



**UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT**

**INDUSTRIAL TRAINING REPORT:
TELEKOM MALAYSIA CONSUMER SELANGOR
(KUALA LUMPUR)**

**TM Consumer Selangor
Telekom Malaysia Berhad, Aras 1, Kompleks TM Titiwangsa, No. 44,
Persiaran Kuantan
53200 Kuala Lumpur**

SPECIAL PROJECT: CONSUMER SALES SELANGOR WEBSITE

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FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA KELANTAN**

01 FEBRUARY 2018 – 30 JUNE 2018

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**REPORT SUBMITTED IN FULFILLMENT OF THE
REQUIREMENT FOR THE INDUSTRIAL TRAINING
FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA KELANTAN**

01 FEBRUARY 2018 – 30 JUNE 2018

DECLARATION

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Signed by



Khairul Amira Binti Khairuddin

2015126307

Date of submission: 12 July 2018

ABSTRACT

This industrial training report contains four (4) chapters. In chapter 1, it consist of the introduction with a sub topic of Background of the Organization and Organizational Structure. In chapter 2, the topic is Organization Structure with the sub topic of Departmental Structure and Function . Next topic for chapter 3 is Industrial Training Activities that can divide into three sub topic which are Training Activities, Special Project and Additional Activities. The last topic is Industrial Training Reflection Industrial Training five months of industrial training to complete these topic from the 1st February until 30 June 2018. The trainee undergone Industrial Training in TM Consumer Sales Selangor, Kuala Lumpur. Thus, during the industrial training period, the trainee is given a l f experience in work environment, gain more experience and knowledge.

KEYWORD : *training, practical, industrial, trainees*

ACKNOWLEDGMENT

The internship opportunity I had with TM Consumer Sales Selangor was a great chance for learning and professional development. Therefore, I consider myself as a very lucky individual as I was provided with an opportunity to be a part of it. I am also grateful for having a chance to meet so many wonderful people and professionals who led me through this internship period.

Bearing in mind previous I am using this opportunity to express my deepest gratitude and special thanks to my supervisor, Mr Naim Badaruddin who in spite of being extraordinarily busy with his duties, took time out to hear, guide and keep me on the correct path and allowing me to carry out my project at their esteemed organization and extending during the training.

It is my radiant sentiment to place on record my best regards, deepest sense of gratitude neither to Madam Shaliza Bt Sapiai and Madam Nurul Anissa Bt Abdullah for their careful and precious guidance which were extremely valuable for my study both theoretically and practically.

I perceive as this opportunity as a big milestone in my career development. I will strive to use gained skills and knowledge in the best possible way, and I will continue to work on their improvement, in order to attain desired career objectives. Hope to continue cooperation with all of you in the future.

Thank you.

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CHAPTER 1

INTRODUCTION

1.1 Background of the Organization

1.1.0 Introduction



Figure 1 : Telekom Malaysia Logo

Telekom Malaysia Berhad (TM), Malaysia's Convergence Champion and No. 1 Converged Communications Services Provider offers a comprehensive suite of communication services and solutions in fixed (telephony and broadband), mobility, content, WiFi and smart services. As a market leader, TM is driven by stakeholder value creation in a highly competitive environment. The Group places emphasis on delivering an enhanced customer experience via continuous customer service quality improvements and innovations, whilst focusing on increased operational efficiency and productivity.

Leveraging on our extensive global connectivity, network infrastructure and collective expertise, TM is well positioned to propel Malaysia as a regional Internet hub and digital gateway for South-East Asia.

As a multiple award winning model corporate citizen committed to good governance and transparency, TM continues its pledge to ensure the integrity of our processes, people and reputation as well as the sustainability of our operations. Our Corporate Responsibility (CR) ethos reinforces responsible behavior in the four main domains of the marketplace, workplace, the community and the environment. With a focus on ICT, the Group further promotes 3 major platforms i.e. education, community/nation-building and environment, through our Reaching Out programmes.

TM will continue to leverage on the strategic investments made earlier in Webe and TM ONE to realize its Convergence and “Go Digital” aspirations as it moves beyond connectivity services into new value added digital services. The Company is embarking on a holistic approach covering customer experience, process optimization and new business opportunities. This entails building a digitally aware and smarter workforce that acts as a catalyst to the digital transformation of TM, thus powering Malaysia’s digital economy.

TM looks forward to serving customers with relevant convergence propositions via the 5 pillars of Smarter Living, Smarter Businesses, Smarter Cities, Smarter Communities and a Smarter Nation - delivering a seamless digital experience and integrated business solutions to cater to individual lifestyle and business communication needs - towards making “Life and Business Easier for a Better Malaysia”.

1.1.2 Vision and Mission

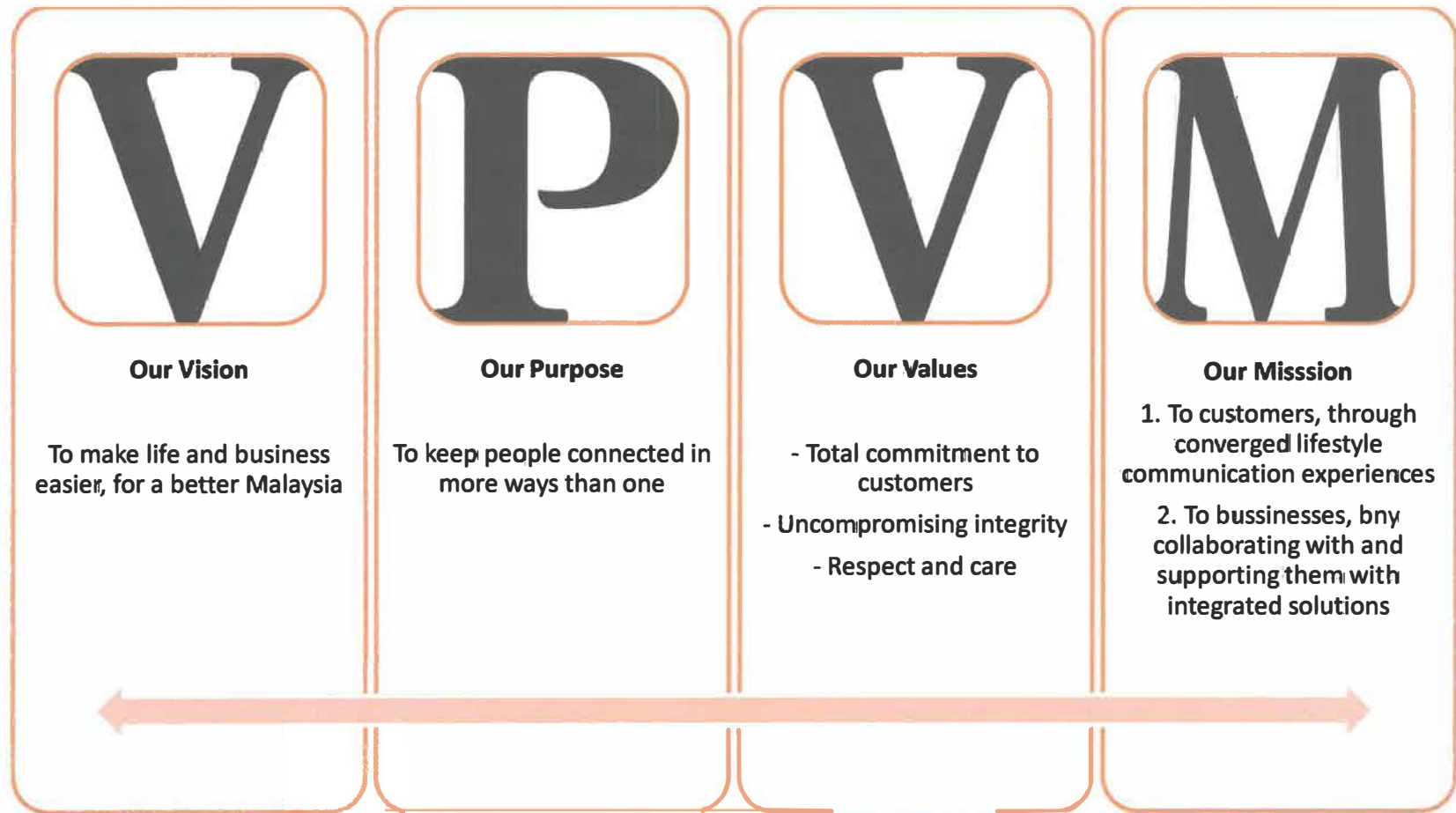


Figure 2: Vision and Mission

1.1.3 Functions

Telekom Malaysia Berhad (TM) was established back in 1946 as the Telecommunications Department of Malaya. Since then, the Company has been continuously developing and enhancing the country's telecommunications infrastructure and services to fulfill the communications needs of Malaysians, regardless of their location. TM, as Malaysia's Convergence Champion, is the one and only service provider whom consumers can trust to share their moments with everyone and everything that matters to them. With its vision, "To Make Life and Business Easier, for a Better Malaysia", TM Group offers a comprehensive suite of converged communications services and solutions in fixed, mobility, content, WiFi and Smart Services. As Malaysia's key enabler for national communications infrastructure, TM enhances the lives of all Malaysians – delivering the benefits of being connected via true convergence anywhere, anytime, on any device – empowering a digital lifestyle towards creating a knowledge/high-income economy. TM is also committed to its role as an enabler and accelerator of business opportunities by providing solutions and value for businesses to realize their digital aspirations.

The Group recently rebranded its business clusters, with Unifi representing lifestyle offerings for homes, individuals as well as small and medium enterprises (SMEs); TM ONE offering end-to-end converged solutions to business verticals in the enterprise and public sector space; and TM GLOBAL positioned to accelerate the digital opportunities of domestic and international telecommunications. TM Group remains at the leading edge of enabling the country's digital economy via national broadband deployment and in bridging the digital divide. In its unique role as a protector of national interest, the Group's achievements thus far have been numerous. Through its products and services, the Group has delivered countless benefits to not only its customers, but all Malaysians.

Over the years, TM has been leading the development of the industry and, today, has become a strategic partner to the Government in nation-building initiatives beyond products and services. It provides employment opportunities within TM Group itself as well as within its vendor/partner ecosystem, which it empowers through the Bumiputera Vendor Development Programme (BVDP). TM's network serves as the country's telecommunications backbone. It is investing in sub-urban and rural areas including through Universal Service Provision (USP) initiatives towards addressing the digital divide for national interest; producing high quality, innovative workforce for the nation through Multimedia University (MMU); and connecting Malaysia and the region to the rest of the world via submarine cables and international Points-of-Presence (POPs), elevating Malaysia as a ICT regional hub.

1.2 Organizational Structure

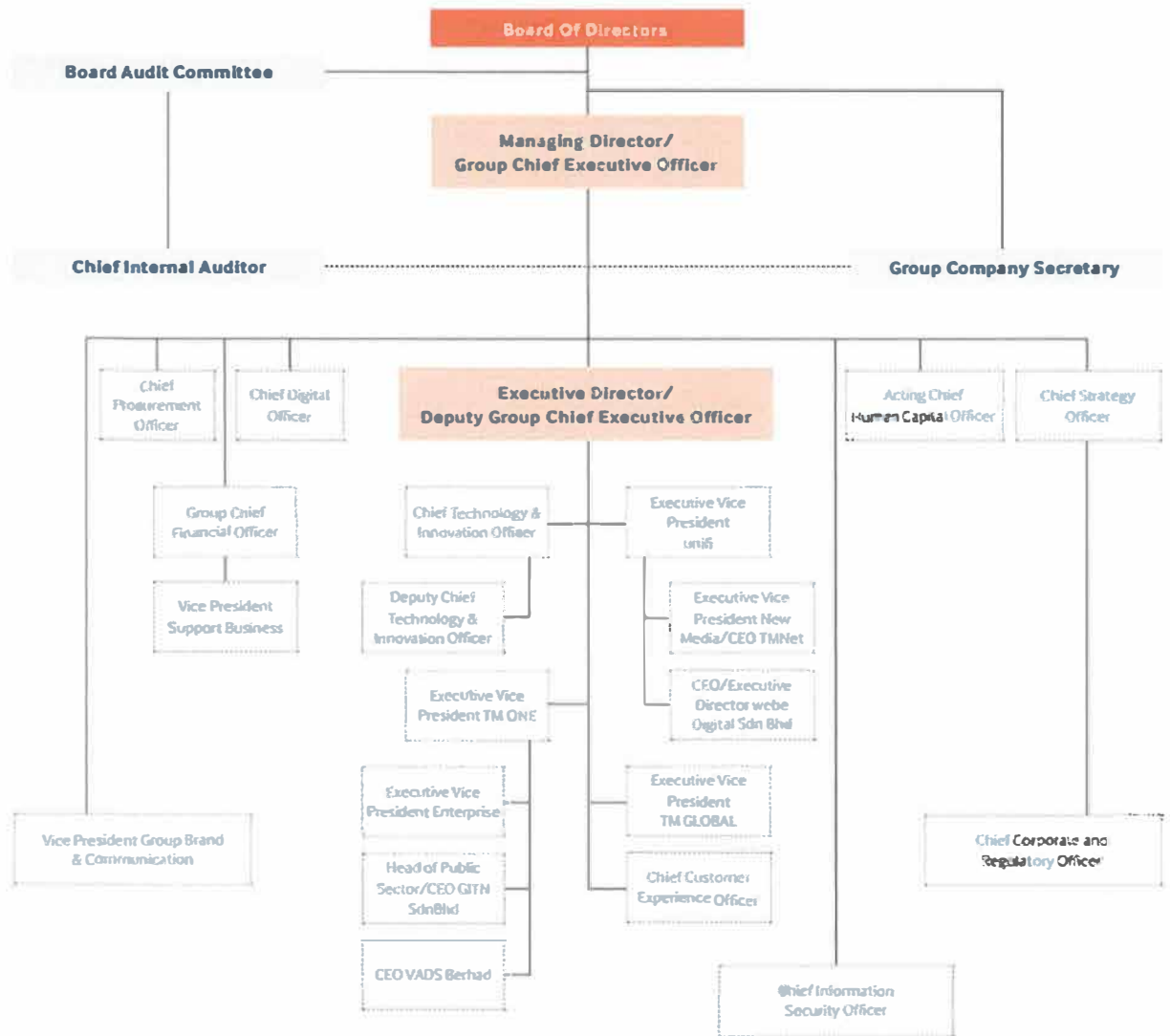


Figure 3: Organizational Structure

1.2.1 Corporate Information

Table 1 : Corporate Information

Name	Position
Tan Sri Dato' Seri Dr Sulaiman Mahbob	Chairman Non-Independent Director Non-Executive
Dato' Sri Mohammed Shazalli Ramly	Managing Director/Group Chief Executive Officer Non-Independent Executive Director
Datuk Bazlan Osman	Executive Director/Deputy Group Chief Executive Officer Non-Independent Executive Director
Dato' Sri Dr Mohmad Isa Hussain	Non-Independent Director Non-Executive
Nik Rizal Kamil Tan Sri Nik Ibrahim Kamil	Non-Independent Director Non-Executive
Tunku Dato' Mahmood Fawzy Tunku Muhiyiddin	Senior Independent Director
Datuk Zalekha Hassan	Independent Non-Executive Director
Davide Giacomo Federico Benello @ David Benello	Independent Non-Executive Director

Datuk Seri Fateh Iskandar Tan Sri Dato' Mohamed Mansor	Independent Non-Executive Director
Gee Siew Yoong	Independent Non-Executive Director
Tunku Afwida Tunku Dato' A.Malek	Independent Non-Executive Director
Balasingham A. Namasiwayam	Independent Non-Executive Director
Dato' Asri Hamidin @ Hamidon	Alternate Director to Dato' Sri Dr Mohmad Isa Hussain Non-Independent Non-Executive Alternate Director

1.2.2 History/ Milestones

Telekom Malaysia Berhad (TM) is a Malaysian telecommunications company, with a history dating back to 1946. Beginning as the national telco for fixed line, radio and television broadcasting services, it has evolved to become the largest broadband services provider, in addition to offerings in data, fixed line, pay television and network services. The company sees itself as transforming the way Malaysians connect, communicate and collaborate, with a strong emphasis on innovation. Most recently this has seen TM venture into the Long Term Evolution (LTE) space with the launch of TMgo, its first 4G offering. Subsequently, rebranded the 850 MHz service as Unifi Mobile in January 2018.

With a total of 2.23 million broadband subscribers in 2014, UniFi is Malaysia's first high-speed fiber optic broadband service. It has been acknowledged as one of the fastest, if not the lowest cost in the world, after its rollout in 24 months.

Given the rate at which Malaysians are adopting digital technology, Telekom Malaysia Berhad (TM) represents one of the largest government-linked companies in the country, with more than 28,000 employees and a market capitalization of more than RM25 billion.

In 1995, Telekom Malaysia Berhad (TM) was awarded a license to become the second Internet Service Provider (ISP) in the country, the first being MIMOS with its service, Jaring. TM Net, as Telekom Malaysia Berhad (TM) service was called, marked the beginning of TMB's transformation into an integrated telecommunications service provider. One of its first developments towards this end was the introduction of COINS, a multimedia networking solution based on Asynchronous Transfer Mode (ATM) technology. This was seen as one of several prerequisites for the successful implementation of the Multimedia Super Corridor (MSC).

CHAPTER 2
ORGANIZATION
INFORMATION

2.1 Departmental Structure

2.1.1 Line of business: Mass market

Mass marketing is a market strategy whose aim is to appeal to the largest portion of the market while ignoring place demographic differences, in order to reach the highest number of potential customers possible. This marketing strategy focuses on high sales volumes at lower price points, traditionally using radio, television and print media to gain maximum exposure for the product. This large market coverage strategy is the opposite of place marketing and seeks to appeal to all customers regardless of place or segmentation by offering products that are useful to a wide variety of consumers with different needs.

Mass marketing is most effective when used to advertise products that are considered necessities, products that a large number of people are already guaranteed to be shopping for anyway. By building brand awareness through memorable advertisements, mass marketing aims to alter the behavior of consumers so they will be directed towards the product being marketed. By producing goods that are needed by a large market and offering them at competitive prices, a mass marketing strategy increases the potential for high volume sales while reducing the costs of manufacturing through mass production. Products that are mass marketed often practice planned obsolescence in order to reduce the cost of production and ensure that consumers will have to come back and buy the product again. By manufacturing products with low quality materials, companies can ensure consumers will need to replace their items, creating opportunity for future sales.

2.1.2 Consumer Sales Selangor

Consumer Sales Selangor located at Ibu Sawat TM Setapak sets individual sales rep quotas, as well as the overall volume goal for the company. To achieve sales goals, it creates bonus and commissions structures. The division uses past sales figures and expert projections to estimate which products will sell where and in what amounts. In Consumer Selangor, they divide Selangor into 4 zones which are Gombak, Rawang, Kepong/ Batu and Keramat/ Tasik Ampang. Also, type of events that Consumer Sales Selangor organized such as Grab Sales, TMOW Attack, Unifi Go, Unifi Smurf and Unifi Big Bang/ I love TM.

Because sales managers spend much of their time talking directly to customers, they guide the development of products and services. They recommend modifying, dropping products, services or adding new ones to the company's mix, based on what customers want. A sales department has the responsibility for deciding where the company should sell and what its prices should be. This includes choosing which, if any, intermediaries the company will use, such as wholesalers, distributors or retailers. This requires the division to research where the company's competitors are selling and where its customers say they want to shop.

Besides, to maintain its customer base, sales and marketing takes responsibility for making sure buyers are happy, as well as trying to up sell them. The division is proactive in contacting customers with surveys and special offers and is reactive in attempting to solve any problems that might cause the company to lose customers.

The promotions covers a broad range of sales efforts, including advertising, social media, public relations, sales, event sponsorship, cause marketing, discounts, rebates and trade show appearances. The sales team decides which publications to advertise in, which TV, radio or websites are best for promoting the company's products or services, and what contests, giveaways, discounts or other marketing methods will help it boost sales.

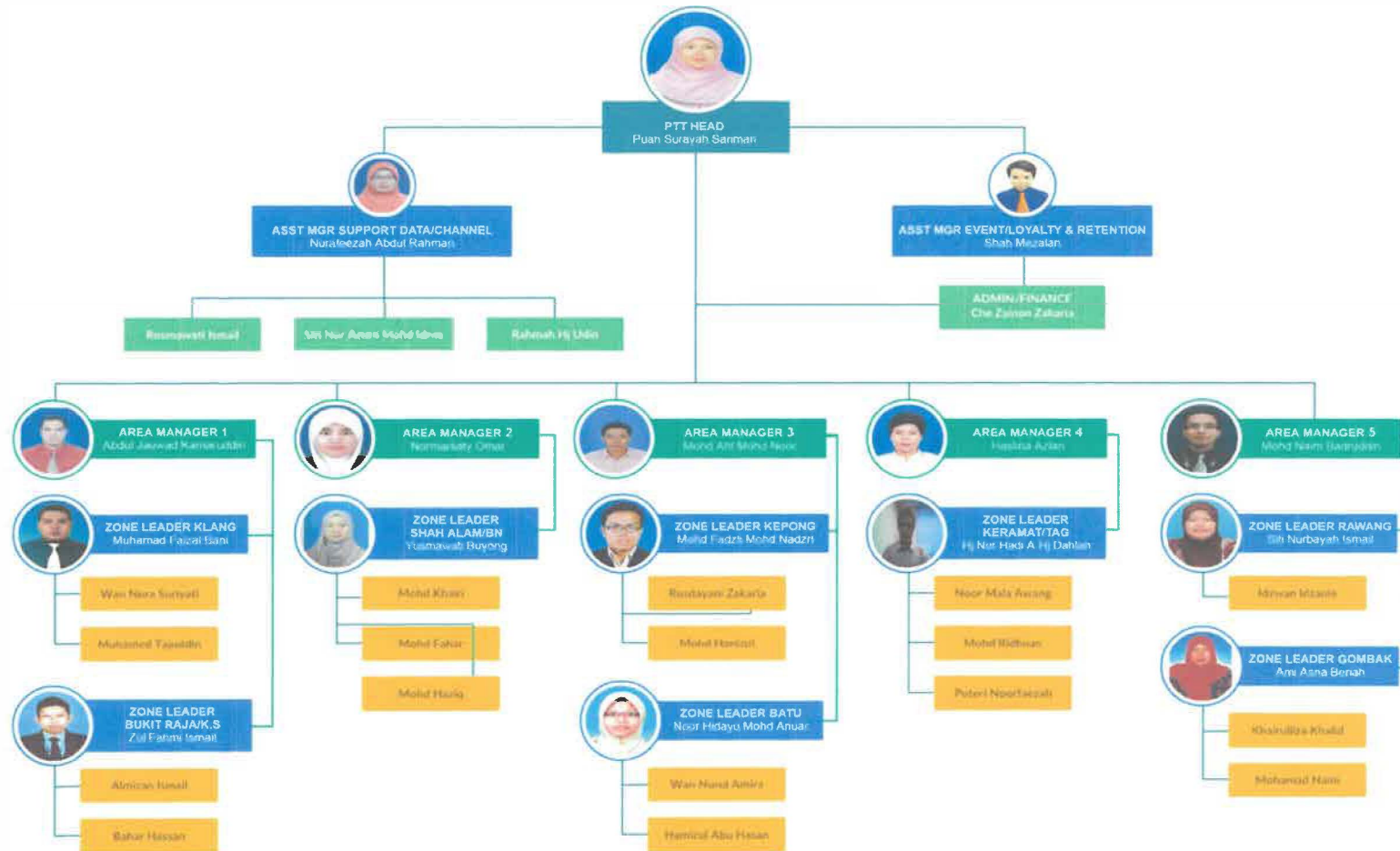


Figure 4: Department Organization Chart

2.2 Departmental Function

2.2.1 PTT Head

PTT Head normally a subordinate to Dato', who delegates tasks and gives the assistant a certain amount of managerial responsibility. The responsible may include delegate based on personal preference or on company policy, but usually responsible for tasks such as schedule generation, day-to-day oversight of company procedures and operations, and some disciplinary actions. In addition, PTT Head may be in charge of evaluating employees throughout the year, as well as hiring and training new employees as necessary. Previous supervisory experience or managing experience is a must for PTT Head, as these positions require experience communicating with subordinates.

2.2.2 Assistant Manager Support Data/Channel

The Assistant Manager Support Data/Channel wins, maintains and expands relationships with assigned channel partners. Assigned to channel partners based on geography, channel or market, the Assistant Manager Support is responsible for achieving sales, profitability and partner recruitment objectives. The Assistant Manager Support represents the entire range of company products and services to assigned partners though may focus on a specific solution or product set if focused in a partner vertical market. To establishes productive, professional relationships with key personnel in assigned partner accounts and coordinates the involvement of company personnel, including support, service and management resources, in order to meet partner performance objectives and partners' expectations. Thus, meets assigned targets for profitable sales volume and strategic objectives in assigned partner accounts.

2.2.3 Assistant Manager Event/ Loyalty and Retention

As the Assistant Manager Event/ Loyalty and Retention, will have an integral part in shaping and building compelling programs that support growth and retention goals. Reporting to the PTT Head, will take the lead in constructing lifecycle campaigns as well as managing loyalty and referral programs in order to develop and implement robust programs that nurture the customers and loyal advocates. Strategy and execution of retention marketing efforts to increase repeat business, loyalty and lifetime value by engaging customers with personalized, targeted and relevant messaging for their lifecycle stage. Manage the event/ loyalty and retention including setting key strategies and campaign executions in order to drive increased enrollment and engagement. Develop briefs, business rules, data/tech requirements, system integrations as well as process and procedures for retention and loyalty campaigns. Use program metrics, customer level data and consumer insights to monitor performance KPI performance and ensure progression towards customer engagement goals.

2.2.4 Admin/Finance

Admin/Finance responsible includes planning and budgeting activities, creating, monitoring, and evaluating financial data and safeguarding university assets. The budget process begins with a mission statement that identifies, implements, and evaluates activities required to achieve university goals and objectives. Thus, gathering and analyzing data should be performed in a consistent manner, with sufficient detail and descriptive narrative to clearly portray how operations are financed and how risks are managed.

Besides, care should be taken that the classification of costs entered into the financial systems results in a fair representation. Monthly financial reports should accurately represent budget to actual fiscal activity, identify funding sources, and categorize expenditure data to help identify future trends and highlight problem areas. Sampling of financial transactions ensures that expenditures are appropriate and that the cause for any significant variation is understood.

Meanwhile, assets must be protected from loss or unauthorized use. Annual equipment inventory reviews documenting adjustments to asset records are conducted. Review of delinquent account balances and collection/ write-off efforts occur on a periodic basis. Cash or cash equivalent collections must be accounted for secured properly and deposited in a timely manner.

2.2.5 Area Manager

In the business world, managers coach employees to help them perform their positions more efficiently. Although departments vary in size, managers are responsible for the performances of other employees, meaning that managers maintain an organized work environment. The business world is often competitive and high pressure, so an effective manager handles that pressure and thrives in a high stakes environment. The business sector is constantly changing and managers adapt to alternative technologies, management structures and forms of communication. Managers do not always wait for their boss to give them directions. Instead, they take the initiative and begin projects when necessary. The best ideas are often created during collaborative efforts, meaning that managers take the time to work with their employees and other managers. To ensure success managers oversee every step of a project and intervene when necessary.

2.2.6 Zone leader

A zone leader is someone who provides direction, instructions and guidance to a group of individuals who can also be known as a team for the purpose of achieving a certain goal. An effective leader will know their team members' strengths, weaknesses and motivations. Zone leaders serve various roles in an organization. Their job is to get tasks done by using all of the resources available to them including other employees or team members. Zone leader monitor team members' participation to ensure the training they are being provided is being put into use and also to see if any additional training is needed. Thus, manage the flow of day-to-day operations.

2.2.7 Staff

Staff in Consumer Sale Selangor usually organize indoor and outdoor activities or events to promote products of TM. Indoor activities such as organized event in shopping mall and government office. Thus, in office they will prepare necessary paperwork for regular company procedures and schedule meetings and appointments. Moreover, staff will solve problem case if occurred and directly talk to the customer. They also do site visit to study if they can promote and organize events at the right place and the right time.

CHAPTER 3
INDUSTRIAL TRAINING
ACTIVITIES

3.1 Training Activities

As a marketing trainee, there's a lot of activities that the trainee have done in the department that given by staff which can give the trainee a lot of advantages to experience the real world of works life. The trainee collaborated with sales staff and support team in all stages of marketing campaigns. This insightful contribution will help develop, expand and maintain Consumer Selangor marketing channels. The trainee helps to acquire marketing skills and provide with knowledge of marketing strategies. Ultimately, the trainee will gain broad experience in marketing and be prepared to enter any fast paced work environment.

3.1.1 Recordkeeping

1. Produce Daily Reports (TM Unifi Dashboard)

The trainee have used TM Unifi Dashboard system for Unifi checking physical reports of zones, order closed and new installation. To produce physical daily report for consumer and SME ZBC Gombak and Rawang, the trainee needs to create a table by use Microsoft Excel for data that will be inserted. The table have formula to sum up the total of data that provided by staff. As an example, the table from January to December 2018 will be calculated to meet the need of target that given for them to achieve.

Next, to access the system, it needs to have staff username and password for security reason. The trainee does not have any id to log in system, so the trainee use staff id for access. In the system, the trainee takes activation and closed target data to transfer into the table from Microsoft Excel. To acquire data from system an organization, date selection and segment will be change according to what information needs. The result for activation and closed order data will be shown on the system.

		JUNE										JULY										AUGUST					
Target RDR		1107										1111										1111					
Target RDR		107										113										102					
DATE	Target	GRK	SET	WMU	MTD	Total	Target	GRK	SET	WMU	MTD	Total	Target	GRK	SET	WMU											
	Body Count	DC	SR	DC	SR	DC	SR	DC	SR	DC	SR	DC	SR	DC	SR	DC	SR										
1	75	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
2	81	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
3	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
4	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
5	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
6	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
7	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
8	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
9	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
10	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
11	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
12	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
13	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
14	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
15	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
16	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
17	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
18	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
19	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
20	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
21	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
22	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
23	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
24	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
25	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
26	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
27	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
28	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
29	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
30	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
31	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
Total	1107	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										

Figure 5: Table of Daily Physical Report



Figure 6: Log in Page

Figure 7: Business Intelligence Page



2. Electronic Filing (Sweep Census)

Sweep Census is one of the new systems in TM for capture record in computerized rather than manual form. This system is to keeping the record from manual form which they fill the form by do an event (door-to-door) and transfer into the system that call Sweep Census. To access the system must use username and password of staff, also leader id and staff id to access different interface in system. As a leader, they can monitor feedback that has done by staff and only leader can assign street for staff. Meanwhile, staff can fill feedback form that they refer to manual form. Both of activities such as assigned and fill feedback form are done by the trainee every day.

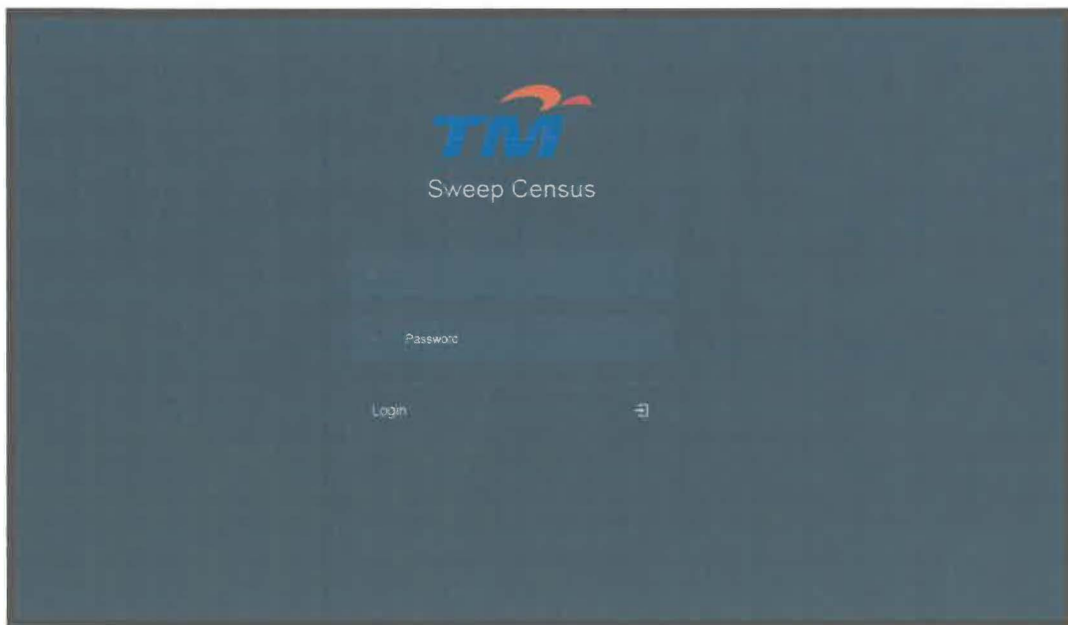


Figure 8: Log in Page

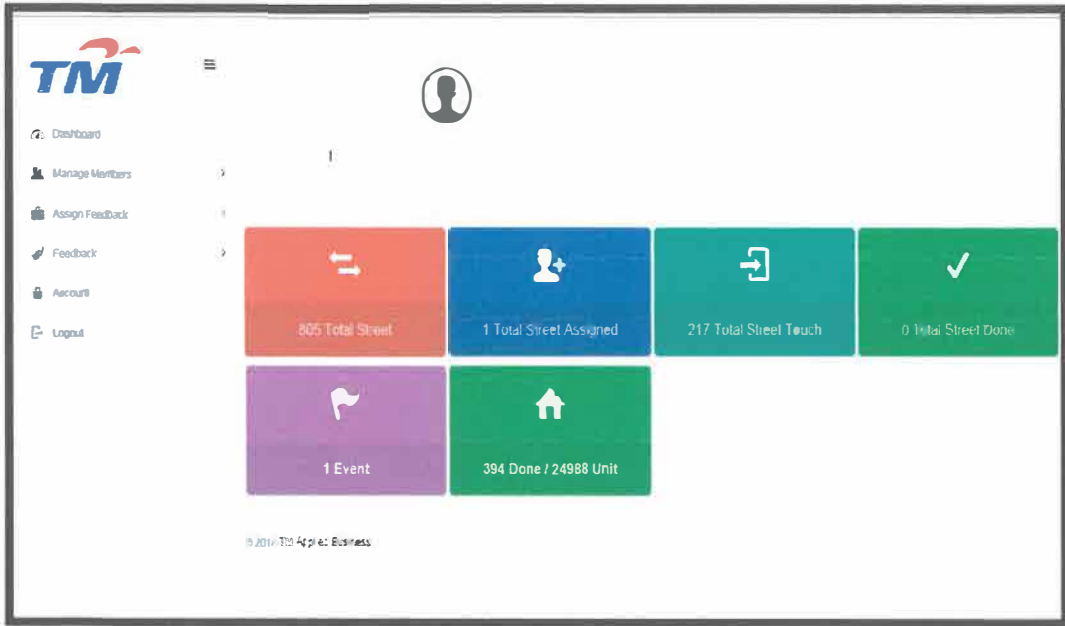


Figure 9: Leader page

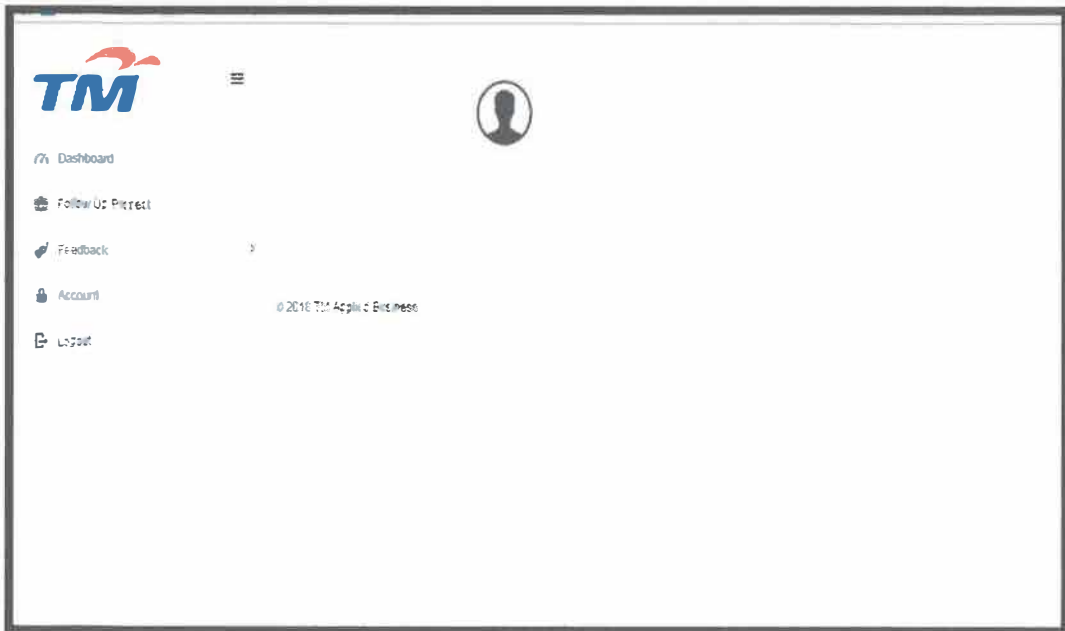


Figure 10: Staff Page

3.1.2 Events

1. Update and Create Events (EMS)

Event Management System (EMS) where it can create and edit upcoming events. It enables trainee to easily store and find information such as name of event, venue, date and cost. To log into the system must use zone leader id because only upper level can access the system.



Figure 11: Log in Page

2. Call Agent

The trainee assists support team to call agents and reseller to inform and invite them to event that organizes by Consumer Selangor. The trainee informed agents date and venue of event to make sure they come to event on the right time and place. It is to ensure and aware how many agent will be coming to an event, thus to calculate cost for F&B of agent that come.

3. Print Dossier

The trainee helps staff to print dossier for upcoming event at Rawang. The trainee responsible to print dossier and must clip all dossier according to places that already given. After printed and sorted out the dossier, the trainee will put dossier into file and it ready to use for upcoming event.

4. Join organize events

In Consumer Selangor, there are a lot of events around Selangor that organized by them. For instance, event that always organized such as Unifi Big Bang, Sweep the Street and TMOW. The events work when one Zbc Rawang leader organize an event, they will invite agents to come. Besides, other zones will contribute to help each other to make an event more even success. As the trainee will help Zbc leader Rawang to register all agent that comes and distribute dossier. Also, the trainee distribute food coupon to agents and staff that coming for that event.

3.1.3 Others

1. Assist TM Point Setapak staffs

- Free simcard

Assist TM Point Setapak staffs to distribute free simcard who come to collect at the store. These are steps to get new simcard from TM;

1. Download mobile@unifi app – Tap ‘Get New SIM Card’ in the options menu
2. Register SIM with ‘my new fav number’ or ‘keep my existing number’ – Go through the registration steps. Receive a confirmation SMS to proceed
3. Receive the new SIM and enjoy quick reload anytime, anywhere – We’ll send (or choose to self-pickup) a new SIM card in 7 working days
4. Customize the add-ons – Purchase any non-expiry add-ons that work best, as long as there’s an active line

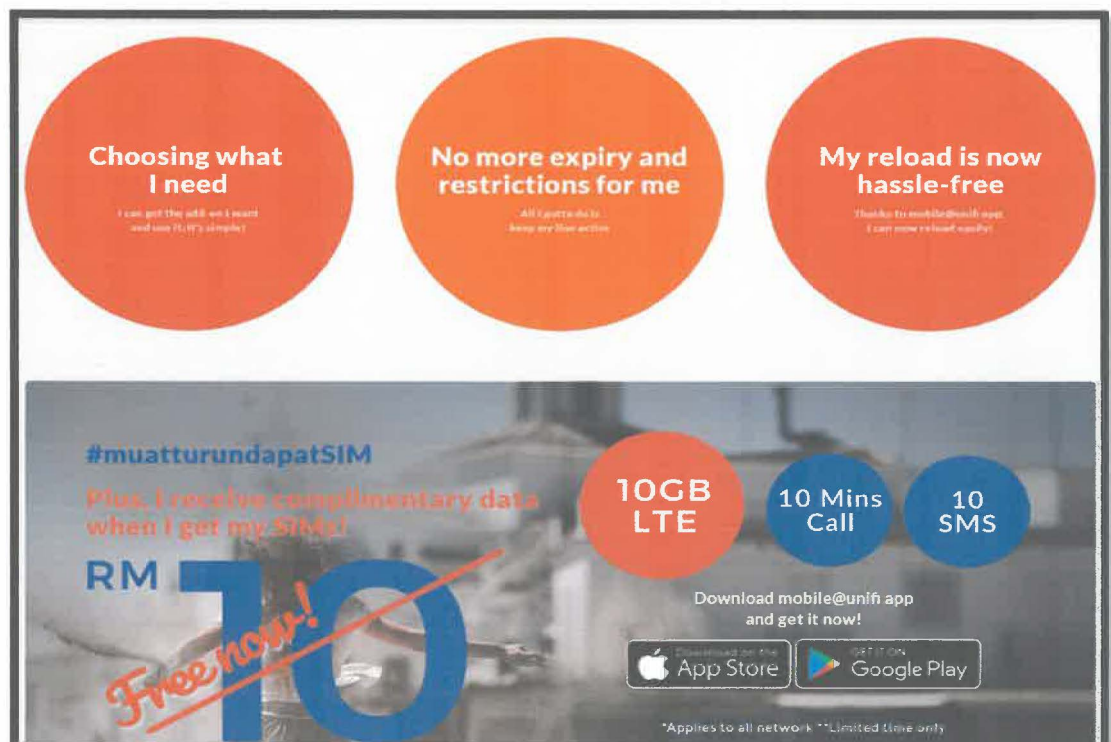


Figure 12: Simcard ads

- **Live chat**
Help TM Point staff to support Digital Day that organized at every TM Point as TM's line to 'Make Life Easier'. This Digital Day will enable the customers to gain information on TM Live Chat, unifi community, i-foundit and WiFi Optimiser. Thus, TM also supports paperless and all services now more convenient by online.

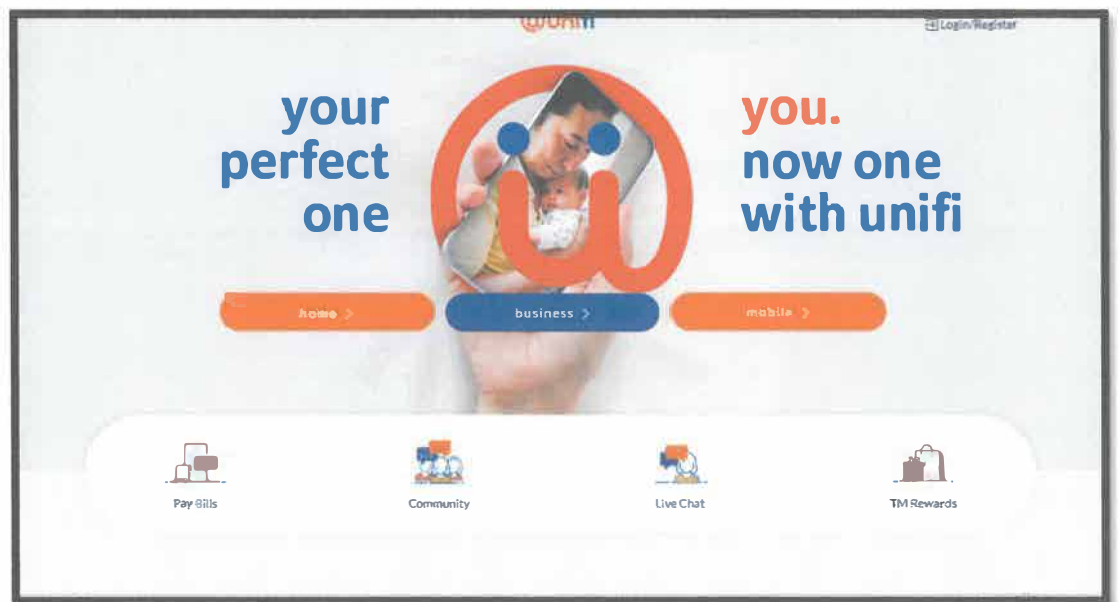


Figure 13: Live Chat Menu

In the live chat, customers can check billing enquiry, technical assistance, installation, general inquiry, portal enquiry and TM Rewards. So, the trainee will help customers to tutor them live chat who come to TM Point if they have any report for TM services and products. Then, the trainee will get a feedback from customers on their experience using TM live chat. At the end of the day, the trainee will insert feedback into online form for evaluation.

The screenshot shows a mobile application window titled "Ask TM (Live Chat)". The interface is as follows:

- Header:** "Ask TM (Live Chat)" with a close button (X) on the right.
- Message:** "WELCOME" in large orange letters, followed by "Chat with us and let us assist you from Monday to Sunday 8am - 12am(GMT+8)."
- Form Fields:**
 - Name ***: A text input field.
 - Service No (e.g. 0312345678)**: A text input field.
 - Mobile No (e.g. 0123456789)**: A text input field.
 - Category ***: A dropdown menu with the following options:
 - Billing Enquiry
 - Technical Assistance
 - Installation
 - General Enquiry
 - Portal Enquiry
 - TM Rewards
- Agreement:** A radio button followed by the text "I agree with the [Privacy notice](#)".
- Action:** An orange button labeled "Chat Now" with a right-pointing arrow.

Figure 14: Live Chat Page

2. Checking Port Availability (TM Granite)

The trainee assists staff to check availability of port in Rawang area using TM Granite. TM Granite used by the trainee to check equipment name given and check one by one whether port list full or not. In this system, the trainee can know address of the customer who using port or install Unifi and Streamyx. If port full or left one available, copy an equipment name to store data in Microsoft Excel. This data were collected to check and update place that need to make an improvement for better and efficient services.



Figure 15: SDF & FDP Page

3. Sales Report (TM Nova)

TM Nova was use to obtain information about the details of the customer existed in system.

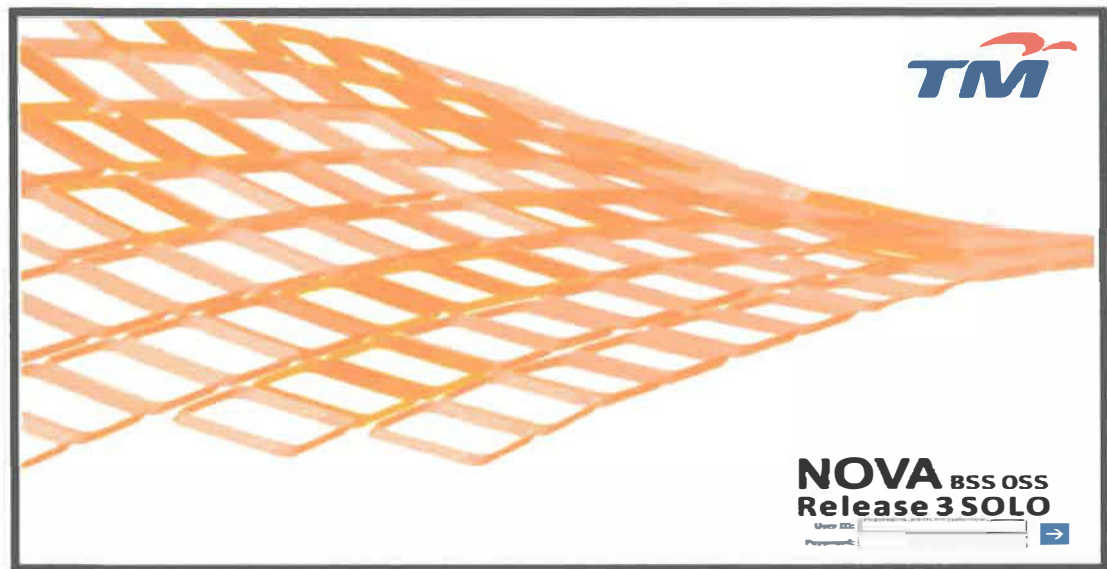


Figure 16: Main Menu TM Nova

NO	CUSTOMER NUMBER	IC	CUSTOMER	CUSTOMER NAME	ADDRESS	PACKAGE	STATUS	REMARK
1	1-19907428439	040824-09-3056	0173984737	ODI KEAN SEONG	8-9-10 ASCENDA RESIDENCES @ SKY ARENA, 53000 KL	30MERS (RM1159)	Processing	
2	1-19870551884	812601-07-5946	014670019	AIDA FEDELA BINTI AHMAD FAWZI	24 JALAN 23/26 TAMAN SRI RAMPAI 53000 ML	30MERS (RM1259)	Completed	
3	1-19870550130	806130-05-5140	0178684728	PARDEHA BINTI HASSAN	BRINDA MENTULU JALAN 8/11 TAMAN BUKIT UTARA 693	30MERS (RM1259)	Completed	
4	1-19870550285	828708-11-5355	0172895710	ZAMRI BIN HUSSIN	LAN CHERPAC 4H TAMAN CHERPAC 43000 LAMPANG SELANG	30MERS (RM1259)	Completed	
5	1-19870500768	810405-06-5561	0127044211	SHUHAIMI BINA AYUB	6 JALAN OF 1/7 UYAY FERDANA 6800 AMPANG SELANG	30MERS (RM1259)	Completed	
6	1-19871185241	810458896	0187706549	MUHAMMAD SHAMIM	TERMINAL SATU 25/76A SEREMBAN 28 ADAM SHAH ALAM	30MERS (RM1259)	Completed	
7	1-19872644569	032487055-K	0126581195	ROHISMAN BIN HARUN	PULAU BANGSA FATIHA PERANG 43000 SERI KEMBANGAN	(RM 800)	Completed	
8	1-19872088503	850711-06-5612	0196448559	SITI SHAFINAZ BINTI MOHD ZAKARIAH	ALAN KODAS DIT TAMAN KODAS 6800 AMPANG SELANG	30MERS (RM1259)	Processing	
9	1-19872562334	570407-09-5481	0189561669	WONG SUANG HUI	KKONG 200MEN TAMAN 200VIEW E 5000 UDU FELANG	30MERS (RM1259)	Completed	
10	1-19876813683	580207-09-6029	0189654842	LEONG YOEK CHEONG	CONDOMINIUM 18 JALAN TROPICANIA UTARA 1/13 07810	30MERS (RM1259)	Completed	
11	1-19877808713	550818-14-5386	0126054119	LIM EEE EDOM	HILL CONDO PUSJALAN MEGAH UTAMA 3 TAMAN KUALA	30MERS (RM1259)	Processing	
12	1-19892846773	00283212-V	0150702101	REFIDAH ASMAR BINTI A RAHMANN	JALAN MEEG WANGSA SENSYEN 2 WANGSA MAJU 5300	(RM 400)	Completed	
13	1-19890585183	6492834	0112116600	YUSEF ABDULLAH ALI	JAN SUTERA CONDOMINIUM JALAN 18/11D MEDAN (DAM	30MERS (RM1259)	PONR	
14	1-19892818139	001452879-W	0155850418	TAY HAN CHEN	22 18 JALAN FERDANA 2/5A FAMBAY FERDANA 55000 KL	30MERS (RM1259)	Completed	
15		510105-14-5678		ABDUL JALIL BIN TABRANI	DARU SAMAH KAMPUNG PASIR UDU MELANG 6800 AMP	30MERS (RM1259)	PONR PUL	
16		660101-01-5475	0174653815	ALHAM BIN JAZAM	303 JALAN F1 TAMAN MELAWATI, 53100 KL	30MERS (RM1259)	PENDING	
17		740515-08-6603	0121503666	HARMAINI BIN AHMAD DAMAN HURI	LAN BUMI U5/136C, SUBANG GALAKSI, 40150 SHAH A	30MERS (RM1259)	PONR PUL	
18		752811-10-5481	0118129551	AHMAD NAZIM BIN ALI	82, JALAN DISIRAN BAYU 1, SERI RAMPAI, 53000, KL			
19								
20								
21								
22								
23								
24								
25								
26								

Figure 17: Data Entry Microsoft Excel

3.2 Website Development (<https://amyrahaira23.wixsite.com/website>)

As requirement for all final semester student of Bachelor of Science in Information System Management, the trainee must undergo five months of internship and carry out a special project. The special project that the trainee has choose must bring benefit towards the organization. The trainee must complete the special project related to system management knowledge. In addition, the trainee are essential to study and observe any inconvenience practice of system management within the organization before carry out special project.

Based on my observation and supported by my supervisor organization himself, I have decided to carry on with my special project which in develop website for Consumer Sales Selangor.

3.2.1 Project Overview

Consumer Sales Selangor website needs to be develop as it is essential for those who are actually interested with Telekom Malaysia (TM) products and services. Within existing of the website, it is aim to gather current information about the department as to acknowledge people about zones Selangor current information will be not same as other state. Hence, TM are well-known established organization that local and foreigners recognize this organization branding. So, TM only have one official page for Malaysia as it only show basic information about other state and focus on headquarters. This website only focus on Selangor state for marketing strategy as it show consumer department activities and information.

Every organization, whether big or small has challenges to overcome and managing the information of products and services. Every department has different service needs, therefore, it design exclusive website that adapted to departmental managerial requirements. This is designed to assist in strategic planning and will help department with the right level of information and details for future goals. Also, these website will ultimately allow to better marketing strategy.

3.2.2 Problem Statements

Information management and dissemination is crucial issue for both businesses and organizations. Nowadays, information is managed and distributed by providing an online portal to share information. All large organizations have already taken advantage of this, but it is often the case that many small organizations or even departments in large organization lack the finances and technical expertise to explore this opportunity of communication and information management.

Some of the problems are the prices between headquarters offer that show in TM official page are not same with Consumer Sales Selangor gives if they any promotion or discount. Because of this situation, staff have to call new and existing customer to inform them the new price of products. Besides, agents or reseller do not know when upcoming events will be organized unless staff from support will call agent or reseller one by one.

Communication between the user and any department is currently a difficult task with each member having to be contacted individually. It is therefore believed that a web application would improve the communication process and enable to carry out other administrative tasks interactively online by having feedbacks.

3.2.3 Objectives

The objectives for this project are:

1. Research existing internet technologies available
2. Research and choose a development methodology to follow
3. Design a web application to incorporate the requirements of the user
4. To implement the web application design for Consumer Sales Selangor
5. Evaluate the application in terms of usability and meeting the user requirements

3.2.4 Scope of the project

The software Wix will revolutionize the way web pages are designed. With this software, websites can be designed in cloud without the requirement of costly website designing software and installations. It will provide a user friendly dashboard which will serve for all user needs. All the HTML tags will be implemented. Wix is a Drag Drop Done (3D) editor and also provide everything that customers need in one place. 3D means that the finished page will display exactly the way it was designed. Wix generates HTML tags while user points and clicks on the desired features. Moreover, user can create web page without learning HTML.

3.2.5 Users Target

The user target for this system are being use by general user. This mean that the system can be used by any level of age who have the electronic device and internet connectivity. The user can subscribe to our system for advance function. The user are accustomed to using the system that are finely tailored to their user experience, easy to use and fun. This application also should help alleviate part of the user or make them easier, it should be simple to navigate and use.

3.2.6 Tools Used For Development

There are some tools that being use in developing and maintaining the system. One of the tool is wix website builder which powerful technology makes it easy for everyone to get online with a stunning, professional and functional web presence. There is no creative limits and no coding, just complete freedom to express and manage entire business online.

Table 2 : Hardware






Item	Description
Laptop	<p data-bbox="612 452 896 488">Acer Aspire V3 laptop</p>  <p data-bbox="612 801 1437 999">This laptop was used to develop the system. Running in Windows 10 operating system, with 6GB RAM, and 700GB internal storage. The software that use to develop the system was be installed in the laptop.</p>
Router	<p data-bbox="612 1025 839 1061">UniFI Wifi router</p>  <p data-bbox="612 1330 1437 1473">Internet connection is require in developing the system. The Maxis Broadband use to make the internet connection available. With unlimited internet quota per month.</p>

Table 3 : Software

Item	Description
Windows 10	<p>Windows 10</p>  <p>Windows 10 is the operating system that installed in the laptop. The OS was important in order to make the others software worked and can be installed.</p>
Google Chrome	<p>Google Chrome</p>  <p>Google Chrome use as a search engine and software to run the system.</p>
Wix	<p>Wix Website Builder</p>  <p>Create a free website with Wix.com. Choose a stunning template and customize anything with the Wix website builder—no coding skills needed.</p>

VIP	eCommerce	Unlimited	Combo	Connect Domain
Everything & More	Small Business	Freelancers	Personal Use	Basic
RM99.12 month	RM 66.75 month	RM 50.57 month	RM 34.39 month	RM 18.21 month
Unlimited Bandwidth	Unlimited Bandwidth	Unlimited Bandwidth	2GB Bandwidth	1GB Bandwidth
20GB Storage	20GB Storage	10GB Storage	3GB Storage	500MB Storage
Connect your domain	Connect your domain	Connect your domain	Connect your domain	Connect your domain
Free Domain	Free Domain	Free Domain	Free Domain	
Remove Wix Ads	Remove Wix Ads	Remove Wix Ads	Remove Wix Ads	
Customised Favicon	Customised Favicon	Customised Favicon	Customised Favicon	
Form Builder App	Form Builder App	Form Builder App		
Site Booster App	Site Booster App	Site Booster App		
Online Store	Online Store			
10 Email Campaign				
Professional Site Review				

Figure 18 : Wix Package

3.2.7 Significant of the Project

- **Crucial Business Information**

To make website different to others, keep text to a minimum when it comes to mission statement because it should be writing things so visitor can skim that everyone have short attention spans. Depending on the business, it should have a few things on website that fall into the realm of information. For example, a wedding planner could have one of her recent brides write about her experience with the business. A web designer should include screenshots or link out to previous work. It should tailor site so that it offers the information users are likely to be looking for.

- **Contact Information**

People can't stress enough that most crucial business detail is contact information which is why it has its own section. It makes a difference because there's nothing more frustrating than being unable to get in touch with a needed business or service. When put an email address or a phone number on the site, the best way is don't upload this information as part of an image, the number or address should be able to be clicked on or copied right from the site in order to place the call or send an email conveniently and quickly.

- **A Mobile-Ready Version**

Smartphones and tablets are driving an increasing amount of web traffic. The numbers are only going to grow as mobile devices become cheaper and more mainstream. Most of the activity happens within one hour on mobile sites, meaning that people are often browsing on the web with intent. They're looking to do something, buy something or go somewhere.. So the website better be readable on handheld devices. Responsive website design enables to use fluid widths, so that website layout will adapt to the screen on which it's being browsed. Layouts are adjustable and images are scalable to make for a better web experience on myriad devices.

- **FAQ**

People have a lot of questions. As to hear concerns from customers and receive feedback via email, gather up the most frequently asked questions into a list and offer clear, concise answers. For instance, questions often revolve around materials and ingredients used, shipping information, company history, sizing and cancellation or return policies.

3.2.8 Design

- **Introduction**

Design is the next step in the Waterfall model and can only take place after the requirements of the application have been gathered accurately. The requirement specifications from first phase are studied in this phase and system design is prepared. System Design helps in specifying hardware and system requirements and also helps in defining overall system architecture. The software code to be written in the next stage is created now.

- **Flowchart**

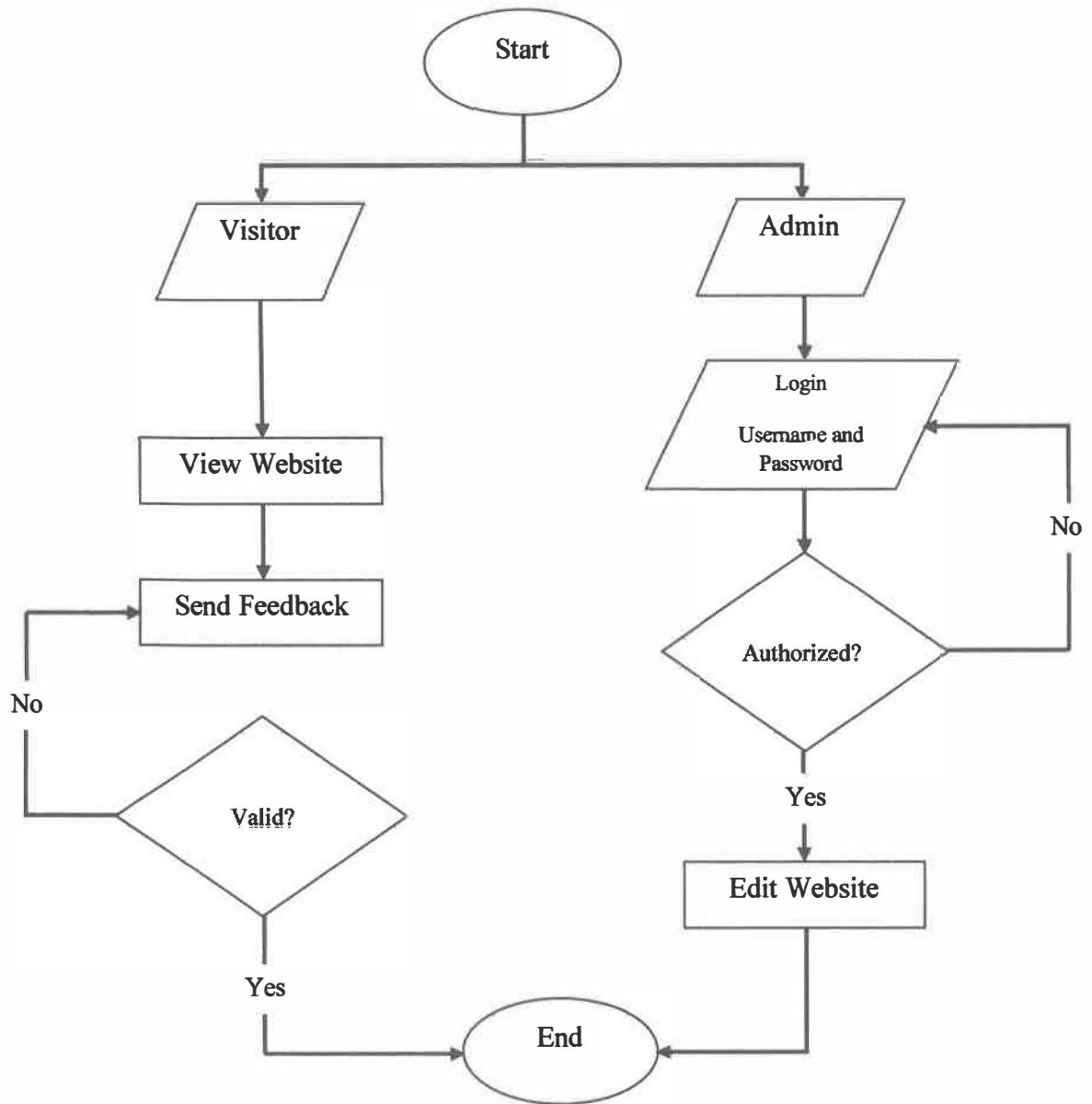


Figure 19 : Flowchart of Website

CHAPTER 4
CONCLUSION

4.1 Application of Knowledge, Skills and Experience

The trainee had applied the knowledge and skills learn from System Analysis and Design I and II subject in order to develop system and website for the client. The trainee as well had explored furthermore on PHP coding independently by referring to other sources, such as Youtube, previous project, getting help from lectures and from websites.

The experience gathered from handling events and programmes during studies in Faculty of Information Management, UiTM Kelantan also had benefited the trainee in order to communicate with the staff and to handle an event at the organization. Effective marketing campaigns require a range of skills and knowledge. To successfully market products and services, it may need to upskill the trainee or team members. Evaluating and understanding business strengths, weaknesses, opportunities and threats (SWOT analysis) will help the trainee to make informed decisions and deliver marketing effectively. Know the pros and cons of business's operating systems, financial commitments, legal obligations and workforce skills. Conducting a SWOT analysis prior to embarking on a marketing campaign can help identify training needs and make good marketing decisions along the way, including:

- developing a targeted, direct mail campaign within the capability of your database of potential customers
- appropriately spending your marketing budget
- using staff in a personal selling campaign that excel in the necessary communication skills
- adhering to privacy regulations in a telemarketing campaign

Meanwhile, the most beneficial thing the trainee took away from intern workplace that project management and stakeholder management. If we were facing any challenges it'd be about working with people to see how we'd solve them and making sure everyone was aware. The trainee definitely felt a lot more organized since come back. The trainee feel better about her time management. For her, it has been really beneficial. It's given the trainee a great insight into marketing and made her realize that she it was worth working at there. The trainee was involved with all the away days and staff dos. It feel like staff at workplace appreciate the trainee work and was treated like any other employee.

4.2 Personal Thoughts and Opinion

- **Good work atmosphere**

A great workplace will perform better and customer service will be better. What have implement in workplace that the trainee feel worth are the main focus should be to give the staff a voice and create an office that is for people, by the people. Managers creating and reinventing an office to be employee-centric will lead to more success in the long term, as it will increase revenue growth and improve customer satisfaction.

- **Staff give their full attention**

Listening is one of the top skills employers seek in potential and current employees and it is correlated with perceived ability to lead. The trainee are comfortable with manager behavior because he always listen up any trainee idea and problem occurred. The manager always try giving people undivided attention, helping other staff feel motivated and energized. It is because showing others that we care about their thoughts and opinions is more powerful than we ever know.

- **Always know what to do**

The staff in workplace know what they need to do whether it is full no meeting day, a quiet hour in the morning to get focused work done or regular checks ins with their team. Thus, they know exactly where they need to grow, the timing of promotions and raises at the company. The staff always aware with the situation which make the trainee feel welcomed because even staff before hand out work to trainee, the staff will explain what to do and don't as to make trainee understand her work scope.

4.3 Lesson Learnt

- **Don't expect a star for good work**

If people performing well in their job and putting their full effort in, their hard work will be recognized in the long run. However, what has the trainee learnt that even people have to learn that they won't receive praise for every task they complete. It doesn't mean that people not doing their work well. What most important that self-motivation is key to career success rather than relying on others pushing along.

- **Be punctual**

During five months in internship, the trainee learn how to be someone punctual because it will show that he trainee are a true professional. It is mean that this habit helps the trainee stand out as a reliable and trustworthy person. Besides, one who is dependable and can be relied on to deliver on time. Punctual person make them increase their credibility by the trainee is dedicated to the job, interested in work and keen to take on more. Punctuality is not a courtesy, it is a must on every worker at workplace.

- **Networking**

The trainee learnt to build relationships with the staff at workplace by be a honest person with the coworkers about having a social relationship and communicate that the trainee want to get know the staff better in order to work better as a team. However, being open and honest about building a relationship with the staff won't get the response. So, the trainee find a way to keep the staff in the communication loop and offer assistance, also support to work related tasks.

- **Keep in touch**

The familiar sight of 'Goodbye and Good Luck' card, a staple purchase for workers who want to send their parting colleagues off with a 'Bon Voyage'. In fact, manager gave some tips to the trainee on how to successfully maintain good relationships with the staff used to work with. Firstly, share any triumphs and life events by sending over an email or letter with new contact information or exciting news is a great way to break the ice if it is been a long time since the last got in touch. Next, when making a friends, it is fine to be easy going but with networking, it have to be more assertive and learn how to approach people, ask questions and make requests.

- **Eager to learn**

As a trainee that thirst for knowledge and want to learn everything that involve in work scope the thing that the trainee have done by show eagerness to learn. By show this behavior, it displays how serious trainee is about developing career. Thus, a trainee always show her manager that a trainee hunger for more by asking questions and having the enthusiasm to learn. Moreover, always thinking of different ways to be challenged, so that the trainee can discover new strengths and even weaknesses regarding work ethic and character.

4.4 Limitations and Recommendations

- **Not enough staff in support team**

Recommendation : In the private or public sector, office-based or not, being a manager is difficult and stressful enough during a busy day. The challenge often increases on a day when the workplace is short-staffed, end up it might not even have time to be stressed. However, there are practical tips on how to manage an understaffed workforce such as priorities by developing a plan of action to effectively prepare and organize staff for the workload becomes even more important during busy, even short-staffed days.

Moreover, must communicate openly and frequently because sometimes staff may be underperforming or feel overwhelmed by working with fewer colleagues. For the solution, great managers should continuously encourage the team to speak up when they are facing difficulties or have a problem. Thus, manager can possibly limit the work that needs to be done that day or jump in to assist with tasks.

- **Lack of security in office**

Recommendation : Security is crucial across all way of life to ensure the overall safety and goods of all individuals are comprehensively protected . Even though, security guards provide protection on the ground floor, their eyes and ears are not extensive enough to provide an over watch of the entire premises. This is where cameras within CCTV security systems play an important role. The CCTV as integrated security solutions can also be important for the work ethic and efficiency of the staff. As their safety and wellbeing can be placed under threat by an individual who carries out violence or a criminal act.

- **Lack of communication between staff**

Recommendation : The lack of communication can solve by highlight key issues and pinpoint critical areas for action. An attitudes that exist and the level of communications breakdowns, which the issues that need to be solved. Advanced statistics help the staff know where to start to have the most impact or improve a specific outcome. So, this will allows department to target the most critical areas to address will allowing staff to be more prescriptive and get better results faster.

Besides, by make smart decisions as measurement can show the numbers behind the staff efforts, document progress and help manager understand how and why to make smart decisions that will ultimately help the staff achieve business and communications outcomes.

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APPENDICES

APPENDINCES A

INDUSTRIAL TRAINING STUDENT'S CHECKLIST

Student's Name : KHAIRUL AMIRA BINTI KHAIRUDDIN
Student's Id : 2015126307
Unit / Department : CONSUMER SALES SELANGOR
Organization : TELEKOM MALAYSIA BERHAD
Semester : Mac - July 2018

NO.	DESCRIPTION	APPENDICES IN REPORT	TICK (√)	DATE
1.	Receive, read and understand the documents;			28/12/17
	1. Industrial Training Handbook			
	2. IMC690 Assessment			
	3. Definition of Special Project (IM225/245 Only)			
	4. Insurance Letter (UiTM)			
	5. Industrial Training Report Overall Contents			
	6. Cover & Title Page Guideline			
	7. Declaration Guideline			
8. Abstract Guideline				
2.	Receive, read and understand the rubrics;			
	1. Rubric – Industrial Evaluation			
	2. Rubric - Individual Presentation			
	3. Rubric - Industrial Training Report (Overall)			
4. Rubric - Industrial Training Report (Reflection Assessment)				
3.	Receive, read and understand all the forms			
4.	Report duty to organization and submit report duty form to the Industrial Training Coordinator (' Borang Report Duty ') within the first week of internship Email : nurul1217@kelantan.uitm.edu.my OR Fax : 09-9762156 – HEA (please put a note : "U.P : Puan Nurulannisa Binti Abdullah")			1-10/2/2018
5.	Understand that students are NOT ALLOWED to take any leave during internship, unless for emergency leave / MC / special case (not more than 6 days in 5 months); or else the internship status is automatically FAIL . Get the permission from Organizational Supervisor before taking any leave. **Any extra leave provided by organization is not counted under this clause. Organization may provide extra leave / benefits to students, if necessary**	YES (MC / Letter)		
6.	Understand that NO semester break during internship.			

7.	Understand that public holidays/special leaves/weekend are different between states; follow current state during internship / organization's policy. (put remark in the logbook)			
8.	Record every attendance in the form ('Borang Kedatangan Latihan Industri') or use any method provided by organization (thumbprint or punch card).	YES (Copy of attendance)		
9.	Record every task given in the logbook every day. Ask the Organizational Supervisor to sign/verify on daily OR weekly OR monthly basis.	YES (Copy of logbook entries)		
10.	Fill up Organizational Supervisor's details ('Template Maklumat Penyelia') and submit to the Industrial Training Coordinator once the supervisor has been assigned. (**You may include the topic for Special Project, if you already have it**) Email : nurul1217@kelantan.uitm.edu.my			28/2/2018
11.	Discuss with Organizational Supervisor regarding Special Project (must be ISM OR IM related tasks).			
12.	Plan and strategize all the tasks given during internship (discuss with the Organizational Supervisor regarding duration for the tasks, especially Special Project). You may use the planner ('Jadual Perancangan Latihan Industri') OR make your own custom planner using MS Office / MS Project OR use the planner provided by the organization (if any).	YES		
13.	Consult with your Faculty Supervisor regarding the tasks (especially Special Project) at least 4 TIMES, via face-to-face OR email OR phone calls OR any types of communication medium, which necessary.			
14.	Hand over the industrial evaluation form (Rubric – Industrial Evaluation) to the Organizational Supervisor (softcopy or hardcopy, any way preferable by the supervisor). The Organizational Supervisor will make an evaluation on the student's performance.			
15.	PAY your fees (semester Mac – July 2018) Refer Academic Calendar for the date.			BEFORE 27/3/2018
16.	REGISTER for IMC690 (Industrial Training) course– Refer Academic Calendar for the date.			
17.	VALIDATE for IMC690 (Industrial Training) course.– Refer Academic Calendar for the date.			26–30/3/2018 GUGUR TARAF 2/4/ 2018
18.	Update your MUET status to the HEA (to those who not yet submitted the result/status).			
19.	Have a visit from the Visiting Supervisor (from nearest campus / faculty) during internship. Prepare the evaluation form ('Borang Penilaian			

	Visiting Supervisor'). Students may discuss or seek for opinions from the Visiting Supervisor. But approval for the tasks (especially Special Project) may only be done by the Organizational Supervisor & Faculty Supervisor.			
20.	Submit the evaluation form (Rubric – Industrial Evaluation) to Industrial Training Coordinator OR Faculty Supervisor within the last week of internship			BEFORE / ON 30/6/2018
21.	Attend the presentation (viva) at the faculty *subject to change. Bring along the evaluation form (' Borang Penilaian Pelajar ') during the presentation.			8-12/7/2018
22.	Submit the Industrial Training Report (hard cover bind, dark blue)			8-12/7/2018
23.	Provide a softcopy of Industrial Training Report in a CD, sealed in an envelope nicely, and attached at the back of the report.	YES		
24.	Attach this checklist in Appendices section.	YES		
25.	Attach any other necessary documents which related to your tasks in Appendices section (i.e. : user manual, photos of activities, forms, sketches of storyboard, sample of interface, etc.).	YES		

NOTES :

1. Organizational Supervisor – supervisor assigned by the industry / organization.
2. Faculty Supervisor – supervisor (lecturer) assigned by the faculty / campus, of which students come from. (i.e.: A faculty supervisor from Kelantan campus will be assigned for students from Kelantan campus).
3. Visiting Supervisor – supervisor (lecturer / staff) assigned by the faculty / campus, from the nearest campus/state to the organization. (i.e.: A visiting supervisor from Shah Alam will be assigned for students who undergo the internship in Selangor / Kuala Lumpur).

APPENDINCES B

Copy of Attendance (MC/Letter)

1. February 2018
2. March 2018
3. MC
4. April 2018
5. Book-Off
6. May 2018
7. Consultation with Lecturer
8. June 2018
9. Raya Eid Leave



ATTENDANCE SHEET (INTERNSHIP)						
Student Name :		KHAIRUL AMIRAH Bt KHAIRUDDIN				
UC No. :		75021 - 06 - 5054				
Qualification :		Please tick (✓)		Diploma <input type="checkbox"/>		Degree <input checked="" type="checkbox"/>
LOB :						
Division :		CONSUMER SALES SELANGOR				
Duration Internship :		Start date		End date		30/01/2018
Month :		JAN <input checked="" type="radio"/> FEB <input type="radio"/> MAR <input type="radio"/> APR <input type="radio"/> MAY <input type="radio"/> JUNE <input type="radio"/> JUL <input type="radio"/> AUG <input type="radio"/> SEPT <input type="radio"/> OCT <input type="radio"/> NOV <input type="radio"/> DEC <input type="radio"/> (Please circle)				
WEEK	DAY	DATE	TIME IN	TIME OUT	REMARKS	
WEEK 1	MONDAY					
	TUESDAY					
	WEDNESDAY					
	THURSDAY	01/02/18			HAFIL WILMASH	
	FRIDAY	02/02/18	3:30 AM	5:10 PM		
	SATURDAY					
	SUNDAY					
WEEK 2	MONDAY	05/02/18	9:09 AM	5:36 PM	STAFF PURCHASER (MAMUK 9:30AM)	
	TUESDAY	06/02/18	8:25 AM	5:35 PM		
	WEDNESDAY	07/02/18	8:19 AM	5:34 PM		
	THURSDAY	08/02/18	8:15 AM	5:37 PM		
	FRIDAY	09/02/18	8:40 AM	5:40 PM		
	SATURDAY	10/02/18			EVENT @ SKI GOMBERG	
	SUNDAY					
WEEK 3	MONDAY	12/02/18	8:11 AM	5:42 PM		
	TUESDAY	13/02/18	8:22 AM	5:37 PM		
	WEDNESDAY	14/02/18	8:20 AM	5:34 PM		
	THURSDAY	15/02/18			CUTI CNY	
	FRIDAY	16/02/18			CUTI CNY	
	SATURDAY					
	SUNDAY					
WEEK 4	MONDAY	19/02/18	8:24 AM	5:38 PM		
	TUESDAY	20/02/18	8:19 AM	5:35 PM		
	WEDNESDAY	21/02/18	8:22 AM	5:25 PM		
	THURSDAY	22/02/18	8:28 AM	5:45 PM		
	FRIDAY	23/02/18	8:08 AM	1:01 PM	HALF DAY	
	SATURDAY					
	SUNDAY	25/02/18			EVENT @ PAWANG	
WEEK 5	MONDAY	26/02/18	8:23 AM	5:37 PM		
	TUESDAY	27/02/18	8:15 AM	5:33 PM		
	WEDNESDAY	28/02/18	8:21 AM	5:35 PM		
	THURSDAY					
	FRIDAY					
	SATURDAY					
	SUNDAY					
Attendance Summary						
Total working days			19			
Total absence days			-			
Total MC			-			
<small>I hereby confirmed that the above attendance report is to be true.</small>						
Student's Signature			Supervisor's Signature			
Name : KHAIRUL AMIRAH KHAIRUDDIN			Name : MOHD NAIM BIN BADRUDDIN			
Date : 13/3/18			Date : 14/03/2018			
Payment Info			Endorsed By :			
Home address : NO. 6 LFG 15, TAMAN IBS PIA, 25150 KTM PAHANG			HC Business Driver			
Bank Name : BANK ISLAM			Name :			
Bank Acc No : 060102012571			Position :			
Bank Branch : KUALA TRAWANG						

MOHD NAIM BADRUDDIN
 Pengurus
 Consumer Selangor
 Telekom Malaysia Bhd

ATTENDANCE SHEET (INTERNSHIP)					
Student Name:		KHARUL AMIRA BT KHARUDDIN			
IC No.:		150421 -06 -5654			
Qualification:		Please tick (✓)		Diploma <input type="checkbox"/> Degree <input checked="" type="checkbox"/>	
LOB:		MASS MARKET			
Division:		CONSUMER SELANGOR			
Duration Internship:		Start date		End date	
		1/3/2018		30/6/2018	
Month:		JAN / FEB / <u>MAR</u> / APR / MAY / JUNE / JUL / AUG / SEPT / OCT / NOV / DEC (Please circle)			
WEEK	DAY	DATE	TIME IN	TIME OUT	REMARKS
WEEK 1	MONDAY				
	TUESDAY				
	WEDNESDAY				
	THURSDAY	1/3/18	8.15 AM	5.34 PM	
	FRIDAY	2/3/18	8.06 AM	5.01 PM	
	SATURDAY	3/3/18			EVENT @ AMPANG POINT
	SUNDAY				
WEEK 2	MONDAY	5/3/18	8.23 AM	5.34 PM	
	TUESDAY	6/3/18	8.17 AM	5.35 PM	
	WEDNESDAY	7/3/18	8.17 AM	5.33 PM	
	THURSDAY	8/3/18			MC
	FRIDAY	9/3/18	8.31 AM	5.13 PM	
	SATURDAY				
	SUNDAY				
WEEK 3	MONDAY	12/3/18	8.15 AM	5.36 PM	
	TUESDAY	13/3/18	8.25 AM	5.34 PM	
	WEDNESDAY	14/3/18	8.53 AM	5.32 PM	
	THURSDAY	15/3/18	8.02 AM	5.34 PM	
	FRIDAY	16/3/18	8.18 AM	5.01 PM	
	SATURDAY				
	SUNDAY				
WEEK 4	MONDAY	19/3/18	8.13 AM	5.34 PM	
	TUESDAY	20/3/18	8.00 AM	5.34 PM	
	WEDNESDAY	21/3/18	8.12 AM	5.31 PM	
	THURSDAY	22/3/18	8.15 AM	5.35 PM	
	FRIDAY	23/3/18	8.22 AM	5.05 PM	
	SATURDAY				
	SUNDAY				
WEEK 5	MONDAY	26/3/18	8.23 AM	5.32 PM	
	TUESDAY	27/3/18	8.32 AM	5.33 PM	
	WEDNESDAY	28/3/18	8.25 AM	5.35 PM	
	THURSDAY	29/3/18	8.15 AM	5.32 PM	
	FRIDAY	30/3/18	8.23 AM	1.02 PM	HOLIDAYS
	SATURDAY				
	SUNDAY				
Attendance Summary					
Total working days		22			
Total absence days		1			
Total MC		1			
<small>I hereby confirmed that the above attendance report is to be true.</small>					
Student's Signature			Supervisor's Signature		
Name: KHARUL AMIRA KHARUDDIN			Name: MOHD NAM BADRUDDIN		
Date: 4/4/18			Date: 4/4/2018		
			Rengurus Consumer Selangor Telekom Malaysia Bhd		
Payment Info			Endorsed By :		
Home address: NO. 11, LRG 15, TAMAN TMS, BIA 25150 FTN PHG			HC Business Driver		
Bank Name: BANK ISLAM			Name :		
Bank Acc No: 0001102112571			Position :		
Bank Branch: KUALA LUMPUR					

KLINIK FAMILI

DR. WAN KAMARIAH SDN. BHD. (Co.No. 453325-M)

No.19G Jalan Setiawangsa 9, Taman Setiawangsa, 54200 Kuala Lumpur
Tel: 03-4256 0462 / 4256 8849 Fax: 03-4257 9849 / 4251 7655
No 566 (Ground) Jln Samudra Utara 1, Tmn Samudra Batu Caves, 68100 K. L.
Tel: 03-6185 2706 Fax: 03-6186 6306
No.13 Jalan 8/1 Seksyen 8, 43650 Bandar Baru Bangi.
Tel: 03-8920 2844 Fax: 03-8925 6944

SIJIL CUTI SAKIT N° 141063

Saya dengan ini telah memeriksa KHAIRUL AMIRA BINTI KHAIRUDDIN

K/P No. 950421065654 dari Jabatan/Kementerian YANG BERTREKANN dan mendapati beliau tidak sihat untuk menjalankan tugas dengan sempurna dari 8/3/10 hingga

Terima DR SHAHIDAH BT JIKAN @ MARJIKAN
No. Pendaftaran Penuh MPM: 63851
KLINIK FAMILI DR WAN KAMARIAH SDN BHD
(CO NO: 453325-M)
No. 566 (GR) Jalan Samudra Utara 1.
Taman Samudra, Batu Caves
68100 Selangor
TEL: 03-61852706 / FAX: 03-61856306

Tarikh 8/3/10

Handwritten signature

MOHD NAMI BADRUDDIN
Pengurus
Consumer Selangor
Telekom Malaysia Bhd

ATTENDANCE SHEET (INTERNSHIP)					
Student Name :		KHAIROL AMIRA B. KHAIRUDDIN			
IC No. :		950421-06-5654			
Qualification :		Please tick (✓)		Diploma	<input type="checkbox"/>
LOB :		MASS MARKET			
Division :		CONSUMER SALES SELANGOR			
Duration Internship :		Start date	12/05/2018	End date	30/06/2018
Month :		JAN / FEB / MAR / APR / MAY / JUNE / JUL / AUG / SEPT / OCT / NOV / DEC (Please circle)			
WEEK	DAY	DATE	TIME IN	TIME OUT	REMARKS
WEEK 1	MONDAY	02/04/18	8:25 AM	5:32 PM	
	TUESDAY	03/04/18	8:25 AM	5:31 PM	
	WEDNESDAY	04/04/18	8:25 AM	5:31 PM	
	THURSDAY	05/04/18	8:21 AM	5:32 PM	
	FRIDAY	06/04/18	8:23 AM	5:15 PM	
	SATURDAY				
	SUNDAY				
WEEK 2	MONDAY	09/04/18	8:23 AM	5:30 PM	
	TUESDAY	10/04/18	8:06 AM	5:33 PM	
	WEDNESDAY	11/04/18			CND
	THURSDAY	12/04/18	8:28 AM	5:33 PM	
	FRIDAY	13/04/18	8:25 AM	5:00 PM	
	SATURDAY				
	SUNDAY	15/04/18			EVENT @ TM POINT RAWANG
WEEK 3	MONDAY	16/04/18	8:25 AM	5:31 PM	
	TUESDAY	17/04/18	8:16 AM	5:31 PM	
	WEDNESDAY	18/04/18	8:18 AM	5:31 PM	
	THURSDAY	19/04/18	8:21 AM	5:32 PM	
	FRIDAY	20/04/18		5:01 PM	
	SATURDAY				
	SUNDAY				
WEEK 4	MONDAY	23/04/18	8:16 AM	5:31 PM	
	TUESDAY	24/04/18	8:28 AM	5:31 PM	
	WEDNESDAY	25/04/18	8:22 AM	5:31 PM	
	THURSDAY	26/04/18	8:21 AM	5:31 PM	
	FRIDAY	27/04/18	8:10 AM	1:14 PM	HALF DAY
	SATURDAY				
	SUNDAY				
WEEK 5	MONDAY	30/04/18			BACK OFF (EVENT @ IMPRINT RAWANG)
	TUESDAY				
	WEDNESDAY				
	THURSDAY				
	FRIDAY				
	SATURDAY				
	SUNDAY				
Attendance Summary					
Total working days		21			
Total absence days		2			
Total MC		-			
I hereby confirmed that the above attendance report is to be true.					
Student's Signature		Superior's Signature			
<i>Khairul</i>		<i>Mohd Nam</i>			
Name : KHAIROL AMIRA KHAIRUDDIN		Name : MOHD NAMI BADRUDDIN			
Date : 02/05/2018		Date : 02/05/18			
		Pengurus			
		Consumer Selangor			
		Telekom Malaysia Bhd			
Payment Info		Endorsed By :			
Home address : NO. 11, LRG 15, TAMAN TBS, RIA, 15150 KTN PAHANG		HC Business Driver			
Bank Name : BANK ISLAM		Name :			
Bank Acc No : 06019021112571		Position :			
Bank Branch : FUSANTAN					

BORANG CUTI PELAJAR PRAKTIKAL DI TELEKOM MALAYSIA BERHAD

NO PELAJAR : 2015126307 NO K/P : 950421 - 06 - 5654

NAMA PELAJAR : KHAIRUL AMIRA BT KHAIRUDDIN

IPTA/IPTS : UITM MACHANG

KURSUS : PENGURUSAN SISTEM MAKLUMAT

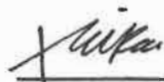
NAMA PENYELIA : EN. MOHD NAWA B. BADRUDDIN

NAMA UNIT/BHG : CONSUMER SALES SELANGOR

Tarikh cuti yg di mohon : 30 APRIL 2018 Jumlah : 1 hari

Nyatakan sebab-sebab bercuti : BOOK-OFF (EVENT @ TM POINT RAWANG
115/04/2018)

Saya akui bahawa maklumat yg di beri
 adalah benar.



Nama Pelajar: KHAIRUL AMIRA

Tarikh: 14 / 4 / 2018

Diluluskan oleh penyelia/ketua bhg:



Nama Penyelia: SITI NURBAYAH ISMAIL
 Penolong Pengurus
 Consumer Selangor
 Telekom Malaysia Bhd

Tarikh: 14 / 4 / 18

*Sila lengkapkan borang ini dan kembalikan kepada bahagian masing-masing.

ATTENDANCE SHEET (INTERNSHIP)						
Student Name :		KHAIRUL AMIRA BT KHAIRUDDIN				
I/C No. :		950421 - 06 - 5654				
Qualification :		Please tick (✓)		Diploma	<input type="checkbox"/> Degree	
LOB :		MASS MARKET				
Division :		CONSUMER SALES SELANGOR				
Duration Internship :		Start date	2 / 5 / 2018	End date	30 / 5 / 2018	
Month :		JAN / FEB / MAR / APR / MAY / JUNE / JUL / AUG / SEPT / OCT / NOV / DEC (Please circle)				
WEEK	DAY	DATE	TIME IN	TIME OUT	REMARKS	
WEEK 1	MONDAY					
	TUESDAY	01 / 5 / 2018			LABOR DAY	
	WEDNESDAY	02 / 5 / 2018	8:22 AM	5:31 PM		
	THURSDAY	03 / 5 / 2018	8:21 AM	5:31 PM		
	FRIDAY	04 / 5 / 2018	8:25 AM	5:02 PM		
	SATURDAY					
WEEK 2	MONDAY	07 / 5 / 2018	8:28 AM	5:31 PM		
	TUESDAY	08 / 5 / 2018	8:22 AM	5:30 PM		
	WEDNESDAY	09 / 5 / 2018			ELECTION DAY	
	THURSDAY	10 / 5 / 2018			CUTI	
	FRIDAY	11 / 5 / 2018			CUTI	
	SATURDAY					
WEEK 3	MONDAY	14 / 5 / 2018	8:21 AM	5:30 PM		
	TUESDAY	15 / 5 / 2018	8:25 AM	5:31 PM		
	WEDNESDAY	16 / 5 / 2018	8:25 AM	5:31 PM		
	THURSDAY	17 / 5 / 2018	7:57 AM	4:00 PM		
	FRIDAY	18 / 5 / 2018	7:44 AM	4:05 PM		
	SATURDAY					
WEEK 4	MONDAY	21 / 5 / 2018			CUTI 3 CONSULTATION	
	TUESDAY	22 / 5 / 2018			CUTI 3 WITH LECTURER	
	WEDNESDAY	23 / 5 / 2018	7:51 AM	4:00 PM		
	THURSDAY	24 / 5 / 2018	7:59 AM	4:01 PM		
	FRIDAY	26 / 5 / 2018	7:55 AM	1:00 PM	HALF DAY	
	SATURDAY					
WEEK 5	MONDAY	28 / 5 / 2018	7:57 AM	4:00 PM		
	TUESDAY	29 / 5 / 2018			WESAK DAY	
	WEDNESDAY	30 / 5 / 2018	7:56 AM	4:00 PM		
	THURSDAY	31 / 5 / 2018	8:09 AM	4:00 PM		
	FRIDAY					
	SATURDAY					
Attendance Summary						
Total working days		16				
Total absence days		2				
Total MC		-				
I hereby confirmed that the above attendance report is to be true.						
Student's Signature <i>[Signature]</i> Name: KHAIRUL AMIRA KHAIRUDDIN Date: 8/6/18			Supervisor's Signature <i>[Signature]</i> Name: MOHD NAM BADRUDDIN Pengurus Consumer Selangor Telekom Malaysia Bhd Date: 08/6/18			
Payment Info Home address : Bank Name : Bank Acc No : Bank Branch :			Endorsed By : HC Business Driver Name : Position :			

BORANG CUTI PELAJAR PRAKTIKAL DI TELEKOM MALAYSIA BERHAD

NO PELAJAR : 2015190307 NO K/P : 9504.21 - 06 - 5054

NAMA PELAJAR : KHAIRUL AMIRA BT KHAIRUDDIN

IPTA/IPTS : WITM MACHANG, KELANTAN

KURSUS : PENGURUSAN SISTEM MAKLUMAT

NAMA PENYELIA : EN. MAND NAIM B. BADRUDDIN

NAMA UNIT/BHG : CONSUMER SALES SELANGOR


Tarikh cuti yg di mohon : 21 / 5 / 18 - 22 / 5 / 18 Jumlah : 2 hari

Nyatakan sebab-sebab bercuti : CONSULTATION WITH LECTURER

Saya akui bahawa maklumat yg di beri
adalah benar.



Diluluskan oleh penyelia/ketua bhg:



Nama Pelajar: KHAIRUL AMIRA

Tarikh: 16/5/2018

Nama Penyelia:

Tarikh: 16/5/2018

SITI NURBAYAH ISMAIL
Penolong Pengurus
Consumer Selangor
Telekom Malaysia

*Sila lengkapkan borang ini dan kembalikan kepada bahagian masing-masing.

ATTENDANCE SHEET (INTERNSHIP)					
Student Name :		KHAIRUL AMIRA BINTI KHAIRUDDIN			
IC No. :		950421 - 06 - 5654			
Qualification :		Please tick (v) <input type="checkbox"/> Diploma <input checked="" type="checkbox"/> Degree			
LOB :		MASS MARKET			
Division :		CONSUMER SALE SELANGOR			
Duration Internship :		Start date	1/6/2018	End date	30/6/2018
Month :		JAN / FEB / MAR / APR / MAY / JUNE / JUL / AUG / SEPT / OCT / NOV / DEC (Please circle)			
WEEK	DAY	DATE	TIME IN	TIME OUT	REMARKS
WEEK 1	MONDAY				
	TUESDAY				
	WEDNESDAY				
	THURSDAY				
	FRIDAY	1/06/18	7:59 AM	9:00 PM	
	SATURDAY				
	SUNDAY				
WEEK 2	MONDAY	4/06/18	8:24 AM	4:00 PM	
	TUESDAY	5/06/18	8:20 AM	4:00 PM	
	WEDNESDAY	6/06/18	8:07 AM	4:00 PM	
	THURSDAY	7/06/18	8:00 AM	3:59 PM	
	FRIDAY	8/06/18	7:58 AM	9:00 PM	
	SATURDAY				
	SUNDAY				
WEEK 3	MONDAY	11/06/18	7:53 AM	4:00 PM	
	TUESDAY	12/06/18	8:00 AM	3:55 PM	
	WEDNESDAY	13/06/18	7:52 AM	2:00 PM	HALF DAY
	THURSDAY	14/06/18			CUTI RAYA
	FRIDAY	15/06/18			CUTI RAYA
	SATURDAY				
	SUNDAY				
WEEK 4	MONDAY	18/06/18			CUTI RAYA
	TUESDAY	19/06/18			CUTI RAYA
	WEDNESDAY	20/06/18	8:21 AM	5:30 PM	
	THURSDAY	21/06/18	8:22 AM	5:30 PM	
	FRIDAY	22/06/18	8:25 AM	5:12 PM	
	SATURDAY				
	SUNDAY				
WEEK 5	MONDAY	25/06/18	8:38 AM	5:30 PM	
	TUESDAY	26/06/18	8:22 AM	5:31 PM	
	WEDNESDAY	27/06/18	8:26 AM	5:30 PM	
	THURSDAY	28/06/18	8:30 AM	5:31 PM	
	FRIDAY	29/06/18	8:30 AM	1:00 PM	HALF DAY
	SATURDAY				
	SUNDAY				
Attendance Summary					
Total working days		17			
Total absence days		2			
Total MC		-			
<small>I hereby confirmed that the above attendance report is to be true.</small>					
Student's Signature			Supervisor's Signature		
Name: KHAIRUL AMIRA KHAIRUDDIN			Name: MOHD NAIM BADRUDDIN		
Date: 1/7/2018			Date: 1/7/2018		
Payment Info Home address: NO 8 LAG 15 TAMAN TIRA RIA 25150 KTM PATAHANG Bank Name: BANK ISLAM Bank Acc No: 06019021112571 Bank Branch: KUANTAN			Endorsed By: HC Business Driver Name: MOHD NAIM BADRUDDIN Position: Business Head TM Selangor Timur 1 Telekom Malaysia Berhad		

BORANG CUTI PELAJAR PRAKTIKAL DI TELEKOM MALAYSIA BERHAD

NO PELAJAR : 2015126307 NO K/P : 950421-06-5654
 NAMA PELAJAR : KHAIRUL AMIRA BT KHAIRUDDIN
 IPTA/IPTS : UITM MACHANG, KELANTAN
 KURSUS : PENGURUSAN SISTEM MAKLUMAT
 NAMA PENYELIA : EN. MOHD NAIM B. BADRUDDIN
 NAMA UNIT/BHG : CONSUMER SALES SELANGOR.
 Tarikh cuti yg di mohon : 18/6/18 - 19/6/18 Jumlah : 2 hari

Nyatakan sebab-sebab bercuti : CUTI RAKAH.

Saya akui bahawa maklumat yg di beri adalah benar.

[Signature]

Diluluskan oleh penyelia/ketua bhg:

[Signature]

Nama Pelajar: KHAIRUL AMIRA KHAIRUDDIN

Tarikh: 8/6/18

Nama Penyelia:

Tarikh: 08/06/18
 MOHD NAIM BADRUDDIN
 Pengurus
 Consumer Selangor
 Telekom Malaysia Bhd

*Sila lengkapkan borang ini dan kembalikan kepada bahagian masing-masing.

APPENDICES C

Photos of Activities



Figure 20 : Consumer Sales Selangor Office



Figure 21 : Unifi Big Bang @ Sri Gombak



Figure 22 : Unifi Big Bang @ Sri Gombak



Figure 23 : TMOW Event



Figure 24 : Event @ Rawang



Figure 25 : Live Chat TM Point Setapak



Figure 26 : Packing goodies for R&R Gempur Raya Event

APPENDICES D

Storyboard of website

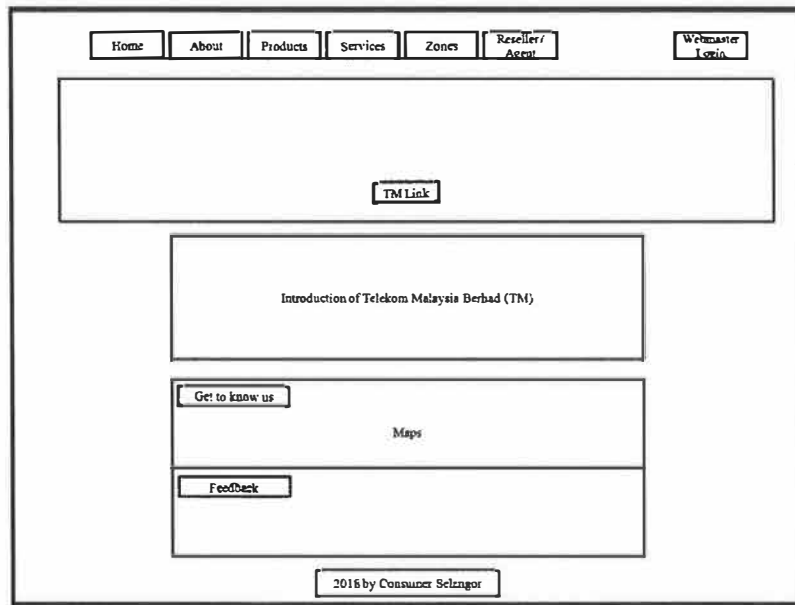


Figure 27 : Main Page (Home)

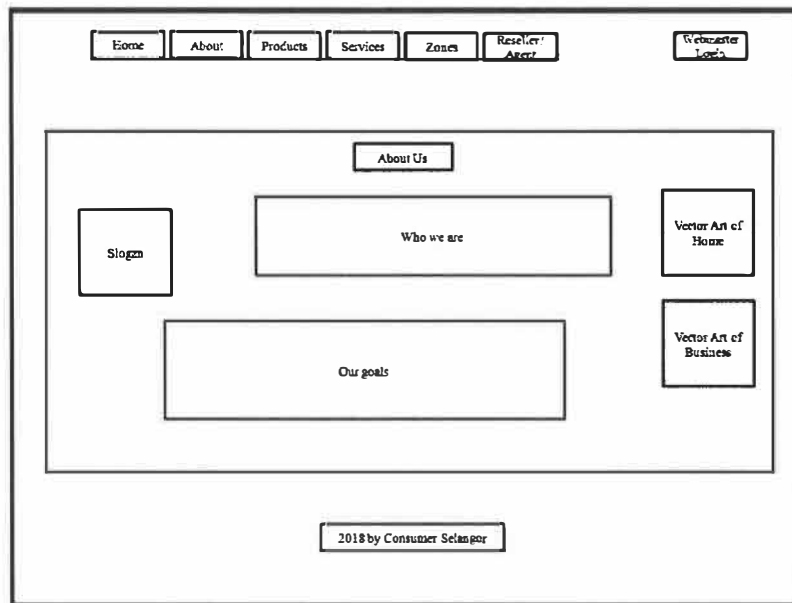


Figure 28 : About Page

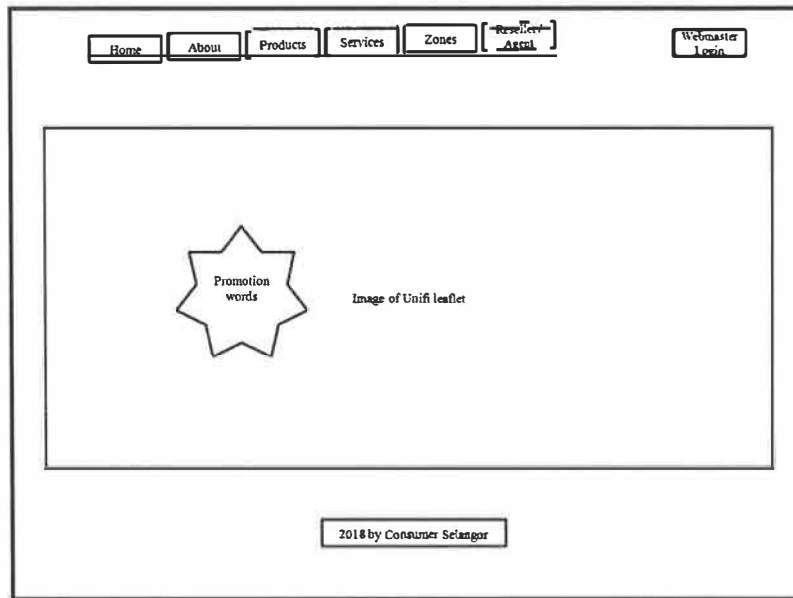


Figure 29 : Products Page

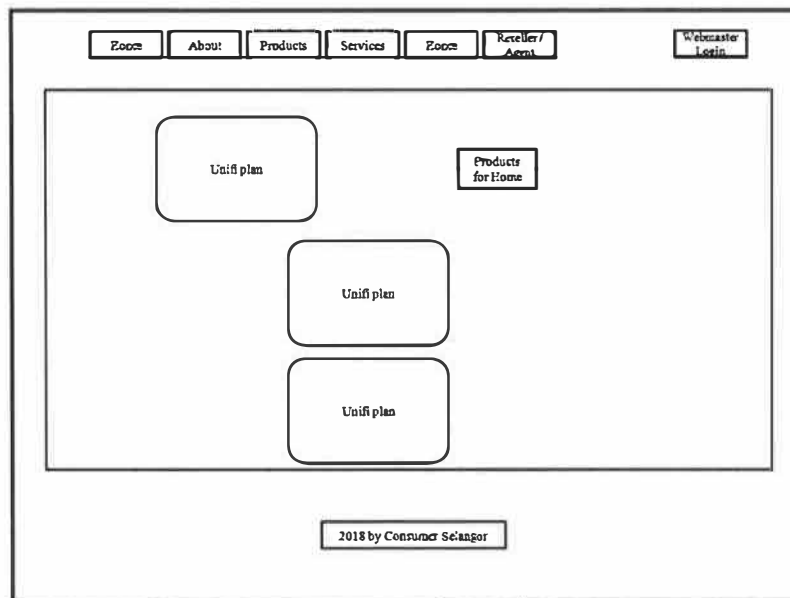


Figure 30 : Products Page (Home)

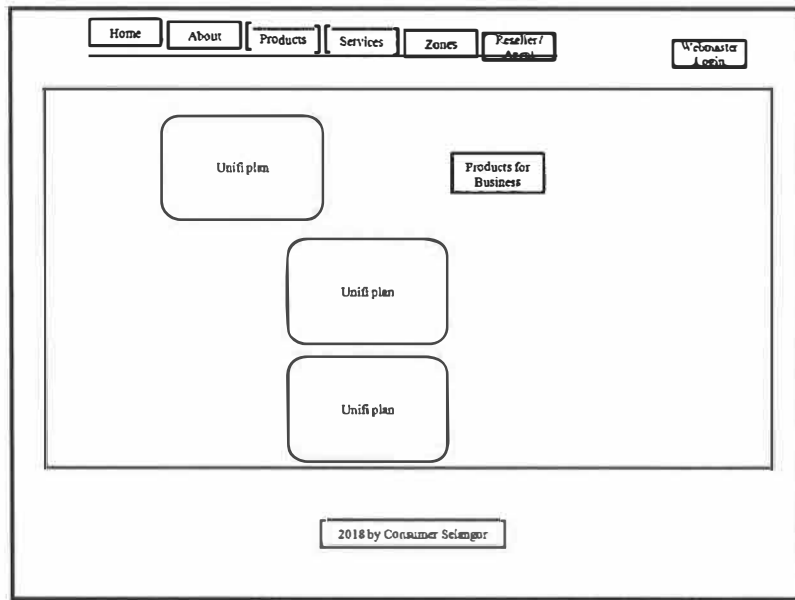


Figure 31 : Products Page (Business)

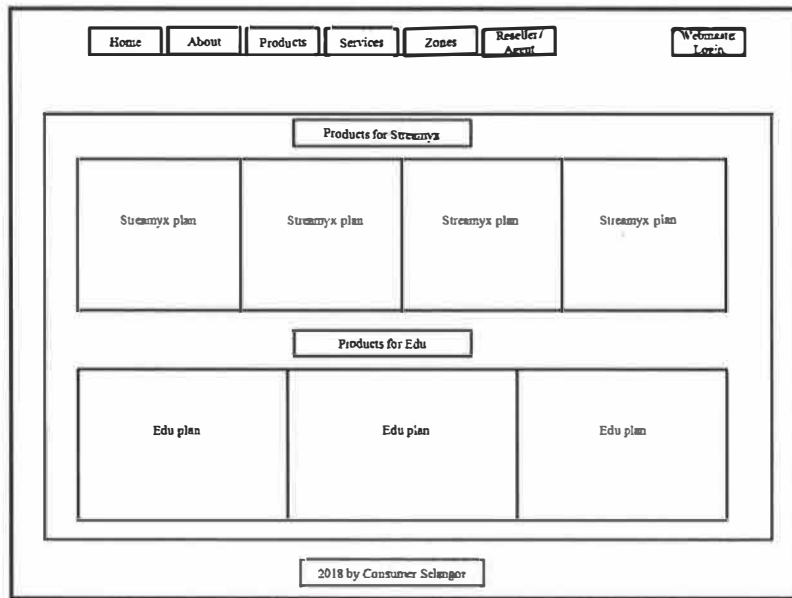


Figure 32 : Products Page (Streamyx & Edu)

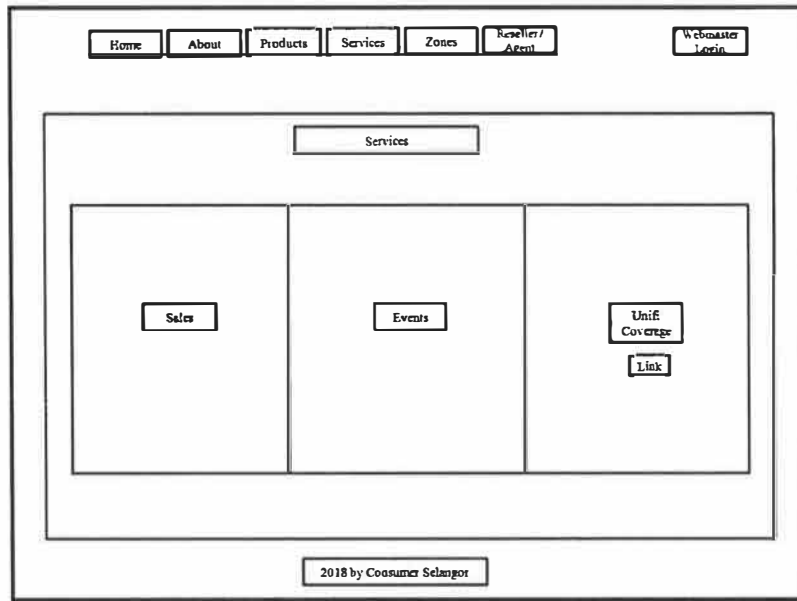


Figure 33 : Services Page

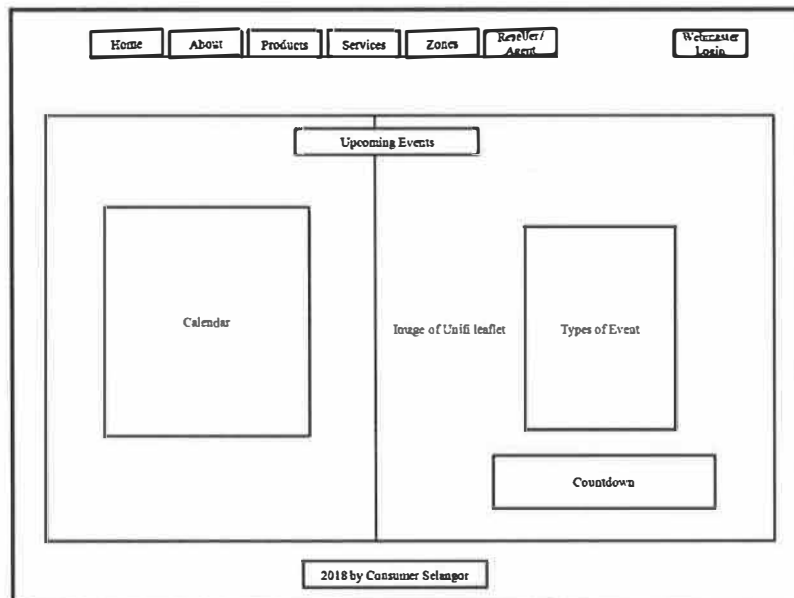


Figure 34 : Services Page (Upcoming Events)

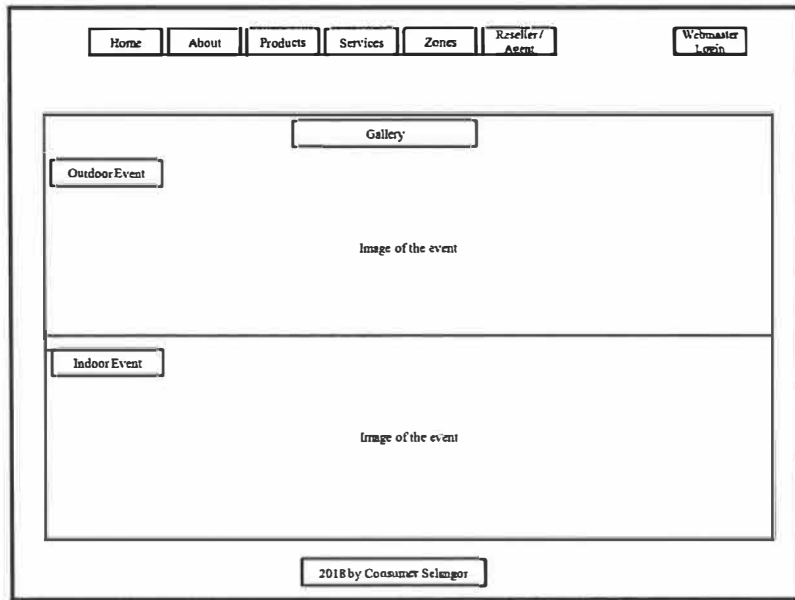


Figure 35 : Services Page (Gallery)

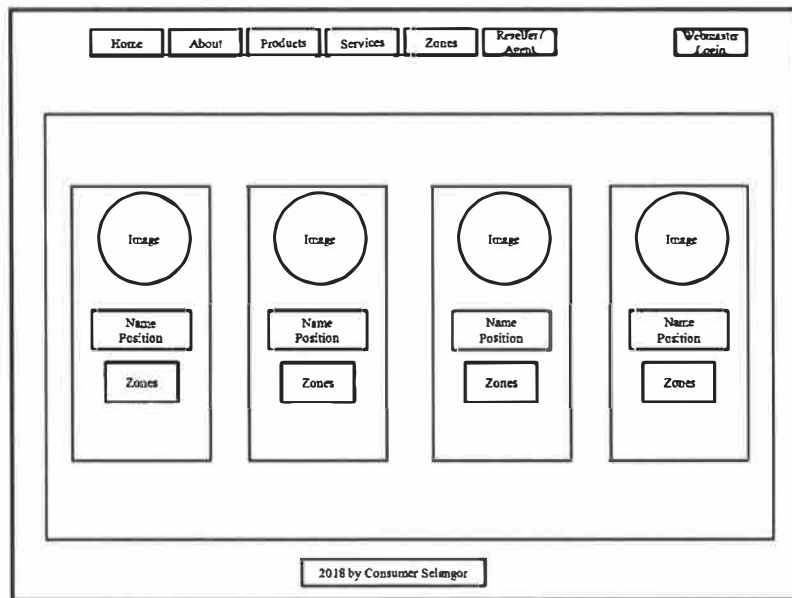


Figure 36 : Zones Page

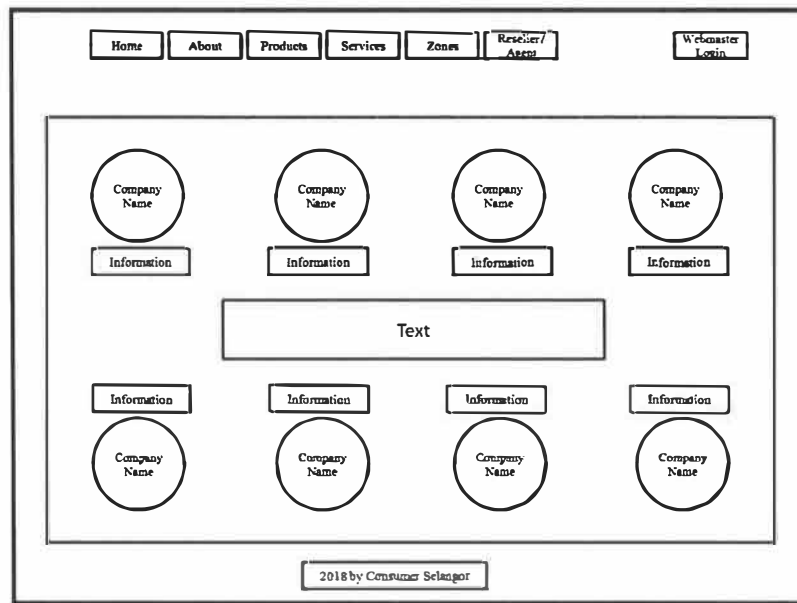


Figure 37 : Reseller/Agent Page

APPENDICES E

Interface of website (<https://amyrahaira23.wixsite.com/website>)

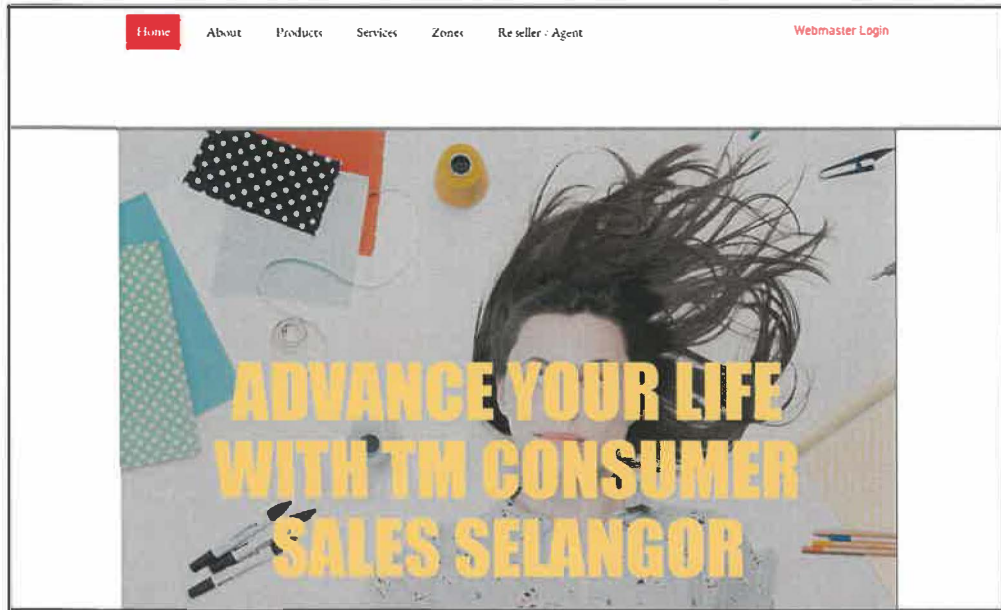


Figure 38 : Home Interface

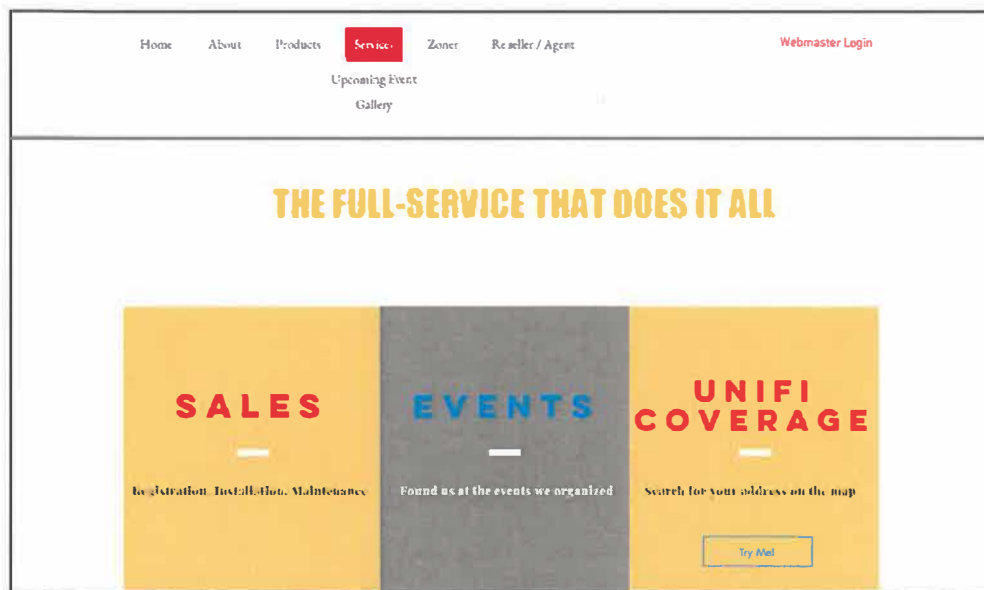


Figure 39 : Service Interface

APPENDICES F

Copy of log book

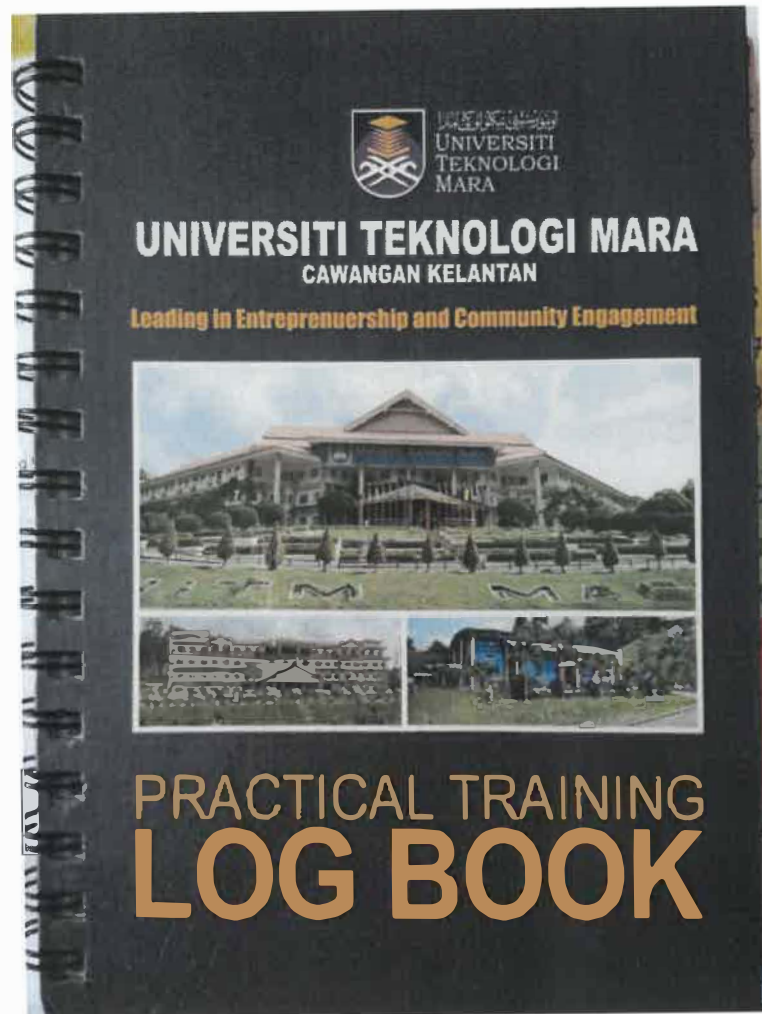


Figure 40 : Practical Training Log book

INSTRUCTIONS

- 1) This book is issued to you to record your assignments and activities during industrial training.
- 2) All entries must be regularly recorded by trainee and initialed by the Supervisor.
- 3) All entries are made in ink, except sketches.
- 4) The book must be handed to your Industrial Training Coordinator upon completion of attachment.

PERSONAL DETAIL

1. Name : KHAIRUL AMIRAH BT KHAIRUDDIN
2. Student ID : 2015126307
3. Programme : Information System Management
4. Semester : 7
5. Home Address : NO 11 LORONG 15,
TAMAN IAS RIA,
25150 KUANTAN, PAHANG
6. Tel No (HP) : 012 - 9216431
7. Email : khairulamira157@yahoo.com

ORGANISATION INFORMATION

1. Full Name & Address : TM Consumer Selangor, Tg/11
Kompleks TM Titwang 59
2. Department : TM Consumer
3. Supervisor : Mohd Naim Bin Badrudin
4. Position : Manager
5. Tel : 03 4021 5151 HP : 017 225 0004
6. Email : naim badrudin@tm.com.my

FOR OFFICE ONLY

Remarks :

DATE: 12 February 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
<p>8:30 AM - 9:30 AM</p> <ul style="list-style-type: none">- Ice breaking with Pn Haslina Azlan (Manager of Sales)- Briefing about TM products & solutions, know more what is 'UNIFI' stand for & other functions- Consumer Selangor Department scope of job and cover area Selangor- Dress code, working hours & TM set up environment	
<p>7:30 AM - 11:30 AM</p> <ul style="list-style-type: none">- Helping Pn Haslina packing chocolate for upcoming Chinese New Year season	
<p>11:30 AM - 12:30 PM</p> <p>REST / LUNCH HOUR</p>	
<p>1 PM - 3:00 PM</p> <ul style="list-style-type: none">- Continue packing chocolate (2 box)	

DATE: 06/02/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
2:30 PM.	
- Start explore to use Granite Production for inventory.	
- To see if they any available (dp) distribution point and per	
- This system to know whether customers available to be install UNIFI at their home.	
- And to ease reseller to know which housing area still not use product & solution from TM.	
4:30 PM	
- Get to know some of the agent who come to TM to make sales by call the customer.	
- Continue to learn how to use Granite Production.	
11:30 PM	
'punch out' and back home.	

DATE: 07/02/2018

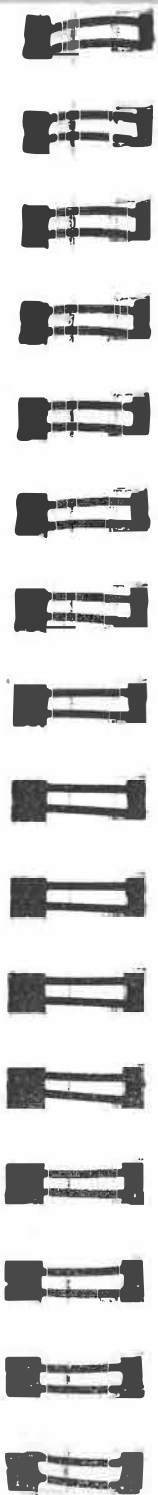
EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
9:30 AM.	
- Continue using Granite Production to assist pn Liza to find information of port available over 1000 need to be check	
- Rest for awhile talking to one of the agent that come today.	
12:30 PM.	
LUNCH HOUR	
2:00 PM.	
- Writing log book for awhile	
- Complete the form "report duty" to hand over to organization & supervisor internship.	
3:00 PM	
- Join other staff who in charge in Gombak area meeting for Saturday's event of Seri Gombak.	
<ul style="list-style-type: none"> > flow of the program to make sure everything are organize well. > everyone in TM staff plays important roles > learn to use Sweep Crusus to collect data of the customer 	

DATE: 10/01/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
7.00 AM	
<ul style="list-style-type: none"> Everyone (staff, reseller agent, staff from HQ) gather at main hub for registration and breakfast. Pass lanyard / tag to agents who participate. 	
1.50 AM	
<ul style="list-style-type: none"> Opening event launch by Everyone start by walks around residential area for few metres and back to main hub. 	
30 AM	
<ul style="list-style-type: none"> People start to go out for main event activity which is door-to-door approach. 	
1.00 PM	
<ul style="list-style-type: none"> Helping En. Amon check staff & agent doing their work Area taman sri gambat from Fasa 1 until Fasa 7 	

DATE: 10/02/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1.00 PM	
<ul style="list-style-type: none"> Go back to main hub & prepare food & drink for staff & agent Helping En. Amon again to distribute foods 	
3.30 PM	



DATE: 12/10/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Meeting with my supervisor En. Naim to check log books & study about TM structure.	
<p>TM → TM One</p> <p>the enterprise & public sector business solutions arm of TM Group is positioned as the only enabler for businesses to realise their full potential of their digital opportunities</p>	
<p>TM Global</p> <p>the global & wholesale arm of TM Berhad focusing on domestic & international wholesale business, offering a comprehensive suite of cutting-edge communication services & solutions in connectivity & beyond</p>	
Analysis study	
Initiation	
Implementation	

DATE: 12/12/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
<p>Kecap event Sri Gombak.</p> <p>Demographic → Right product, Right place, Right price</p>	
Door to door approaches marketing	
Assign task to do Sweep Census by En. Naim	
Sweep Census System (A specialized system only for TM staff)	
Key in data (door to door approaches using manual form) & info the system (Information from Sweep the Street event)	
<ol style="list-style-type: none"> 1. User ID & Password staff. 2. Select road that need to be assign. 3. Choose house unit 4. Key in data that taken from manual form 5. Done. 	



DATE: 13/02/2018

EXTRACT NATURE OF WORK DONE

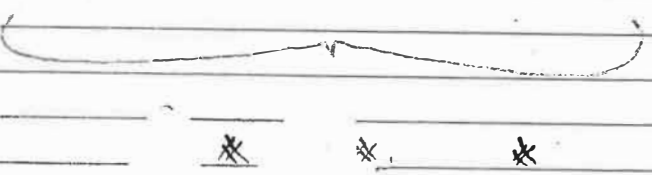
SUPERVISOR REMARKS

data entry: 1. owner / rent
 2. cust ade cc lak
 3. terminal / no. } UNIT
 4. reason why }

road est 20 11 house unit

Done 10 11 road.

sweepcensus.com



DATE: 13/02/2018

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

findings for final year project
 II / IM related.

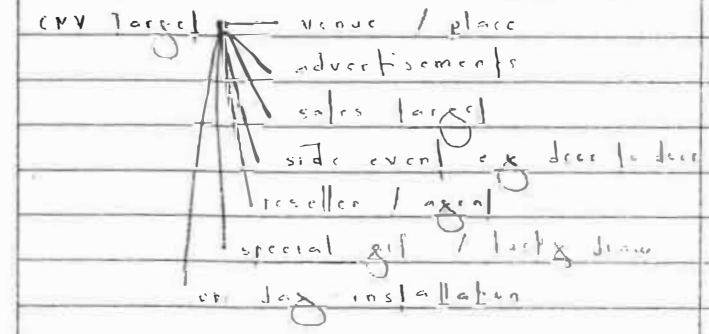
- 1. User manual
- 2. Event mgmt system

Googling the benefit advantage
 or something that can give impact.

Continue key in data into Sweep
 Census System

Asking opinion about ERP to one
 of the staff, Naim Jr.

Explain about how to organize event
 Example.



EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
explain more	
Loncs setapak / gombak / melawat / wangsa maju	
m Granite. which place using UNIFI	
cabinet (V) VDSL - very fast	
digitization subscriber. line High fibre	
cabinet (779 New condo	
anded House	
fibre to the home	
from TM Granite to Data Excel	
know port availability	
Photos from past events	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Briefing : En. Naim explain about what TM consumer do	
what is	
PENETRATION (total residence / in services)	
UTILIZATION (port / in services)	
30% low	
30% - 50% medium	
Discuss about special project. En. Naim give idea to make a system	
<ul style="list-style-type: none"> > small part of Sweep Census > Upgrade in electronic form 	
(more convenience & friendly use)	
Key in data (7-man Arrangish) info Sweep Census System	
Data from agent who did door to door approaches	

DATE: 19/02/2018

'EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Daily report for IBC Rawang	
1. Bu a table in Microsoft Excel	
2 Key in data from Unif dashboard	
Steps to use	
1. Type Exchange	
2 Organization PG (based on places)	
3. Default view : Trend.	
4. Drilldown : Transaction	
5. Range Daily	
6 Date 20-02-2018 (ran choose)	
7 Segment : Consumer	
8. View	
Result :	
1. Activation vs Order Closed (Num of target & Actual)	
2 Order Closed (MTD)	
* * *	

DATE: 20/2/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Continue update daily report for IBC Rawang.	
* * *	
Report for Internship.	
- start do report for internship in ms word	
- get input to complete an introduction by the book that given from En Waim	

21/12/2018

DATE: 21 / 12 / 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Wednesday.	
Discuss with En. Naim	
- En Naim explains how consumer sales department operates.	
- Many types of system in TM such as:	
> TM Nova	
> TM Granite	
> TM Unifi Search	
> TM Online Map	
> TM Sweep Censys	
> TM Unifi Dashboard	
> TM Event Management System	
Thus, he also told about disadvantages of some system	
Sweep Censys.	
* * *	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Daily Report for IBC Gombak & Rawang.	
* * *	
Continue do Sweep Censys	
* * *	

DATE: 22/02/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Thursday	
Assist staff of TM point Setapak.	
-Kak Helmyan give task to get information of order number / reference number of customers to redeem free *unifsimcard. * Unif SimCard.	
Download mobile unit app register to keep existing number receive a new SIM card Switch your simcard	
Help customer to write order / reference number and attach I/C customers before go to OCP counter to scan an I/C.	
Daily Report for IBC Gumbak & Rawang	
* * *	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Sweep Census	
* * *	
Jalan Rawang Perdana 10	
Assist Maimun to do list for sweep census Tawar. 1. click	
- to know information about customer who already use UNIF	
- TM Granite 1. check do click per list 2. click get address / order details 3. confirmation house unif 4. copy order number	
- NOVA system 1. order number paste at order 2. copy name customer 3. paste in Microsoft Excel list	

DATE: 10/13/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Friday	
Daily Report for IBC Gombak & Rawang	
* * *	
Sweep Census	
* * *	
22 s/rcc	

MCHD NAIM BADRUDDIN
 Business Head
 TM Selangor Timur 1
 Telekom Malaysia Bernad

DATE: 10/13/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Monday	
Daily Report for IBC Gombak & Rawang	
* * *	
Sweep Census	
* * *	
22 s/rcc	

DATE: 26/3/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Monday	
Daily Report for ZBC Gombak & Rawang	
* * *	
Sweep Census	
* * *	
20 sicc 2 desa mas + desa mufara + garing permai.	

DATE: 27/3/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Tuesday	
Daily Report for ZBC Gombak & Rawang	
* * *	
Sweep Census	
* * *	
15 sicc 2 garing utama	

DATE: 27/3/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Wednesday	
Daily Report for ZBC Gombak & Rawang	
* * *	
Sweep Census	
* * *	
11 street > Garing Utama	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Thursday	
Daily Report for ZBC Gombak & Rawang	
* * *	
Sweep Census	
* * *	
35 street > Taman Mawar + Taman Relangi + Singgiran Relangi	
Pack goodies for event Rawang.	
- Help Pak Sit pack some goodies such as lamp, bag & book for those	

DATE: 03 APRIL 2018.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Tuesday	
Daily Report for ZBC Gombak & Rawang	
* * *	
Sweep Census	
* * *	
25 street - taman sofa rawang + laman tun perak + laman lun feja + taman waterfall	

DATE: 04 APRIL 2018.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Wednesday	
Daily Report for ZBC Gombak & Rawang.	
* * *	
Fire drill (a practice of the emergency procedures to be used in case of fire)	
- the building's existing fire alarm system is activated & the building is evacuated.	
- the evacuation is timed to ensure that it is fast enough (3 min)	
- responsible person making sure everyone is present & accounted for & checking for any issues which may arise.	
- Able to learn using fire hose reels.	
1. ensure that you have a clear access between you & the nearest exit door	
2. Turn on the stop valve	
3. Run out the length of hose as required	
4. Turn on the water at the nozzle & direct the stream at the base of the fire.	

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

Update & create event using EMS (Event Management System)

0 0 0

DATE: 06 APRIL 2018

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

Thursday

Sweep Census

* * *

24 street



DATE: 09 APRIL 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Sweep Census	
* * *	
6 street - rawang garden + puteri beighls + primaville rawang + holu emerald	

DATE: 10 APRIL 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Tuesday	
Daily Report for IBC Rawang	
* * *	
Sweep Census	
* * *	
40 street - rawang mutara business + Rawang perdana 2 + Pergarak PARC + Saujana Rawang + Taman Bukit Rawang Jaya	

DATE: 10 April 2018.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Wednesday Thursday	
Daily Report for IBC Rawang	
* * *	
Sweep Census	
* * *	
20 street - laman garing ulama + laman dolomite fender + laman desa mufara + laman cassin 2 + laman bukit rawang	

DATE: 12 April 2018.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Friday	
Daily Report for IBC Rawang	
* * *	
Sweep Census	
* * *	
20 street - laman pelangi + laman mawar + laman hijau baru + laman hijau	



MOHD NAIM BADRUDDIN
Business Head
TM Selangor Timur 1
Telekom Malaysia Berhad

DATE: 15 APRIL 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Sunday	
Event @ TAMPIN Rawang.	
breakfast before agent / reseller comes to booth.	
Distribute dossier & food for breakfast to agent / reseller	
Waiting at the booth to serve customers.	
Waiting for agent / reseller to do door to door of Rawang area	
Confirmation all forms are given back.	
Sharp 5 pm close the booth and dismiss	

DATE: 16 APRIL 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Monday	
Daily Report for IBC Gombak & Rawang.	
* * *	
Report practical	
- chapter 1 & chapter 2 report	
practical done	

DATE: 17 APRIL 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Tuesday	
Daily Report for IBC Gombak & Rawang.	
* * *	
Sweep Census	
5 street - Sri Garing & Tu Laja & empier susana & Jamban water fall & empier basijay & Tu Laja	

DATE: 18 APRIL 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
WEDNESDAY	
Daily Report for IBC Gombak & Rawang.	
* * *	
Update April Attendance sheet. - Every months attendance sheet will be submit to HQ Telekom Malaysia via e-mail. - Scan & send to intern@tm.com.my.	

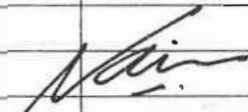
DATE: 23 APRIL 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
MONDAY	
Daily Report for IBC Gombak & Rawang.	
* * *	
Sweep Census	
* * *	
10 street - kola bidari, taman waterfall, the lakun	

DATE: 24 APRIL 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
TUESDAY	
Daily Report for IBC Gombak & Rawang.	
* * *	
Sweep Census	
* * *	
53 street - kola emerald	

DATE: 17 APRIL 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
FRIDAY.	
Daily Report for IBC Gombak & Rawang.	
* * *	
Print Dossier for event. Print the other half of remain dossier. Stapler according to dp Insert in file & hand over to guard Guard keep the printed dossier and give to Kat Sit on the next day.	
Sweep Census.	
* * *	
aman Bukit Rawang Jaya	 MOHD NAIM BADRUDDIN Business Head TM Selangor Timur 1 Telekom Malaysia Berhad

DATE: 2 MAY 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
WEDNESDAY.	
Attendance Sheet. complete attendance sheet form. scan & email to intern@tm.com.my.	
Daily Report for IBC Gombak & Rawang.	
* * *	
Sweep Census.	
* * *	
Jones Gombak.	

DATE: 3 MAR 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
THURSDAY	
Daily Report for IBC Gombak & Rawang.	
* * *	
Sweep Census	
* * *	
ones Rawang 4 street - Desa Country	
ones Gombak 6 street	

DATE: 4 MAR 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
FRIDAY	
Daily Report for IBC Gombak & Rawang.	
* * *	
Sweep Census	
* * *	

MOHD NAIM BADRUDDIN
 Business Head
 TM Selangor Timur 1
 Telekom Malaysia Berhad

DATE: 16 MAR 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
WEDNESDAY	
Daily Report for IBC Gombak & Rawang.	
* * *	
Check Available port. (TM Granite) - Task from Kak Siti to check available port at Rawang area. - Log in to TM Granite 1 Report → form 1 SDF & FDP Details 2 Type equipment name such as PG - C019. 3. Click port list 4 All port details, check if port already available or not Total equipment name = 47 - Data put into Microsoft Excel nameh Granite Rwg	
A A A	

DATE: 17 MAR 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
THURSDAY	
Daily Report for IBC Gombak & Rawang.	
* * *	
Check Available port	
A A A	
Final Year Project - Touch up interface of website by exchange text & position	

DATE: 12 MAR 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
RIDAS	
Daily Report for IBC Gombak & Rawang	
* * *	
Check Available Port	
A A A	

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 Business Head
 TM Selangor Timur 1
 Telekom Malaysia Berhad



DATE: 13 MAR 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
WEDNESDAY	
Daily Report for IBC Gombak & Rawang	
* * *	
Check Available Port	
A A A	
Report Practical Working on Chapter 3: Activities during practical	



DATE: 24 MAR 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
THURSDAY-	
Daily Report for IBC Gombak & Rawang.	
* * *	
Check Available port	
A A A	
Report Practical. - Working on Chapter 3: Activities during practical	

DATE: 25 MAR 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
FRIDAY.	
Daily Report for IBC Gombak & Rawang	
* * *	
Report Practical Progress on special project: Draw Context Diagram, DFD & EFD.	

MOHD NAIM BADRUDDIN
 Business Head
 TM-Selangor Timur 1
 Telekom Malaysia Berhad

DATE: 4 JUNE 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
MONDAY	
Daily Report for IBC Gombak & Rawang.	
* * *	
Report for Internship. Start write a report in Chapter 4. : Application of Knowledge, Skills & Experience	
Ask staff and information about IM.	

DATE: 5 JUNE 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
TUESDAY	
Daily Report for IBC Gombak & Rawang.	
* * *	
Report for Internship. - Continue write a report in Chapter 4: Personal Thought & Opinion.	

DATE: 1 JUNE 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
WEDNESDAY.	
Daily Report for IBC Gombak & Rawang.	
* * *	
Report for Internship.	
Write a report in Chapter 4:	
Lesson learnt.	
Re-read all the work that have done	
in past four months.	
Start evaluate and write lesson	
that have learnt.	

DATE: 1 JUNE 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
THURSDAY.	
Daily Report for IBC Gombak & Rawang.	
* * *	
Report for Internship.	
- Write last point in Chapter 4:	
Limitations & Recommendations.	

DATE: 17 JUNE 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
FRIDAY:	
Daily Report for IBC Gombak & Rawang.	
* * *	
Report for Internship. - prepare all necessary documents according to 'Industrial Training Student's Checklist'. - Attach the document at Appendixes in report.	

MOHD NAIM BADRUBDIN
Business Head
TM Selangor Timur 1
Telekom Malaysia Berhad

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
MONDAY:	
Daily Report for IBC Gombak & Rawang.	
* * *	
Final Year Project. - Touch up interface of website. - Try to publish website to see the result. - Website can publish / unpublish	



DATE: 12 JUNE 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
MANDAK	
Daily Report for IBC Gombak & Rawang.	
* * *	
Help staff Helping staff from IBC Gombak to packing goodies for event R&R Gempur Raja at R&R Genting Sempah	
Report for Internship Draw Data Flow Diagram	

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Business Head
TM Selangor Timur 1
Telekom Malaysia Berhad

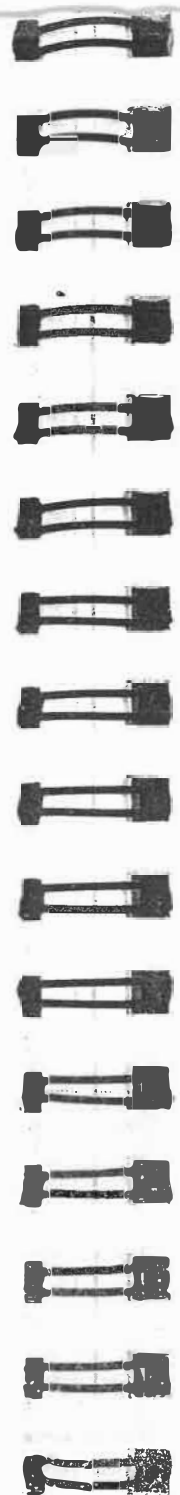


DATE: 15 JUNE 2018

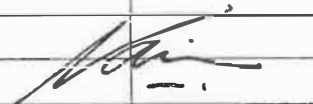
EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
MANDAK	
Daily Report for IBC Gombak & Rawang.	
* * *	
Final Year Project. - Continue to improve on mobile friendly - Publish website and see the result.	
Report for Internship. - Start to do report for website development i. problem statement i. project scope.	



EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
WASDAS	
Daily Report for ZBC Gombak & Rawang.	
* * *	
Referring En. Naim / SV for approval and sign.	
Hand out internship evaluation forms.	
Get sign for attendance sheet.	
Get approval & sign for logbook.	
P & Report Evaluation.	
Naim evaluate for and report that are done by trainee	
Get recommendation & some feedback for special project.	



EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
FRIDAY (HALF DAY)	
Daily Report for ZBC Gombak & Rawang	
* * *	
farewell party.	


 MOHD NAIM BADRUDDIN
 Business Head
 TM Selangor Timur 1
 Telekom Malaysia Berhad