



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

DIPLOMA IN INFORMATION MANAGEMENT (CDIM110)

**INDUSTRIAL TRAINING REPORT:
OPENSOFT TECHNOLOGIES SDN BHD**



PREPARED BY:
HANIS NABILA BINTI MOHD FAIZAL
(2022807792)

PREPARED FOR:
MADAM NOOR FARALIZA BINTI SAMSUDIN

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PROJECT DOCUMENTATION MANAGEMENT (PDM)

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IMD 310: INDUSTRIAL TRAINING

ADDRESS:

Opensoft Technologies Sdn Bhd (OST)

No 4A, 1st Floor, Jalan Diplomatik 3, Presint 15

62050 Putrajaya

Wilayah Persekutuan

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ABSTRACT

This report outlines my internship experience at Opensoft Technologies Sdn Bhd, which carried on from July 22 to September 13. The primary goal was to get practical expertise in documentation management and project operations, especially for the creation of user-centred technological innovations. My responsibilities in the Project Documentation Management (PDM) department included developing vital documentation such as User Requirement Specifications (URS), user manuals, system design portal, and update reports on progress. In addition, I helped create MyGovernment Portal projects by creating surveys, verifying links, and doing public engagement through events like Program Madani Rakyat. Another important highlight was assisting with training for Bank Rakyat's new Corporate Portal, which helped me improve my professional communication and communication skills. These experiences enhanced my documentation skills, client engagement ways, and digital content expertise, which led to better technical communication, project management, and public relations expertise.

Keywords: Internship, Documentation Management, User Requirement Specifications, system design portal, MyGovernment Portal.

TABLE OF CONTENTS

DECLARATION.....	ii
ABSTRACT.....	iii
TABLE OF CONTENTS	iv
LIST OF TABLES	v
LIST OF FIGURES.....	vii
LIST OF APPENDICES.....	ix
ACKNOWLEDGEMENTS.....	x
CHAPTER 1 INTRODUCTION.....	1
1.1 Background of industrial training program	1
1.2 Objectives of the report.....	1
1.3 Significance of industrial training for students of Diploma in Information Management.....	1
CHAPTER 2 ORGANIZATIONAL INFORMATION.....	2
2.1 Background of Opensoft Technologies.....	2
2.2 Vision, Mission, and Objectives of Opensoft Technologies.....	3
2.3 Location.....	3
2.4 Operational Hours.....	4
2.5 Organizational Structure.....	5
2.6 Departmental structure and function related to information management.....	6
2.6.1 Finance & Human Resources.....	6
2.6.2 Web, Graphics & Multimedia.....	6
2.6.3 Project Document Management.....	6
2.6.4 System Development.....	7
2.6.5 Project Management.....	7

2.6.6 Technical & Hardware Support.....	7
2.6.7 Sales & Marketing.....	8
2.7 Explanation of the student’s assigned department or unit within the organization.....	9
CHAPTER 3 INDUSTRIAL TRAINING ACTIVITIES.....	10
3.1 Attend User Requirement specification (URS) web development meeting for Jabatan BioKeselamatan under Ministry of Natural Resources and Environmental Sustainability.....	10
3.1.2 Attend Persona GOSG Discussion for development of MyGovernment Portal at Jabatan Digital Negara (JDN) MAMPU.....	12
3.1.3 Creating Document of Content Management System (CMS) Manual for Sistem Pengurusan Sekolah Lestari Anugerah Alam Sekitar (SLAAS).....	14
3.1.4 Creating Content Management System (CMS) Frontend Module User Manual for Bank Kerjasama Rakyat Malaysia Berhad (Bank Rakyat).....	16
3.1.5 Check website of ministry agencies at MyGovernment Portal, Key in and transfer data from MyGovernment Portal using spreadsheet.....	18
3.1.6 Transfer compilation comments of Evetpermit UAT and Create Laporan Ujian Sistem (LUS) document - (Modul Permohonan Permit Dari / Ke Sabah and Modul Notifikasi Pemindahan Semasa Bebas Penyakit).....	20
3.2 Application of the skills, knowledge, and competencies developed during the training period.....	23
3.3 Logbook Report Summary.....	24
CHAPTER 4 LEARNING OUTCOMES AND ACHIEVEMENTS.....	28
4.1 Reflection on the learning outcomes achieved during the industrial training.....	28
4.2 Personal growth, skills enhancement, and professional development.....	28
4.3 Successful projects, accomplishments, or challenges overcome.....	29
4.3.1 Bank rakyat tower training -accomplishment and challenges overcome.....	29
4.3.2 Program Madani Rakyat UTM Skudai Johor.....	32
CHAPTER 5 RECOMMENDATIONS AND CONCLUSIONS.....	35
5.1 Suggestions for improvements in the industrial training program.....	35