INDUSTRIAL TRAINING REPORT:
SYMPHONET KELANTAN (KOTA BHARU)

SPECIAL PROJECT : WEB DEVELOPMENT

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

01 AUGUST 2016 – 29 DECEMBER 2016

DECLARATION

I hereby declare that this is my original work. I have not copied from any other student's work or from other sources. I am also declare that no part of this report has been published or submitted for publication except where due to reference or acknowledgement is made explicitly in text, nor has any part been written for me by another person. I confirm that I have read and understood the UiTM regulations with regards to plagiarism and will be penalized by the university if found guilty.

Signed by

_____

Muhammad Zul Haqif Bin Mohd Azmo

2014418984

Date of submission: 12 January 2017

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ACKNOWLEDGEMENT

First of all, I would like to say Alhamdulillah and I feel really grateful to Allah SWT for giving me good health and chances for me to fulfil this industrial training report without facing too much trouble and barriers in finishing the report. All the effort for five months in learning process and gaining a new knowledge at Symphonet Kelantan is make me feel unforgettable and will use all the knowledge after finish this semester in studying in Bachelor of Information System Management.

Thank you so much to my family who had given me strength, moral support and economic support for me to finishing my report and also my industrial training at Symphonet Kelantan.

In addition, I would like to Thank to my supervisor Dr. Khalid Bin Abdul Wahid to support me and give an explanation also strength to finish my report.

Furthermore, for my organization supervisor at Symphonet Kelantan Mr. Mohd Khairulezmi Bin Che Seman, Network Engineer at Symphonet Sdn Bhd, also to General Manager of Symphonet Kelantan Mr. Syamsuri Bin Che Mud and all staff at Symphonet Kelantan, I also would like to thank to they all because help me and give a full commitment in giving the information and teach me all about the need in completing this report.

Lastly, I would like to thank to all my friends together with me finish our Industrial Training and help me and also that give cheer during our industrial training.

Thank you so much to all, Alhamdulillah.

ABSTRACT

Bachelor degree students in Faculty of Information Management precisely, are required to undergo an industrial training for 20 weeks (5 months) from 1st of August 2016 until 29th December 2016. I am from Information System Management student. During this 5 months' period of industrial training, students are supervised and monitored their training by two nominated supervisors which are one from the faculty and one from the organization of the industrial training. I've spend my five months of industrial training at Symphonet Kelantan, Kota Bharu. Symphonet Kelantan is the branch of Symphonet Sdn Bhd that serve the customer around Kelantan especially on Kota Bharu as their main coverage area at this time.

CHAPTER 1

INTRODUCTION

CHAPTER 1: INTRODUCTION

1.1   Background of Organizational

Symphonet Sdn Bhd was incorporated on April 2008 with an objective of becoming one of the leading technology and Internet products and services providers in Malaysia. Symphonet Sdn Bhd operates at Oasis Square Ara Damansara, Petaling Jaya where its Network Operation Centre (NOC) is also located. Symphonet provides comprehensive business solutions using only the best products to support organizations' business process and also helps clients deal with changing business and technology. Over the past years.

Figure 1.1 : Symphonet Logo

Symphonet had grown to become a recognized fiber optic network operator and solutions provider of technology and Internet products and services company, with large-scale project management experience, an excellent track record of delivery performance and strong industrial alliances; having served various business organizations, government agencies and homes. In network and Internet business, Symphonet's services include broadband, wireless, Ethernet, leased lines, data center server hosting, web design, open source applications solutions, IP CCTV solutions, managed services. Network services and network security services. The company has also obtained the NSP I (Network Service

Provider, Individual), NFP I (Network Facilities Provider, Individual) and ASP C (Application Service Provider, Class) licenses from the Regulator (MCMC). Symphonet Sdn Bhd is managed by a well-experienced management team mainly from the Telco and ICT industry that has a combined management experience of more than 200 years. With its extensive experience, strong skills and proven methodologies in Project Management process and implementation of advanced technologies in order to deliver solutions, Symphonet is able to serve as valuable IT consultants and telecommunication network designers as well as a service Provider to businesses. Symphonet has delivered winning ICT solutions to many companies helping them to improve business efficiency and to gain competitive advantages by adopting the right solutions at the right time whilst optimizing their resources.

Figure 1.1(a): Dato Baharum Salleh

Figure 1.1(a) shown Dato Baharum Bin Salleh as Chief Executive Officer and Managing Director of Symphonet Sdn. Bhd. Dato' Baharum obtained the Ordinary National Diploma (OND) in Electronics Engineering from Newark Technical College, Notts, England (1975). He completed his Bachelor of Science Degree in Electronics Engineering (1978) at the University of Bath, England and obtained his Masters in Business Administration (MBA) at the University of Leicester, England in 1993. He was with Telekom Malaysia Berhad (TM) for about 30 years and started his career (1978) as an Assistant Controller in Operations Management in Iabatan Telekom Melaka and later as Project Manager of the Project Management Group for Telekom Malaysia Melaka/Negeri Sembilan when it was privatised. Dato' Baharum was the Area Manager of Telekom Malaysia Negeri Sembilan in the early 1990s. He also

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served the Corporate Planning Division for about 10 years and was appointed as the General Manager of Corporate Strategy in 1997. In 2001 he became the first Chief Executive Officer of TM Net Sdn Bhd and was responsible for making TMNet the biggest Internet Sen/ice Provider in the country by introducing, among others, Tmnet, Stream yx (broadband) and B/uehyppo (content portal) as a nationwide recognisable brand names. Dato' Baharum was appointed as the Chief Operating Officer (Wholesale) of TM in June 2005. In 2006 he led the Asian America Gateway (AAG) submarine cable project, a 'consortium' cable system of about a dozen telcos which connects Malaysia and Singapore directly to Los Angeles, USA. In 2007 he joined TIME dotCom Berhad as the Managing Director. Dato' Baharum is the founder of Symphonet Sdn Bhd.

Figure 1.1(b): Dr. Baharin Bin Salleh

Figure 1.1(b) shown the photo of Dr. Baharin Bin Salleh, Chief Financial Officer and Executive Director of Symphonet Sdn. Bhd. Dr. Baharin holds a double-honours degree of Bachelor of Science and Bachelor of Commerce (BSc & BComm) in Engineering Production and Economics from The University of Birmingham, UK. Master of Business Administration (MBA) from University of Malaya. Doctor of Philosophy (PhD) in Economics from International Islamic University Malaysia. He is also a Chartered Accountant of Malaysia, beinq a member of the Malaysian Institute of Accountants (MIA) and a member of the Malaysian Institute of Certified Public Accountanls (MICPA). He also attended an Advanced Management Course at INSEAD in Fountainbleau, France. Dr. Baharin has over 30 years of work experience in management positions including as a regional officer in HSBC bank, Group Treasurer, Financial Controller and Director of Internal Audit in Golden Hope Plantations Berhad, Managing

Director of Trenergy (Malaysia) Berhad and Project Director (head office building project) of MTD Capital Berhad. Dr. Baharin is the brother of Dato' Baharum

Figure 1.1 (c): Elsa Binti Dato' Baharum

Figure shown 1.1(c) photo of Elsa Binti Dato' Baharum, Executive Director of Symphonet Sdn. Bhd. Elsa holds a Bachelor of Laws (Honours) degree from MARA University of Technology (2006). She was admitted as an advocate and solicitor of the Hiqh Court of Malaya in 2007 and practised as an Associate in Zaid Ibrahim & Co, the largest law firm in Malaysia, in the Projects and Public Private Partnerships Practice Department advising on the concessionaire of land development projecls and several highway projects. Subsequently she also served as a legal advisor in HSBC Bank Pic advising on commercial and corporate banking matteres. Elsa handles the company's legal affairs. Elsa is the daughter of Dato' Baharum.

Director of Symphonet, Ab Ghaus B Ismail holds a Bachelor of Science (BSc) (First Class Honours) degree in Chemical Engineering from the University of New South Wales, Sydney, Australia. After graduation he was attached for a short period at the University of Malaya's Chemical Engineering Faculty before taking up in 1976 various technical positions with Shell Malaysia. In 1982, he left Shell to ioin MMC Marketing Sdn Bhd as the Coal Manager. Ab Ghaus left MMC in 1985 to jointly form GMA Resources Sdn Bhd where he is now the Execufive Chairman of the company. GMA has grown to become a major supplier of coal to TNB and all cement companies in Malaysia, sourcing supplies from Indonesia, Australia, China and South Africa covering no less than 20 coal mining companies. Currently, GMA handles about 2.1 million tonnes of coal per annum. Besides

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coal, GMA has also traded in other commodities including petcoke, bauxite, cocoa, tin, and Detroleum products. He has also diversified into fibre optics, healthcare and real estate businesses.

Johan Azman Bin Ab Ghaus also as Director of Symphonet Sdn. Bhd holds a Bachelor of Arts (BA) degree in Finance, Accounting and Management from the University of Nottingham, UK and a Master of Science (MSc) in Finance from Cass Business School of City University, London, He ioined ABG Group, London in 2005 and qualified as a Chartered Accountant in 2008. He is a member of the Institute of Chartered Accountants in England & Wales (ICAEW). During his time at ABG Group, he was a Senior Audit Associate leading audit teams covering various portfolios of clients including property, media, manufacturing, retail and sen/ice industries. In particular, he led a team on statutory audit of ABG Groups' biggest property client with net assets of £350m and a total of 152 entities within the group. On returning to Malaysia in 2009, johan joined GMA Resources Sdn Bhd as the Head of Finance and Development. He is responsible for overseeing the financial activities of the company and developing the coal sourcing and markets for GMA. He is now the Executive Director of GMA and holds directorships in other associated companies. Johan is the son of Ab Ghaus.

Table 1.1 : Top Management Team of Symphonet Sdn Bhd

	Name	Position
1	Dato' Baharum Salleh	Chief Executive Officer / Managing Director
2	Dr. Baharin Bin Salleh	Chief Financial Officer / E. Director
3	Elsa Binti Baharum	Executive Director / Legal Affairs
4	Shahrudin Bin Ibrahim	Head, Network Operation Centre
5	Hisham Haron	Special Projects
6	Zaki Osman	Head of Operations and Maintenance
7	Khairi Hafidz Ahmad	Head of Marketing and Sales
8	Mohd Syamsuri Che Mud	General Manager, Kelantan
9	Azril Ghaus	Manager, Corporate Finance
10	Asri Hamid	Outside Plant Manager

1.1.1   Services

Symphonet business area is focused in Information and Communication Technology (ICT) and is dedicated to the growth of the technology and communications industry in Malaysia. Symphonet delivers technology, consulting, network designs and outsourcing solution for customers, with capabilities in software development, network building, and hardware maintenance. Symphonet has the experience of undertaking projects for various corporations and government agencies ranging from supply of computers network solutions and networking equipments, web based design and applications, and Wi-Fi solutions. Our Internet Broadband services include: -

i.   Telecomms Network design, consultation and implementation

ii. Fiber Optics Cable network

iii. Very High Speed Internet services

iv. Wired and Wireless Backhaul solutions

v.   Hotspot and Wi-Fi solutions

vi. Metro-E, High Speed Lease line

vii. Dedicated Internet

viii.   Internet Security solutions

ix. Voice over Internet services

x.   Data Center Services

xi. Cloud Computing

xii. Internet-based Video Conferencing

xiii.   IP Video Surveillance network

xiv.   Broadband over Power Lines (BPL) solutions

1.1.2   Solutions

Our customized solution ensures an optimum Wide Area Network (WAN); Aggregation to Access level requirement inclusive Local Area Network (LAN) for both wired and wireless requirement. To date we have designed network models for customized solution namely for:

i. High rise residential (Condominiums and apartments)

ii. Learning institutions — Campus Wide Network

iii. Commercial buildings — Shopping complexes, Hotels and Theme Park

iv. Corporate Offices

v. State-wide fibre optic network

vi. Multi-Dwelling Units

vii. Residential and Kampung Areas

viii. International Submarine Cable system

1.2 Organizational Structure

Symphonet Sdn. Bhd. divided his company into seven divisions to operate the whole company. The organizational structure of Symphonet team are shown in the next page

Diagram 1.2 : Symphonet Organizational Chart

CHAPTER 2

ORGANISATION INFORMATION

CHAPTER 2: ORGANISATION INFORMATION

2.1   Departmental Structure

Symphonet Kelantan only have a few divisions that they not require many staff as the company operation only base on their customer that they can serve certain Kota Bharu area and State Government Office around Kelantan. Trainee has been place on Technical Team Department that represent by three staff. The structures of the department are shown in the diagram below.
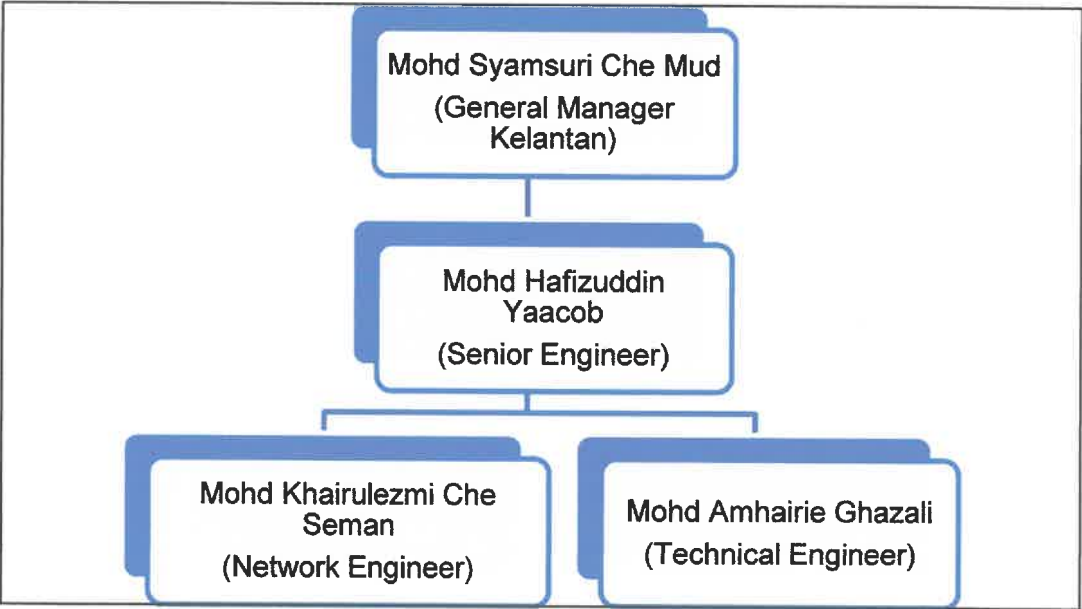

Diagram 2.1 : Technical Team Organizational Chart

2.2   Department Function

Technical Team is the heart of Symphonet operation as the team was supposed to engage with customer relation. Majority task in the Symphonet are done by Technical Team that lead by senior engineer, Mohd Hafizuddin Yaacob follow by Network Engineer, Mohd Khairulezmi Che Seman and Technical Engineer, Mohd Amhairie Ghazali. Trainee was task by General Manager to be on this department that he told that the trainee will know everything about the Symphonet work when being on that department. It is really good experience for trainee. Even though trainee are been assign in this department, General Manager assign trainee for multimedia working as trainee have a good skill on that.

The Function of Technical Team Department can be simplifying by category as listed below.

2.2.1. Contractor Tender

Technical Team responsible in proposed the contractor to General Manager for a new project and repairing on site. Technical Team and General Manager will make a meeting to choose contractor and discuss about cost proposed by contractors before they make an agreement.

2.2.2. Customer Engagement

Technical Team also gets involved in customer engagement. They will receive a report from customer and give instruction to customer to solve by their self before they go to the customer house or office if they need to.

2.2.3. Maintenance Network System

This job being done by Senior Engineer that expert and responsible in maintenance the network system. This system is very important as all the networks are controlled in this system and it is a private and can't be access by anybody else.

2.2.4. Designing Network Cable Area

Network Engineer responsible on designing the network cable area. He decide whether the fibre cable should install in the drainage nor using pole by pole. This work also needs him to consider budget and vandalism area.

2.2.5. Maintenance Server

Maintenance server being responsible to Technical Engineer to keep the server are running and in good condition.

2.2.6. Installation New User

CHAPTER 3

INDSUSTRIAL TRAINING

ACTIVITIES

Responsible by Technical Team for Installation to the customer building. Installation including for Business or Office building, residential building and Direct Access Internet (DIA) that usually include the installation the server from Symphonet at their building.

2.2.7. Check and Ordering Tool and Devices Needed

Technical team also responsible to list tool and device needed for working and ordered whether online or in local shop. Checking and maintenance the device and tool also being responsible to make sure all stuff is ready for use.

CHAPTER 3: INDUSTRIAL TRAINING ACTIVITIES

3.1 Training Activities

At the beginning of the training trainee was supposed to follow the technical team to get exposed to the organization activities. General Manager also several time ask me to join him on meeting with corporate customer to give me an exposure of the top level meeting. Beside that I also have been task to create several advertising stuff to Symphonet Kelantan which is one of the marketing planning for the organization.

3.1.1. Web Development

Web Development are trainee's special project during internship that trainee was responsible to develop website for Symphonet and design it as the General Manager desire.

The website then will be purpose by General Manager Kelantan to Headquarters whether the top management are agreeing to replace with the existing website or not.

Figure 3.1.1 on the next page show the homepage of the website that create by trainee for purpose to replace the existing website. All the media designs are created by trainee using Adobe Photoshop and Adobe Illustrator before place on the website. Trainee take 66 days to complete the development of the website with the design that wanted by General Manager. The website has been approving by General Manager and he will set the time to present and purpose to the top management of Symphonet. The detail about the web development for Symphonet are write on 3.2.
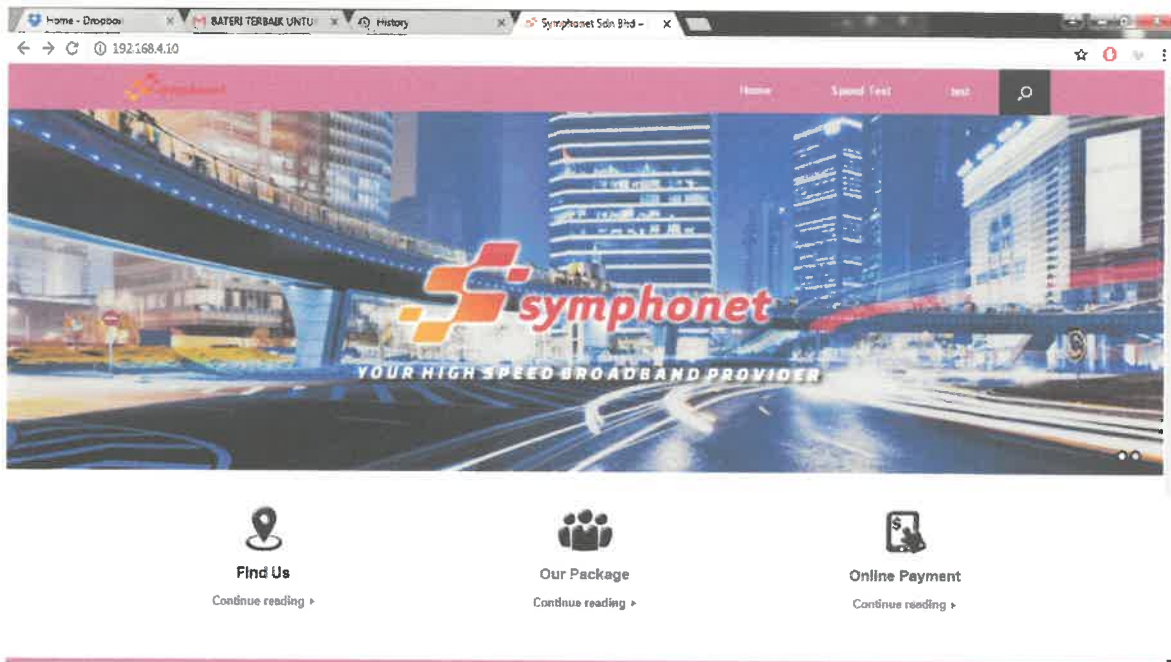

Figure 2.1.1 : Homepage of the purpose website done by trainee

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3.1.2. Advertising Media Design

As the trainee have good skill on graphic design, general manager very pleasure to task trainee in creating media content for advertising. The trainee takes the task and include it in the mini project. Symphonet Kelantan has poor marketing strategy and advertising. Trainee take responsible in designing material and share ideas about the design should be done and give some ideas for marketing planning as the trainee have experience in sales marketing before continuing study. The ideas and material created by trainee bring a little bit change for the company in improving their marketing and increase their sales. The graphic design is originally created by trainee using Adobe Photoshop and Adobe Illustrator and get good impression from the Symphonet staff.

Figure 3.1.2 : Printed material

Figure 3.1.2(a) : Online media content

The media design includes the printed material and design for online uploading for website and social media page as shown on Figure 3.1.2, and Figure 3.1.2(a) above. Trainee also get involve and guide the staff to make online marketing especially in media social using Facebook platform. The detail and more information of the trainee's mini project is on 3.3.

3.1.3. Site Survey

Trainee joined technical team for several site surveying. Site survey usually for initial new project for network engineer to have view for doing purpose of network cable design that will be installed to site. Contractor that hired by Symphonet also go to site to view the purpose area and discuss the best solution with the engineers. Trainee get chance to sit with them and joined the discussion as they also ask for trainee's view. Site survey that joined by trainee is to Majlis Daerah Machang, Data Centre Machang, and Tok Bali Supply Base.

Figure 3.1.3 : Contractor view the Bukit Panau Tower from Majlis Daerah Machang rooftop
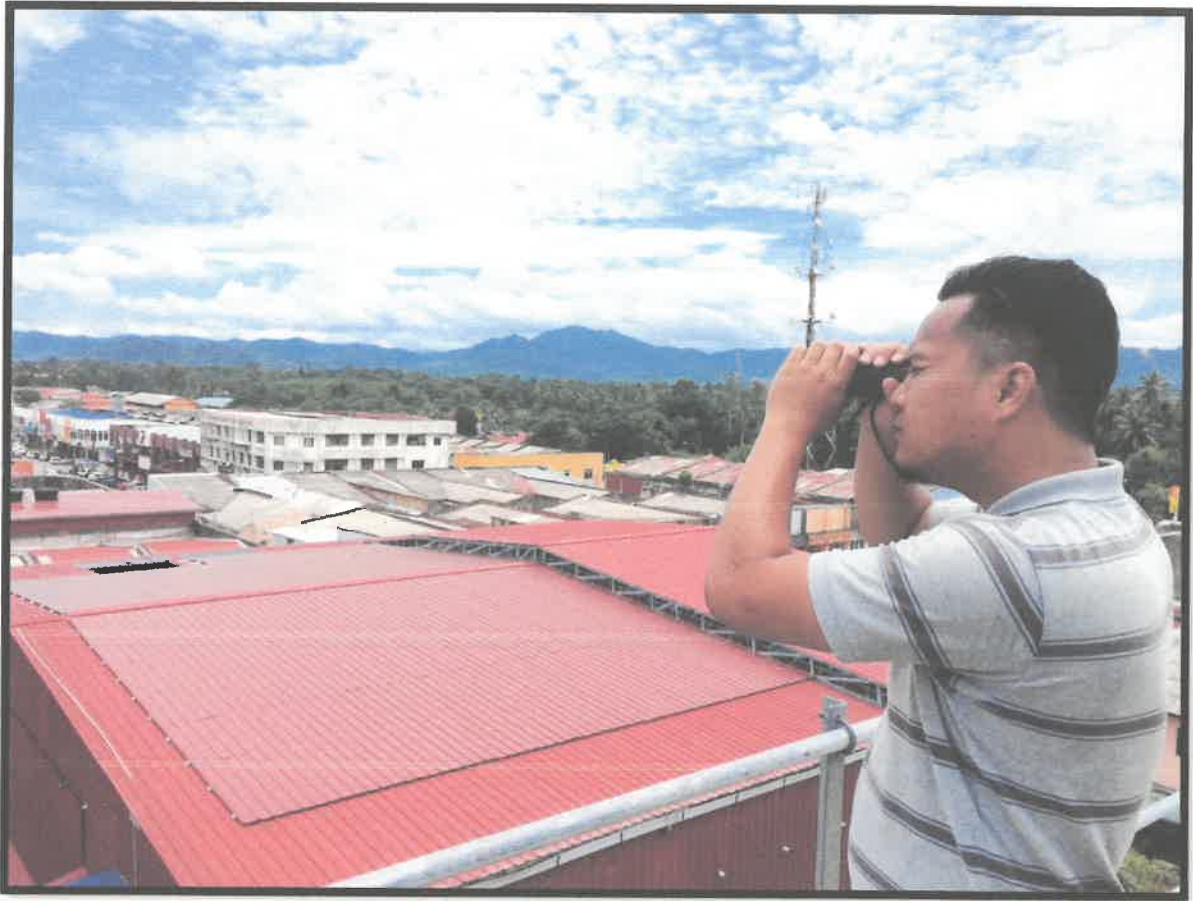
Figure 3.1.3(a) : Trainee view the tower to get best view angle for placing pole to install device in Tok Bali

In Figure 3.1.3 and Figure 3.1.3(a), contractor and trainee try to get best view from the rooftop of Majlis Daerah Machang and building in Tok Bali for installing pole to place device that can receive direct internet access from Symphonet Tower in Bukit Panau, Tanah Merah, and Kelantan Trade Centre, Kota Bharu for use in Majlis Daerah Machang and Tok Bali Supply Base.

Figure 3.1.3(b) : Trainee take photo in Server Room at Machang Data Centre

Trainee also get chance to view the Data Centre in Machang that own by Symphonet Sdn. Bhd. The data center that located at Jalan Machang Lama was complete by all the equipment that needed by data center. Beside serve customer with the Internet, Symphonet Sdn. Bhd. also store server for customer needed. The data center still not operate yet, the customer server now located and Symphonet Kelantan office. For sure this data center is first in East Coast of Malaysia and of course their target customer is around Kelantan, Terengganu and Pahang.

According to Network Engineering, Mohd Khairulezmi Bin Che Seman, the data center was ready for a year but cannot be operate yet because of the lake of electricity that need Tenaga Nasional Berhad to serve them with high voltage electricity and backup electricity. Second, the internet should at least 500MBps that is quite high and it is being working by Symphonet Engineers.

The site survey is the routine for Symphonet to observe the equipment and building to know its condition and make report if there any problem. Trainee also being task to view around the area for checking the building and equipment are in good condition. The pictures of the data center are shown on the next pages.

Figure 3.1.3(c) : View from the main gate of data center

Figure 3.1.3(d) : Main entrance of data center

Figure 3.1.3(e) : Office area of the data center

Figure 3.1.3(f) : Server room of data center

Figure 3.1.3(g) : Mantrap in the data center

Figure 3.1.3(h) : Raised floor install in the data center

3.1.4. User Application Test

User Application Test (UAT) is checking the internet network for Direct Access Internet (DIA) customers. DIA package customer usually from government sector and big organization that have their server room. This package is a direct internet from symphonet tower without needed to fiber cable from main source. They just receive the internet from tower to installed pole device at their building and after that install fiber cable to the router. This package can decrease the downtime server and stable internet access. The maintenance also being under Symphonet responsible. The subscription really need a lot of money. Trainee also involve in UAT and test the speed for customer view. Then customer will sign the form as the evidence that the internet is stable. UAT will done periodically every 2 or 3 month.

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Figure 3.1.4 : Discussion between Symphonet Engineers and IT Staff in Server Room of Majlis Daerah Pasir Puteh

3.1.5. Device Maintenance

Trainee also got involve in device maintenance that usually place on tower and pole at rooftop to send and receive packet internet from the main tower. The maintenance of device done when there is weak signal or no signal receive or send by the device. The device should be aligning with another device to receive maximum packet that its can receive. Alignment will be done when are the weak signal detect on the system, and if there no signal, it is usually because the broken device that should be replace or the broken of Lightning Protection Unit that get thunder storm.

Figure 3.1.5 : Technical team replace the new device at the rooftop of Kelantan Trade Center (KTC)

Figure 3.1.5(a) : Network engineers doing an alignment from the sender device

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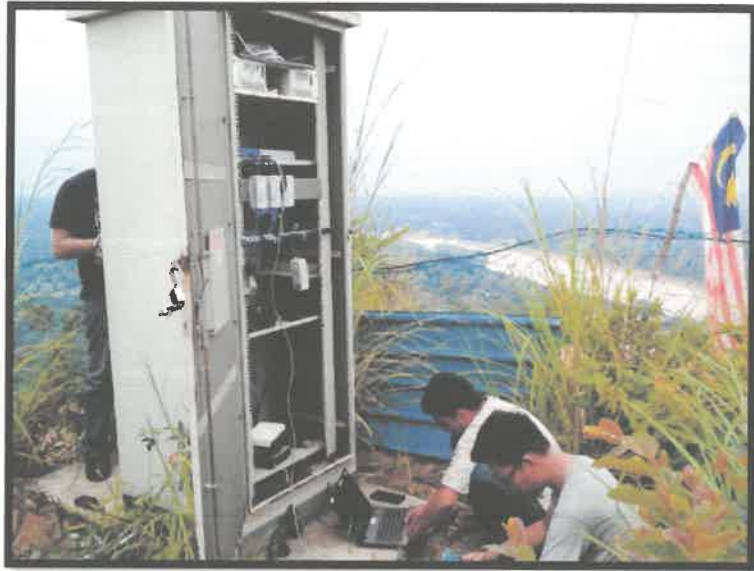
Figure 3.1.5(b) : Replacing the broke fiber cable port of server at Bukit Panau Tower

Another maintenance that joined by the trainee with the Technical Team is doing observation when contractor work is being done as shown on the next figure. The observation job being done to make sure the installation or the repairing work are done as the engineer want.

Figure 3.1.5(c) : Safety cones are place to aware the road user from the maintenance work on the main hole

Figure 3.1.5(d) : Observation of connecting broken fiber cable

Trainee also joined the maintenance of the network server at City View Condominium, Kota Bharu to design and arrange the fiber cable in proper ways as shown on the Figure 3.1.5(e) above.

Figure 3.1.5(e) : Installation and design the fiber cable arrangement to the network server

3.1.6. User Installation

Trainee follow the technical team for installation new user whether for residential nor business properties. The Installation started with the checking connection at the main cabinet that covered on that are to check the connection by using the power meter and determine which port are going to use for the customer building as shown on the figure below.

Figure 3.1.6 : Checking the connection available on the network cabinet at Kubang Kerian

After the connection are receive well and Technical Engineer choose the port to be use, he will send the port number to the office for activation. After that, fiber cable will be install

from the Device Pointer (DP) or Splitter to the customer building and connect with router as Wi-Fi to be use on customer building.

Figure 3.1.6(a) : Installation of fiber cable from the DP to the building

3.1.7. Meeting

Trainee also invited for Symphonet Kelantan meeting and gain experienced from the meeting. General Manager also severally invited trainee to join meeting with the vendor and business discussion to give expose to the trainee to help trainee improve in corporate communication. It's really means to the trainee to apply in the future.

3.2 Web Development and Design (Special Project)

Trainee have been working on special project given by organization. The special project that gives to trainee is Web Development and Design for Symphonet. General Manager Symphonet Kelantan, Mohd Syamsuri Bin Che Mud looks not satisfy with the existing website and ask me to design a new one for him purpose to headquarters to change it. To create the website, trainee use WordPress Platform and install it on the Symphonet Kelantan Server at IP Address 192.168.4.10 that only can be access with using Symphonet Office Kelantan Wi-Fi. WordPress use as platform to create website and for admin view for creating, editing and maintenance the website.

3.2.1. Project Objective

The website being develop and design as the general manager wanted. The website must be straight forward that means easy for visitor to access any links that they desire and the web must be design by minimal the using of text and look professional and simple.

3.2.2. Problem Statement

The existing website for general manager view are too complex and mislead to the visitor. That's why he wants me to develop a new one and he will bring to purpose to the top management of Symphonet Sdn Bhd. The discussion of the purpose website be done for several time to satisfy general manager. Trainee consult the purpose design of the website and sketch the storyboard to the general manager before develop the website.

3.2.3. Scope

The website shows the background of the company for visitor to view what are the company running and where the area that have coverage. Visitor also can view and make comparison about Symphonet Fiber Internet product offer by Symphonet and choose wisely before they can register for a new user. Visitor also can test their internet speed that provide in the website and make a report if they have connection problem or slow connection. Customer also can use the platform that the website linked to for paying their bills online.

3.2.4. User Target

The website will be target for our existing customer to pay their bill or check out the new promotion. The other visitor can visit to view the company overview and product that serve by the Symphonet.

3.2.5. Advantages

The purpose website is more straight forward that means it direct told the visitor about what they are searching. The minimal of using of text also attracted for visitor to not going to read an essay to get information. Graphic images in the website are simple and direct. The website also lite in term of data using to save the visitor data and faster their searching without to open so much pages and loading graphic or java. It is simple and attractive beside it is very easily to access. The information also packs and not look so heavy as the other website. The advertising is only being placed on what really needed by the customer beside tell them with complex and harsh view.

3.2.6. Gantt Chart

The amount of work done to developing includes planning, analysis, designing, and implementation of the website production are completed in certain period of time in relation to the amount planned for those period as shown on Figure 3.2.6 on the next page.

As the time management of the special project are show on the gantt chart, all the information about how the development of the website are detailed in this chapter. The initial of the developing the website is by trainee discussion with the general manager about the view of the website will be done. Then the trainee will be doing analysis about what tools and software to being used for developing the website. The designing of the website taken a lot of days. The designing must be matching with the material or graphic media that will be place on the website. Then after the website are being design and general manager satisfy, trainee doing testing and observation to make sure all the button, link and material in the website are running well.

The website is place on the server and only can be accessed with office Wi-Fi. General manager will show and present to the top level management of Symphonet when he needed to the Symphonet headquarters at Ara Damansara, Kuala Lumpur. If the purpose of the website is being approved the general manager said it will be publishing as the official of the Symphonet website on domain name symphonet.com. He adds that the website maybe will through the modification when the top management make a meeting. He will inform about that to trainee to respect the trainee works and get the trainee approval if there possibility modify the website or just ask the trainee to doing that.

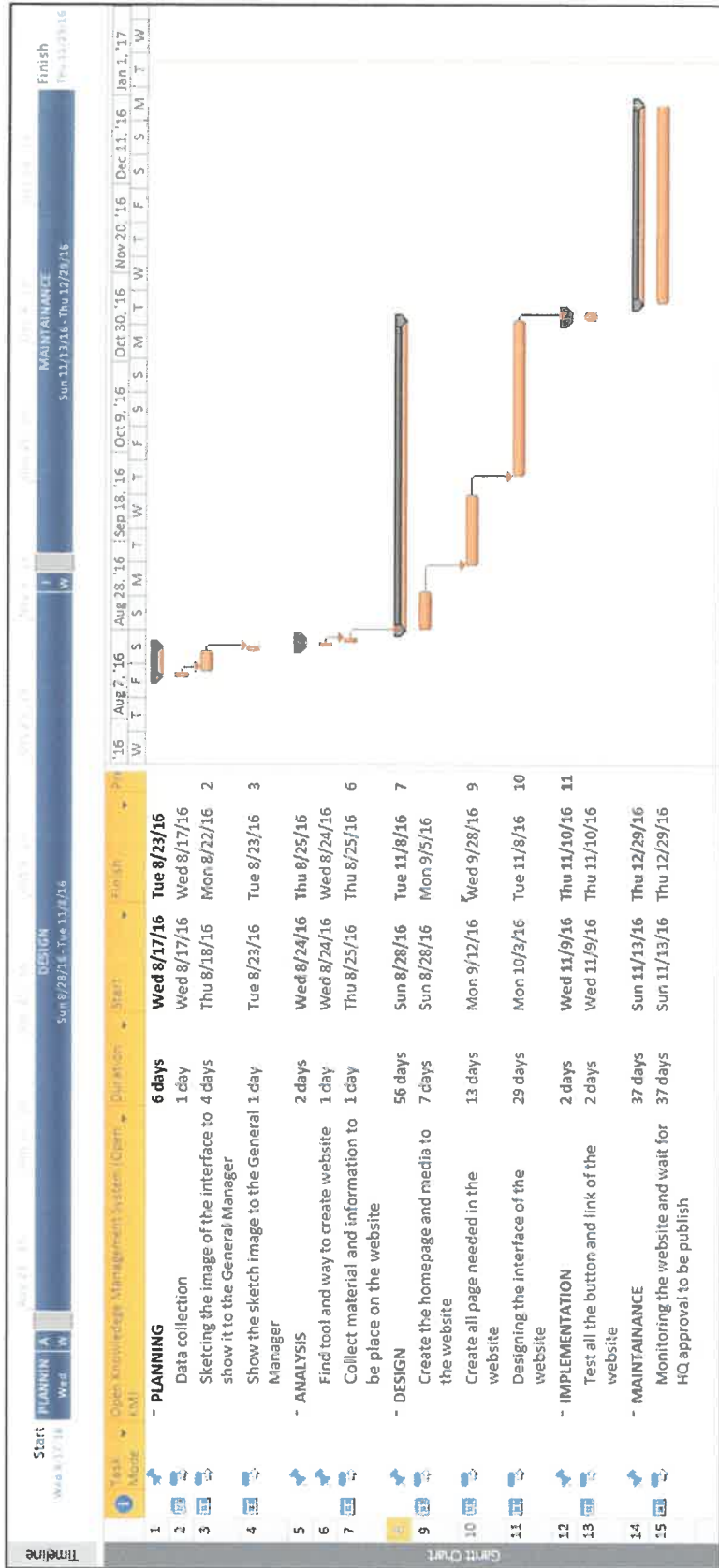|	Task Mode	Open Knowledge Management System (Open Knowledge)	Duration	Start	Finish
		- PLANNING	**6 days**	**Wed 8/17/16**	**Tue 8/23/16**
1		Data collection	1 day	Wed 8/17/16	Wed 8/17/16
2		Sketching the image of the interface to show it to the General Manager	4 days	Thu 8/18/16	Mon 8/22/16
3		Show the sketch image to the General Manager	1 day	Tue 8/23/16	Tue 8/23/16
4		**- ANALYSIS**	**2 days**	**Wed 8/24/16**	**Thu 8/25/16**
5		Find tool and way to create website	1 day	Wed 8/24/16	Wed 8/24/16
6		Collect material and information to be place on the website	1 day	Thu 8/25/16	Thu 8/25/16
7		**- DESIGN**	**56 days**	**Sun 8/28/16**	**Tue 11/8/16**
8		Create the homepage and media to the website	7 days	Sun 8/28/16	Mon 9/5/16
9		Create all page needed in the website	13 days	Mon 9/12/16	Wed 9/28/16
10		Designing the interface of the website	29 days	Mon 10/3/16	Tue 11/8/16
11		**- IMPLEMENTATION**	**2 days**	**Wed 11/9/16**	**Thu 11/10/16**
12		Test all the button and link of the website	2 days	Wed 11/9/16	Thu 11/10/16
13		**- MAINTAINANCE**	**37 days**	**Sun 11/13/16**	**Thu 12/29/16**
14		Monitoring the website and wait for HQ approval to be publish	37 days	Sun 11/13/16	Thu 12/29/16

Figure 3.2.6 : Gantt chart of the special project web development

For overview, trainee completed their web development in 66 days. Trainee started with the planning that include the discussion and consult the initial purpose of the website and sharing knowledge about the website will be look like with the general manager and ask the opinion from the other staff. Trainee sketch on the plain paper to show the looking of the website when the discussion and consult for several time. This taken 6 days before it was approved and trainee got the greenlight to started the developing the website.

Trainee making an analysis for two days on what are tool that needed to be use when developing the website. Trainee needed to find the platform to be used and choose WordPress platform for develop and editing the website. The WordPress platform then being installed into the server. Adobe Photoshop and Adobe Illustrator are also being used to create graphic media such as images, and button to place on the website. Other than that, trainee need to install plugin to the WordPress platform for Google Map and Speed Test running on the website.

In designing of the webpages of the website, trainee has to design six pages that placed on the website including the homepage. The other pages is the speed test page that provide the internet speed test for customer test their internet speed, find us page for visitor get overall information of the company and google map for place of the headquarters, our package page contains the product package for residential and business fiber internet package, and pay your bills page that links to the online payment platform that needed the customer to login first. The designing of the websites taken 56 days to complete.

After that the implementation work of the website is done in two days. Its includes the test all the link, button and installed plugin to make sure it is usable. The overall design also was shows to the other staff to get their opinion and ideas on what to being add and or

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remove from the website. As they all are look positive on the design website as long as the general manager. The website is ready to be purpose to the top level management of Symphonet Sdn. Bhd. The monitoring is being done till the end of the internship days for trainee and there's no update or modification are being done until the last day as the general manager looks satisfy with the design and ask me to joined the technical team as my additional skill exposure.

3.2.7. Used Tool

For developing the web, trainee choose to use the WordPress platform to install in the server. The platform helps in designing and easier to installed plugin.
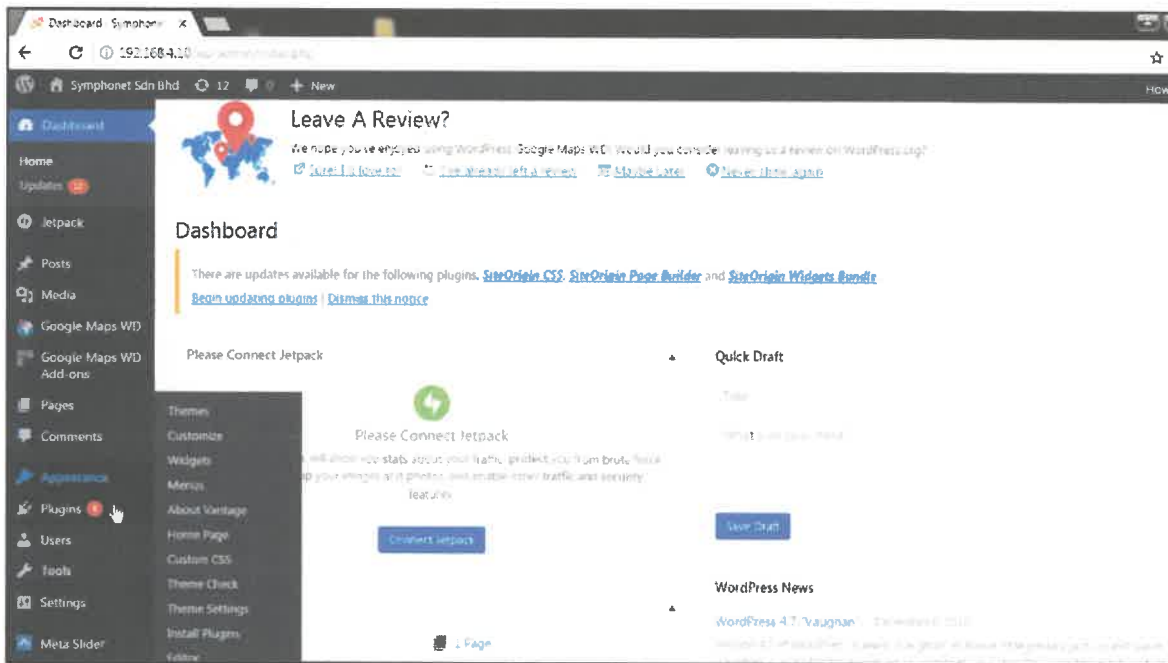
Figure 3.2.7 : WordPress platform

For created the graphic content of the website, trainee use the Adobe Photoshop and Adobe Illustrator for designing. It is the common software use to editing.

3.2.8. Story Board

Story Board is sequence of drawings representing the shots planned for the website purpose before it can be started develop and design.
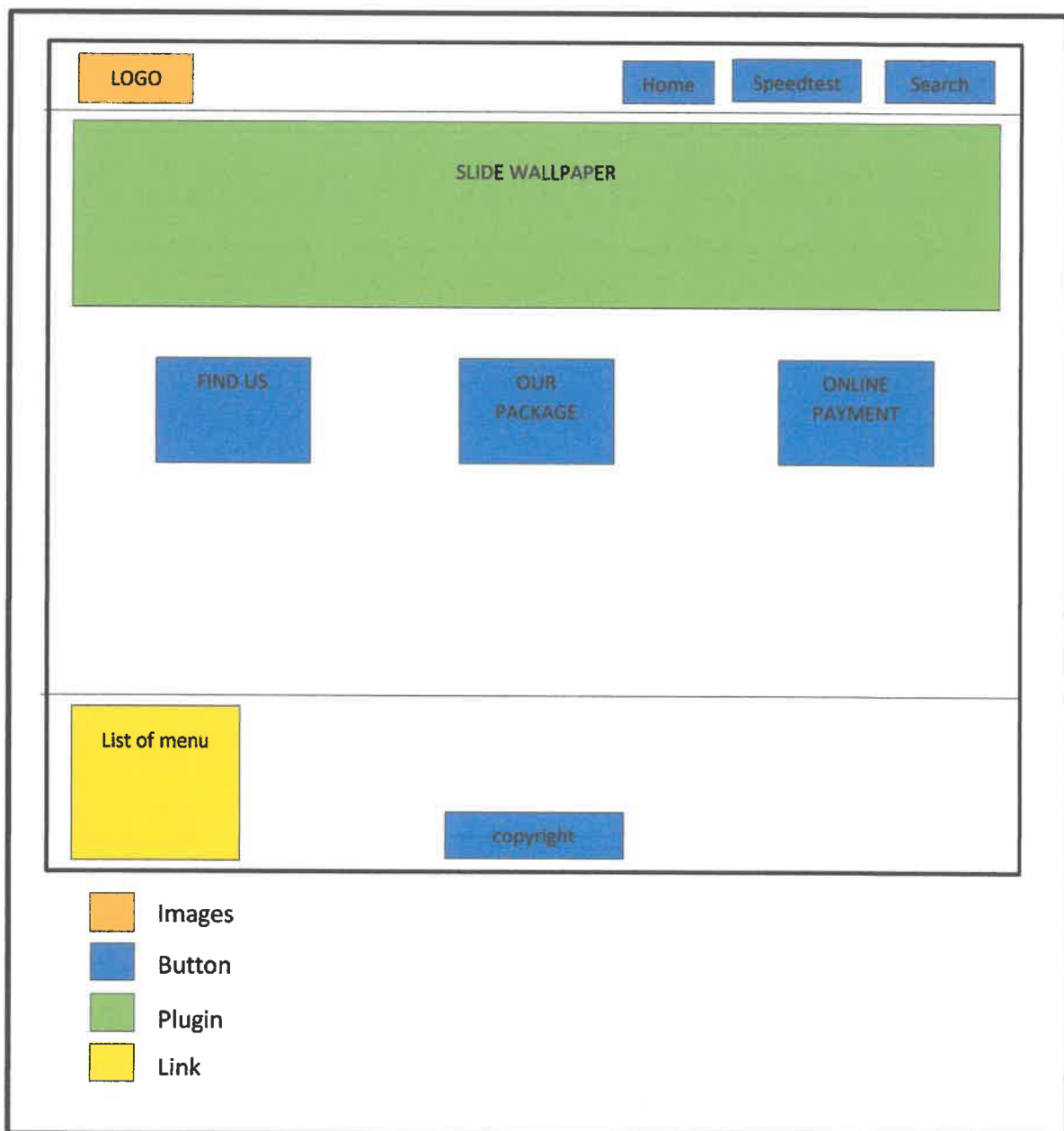
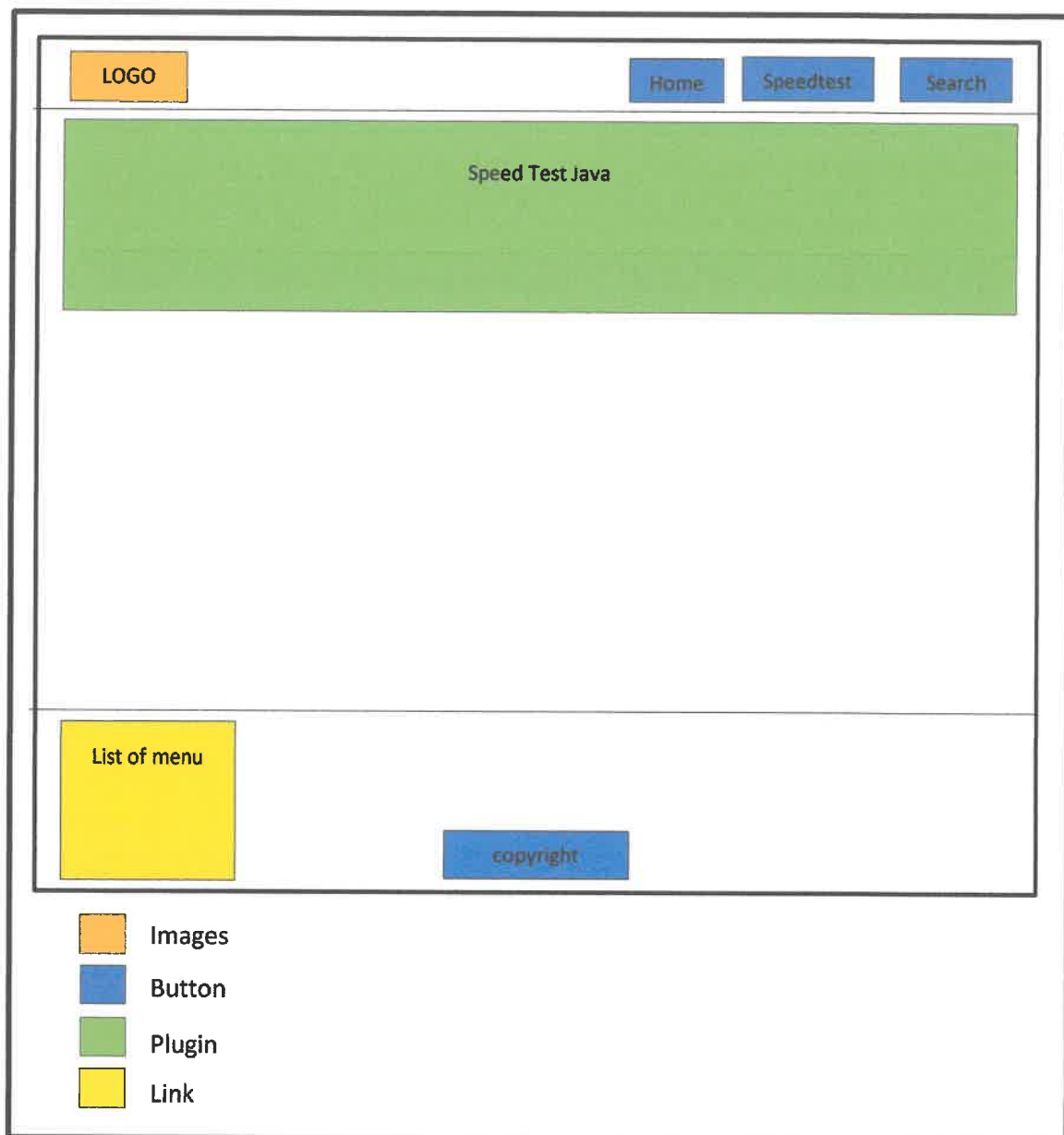

Figure 3.2.8 : Homepage story board

LOGO

Home Speedtest Search

Speed Test Java

List of menu

copyright

Images
Button
Plugin
Link

Figure 3.2.8(a) : Speedtest page story board

LOGO

Home Speedtest Search

GOOGLE MAP PLUGIN

List of menu

copyright

■ Images
■ Button
■ Plugin
■ Link

Figure 3.2.8(b) : Contact us page story board
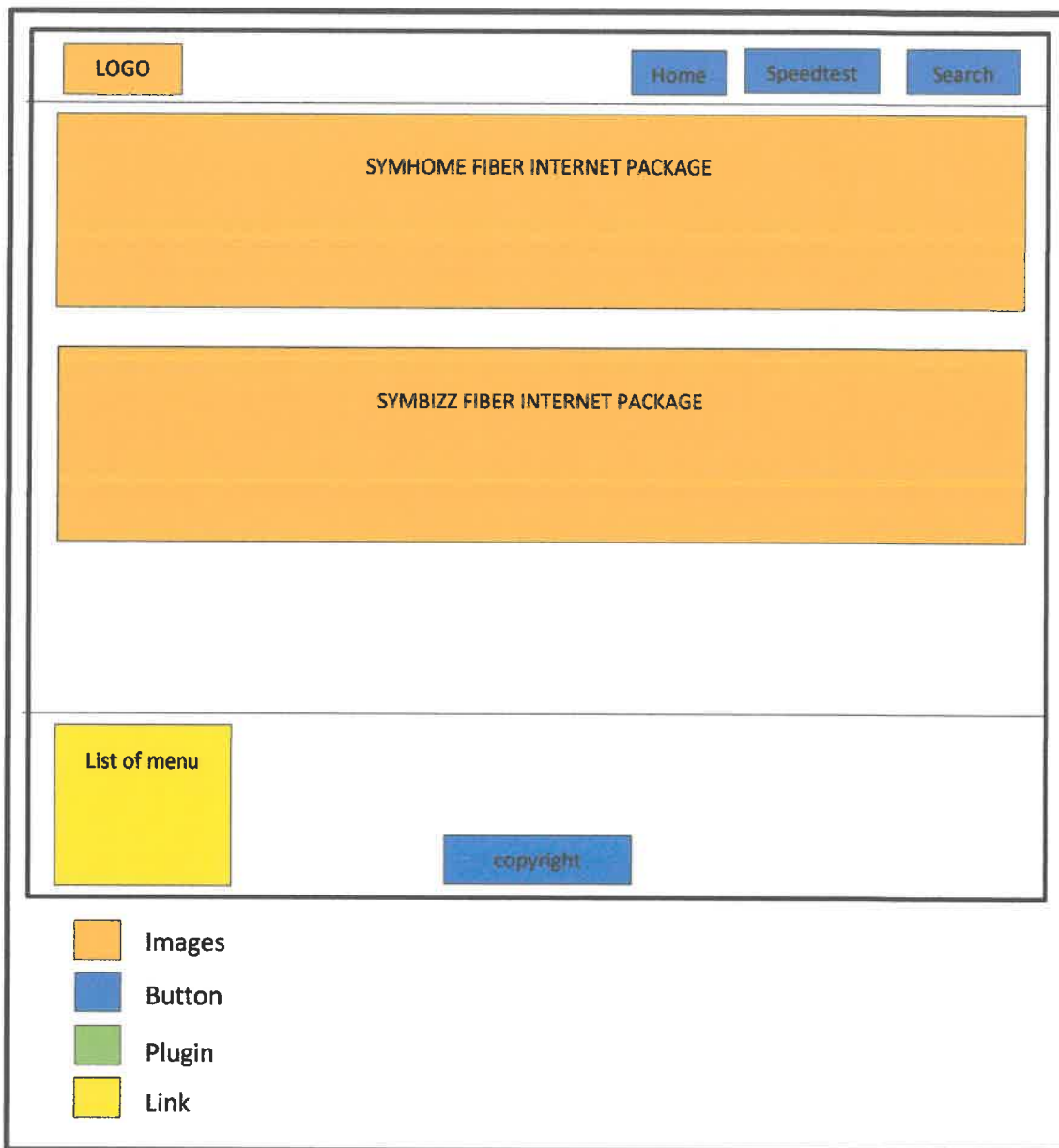
Figure 3.2.8(c) : Our Package page story board

LOGO

Home   Speedtest   Search

LOG IN

List of menu

copyright

Images

Button

Plugin

Link
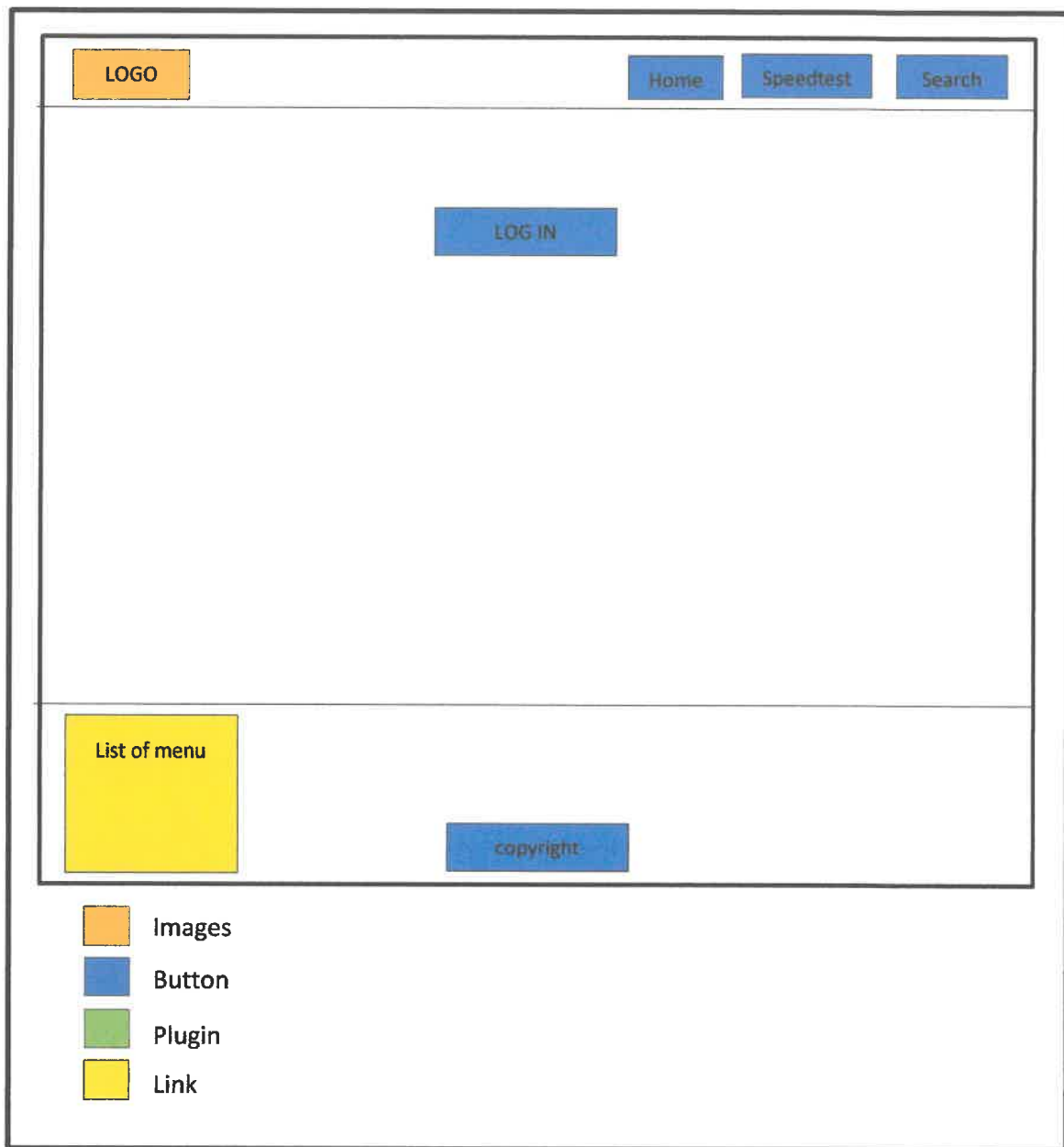
Figure 3.2.8(d) : Homepage story board

3.3 Advertising and Media Contains Design (Mini Project)

Trainee have been working on several mini projects given by organization. The mini project includes advertising design such as flyer, and bunting for Symphonet Kelantan. Another mini project that trainee contribute to organization is creating media contains for Symphonet Kelantan Social Media on Facebook.

3.3.1. Project Objectives

To increase the sales of Symphonet Kelantan and make variety of marketing strategy for improving the company sales planning as they don't have marketing expert.

3.3.2. Problem Statement

Symphonet Kelantan only depends to the headquarters to making the advertising and attract customer. They also don't have marketing experts as the company just give the subcontract to their agent for doing sales by giving them commission.

3.3.3. Scope

Symphonet Kelantan want to give support to their subcontract sales agent by created their own official flyers and promotion for Kelantan customers. Its also for high expectation from customer as Symphonet Kelantan have their own and professional graphic design to attract the customer. Beside that the increasing sales of Symphonet Kelantan will show that Symphonet Fiber Internet area coverage in Kelantan should be expand by headquarters

3.3.4. User Target

The media design are targeting all the coverage area in Kelantan that is in Bandar Baru Kubang Kerian, City View Condominium, Kota Sri Mutiara Apartment, KTC Condominium, and part of Centre of Kota Bharu.

3.3.5. Used Tool

Trainee use Adobe Photoshop and Adobe Illustrator as the main software of doing graphic design.

3.3.6. Design

As the trainee have good skill on graphic design, general manager very pleasure to task trainee in creating media content for advertising. The trainee takes the task and include it in the mini project. Symphonet Kelantan has poor marketing strategy and advertising. Trainee take responsible in designing material and share ideas about the design should be done and give some ideas for marketing planning as the trainee have experience in sales marketing before continuing study. The ideas and material created by trainee bring a little bit change for the company in improving their marketing and increase their sales. The graphic design is originally created by trainee using Adobe Photoshop and Adobe Illustrator and get good impression from the Symphonet staff. The media design includes the printed material and design for online uploading for website and social media page.

Figure 3.3.6 : B4 size Symhome Fiber Internet Package Flyers

Figure 3.3.6(a) : B4 size Symbizz Fiber Internet Package Flyers

Figure 3.3.6(b) : B2 size New Year Promotion Flyers
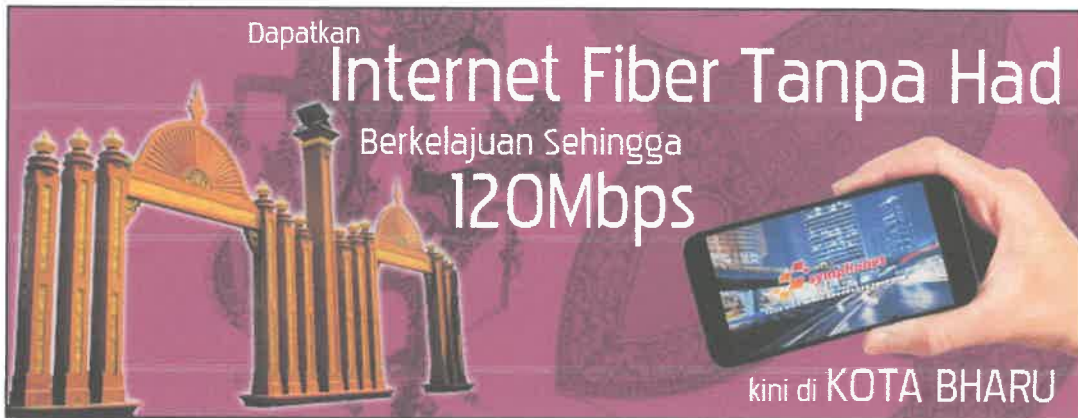
Figure 3.3.6(c) : 10' x 3' Symhome Banner

Figure 3.3.6(d) : Cover photo for Symhonet official social media

Figure 3.3.6(e) : New year promo for post on official media social

Bandingkan harga kami, Beritahu rakan-rakan!

symphonet | symphonet fibre internet

Plans	20	30	50	120	30	50	100	300	500	20	30	100
	symphonet				TELCO U		TELCO T			TELCO M		
Price	RM98	RM128	RM138	RM148	RM179	RM229	RM149	RM189	RM299	RM170	RM220	RM330
Download speed	20Mbps	30Mbps	50Mbps	120Mbps	30Mbps	50Mbps	100Mbps	300Mbps	500Mbps	20Mbps	30Mbps	100Mbps
Upload speed	20Mbps	30Mbps	50Mbps	120Mbps	10Mbps	20Mbps	100Mbps	300Mbps	500Mbps	20Mbps	30Mbps	100Mbps
Quota	UNLIMITED				UNLIMITED		UNLIMITED			UNLIMITED		
Installation	RM250 *divided to first three month bill				RM200		RM200			RM200		
Contract	24 Month				24 Month		24 Month			24 Month		
IP address	Dynamic				Dynamic		Dynamic			Dynamic		

Figure 3.3.6(f) : Comparison internet package images for official media social post

Figure 4 : Special offer images for official media social post

CHAPTER 4

CONCLUSION

CHAPTER 4: CONCLUSION

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

During the period of training in Symphonet Kelantan, various knowledge, skills and experience are learned regarding to the library workflow process and here through exposed student with the real working environment. The objectives of the practical training are to give the real exposure to the practical students towards managing in the organization.

The conducting the practical training was intended for providing related training activities regarding the subject of interest. Most importantly, it is to ensure that knowledge can be gained along with the practical training activities. Actually, the knowledge obtained is through a given task and the students who follow the training at Symphonet Kelantan will earn and increase their knowledge and add new knowledge. There are a few phrases that knowledge was learned during the practical training which is technical skills knowledge, soft skills, promotion skills, collection development, and public relation.

4.2 Personal thoughts and opinion

Symphonet Kelantan provides a lot of opportunity, experience and learning process. The environment in the office really help trainee in improve their skills as the staff and general manager are really supportive and treat the trainee as the real staff not as the internship student. General manager also gives a chance by inviting me to joined him in corporate meeting with customer and main contractor to give me exposure. Technical team also very supportive as they always asking for opinion and solution from trainee.

4.3   Lesson learnt

So many lesson can be adapting for trainee use in future when entering the working life. Communication skill of course has been improving time to time in six month internship. The communication between the staff and the contractor has taught trainee to have better conversation with differentiate people background. In the meeting, the staff and general manager very supportive by giving trainee a chance to give the idea and respect the ideas like professional.

Confident level has been developing time by time as the staff are very friendly and professional as they not making double standard on judging or making decision as trainee is only internship student. It's really help trainee to develop the confident level and giving the not afraid to give the opinion.

Apart of that, trainee learn on making decision with hard situation. Technical team is the department that engage with the problem which must be solve immediately. When trainee in this department team, they also need the trainee to think together about the solution. Its tough the trainee and improve in decision making when the decision wanted to be fast and right.

Lastly the of course the time management lesson also one of the lesson when employee giving a task and it should be done on the date line given. Trainee feels responsible as the employee tasks are one of the company needed and not only for trainee experienced.

4.4 Limitations and Recommendations

As trainee also study on record management, based on the observation in Symphonet office environment, they can improve more about record keeping as they not classify some of record that keep on the rack.

The company also not recording their staff attendance at all. Office hour of the company is from 9.00am till 5.00pm but it is not good when they not recording their staff attendance. They can use a punch card system for recording attendance of the staff and special leave system for staff taking a leave to make sure the staff not exceeding their quota for taking a leave in one year.
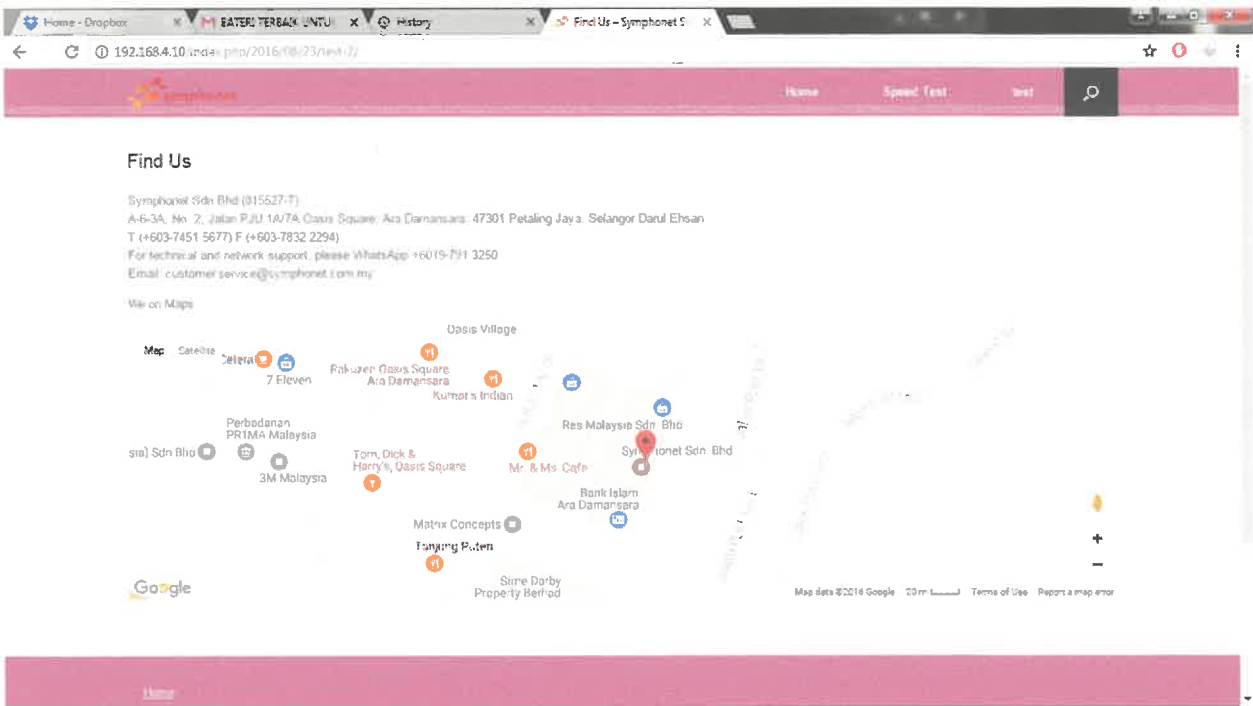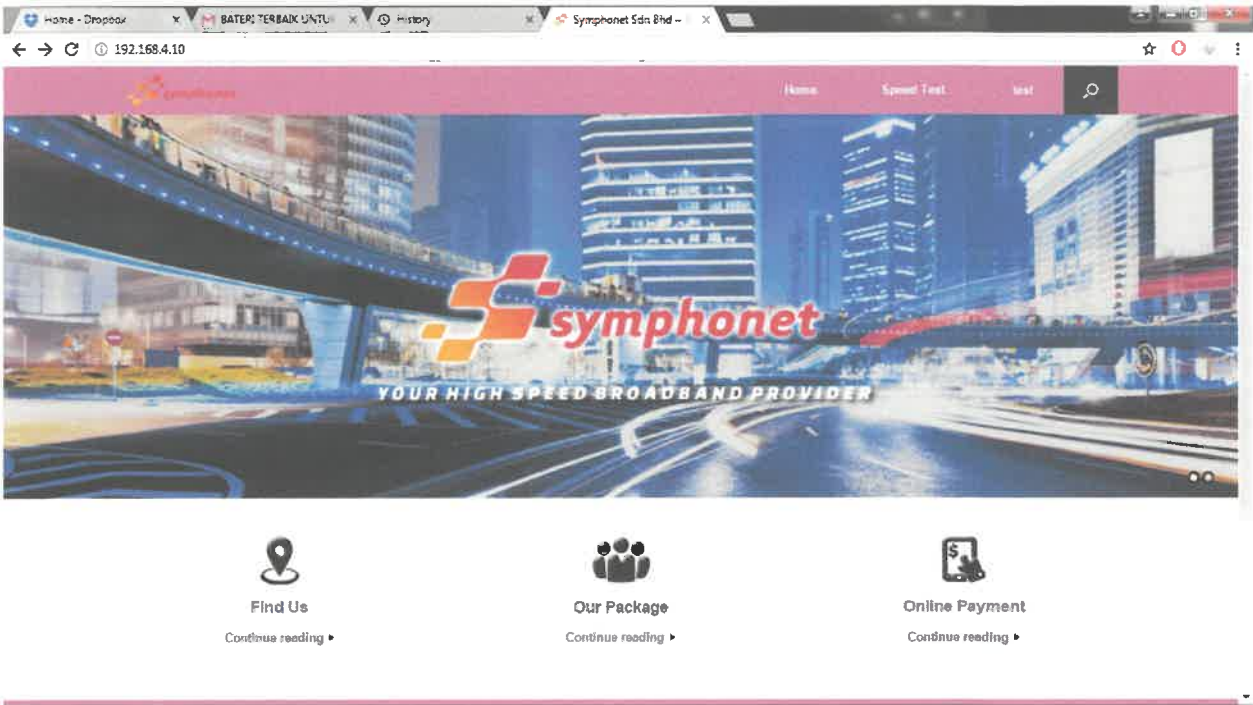
Apart of that, Symphonet Kelantan really needed marketing professional to improve their sales. The company just fired the marketing staff because he cannot improve the sales of the company. Symphonet Kelantan should find the experts immediately to prevent from lack of sales. The marketing experts really know how to increase the sales and plan strategy to maximize the coverage area with customer.

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Dr. Khalid Bin Abdul Walid. (2016). Faculty Supervisor, Kelantan: UiTM Machang Campus

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

Mohd Khairulezmi Bin Che Seman. (2016). Organization Supervisor, Kelantan: Symphonet Sdn Bhd.

APPENDICES

WEBSITE PAGES

Find Us

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T (+603-7451 5677) F (+603-7832 2294)
For technical and network support, please WhatsApp +6019-791 3250
Email: customer.service@symphonet.com.my

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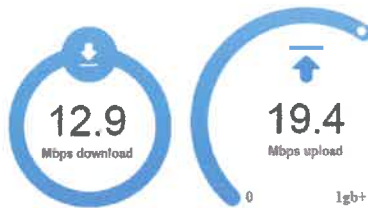Speed Test

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symphonet
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Password

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Version 1.0.0

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test

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Mbps download

19.4
Mbps upload

0   1gb+

Testing upload speed...   Ping : 21 ms

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