



**INFORMATION SCIENCE STUDIES  
COLLEGE OF COMPUTING, INFORMATICS AND MATHEMATICS  
UNIVERSITI TEKNOLOGI MARA**

Diploma in Information Management  
(CDIM110)

Industrial Training  
(IMD310)

**INDUSTRIAL TRAINING REPORT**

Prepared by:

Nurul Hani binti Hasbolah

2022614046

Prepared for:

**Faddliza Mohd Zaki**

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## **Abstract**

*This report is an overview of the industrial training experience I have underwent for 8 weeks in Keretapi Tanah Melayu Berhad (KTMB) Headquarters, as an Information Management Diploma Student. I was placed in the Information and Communication Technology (ICT) Department, specifically in the Administration Governance and Compliance (AGC) Unit under the supervision of Mrs. Nurul Hidayah binti Hasan. This program aims to provide the students the chance of applying the knowledge from their students into professional settings. During this period, I was assigned with tasks that focus on document management and was exposed to the organization's technological infrastructure and support systems. Furthermore, I have also developed vital skills and encountered to challenges and complexity through hands-on experience as well as my involvement in ICT Department's daily operations. Through this training, I have accomplished several significant projects by applying theoretical knowledge practically. This report also outlines a range of suggestions to both IMD310 and KTMB for future initiatives to improve this program. In conclusion, this industrial training was crucial in encouraging both professional and personal growth by providing valuable insights om how ICT is used in a large organization.*

**Keywords:** Industrial training, Keretapi Tanah Melayu Berhad (KTMB), Information and Communication Technology (ICT), Administration Governance and Compliance (AGC), document classification

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## **LIST OF ABBREVIATIONS**

KTMB	Keretapi Tanah Melayu
HQ	Head Quarters
HC	Human Capital
ICT	Information and Communication Technology
IT	Information Technology
AGC	Administration Governance and Compliance
EOSS	Enterprise Operations Support Unit
SOP	Standard of Policy
HOD	Head of Department
MUET	Malaysian University English Test
MAMPU	Malaysian Administrative Modernization and Planning Unit
PDF	Portable Document Format