.
- iii. "Captured" index field = Default index field by the system. Will come out after the first data been saved or confirmed. Captured show information of time and date which data has been saved or confirm