



INFORMATION SCIENCE STUDIES
COLLEGE OF COMPUTING, INFORMATICS AND MATHEMATICS
UNIVERSITI TEKNOLOGI MARA
CAWANGAN NEGERI SEMBILAN, KAMPUS REMBAU

Diploma in Information Management (CDIM110)

Industrial Training (IMD310)

Industrial Training Report
Company: Telekom Malaysia

Prepared by:

Nur Amira Raihana Binti Azmir (2022624802)

Supervised by:

Mrs Izzatil Husna Binti Arshad (UiTM)
Mrs Mardziah Binti Abu Samah (Telekom/TM)

22 July – 13 September 2024

Industrial Training Report
Company: Telekom Malaysia

by:

Nur Amira Raihana Binti Azmir (2022624802)

Supervised by:

Madam Izzatil Husna Binti Arshad (UiTM)

Mrs Mardziah Binti Abu Samah (Telekom/TM)

22 July – 13 September 2024

Information Science Studies

College of Computing, Informatics and Mathematics

Universiti Teknologi MARA

Cawangan Negeri Sembilan

Kampus Rembau

Abstract

This report encapsulates the student's industrial training experience as an Information Management student, offering a comprehensive overview of the hands-on tasks, operational activities, and practical assignments undertaken during the internship. The training took place at Telekom Malaysia (TM) in Cyberjaya, spanning two months from 22nd July 2024 to 13th September 2024, aligning with the semester break.

The report is systematically divided into five chapters: Introduction, Organizational Information, Industrial Training Activities, Learning Outcomes and Achievements, and Recommendations and Conclusions. Each chapter provides detailed insights into different aspects of the internship experience. Throughout the training, the student was actively engaged in various units and departments, including the Network Operations Centre (NOC) and the Network Technical Assistance Centre (NTAC), working under the guidance of the Manager of OSS Assurance. This placement was completed as part of the IML310 (Library Fieldworks) course, a requirement for the Diploma in Information Management (IM110) program at Universiti Teknologi MARA (UiTM).

The report highlights the student's involvement in the day-to-day operations of NOC and NTAC, where theoretical knowledge, skills, and concepts learned throughout academic studies were applied. The experience provided opportunities to develop essential competencies through real-world problem-solving and collaboration within a professional environment. This exposure not only enhanced the student's understanding of operational processes but also equipped them with valuable skills for future practice in the field of Information Management.

Keywords: *Industrial training, Information Management, Telekom Malaysia (TM), five chapters, Introduction, Organizational Information, Industrial Training Activities, Learning Outcomes and Achievements, Recommendations and Conclusions, Library Fieldworks, NOC, NTAC, knowledge, skills, professional practice.*

Table of Content

CHAPTER	TITLE	PAGE
	Declaration	i
	Abstract	ii
	Table of Content	iii
	List of Figures	v
	Acknowledgement	vii
CHAPTER 1	INTRODUCTION	
	1.1 Background of the Company	1
	1.2 Objective and Purpose of report	2
	1.3 Significance of industrial training for student of Diploma Information Management	3
CHAPTER 2	ORGANIZATIONAL INFORMATION	
	2.1 Overview of Telekom Malaysia	4
	2.2 Company background and detail of department.	5
	2.2.1 Company Logo, Vision and Mission	6
	2.2.2 Facilities at Network Operation Centre (NOC)	7
	2.3 Organizational Structure	10
	2.4 Department structure and function related to information management	11
	2.4.1 Department Network Operations Centre (NOC) structure	11
	2.4.1.1 Unit Technical Assurance Centre (NTAC)	12
	2.4.2. Data Centre Operations (DCO)	16
	2.5 Explanation assigned department within organization	17
CHAPTER 3	INDUSTRIAL TRAINING ACTIVITIES	
	3.1 Task during industrial training	18
	3.2 Activities during industrial training	29
	3.3 Explain the skill, knowledge, and competencies applied during training period	34
	3.3.1 Skills	34
	3.3.2 Knowledge	35

	3.3.3 Competencies Applied/Developed During the Training Period	36
CHAPTER 4	LEARNING OUTCOMES AND ACHIEVEMENTS	
	4.1 Reflection on learning outcomes achieve during industrial training	37
	4.2 Discussion on personal growth, skills enhancement and professional development	38
	4.2.1 Personal growth	39
	4.2.2 Skills enhancement	39
	4.2.3 Professional development	40
	4.3 Example of successful project, accomplish or challenge overcome	41
CHAPTER 5	RECOMMENDATIONS AND CONCLUSIONS	
	5.1 Suggestion for improvement in industrial training program	43
	5.2 Recommendation for the organization to enhance information management practice based on experienced	44
	5.3 Summary key finding and insight from industrial training experience	45
APPENDICES		46