INDUSTRIAL TRAINING REPORT

PORTAL SERVICES
DIVISION GROUP IT- CUSTOMER INTERACTION
TELEKOM MALAYSIA BERHAD
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01 AUGUST 2016 – 30 DECEMBER 2016

Declaration

I hereby declare that this report entitled "Industrial Training Report at Telekom Malaysia Berhad" submitted to the Faculty of Information Management, UiTM Puncak Perdana is a record of an original work done by me under the guidance of **Madam Masitah Binti Ahmad**, my lecturer supervisor for this Industrial Training, and this report is submitted in the partial fulfillment of the requirements for the award of Bachelor Science in Information Management (Hons.) Information System Management. The contents embodied in this report have not been submitted to any other University or Institute for the award of any degree or diploma.

Signed by

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Abstract

This report entails the experience of mine throughout industrial training, the background of Telekom Malaysia Berhad. Portal is a useful medium in the organization since it can help in the process of update the data and effective gathering information. Portal Customer Interaction (CI) in which the specific name is "INTERAKSI" have been established in this department in order to improve the management of information and avoid from mishandling of information retrieving. The main objective of this portal development is to help and assist the department of Customer Interaction (CI) in order for them to have their own portal for manage daily activity in the organization and to ensure all task from paper based to be transform into digital form in which it can make the information management become more manageable and systematic. In additional, the design of portal are been used medium such as WordPress and XAMPP server to manage the database. The development of the portal is to ensure the department can easily manage and take these advantages to manage the information effectively and wisely.

Keywords: *Industrial training, Telekom Malaysia Berhad, Customer Interaction, Portal, WordPress, XAMPP*

Acknowledgement

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Thank you so much. May all of us always be blessed by Allah SWT.

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