Universiti Teknologi MARA (UiTM)

**A Study of Work from Home Infrastructure:
A Case Study of Intellectual Property**

Abdul Hafiz bin Muhammad

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In the name of Allah, The Most Gracious, The Most Merciful, and Him alone are worthy of all praise

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ABSTRACT

The needs of Work from Home implementation studies at Patent Examination Section are so demanding. This is because of the external problem and the internal problem. The external problem is the problem of the section to retain their experienced Patent Examiner with high rate turnover. The internal problem is the problems that always become a question in a Work from Home program. Through distance working environment, the problem with a supervision standard of procedure, the integrity of the staff and the security of the data always become a question. The aim of this research is to construct a Work from Home structure at MyIPO by proposing a Working from Home framework, a supervision application and construct a standard application running in Working from Home framework. This research is done by proposing a standard framework for MyIPO to implement a Work from Home program. As a result of this research, the Supervision Application is able to get the information of process running at Patent Examiner computer using WMI agent. Hopefully, this research will bring benefits and useful to MyIPO to implement a Work from Home Program.

TABLES OF CONTENTS

CHAPTER 1

INTRODUCTION

This chapter provides an important background of study. The information is related to the whole idea of work from home. This chapter also introduces Patent Examiner working environment which it will be the core study for the implementation of work from home program.

1.1 Introduction

Nowadays, in the era of globalization, the needs of workers to come to the office to carry out the duties and responsibilities to the career are looked somewhat outdated.Through the emergence of the computer networking and advanced network application, the availability of workers can be exist through virtual platform. The worker only has to sit at their workstation at home to do a daily task as assign by the employer.

This is lead to the virtual office or working from home program. Some of other countries name it as a Hoteling Program, Telework Program and Work from Home Program.But it is referred to the same system even the name is different.It still needs a computer networking environment. Work from home program can help the organizationto save money, office space and increase the productivity.