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**SCHOOL OF INFORMATION SCIENCE,
COLLEGE OF COMPUTING, INFORMATICS AND MATHEMATICS
UNIVERSITI TEKNOLOGI MARA (UiTM)
NEGERI SEMBILAN REMBAU CAMPUS**

INDUSTRIAL TRAINING REPORT

(IMD 310)

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ABSTRACT

During industrial training at JKDM Putrajaya, the trainee gained comprehensive experience across various areas of IT support, hardware maintenance, networking, and digital document management. The trainee worked extensively with modern systems such as uCustoms for streamlining customs processes, MyExcise and MyDLv for excise duty management, and DDMS 2.0 for digital document handling. Practical tasks included disassembling PCs, testing components, setting up routers, configuring printers, and troubleshooting device issues. The trainee also learned to reset PCs, reimage using tools like Acronis True Image, and repair laptops by replacing parts such as thermal paste, hard drives, and batteries.

In addition, the student had the opportunity to explore server room operations at JKDM's data centers, gaining insights into hyperconverged infrastructure (HCI), server management, temperature control, and backup power systems like UPS and generators. Attending workshops on SQL databases, VPNs, and VMware virtualization enriched the student's technical knowledge. Furthermore, the trainee frequently handled meeting equipment setups and participated in document management tasks, enhancing organizational and technical skills.

This training provided valuable hands-on experience in both IT infrastructure and administrative functions, fostering problem-solving abilities and workplace professionalism. Recommendations for future growth include deeper learning in networking, virtualization, and cybersecurity, along with pursuing relevant certifications to stay updated with industry trends. Overall, the training equipped the trainee with a strong foundation for a career in IT.

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1.0 **CHAPTER 1: INTRODUCTION**

Industrial training program that are being conducted by Universiti Teknologi MARA (UiTM) are integral components of the university's curriculum, designed to bridge the gap between academic learning and practical industrial experience. These programs aim is to provide students with hands-on experience, enhance their employability, and prepare them for the professional work.

These would be several objectives and benefits of industrial training;

- **Practical Experience**

Industrial training allows students to apply the theories and concepts learned in the classroom to real-world scenarios. This practical application deepens their understanding and reinforces their academic learning.

- **Skill Development**

Students develop both technical skills related to their field of study and soft skills such as communication, teamwork, problem-solving, and time management. These skills are crucial for professional success.

- **Industry Exposure**

Through industrial training, student gain firsthand experience of the industry's working environment, culture and expectations. This exposure helps them understand the operational aspects and standards of the industry.

- **Networking**

Students have the chance to build professional networks with industry experts, mentors, and peers. These connections can be valuable for future job opportunities, references and career guidance.

- **Improve Academic Performance**

Practical experience often enhances students' understanding of their academic subjects, leading to improved performance in their coursework. They can relate their industrial training experiences to their studies, making learning more relevant and engaging.

- **Confidence Building**

Successfully completing industrial training boosts students' confidence in their abilities. They gain a sense of accomplishment and assurance in handling professional tasks and responsibilities.