UNIVERSITI TEKNOLOGI MARA

FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT:

PETROLIAM NASIONAL BERHAD (PETRONAS),

TOWER 1, PETRONAS TWIN TOWERS, KUALA LUMPUR CITY CENTRE
50088 KUALA LUMPUR, MALAYSIA

SPECIAL PROJECT:

RECORD TRACKING SYSTEM (SIERRA ILS)

BY

MUHAMMAD AFIQ BIN MOHD AZMIN

2016673992

IM245 – BACHELOR OF SCIENCE (HONS)

INFORMATION SYSTEM MANAGEMENT

FACULTY OF INFORMATION MANAGEMENT

UNIVERSITI TEKNOLOGI MARA KELANTAN

01 AUGUST 2018 – 31 DECEMBER 2018

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FACULTY SUPERVISOR:

DR. MOHD IDZWAN MOHD SALLEH

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

01 AUGUST 2018 – 31 DECEMBER 2018

DECLARATION

I hereby declare that this is my original work. I have not copied from any other student's work or from other sources. I am also declare that no part of this report has been published or submitted for publication except where due to reference or acknowledgement is made explicitly in text, nor has any part been written for me by another person. I confirm that I have read and understood the UiTM regulations with regards to plagiarism and will be penalized by the university if found guilty.

Signed by

Muhammad Afiq Bin Mohd Azmin
2016673992

Date of submission: 7 January 2019

ABSTRACT

Industrial training an important phase of student life. This report writing is based on industrial training which had been completed by trainee from period from 1st August 2018 to 31st December 2018 in Human Capital Policy (HCP) Petroliam Nasional Berhad (PETRONAS). The trainee has undergoes five month of industrial training at PETRONAS. The trainee has faced multiple types of challenges and experience during the internship period where the trainee has been given a various kind of task. The trainee was given responsibilities in managing records in the Human Capital Policy where the trainee requires to digitized policy, guideline, and procedure (PGP), doing filing, and prepared records list for the HCP unit. Besides that, HCP unit also has request me to develop a Record Tracking System for the check in and check out of the PGP documents in the HCP unit. The trainee has learn a lot during the internship period, which result in better improvement in lot of aspect such as discipline, skills, time management, leadership, team work, and knowledge.

Keywords: *Records management, Record Tracking System, Policy, Guideline, Procedure.*

Acknowledgement

Praise to Allah, The Almighty for giving His blessings, guidance and permission to complete this industrial training and report in fulfilment of the requirements for Information System Management degree programme. My internship from 1st August 2018 until 31st December 2018 at Human Capital Policy unit in Petroliam Nasional Berhad (PETRONAS).

First and foremost, I am also thankful to and fortunate enough to get constant encouragement, support and guidance from my industry supervisor, Puan Nurul Sha'adah Binti Abdul Kalam who helped me to successfully complete my internship.

Then I would like to thank my industrial training coordinator, Madam Nurulannisa Bt Abdullah, the person in charge for internship for her valuable guidance and advice. She always had time to answer all my questions related to my internship.

I would like to express my deep and sincere gratitude to my supervisor, Dr. Mohd Idzwan Mohd Salleh for giving me the opportunity to do this study and providing invaluable guidance throughout this study. His dynamism, vision, sincerity and motivation have deeply inspired me. It was a great privilege and honour to work and study under his guidance.

Next, I am extremely grateful to my parents, Mohd Azmin Abd. Rahim and Noor Fazidah Abd. Jalil for their love, prayers, caring and sacrifices in educating and preparing me for my future.

Finally, my thanks go to all the people who have supported me to complete the paper work directly or indirectly.

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INTRODUCTION

CHAPTER 1: INTRODUCTION

1.0 INTRODUCTION

Industry training refers to a program which aims to provide supervised the industrial training within a specified timeframe from the faculty (University of Malaya, 2008). The industrial training students can choose either government or private sector to carry out the industrial training program. Obviously, through this industrial training, the students can have a great chance to learn about how the industry work's environment. Besides, it also can establish relationships between different levels of management and most importantly, the seeds start to a career in your selection profession.

Industrial training is a mandatory course for all degree students of Information Management. Industrial training is the process of developing skills and experiences in the real-life working environment to be more professional and productive. The training refers to work knowledge that is relevant to professional development prior to graduation. It's also a mandatory requirement for the students to fulfil the course in order to complete the degree as well as graduate from the university. For Information System Management students, a 5 months period is allocated for training at locations chosen by themselves.

For students of Information Management, we have to undertake this industrial training during our last semester for five months. I have been given the opportunity to complete the Industrial training at Petroliam Nasional Berhad (PETRONAS), Kuala Lumpur. So, right on the 1st of August 2018, I started the industrial training at the organization chosen and the internship program will be end on 31st December 2018. During industrial training, Puan

Nurul Sha'adah Binti Abdul Kalam has been incharged in trainee activities and ensuring the trainee would gain the knowledge and experiences as much as possible.

1.1 Background of the Organization

Figure 1: The logo of Petroliam Nasional Berhad (PETRONAS)

Established in 1974, Petroliam Nasional Berhad (PETRONAS) is Malaysia's fully integrated oil and gas multinational ranked among the largest corporations on FORTUNE Global 500®.

The growing demand for energy inspires and strengthens the purpose of PETRONAS to steadily drive for new solutions and push boundaries towards a sustainable energy future.

In PETRONAS, they apply innovative approaches to technology which helps them to unlock and maximise energy sources from even the most remote and difficult environments. PETRONAS fully integrated value chain spans from exploration to marketing, logistics to technological infrastructures, with operations in over 50 countries.

Throughout PETRONAS rapidly expanding network and steady growth trajectory, PETRONAS has consistently and successfully implemented various social, environmental and community programmes. Guided by PETRONAS Corporate Sustainability Framework, they carry out their business in a socially responsible and holistic manner for the benefit of the present and future generations.

1.1.1 Mission

We are a business entity.
Oil and gas is our core business.
We add value to this resource.
We contribute to the wellbeing of the society.

1.1.2 Vision

A Leading Oil and Gas Multinational of Choice

1.1.3 Shared Values

PETRONAS values are embedded in their culture as the backbone of their business conduct, reflecting their sense of duty and responsibility in upholding their commitment towards contributing to the well-being of peoples and nations wherever PETRONAS operate.

Loyalty
Loyal to corporation

Integrity
Honest and upright.

Professionalism
Strive for excellence.

Cohesiveness
United, trust and respect for each other.

1.1.4 Location Maps

Figure 1.2 shows the location Petroliam Nasional Berhad (PETRONAS) Kuala Lumpur. PETRONAS was located at Tower 1, PETRONAS Twin Towers Kuala Lumpur City Centre 50088 Kuala Lumpur, Malaysia

Figure 2: PETRONAS's map location

1.1.5 Contacts Information

Address	:	Tower 1, PETRONAS Twin Towers Kuala Lumpur City Centre 50088 Kuala Lumpur, Malaysia
Phone	:	+(603) 2051 5000
Facebook	:	PETRONAS
Instagram	:	@petronas
Twitter	:	@Petronas

1.1.6 *Corporate Governance*

Corporate governance is vital to PETRONAS value creation and business excellence. PETRONAS continuous commitment to foster a culture of integrity, ethical behaviour and professionalism underpins PETRONAS ability to remain a resilient organisation. This promotes higher levels of accountability and transparency.

PETRONAS policies are aligned to applicable laws and regulations of countries where they operate, in view of stakeholder's expectations on good corporate citizenship.

The PETRONAS Board of Directors, supported by the relevant Sub-Committees, provide effective foresight on the business' strategic direction as stipulated in the Board Charter, aligned with all applicable laws.

The Executive Leadership Team (ELT) assists the President and Group CEO in managing the organisation's strategic business development plans and growth strategies, including cross-business issues of the PETRONAS Group.

The Board and ELT collectively ensure that PETRONAS delivers upon its obligations in a responsible manner, ensuring all aspects of business decision making adhere to strict ethical standards.

1.1.7 Business Ethics

The PETRONAS Code of Conduct and Business Ethics (CoBE) underpins PETRONAS commitment to upholding the highest standards of ethics and integrity in the conduct of the Group's business and operations and this applies to all employees, directors and third parties who represent or act for the Group. The CoBE also contains specific provisions on anti-competitive practices.

The CoBE is supported by the PETRONAS Anti-Bribery and Corruption Policy & Guidelines (ABC Manual) which is applicable to all employees as well as third parties. PETRONAS enforces zero tolerance for all forms of bribery and corruption. Our No Gift Policy and PETRONAS Integrity Compliance Framework collectively aim to further fortify the culture of ethics and integrity across the Group.

The Whistleblowing Policy encourages disclosure on any form of improper misconduct, where matters raised are deliberated by the Whistleblowing Committee. Updates are provided on a regular basis to the Audit Management Committee and Board Audit Committee.

1.1.8 PETRONAS Cultural Beliefs

Results Matter

- I stretch my limits to deliver superior results

Own It!

- I own the results and don't blame others

Nurture Trust

- I always keep my promise and build mutual trust

Focused Execution

- I plan, commit and deliver with discipline

Tell Me

- I seek, give, and act positively on feedback

Shared Success

- I collaborate for the greater good of PETRONAS

1.2 Awards

i. PETRONAS 2018 Awards

a. Product of the Year Award – PETRONAS Lubricant International (PLI)'s Arexon Svitol Easy received the Product of the Year 2018 Award in Italy for product innovation.

b. Asia – Pacific Stevie Awards - PETRONAS Leadership Centre (PLC) received the Gold Stevie® Award for Managerial Excellence (ME) Leadership Development Journey under the Innovation in Human Resources Management, Planning & Practice Category.

c. APAC NOC of the year award - PETRONAS was named National Oil Company (NOC) of the Year for the second time running at the Energy Council's APAC Energy Assembly & Awards Dinner 2018.

d. Most Attractive Employer in Malaysia - PETRONAS was crowned as Most Attractive Employer in Malaysia 2018 under the Randstad Employer Brand Awards.

e. Best General Publication Award

1.3 Organizational Structure

Table 1 : Table Board of Directors

<table>
<tr><th colspan="2">Board of Directors</th></tr>
<tr>
<td>
DATUK AHMAD NIZAM SALLEH
• Chairman</td>
<td>
TAN SRI WAN ZULKIFLEE WAN ARIFFIN
• President & Group Chief Executive Officer
• Executive Director</td>
</tr>
<tr>
<td>
TAN SRI AMIRSHAM A AZIZ
• Chairman Of Board Governance & Risk Committee
• Independent Non Executive Director</td>
<td>
TAN SRI MUHAMMAD IBRAHIM
• Member Of Board Governance & Risk Committee
• Independent Non Executive Director</td>
</tr>
</table>

DATO' MOHAMAD IDRIS MANSOR
CHAIRMAN OF BOARD AUDIT

- Committee
- Member Of Board Remuneration Committee
- Independent Non Executive Director

KRISHNAN CK MENON

- Member Of Board Audit Committee
- Member Of Board Governance & Risk Committee
- Independent Non Executive Director

AINUL AZHAR AINUL JAMAL

- Chairman Of Board Remuneration Committee
- Member Of Board Audit Committee
- Independent Non Executive Director

DATUK SITI ZAUYAH MD ESA

- Member Of Board Audit Committee
- Independent Non Executive Director

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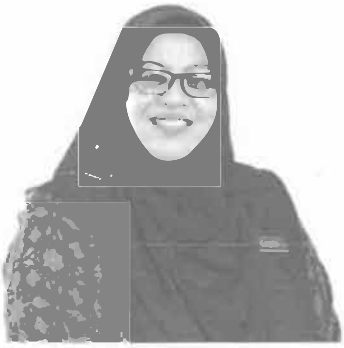

PUAN ZAKIAH JAAFAR

Member Of Board Governance & Risk Committee
Non Independent Non Executive Director

</td>
<td>


YM TENGKU MUHAMMAD TAUFIK TENGKU AZIZ

Executive Vice President & Group Chief Financial Officer
Executive Director

</td>
</tr>
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<td colspan="2">


INTAN SHAFINAS (TUTY) HUSSAIN

Company Secretary

</td>
</tr>
</table>

Table 2 : Executive Leadership Team

Executive Leadership Team	
 **TAN SRI WAN ZULKIFLEE WAN ARIFFIN** • President & Group Chief Executive Officer	 **DATUK MOHD ANUAR TAIB** • Executive Vice President Ceo Upstream
 **DATUK MD ARIF MAHMOOD** • Executive Vice President Ceo Downstream	 **YM TENGKU MUHAMMAD TAUFIK TENGKU AZIZ** • Executive Vice President & Group Chief Financial Officer

DATO' RAIHA AZNI ABDUL RAHMAN

- Senior Vice President Group Human Resource Management

MOHAMED FIROUZ ASNAN

- Senior Vice President Corporate Strategy

MAZUIN ISMAIL

- Senior Vice President Project Delivery & Technology

MALIKI KAMAL MOHD YASIN

- Senior Vice President Group General Counsel

CHAPTER 2

ORGANIZATION INFORMATION

CHAPTER 2: ORGANIZATION STRUCTURE

2.0 Information Structure

In this chapter, the trainee needs to describe the details information about the unit where they has been placed during the industrial training.

2.1 Unit Structures

For the internship program, I has been placed in the Human Capital Policy (HCP) Unit for five (5) months. In this unit, there is five staffs who are responsible to manage and ensure all the activities in HCP's were going smoothly and clearly. In HCP Unit, Puan Azzah Ghazali act as a Head of HCP unit. There is one senior manager, two manager and two executives.

Figure 3: HCP's Team Members

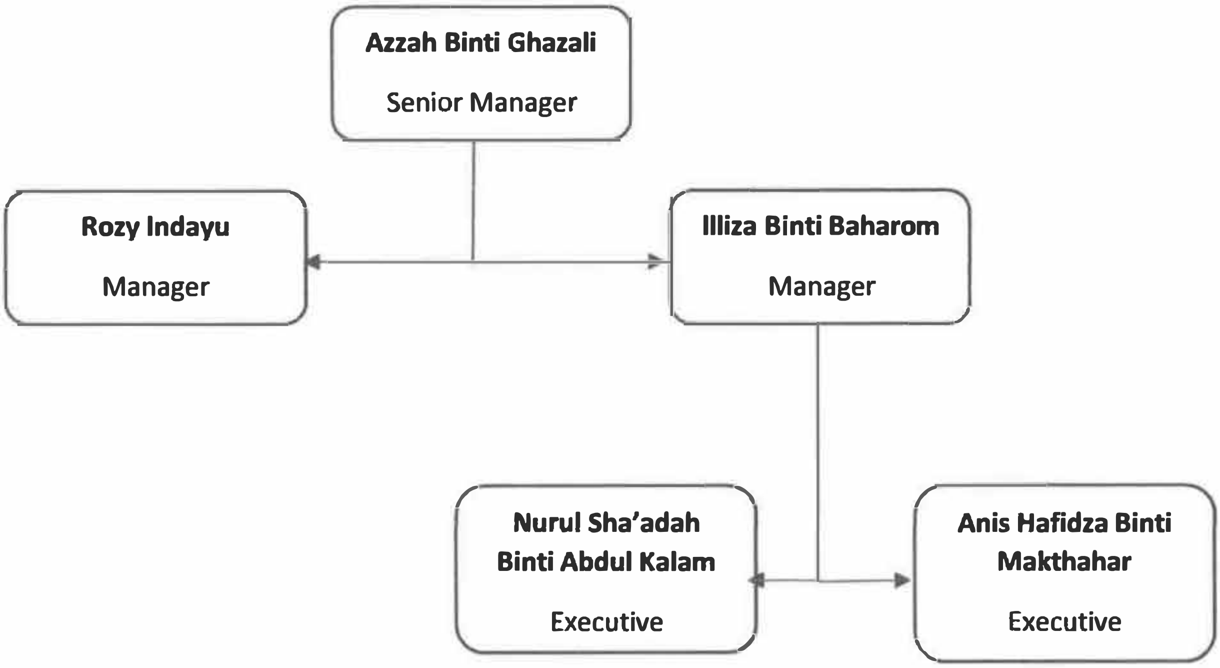

Figure 4: HCP's organization structure

2.2 Human Capital Policy (HCP) Unit Functions

i. Act as a custodian of the Policy, Guideline, and Procedure (PGP)

ii. Prepared the Limits of Authority for Petroliam Nasional Berhad (PETRONAS)

iii. Answer to any issue related to the Policy, Guideline, and Procedure (PGP)

iv. Act as a system administrator for Knowledge Management (KM) Portal

CHAPTER 3

INDUSTRIAL TRAINING ACTIVITIES

CHAPTER 3: INDUSTRIAL ACTIVITIES TRAINING

3.0 Training Activities

For Chapter 3, the trainee will describes and explain about the activities during his industrial training in Petroliam Nasional Berhad (PETRONAS). Even though a trainee has been placed in the HCP Unit, but sometimes a trainee should be exposed with the activities from the other units and departments in PETRONAS. All the daily activities during the industrial trainee must be recorded in the log book and all the activities will be briefly explain in this chapter. In other words, in this chapter it is about the summary of all the activities from trainee since 1st August 2018 until 31st December 2018.

3.1 Practical Trainee Activities & Deliverables

3.1.1 Record Management Policy Guideline (RMPG)

There is five sub activities under the RMPG which is administrative and secretariat role in consolidation of Group Human Resource Management (GHRM) RMPG efforts, inventorising records, performing records management for storage and archival purposes, assisting in disposition on records, and assisting in awareness and training activities.

The outcome from this activities is comprehensive GHRM Group List, completion on Tier 1 assessment for GHRM, readiness for Tier 2 assessment for GHRM, and lastly comprehensive storage and archival of GHRM records.

3.1.2 Knowledge Management (KM)

Under the knowledge management activities, there is four task that has been given to me which is metadata clean up, performing clean up on KM assets, inventorising KM assets, assisting in KM awareness and administrative activities.

The deliverables from this activities is data integrity for Human Capital Management (HCM) assets and access, increased KM awareness and activities, and efficient and effective storage and retrieval of records.

3.1.3 Digitisation

In the digitisation activities, the task that has been given to me is inventorising and weeding of physical records, digitisation and cataloguing including assigning metadata, and performing administrative role in the storage and archival or digitised.

The outcomes from this activity is removal of obsolete physical records based on RMPG, archival of relevant records for HCM corporate memory, and efficient and effective storage and retrieval of records.

3.1.4 Communication and Awareness

In the fourth activity there is only two task that has been given to me which is assisting in organising sharing session and communication session of policies, procedures and guidelines, and performing administrative and secretariat role for overall HCP communications activities.

3.2 Other Activities

3.2.1 Software Installation

Installation of software is a common activity in any organizations or institutions. It same goes to the PETRONAS, in the HCP, I have been assigned to install SIERRA ILS to all of the HCP staff laptop.

Figure 5: SIERRA ILS interface

3.2.2 Knowledge Management (KM) Portal Access Request

For this task, I have to respond to the request from the user that want to access the KM Portal. KM Portal is the share point where all the HR fraternity use to stored documents that can be shared. My job is to make sure that all the HR fraternity have the access to the KM Portal.

At the end of the year, I have to prepare the KM year-end report for the reference of the HCP team. The information needed is the usage stats which is number of user, number of active users and number of HR fraternity and non HR fraternity. Other than that, HCP team also wants to know about total site hits which is average daily, average monthly, and average person. Lastly I also have prepared most visited page, most viewed, and most downloaded documents.

3.2.3 Organized Rendezvous and Away Day

Another task that has been given to me is to organize Rendezvous for the Human Capital Expertise (HCE). Rendezvous will involves all the units in HCE which is Human Capital Management Office, Human Capital Policy, Talent Sourcing and Industrial Relations, Compensation and Benefits, Organization Development and Design, and Leadership and Capability Development and Talent Management. There is four session of rendezvous that has been done for all of the HCE staff. I and a few number of staff successfully managed to organized the rendezvous in Centre for Advanced Professional Education (CAPE) and Galeri Petronas.

Figure 6: Rendezvous meeting

Next, I also involved in the away day program for the HCE on 13th and 14th December 2018. The away day has been given name “Together towards Tomorrow”. The location of the away day was at Lexis Hibiscus, Port Dickson, Negeri Sembilan. During the away day, we have provide two buses for the transportation of the HCE staff. But some of the staff went to the location by their own because of some limitations.

Figure 7: HCE away day at Lexis Hibiscus

3.2.4 Create Standard Operating Procedure (SOP) and Service Level Agreement (SLA)

Furthermore, I have been assigned to create the SOP and SLA for the KM Portal. For this task, I have been discussed with my supervisor, Puan Nurul Sha'adah Binti Abdul Kalam. Puan Sha'adah has guide me to create the SOP and SLA for the KM Portal. Next, we have discussed the SOP and SLA with the HCP team members to get feedback.

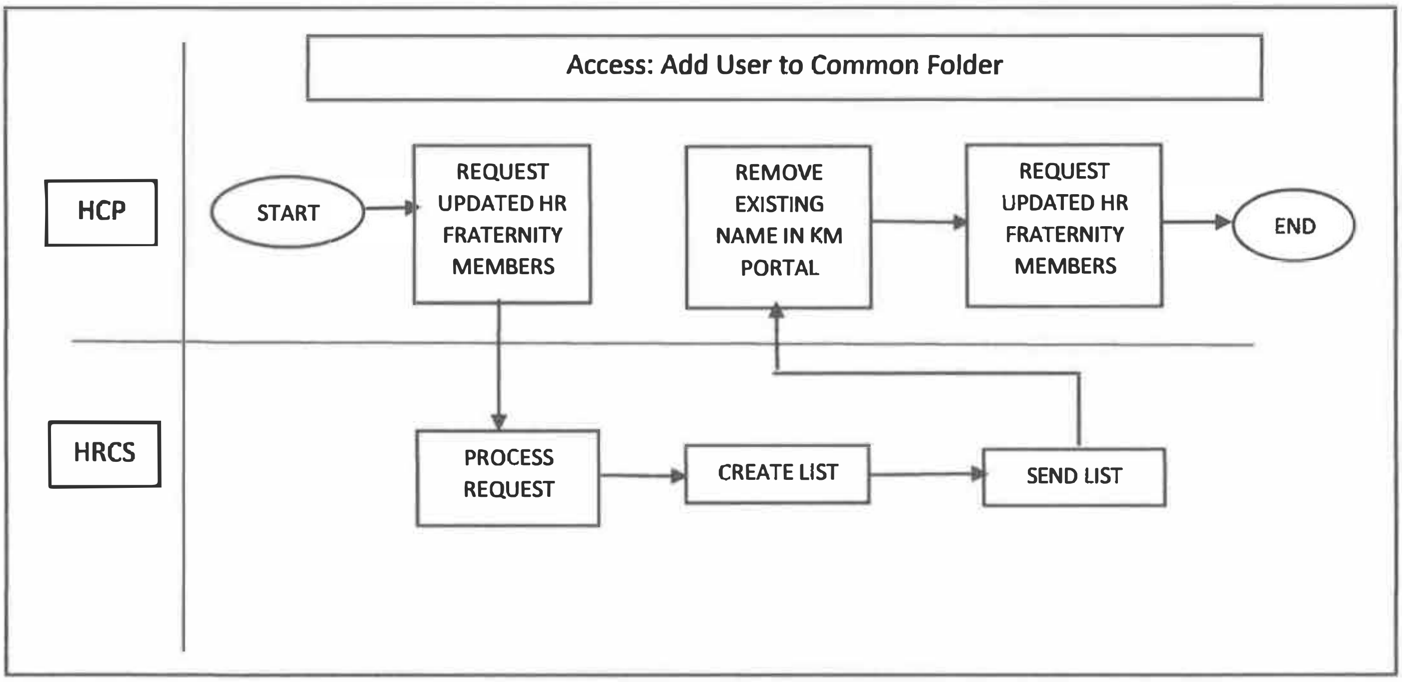

Figure 8: Example of Standard Operating Procedure

3.2.5 Get in touch with Record Manager and Record Controller

For the RMPG activities we need to meet with all of the representative from every unit in Human Resource Department which is Human Capital Management Office, Talent Sourcing and Industrial Relations, Compensation and Benefits, Organization Development and Design, Talent Management, Upstream, Downstream, Human Resource Holding Company, Education and Learning, Leadership and Capability Development, Human Resource Centralized, and Project Delivery and Technology.

My task is to set up a meeting with each of the Record Manager and Record Controller for each of the unit in Human Resource Department. I have to communicate with them to know their available time and get the location for the meeting. During the meeting, my supervisor will explain to the Record Manager and Record Controller on the RMPG, and my task is to take note on the issue or any request from the respective unit.

3.2.6 Retrieval of Archive at PETRONAS Resource Centre

On 14th December 2018, I and Puan Anis Hafidza has went to the PETRONAS Resource Center to retrieve the documents that has been keep in the storage. The document has been digitised by me for the reference purposes. The documents year range is from 1974 – 2018.

3.2.7 Contact PETRONAS Record Centre on Disposition

Another task that I have done is to get in touch with PETRONAS Record Center, Bangi staff. I have collected cost centre details for each respective unit and check on the documents stored for each respective unit in the PETRONAS Record Centre.

Other than that, I also need to get the information for the disposition process and the price for storage in the PETRONAS Record Centre. Later, after each of the respective unit in the

Human Resource Department has separated documents that need to be disposed, we will consolidate with the PETRONAS Record Centre for the disposal activity.

3.3 Special Project

3.3.1 Introduction of the system

Special project is a main task for each trainee to compete it before end of the industrial training. Human Capital Policy (HCP) has request a Record Tracking System from the trainee. HCP wants Record Tracking System because they want to track the movement of policy, guidelines, and procedure in the Human Resource Department. After the discussion with the supervisor and Encik Munawwar from PETRONAS Resource Centre, we have found out some of the limitations for developing the system. Based on Encik Munawwar advice, he told us to use the SIERRA ILS system which is the system for the PETRONAS Resource Centre.

Current practice in the HCP unit is they are still using the manual system by writing the movement of policy, guideline, and procedure (PGP) in the log book. Which means every time the documents are being received or borrowed, the HCP staff need to write the details of the activity in the log book. For example, when someone from the Human Resource Department send the guideline to the HCP team, HCP team needs to write the details of the guideline and get the signature from the sender of the documents.

3.4.2 Level of Access

Next, *Sistem Stor MAIPs* have three difference users which are Super Admin, Admin, and user. Table 3 below shows the different level of access for the *Sistem Stor MAIP*

Table 3: SIERRA ILS level of access

Roles	Person in Charge
Super Admin	PETRONAS Resource Centre
Admin	Puan Anis Hafidza Binti Makthahar
User	HCP Staff

3.4.3 User Manual for SIERRA ILS

User manual for the SIERRA ILS has been provided by the PETRONAS Resource Centre as a reference for me to understand more about the SIERRA ILS. This is because I am not familiar with the library system before. User manual for SIERRA ILS can be seen in the appendices.

3.4.4 Recommendation for Future Improvement

In the future, I would recommend the HCP to use the barcode scanner to check in and check out the PGP from the HCP unit. Current system would need the HCP team to key in the data of the PGP into the SIERRA ILS system. Which means that the automated system and manual system both need the HCP staff to key in the data.

By using the barcode scanner it would be much easier for the HCP staff to manage the check in and check out process of the PGP in the unit. Besides that, it also could prevent the human error in check in and check out process and reduce the time consuming for the check in and check out process.

Even though barcode scanner will incurred cost to the HCP unit but in my opinion it is one of the important features that could give a benefits to the HCP unit. The process for tracking the PGP will be much easier with the usage of the barcode scanner.

CHAPTER 4

CONCLUSIONS

CHAPTER 4: CONCLUSIONS

4.0 Conclusion

The industrial training activities and tasks were mainly to enable a trainee acquire practical skills and link the lesson theory to practice in the industry so as to meet the labour market needs. Besides, trainee will be able to gain the practical skills and knowledge through informal learning in organization. Through this industrial training, the trainee would be understand on how the real industry work.

For five (5) months the trainee has went for the industrial training in Petroliam Nasional Berhad (PETRONAS) under Human Capital Policy (HCP) Unit but the trainee also need to do another tasks and activities from another Unit such as Human Capital Management Office (HCMO). Besides, the trainee had learnt a lot of new things in the industry in term of work tasks, goods employee personality, leadership and how to handle the matters and come out with the good decision to resolve the matters.

The industrial training can be an eye-opener to how the real industry was work. Through what the experiences the trainee got from his industrial training, it shows the practicum course manages to teach the trainee different management skills, hard and soft skills that cannot be learned in the classroom. Besides, it also can help the trainee to make an improvement in terms of skills such as communication skills, abilities to work under-stress skills, decision making skills, time management skills, and self-esteem skills.

4.1 Application of Knowledge, Skills and Experience

4.1.1 Application of Knowledge

During the industrial training, I has applied a lot of knowledge that I has learnt during my diploma and degree. From the theory lesson during study, trainee can applied those knowledge into practical task. So, trainee can use a short time to complete the task from a supervisor, HCP Unit staff and other colleagues in PETRONAS.

a) Communication Skills for Information Professionals (IMD121)

Firstly, I has been applied the knowledge from the subject Communication Skills for Information Professionals (IMD121). This subject was learnt during diploma in semester two (2). I has been used this knowledge when I need to communicate with various level people in PETRONAS. I needs to communicate with various level of people from different races and nationality. This is important to build improve the communication skills of the intern.

b) Electronic Publishing (IMD214)

Secondly, for the subject Electronic Publishing (IMD214) in semester three, I has used my skill in designing to design the shirt for the Human Capital Expertise (HCE) away day at Lexis Hibiscus, Port Dickson. I has use the Adobe Photoshop and Adobe Illustrator to complete the design.

c) Technical Support Services and Maintenance For Information Agencies (IMD222)

Thirdly, during my semester four (4) during my study, I has been taught the subject Technical Support Services and Maintenance for Information Agencies (IMD222). This subject is more to the practical task and it is about the computer maintenance and make a network cabling. So, during industrial training I has applied all of those knowledge and skills to complete the tasks from the supervisor and staffs in HCP Unit itself. Most of the activities in PETRONAS will related to this course such as the trainee needs to set up printer and troubleshoot the device and laptop of the HCP Staff.

d) Extension Services for Information Agencies (IMD314)

Fourth, under the subject Extension Services for Information Agencies (IMD314) I has applied when I need to participate in the programs and events in PETRONAS. In this subject the trainee was learnt about how to handle a program or event correctly and smoothly. So, the trainee was applied those knowledge and skills in PETRONAS. This is because Human Capital Expertise (HCE) always have a programs with their unit.

4.1.2 Skills Gained

a) Communication Skill

During the industrial training in Petroliam Nasional Berhad (PETRONAS), I has discovered a few knowledge and gain the experience and skills in communication skills. This is because I need to communicate a lot with level of people either it is formal or informal communication. For instance, I need to communicate with Encik Raja Abdullah Monshie to request his permission to take focus recognition video for the Human Capital Expertise (HCE) away day. Encik Raja Abdullah Monshie is a General Manager in the Human Resource Department.

Other than that, I also need to communicate with people through phone call. For example, I need to call the person in charge in PETRONAS Record Centre, Bangi to get the information on the disposition process. This activity also help me to gain the skills on how to communicate with people through phone call. Hopefully, I can make a lot of improvement in this communication skills from what I has got and learnt from my activity during industrial trainee.

b) Abilities to Work Under-Stress

Furthermore, in the industrial training, it has teach me on how to control the emotion, mental and physical under stress. In PETRONAS, I can understand on how the employee works on their tasks given. Sometimes, I also has faced difficult time where I need to treat colleagues that does not give support. I also have to complete task that I get in short amount of time which gives a lot of mental stress to me. But in the end, I successfully complete the task with the help from the colleagues in PETRONAS.

c) Time Management Skill

Time management skill is a required skills in the industry. Through this industrial training, I can improve my skill to be better in future. During industrial training, I has received multi-tasking task in short amount of time, I have to manage the time to complete everything on time. My supervisor has guide me very well to manage my time so that I could complete the task before the due date.

e) Self-Motivation Skills

During industrial training in PETRONAS, I has improve my self-motivation skill from time-to-time. This is because in Human Capital Expertise (HCE) every morning before they start the work, all the employees would have a breakfast together at the pantry and communicate with each other. Sometimes they would discuss if they have any problem with their work or life. From this activity, the trainee was realized that as fellow staff, we need to support each other if our fellow colleagues has problem.

4.2 Personal Thought and Opinion

Based on my personal thought industrial training is very important for the last semester students. This is because through industrial training the students can develop and make an improvement to his or her future profession. Besides, industrial training also can help to introduce the real world of working in the industry to the students. So, for sure students will be more ready to face the challenges and obstacles when he or she will enter the industry later.

During industrial training I feels the PETRONAS has provides a lot of opportunities and supportive to each other. The work environment in PETRONAS was like with a family because all the staffs is supportive to each other and friendly. The real purpose for me to complete the industrial training is to gain knowledge, improve the skills and gain more experience in the industry. So, by chosen PETROLIAM Nasional Berhad (PETRONAS), I has achieved my purposes.

4.3 Lesson Learnt

During the industrial training, I has learnt to be more discipline, punctual and has an improvement in many skills and knowledge. I has learnt how to commit with time rightly even after I has received multiple task and I can do it under stress. I managed to complete all the tasks and works on time before the due date given from the supervisor or staff. PETRONAS has exposed me on many new field of knowledges and I had a chance to apply what has been taught throughout five years study.

Besides, I also has been exposed to the real world working environment that is obviously different from what I has learnt in classes. This has given me a chance to develop more practical skills by my efforts. The industrial training program was definitely beneficial for the students.

Clearly, I knows and get experiencing in work, learn how to communicate with the different staff members, learn how to work on team, and learn how to solve problems faced in the workplace.

4.4 Limitations

For the limitations, for my special projects it is difficult for me to get the permission from PETRONAS ICT to develop the system. Some of the limitation for me to develop the system is PETRONAS ICT are not allowing me to use the open source software to develop the system. This is mainly because of the security issue.

Next, if I develop the system for the HCP unit, another problem that I need to face is where to place the system. This is because PETRONAS ICT will not allowed me to place the system in their server. My recommendation is to provide a personal computer (PC) as a server in the Human Capital Policy (HCP) unit.

Lastly, it would also be hard for HCP unit to maintain the system when I am leaving PETRONAS after my internship ends.

References

Anis Hafidza Makhtahar. (2018, December). Personal interview.
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Illiza Baharom. (2018, December). Personal interview.
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SIERRA ILS. (2019). A library system that works for you. Retrieved from https://www.iii.com/products/sierra-ils/

APPENDIX 1 : EXAMPLE OF FORM

PETRONAS

INTERNSHIP ATTENDANCE SHEET

A. TRAINEE DETAILS

NAME		IC NO	
DEPT/DIV		COST - CENTRE	
H/P NO		EXT NO	
EMAIL		CONTACT PERSON *Dept. Focal/Secretary	
PETRONAS Scholar	Yes	No	

B. ATTENDANCE DETAILS

DATE	TIME IN	TIME OUT	REMARKS
1st			
2nd			
3rd			
4th			
5th			
6th			
7th			
8th			
9th			
10th			
11th			
12th			
13th			
14th			
15th			
16th			
17th			
18th			
19th			
20th			
21st			
22nd			
23rd			
24th			
25th			
26th			
27th			
28th			
29th			
30th			
31st			

C. APPROVING AUTHORITY

	TRAINEE	APPROVED BY (Supervisor)
SIGNATURE		
NAME		
POSITION		
DATE		

Annual Leave	
Entitlement	
Leave Taken	
Leave Balance	

INTERNSHIP LEAVE APPLICATION FORM

PETRONAS

A. TRAINEE DETAILS

NAME	MUHAMMAD AFIQ B. MOHD AZMIN	SECTION	GHRM
DEPT/DIV	HUMAN CAPITAL POLICY	LOCATION	TOWER 1, LEVEL 62
H/P NO	012-4914737	EXT NO	
EMAIL		CONTACT PERSON *Dept. Focal/Secretary	

B. EMERGENCY CONTACT

NAME		RELATION		
ADDRESS		CONTACTS	H/P NO	
			OFFICE	

C. PURPOSE OF LEAVE TAKEN

JUSTIFICATION						
TYPE OF PROGRAM		ANNUAL LEAVE		MEDICAL		UN-PAID LEAVE
DATE			DURATION			

D. APPROVING AUTHORITY

	TRAINEE	VERIFIER
SIGNATURE		
NAME		
POSITION		
DATE		
REMARKS		*To be filled by Internship Unit*

	RECOMMENDED BY	APPROVED BY
SIGNATURE		
NAME		
POSITION		
DATE		
REMARKS	****To be filled by Supervisor* (only applicable for Supervisor who is not a manager of the department)**	**Manager of the department*

*Annual Leave : 1 day paid leave per month
*Sick Leave : 14 days sick leave for whole duration of internship (with medical certificate)
*Unpaid : Upon approval from Manager of department (with supporting letter)

RENDEZVOUS, 9 SEPTEMBER 2018

Training Room 1, Centre for Advanced and Professional Education (CAPE)

NO.	NAME	SIGNATURE
1.	Nur Isyatul Bt M Noor Rosli (HRM/PETH)	
2.	Intan Adliana M Ibrahim (HRM/PETH)	
3.	Nursafni Bt M Salleh (HRM/PETH)	
4.	Zaakiyah Bt Mohammad (HRM/PETH)	
5.	Fariza Juliana Abd Fazil (HRM/PETH)	
6.	Azwin Nadia Bt M Amir (HRM/PETH)	
7.	Ruzmilawati Bt Ismail (HRM/PETH)	
8.	Syaimaa Bt A Rahim (HRM/PETH)	
9.	Ainulmardhiyah Bt Ibrahim (HRM/PETH)	
10.	Noor Arina Bt Noor Adnan (HRM/PETH)	
11.	Nurul Nisha Bt Saharudin (HRM/PETH)	
12.	Hairunniza Hairuddin (HRM/PETH)	
13.	Mashitah Aminah Bt Turahim (HRM/PETH)	
14.	Rose Arienah Bt M Hamdan (HRM/PETH)	
15.	Nor Suriana Bt A Rahim (HRM/PETH)	
16.	Rubaina Shokat (HRM/PETH)	
17.	M Bazli B A Aziz (HRM/PETH)	
18.	Nor Alia Azida Bt M Musa (HRM/PETH)	
19.	Norsyima Bt Ismail (HRM/PETH)	
20.	M Nur Aufa Mustapa (HRM/PETH)	
21.	Zuraida Mohammed (HRM/PETH)	
22.	M Fazzly B Kamari (EDU/PETH)	
23.	Nurul Sha'adah Bt A Kalam (SVP_GHRM/PETH)	
24.	Munirah Bt Md Zaidi (HRM/PETH)	
25.	Nor Ashikin Mustaffa (HRM/PETH)	
26.	Nor Hafizahtul Akmal Bt Hj Omar (HRM/PETH)	
27.	Zatil 'ismah Azmi (HRM/PETH)	

RM Tier-1 Assessment Questions							
A. RM Roles and Capabilities (10 Marks)							
No.	**Question**	**Allocated Score**	**Guidelines/Description**	**Answer**		**Your Score**	**Remarks**
				Yes	**No**		
A1	The following Records Management Roles have been nominated for your organisation:		OPU/HCU needs to demonstrate evidence of Records Management Roles appointment. This can be via a formal email or approved organisation structure.				
	Records Manager	1.5 marks				0	
	Records Controller	1.5 marks				0	
A2	The following Records Management Roles have attended the Records Management Program (RMP) 2.0 Training.		Nominated Records Manager and Records Controller(s) needs to sign up for and attend the centrally-conducted RMP 2.0 Training session led by EIM.				
	Records Manager	1.5 marks				0	
	Records Controller	1.5 marks				0	
A3	The Records Manager and Records Controller(s) have carried out their responsibilities in driving Records Management-related initiatives in the organisation.	3 marks	Records Manager and Records Controller(s) needs to demonstrate evidence that they have cascaded information such as the importance of Records Management and compliance, the availability of RM Guidelines and RM Roles to all staff within the organisation.			0	
A4	The Records Manager and Records Controller(s) are available to provide further assistance on contact.	0.5 mark	Records Manager and Records Controller(s) must be contactable via Email/Lync and available as and when required, e.g. to facilitate audit request or to receive any latest updates from EIM.			0	
A5	Replacements are being identified for the Records Manager(s) and Records Controller(s) when required.	0.5 mark	OPU/HCU needs to demonstrate that procedures are in place to identify replacements for the Records Manager(s) and Records Controller(s) when required, e.g. during periods of long leave or transfer of department/organisation.			0	
						0	

B. OPU/HCU Records List (30 Marks)							
No.	**Question**	**Allocated Score**	**Guidelines/Description**	**Answer**		**Your Score**	**Remarks**
				Yes	**No**		

No.	Question	Allocated Score	Guidelines/Description	Answer Yes	Answer No	Your Score	Remarks
B7	The OPU/HCU Records List is maintained as the single source of truth for the OPU/HCU.	2 marks	Single Source of Truth denotes that the OPU/HCU Records List is the only documentation that exist for the purpose of maintaining the list of all applicable Record Types and it's relevant attributes for the OPU/HCU.			0	
						0	

C. RM Processes /Tools and Facilities (60 marks)							
No.	Question	Allocated Score	Guidelines/Description	Answer Yes	 No	Your Score	Remarks
C1	All Physical and Electronic Records must be, at a minimum, be accompanied by the set of mandatory metadata defined in the RM Guidelines.	6 marks	Mandatory metadata includes Record Type, Title, Author, Owner, Security Classification, Record Series, Reference Number, Active Date, Expiry Date, Retention Period, Disposition Rule.			0	
C2	All Physical and Electronic Records are stamped in accordance to the "Stamping Security Classification" defined in the RM Guidelines.	2 marks	Records Security Classification must be visibly stamped or placed in every page of pre-designated locations in the Records (applies to both Physical and Electronic Records).			0	
C3	All Physical Records are subjected to the mandatory "Secured Physical Entry Points" in accordance to their respective security classification.	2 marks	Secret Records are to be secured by 4 or more Entry Points; Confidential Records are to be secured by 3 or more Entry Points; Records for Internal Use Records are to be secured by 2 or more Entry Points.			0	
C4	All Electronic Records Management Systems incorporates user access permissions to ensure the appropriate level of access to the Electronic Records in accordance to their respective security classifications.	2 marks				0	
C5	All Electronic Records Management Systems include adequate system controls, such as audit trails, the routine testing of system hardware and software, and procedures for measuring the accuracy of data input and output	4 marks				0	
C6	Processes have been documented for Records that have reached the end of their lifecycle in accordance to the HCU/OPU Records List and designated for Records Disposition.	2 marks	Records that are no longer required to be maintained by applicable laws and the organisation's policies are to be subjected to destruction, returned to the clients, transferred to another organization in connection with a divestiture, or transferred for ongoing preservation to an historical archives, library, or museum.			0	
C7	Any Third-Party Offsite Storage Facility that is currently being used have been declared to and approved by EIM.	2 marks				0	

	c) Approximately 51% to 80%.	11 marks				0	
	d) Approximately 81% to 99%.	17 marks				0	
	e) All.	20 marks				0	
						0	

APPENDIX 2 : USER MANUAL

Circulation

Sierra Training Manual

Overview

Sierra Circulation allows staff to do the following: check out items, check in items, search all patrons, place holds, maintain hold queues, maintain course reserves lists, manage fines and bills, and perform other Circulation-related functions.

Log In

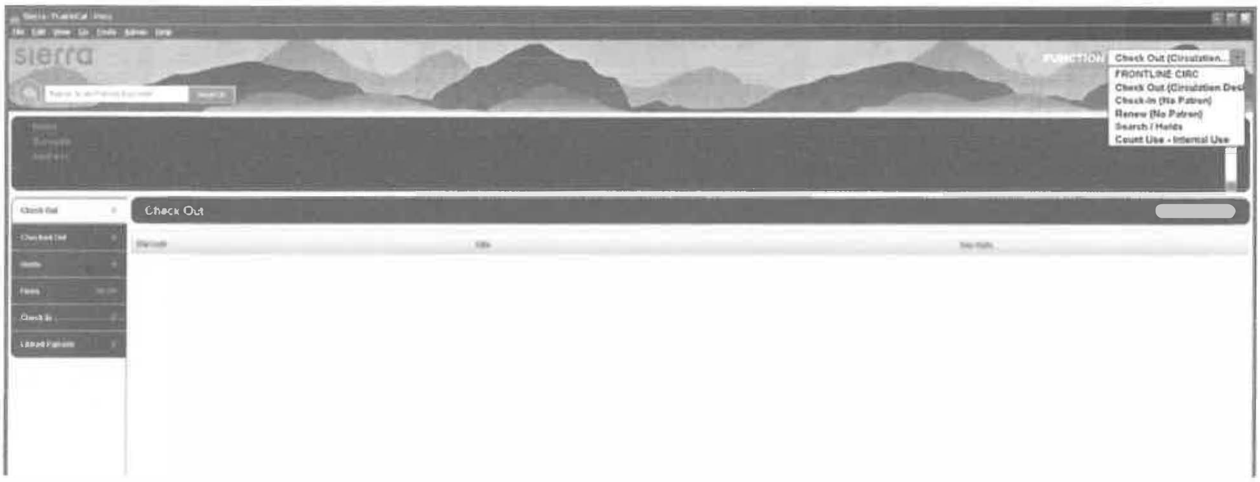
- Double click on the Sierra icon on your computer's desktop:

- When the *Login and Password* dialog box appears, enter your Sierra Circulation login name and password. Your assigned login and password determine the privileges and functions you can perform in Sierra.

- Click the **OK** button or press the <Enter> key twice.
- This connects you to the server and loads the Sierra Circulation software.

Sierra Circulation Window

Once logged into Sierra, the circulation window opens. The right side dropdown box lists the various functions assigned to the login.



Custom Settings and Preferences

Many Sierra functions are customizable (for example: screen and text colors, font and font size, new record template creation and maintenance, print templates, and a number of other Sierra functions.)

Changing the font size and screen color is a decision of the local librarv

New Record Templates

The Sierra system uses new record templates to create new records. A new record template can be configured by the local library to prompt the staff member to fill in specific fields. A new record template can also be configured by the library to contain default data in certain fields which is automatically inserted into the record during the new record creation process. The library may configure an unlimited number of new record templates in the Sierra System.

Record Structure

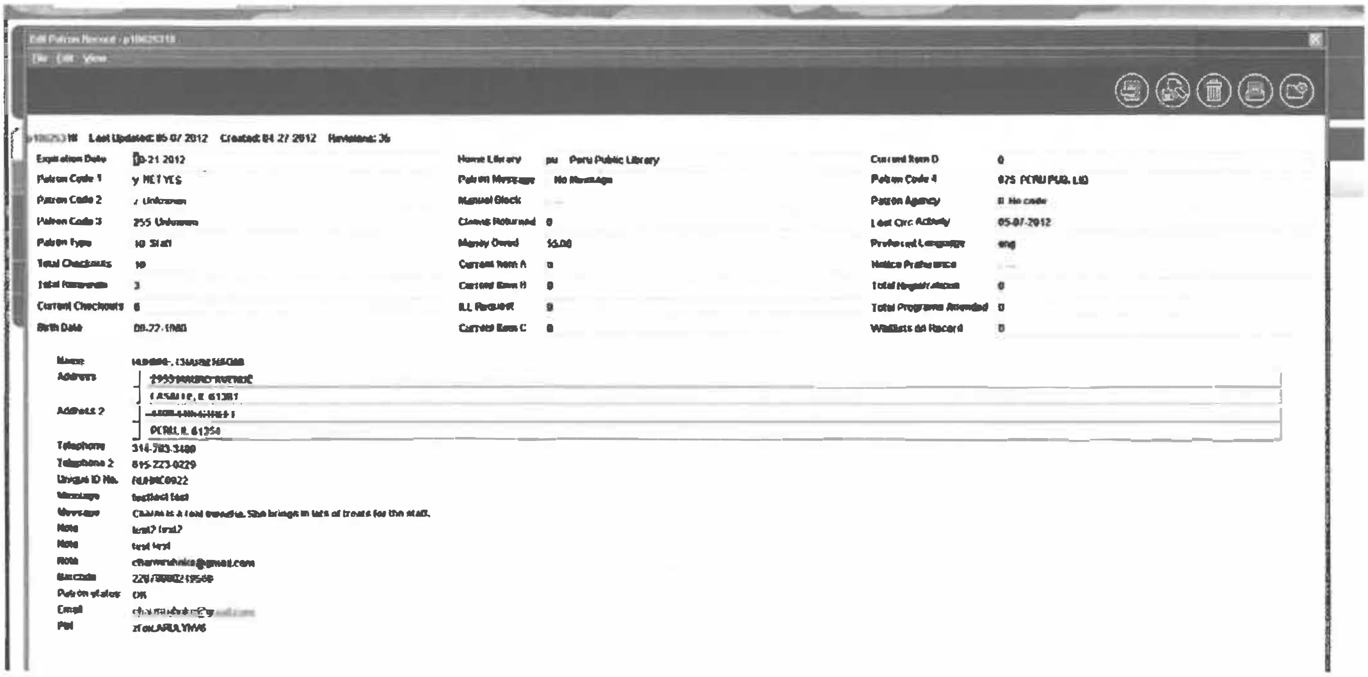
Review Patron Record Fields

Along the top, at the far right, are icons for Editing, Save, Delete, Print and Close.

Tip: Always Save before closing the patron's record.

The first half of the Patron record are fixed-length fields, containing information on expiration date, birth date, money owed, notice preference and last circ activity.

The record's second half are variable-length fields, containing the patron's name, address, messages, notes, email and barcode.



Last Updated: 05 07 2012
Created: 04 27 2012
Expiration Date
Patron Code 1
Patron Code 2
Patron Code 3
Patron Type
Total Checkouts
Current Checkouts
Birth Date
Home Library
Peru Public Library
Patron Message
No Message
Manual Block
Money Owed
Current Item A
ILL Request
Current Item C
Current Item D
Patron Code 4
Patron Agency
Last Circ Activity
05-07-2012
Preferred Language
Notice Preference
Total Programs Attended
Name
Address
Address 2
Telephone
Telephone 2
Message
Note
Barcode
Patron status
OK
Email

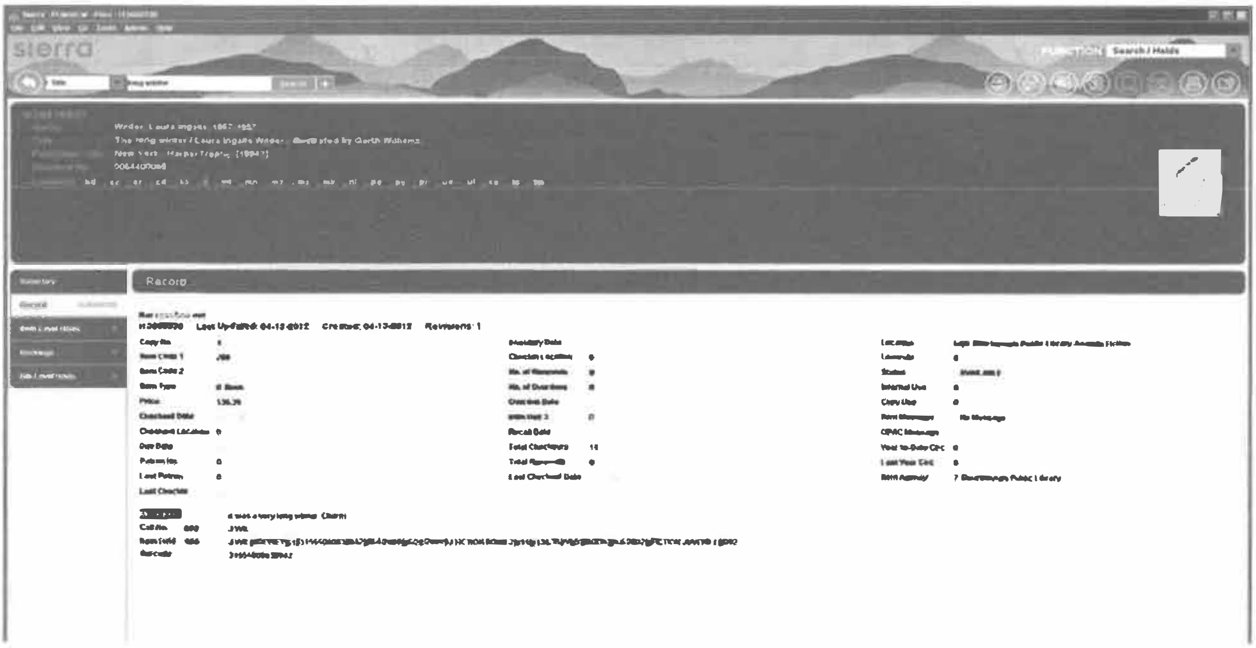
Review Item Record Fields

Along the top, at the far right, are icons for Insert Field, Save, View, Edit, Summary, Export, Print and Close.

Tip: Always Save before closing the item record if you made any changes.

The first half of the Item record are fixed-length fields, containing information on location, item type, # of renewals and overdues, status, checkout date, total checkouts and last circ activity.

The record's second half are variable-length fields, contacting the call #, item field and barcode.



Sierra Circulation Modes

Circulation Desk Mode

Circulation Desk mode is where most of the daily circulation functions take place, check in, check out, paying fines, creating a new patron record.. Pull down the **Function** list on the right and choose **Check in (Circulation Desk**) Mode to open.

Patron Records

Search for a Patron record

Patron records may be searched by any indexed field in the Patron record.

1. Go to Check Out (Circulation Desk) function

2. Type or Scan the patron barcode into the query box in the upper left-hand portion of the screen.

3. Or Type the letter "**n**" (to designate the name index) and search by the patron's **last name, first name.** Do not insert a space after the letter "n". This searching option informs the system that it should search the Name Index instead of the Barcode Index.

4. Or Type the letter "**e**" to search the personal information index (address, telephone or email). Do not insert a space after the letter "e." This searching option informs the system that it should search the Personal Information Index instead of the Barcode index. Personal information reads left to right and is a phrase search.

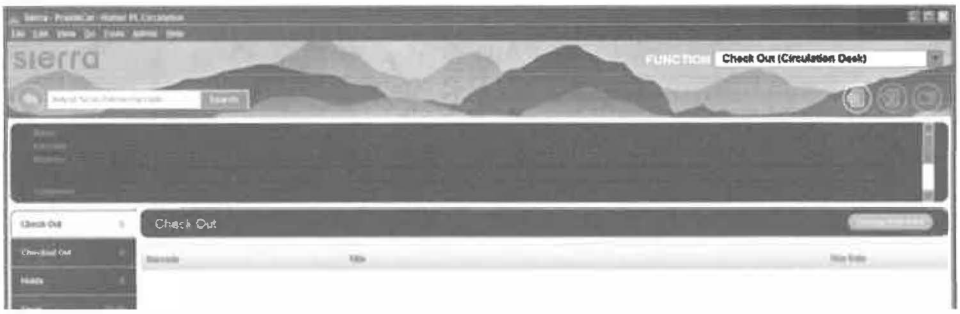
5. Or Type the letter "**u**" to search the Unique ID (formerly AltID). Do not insert a space after the letter "u." This informs the system that it should search the Unique ID index.

6. After typing your search term, press the <*Enter*> key or click the **Search** button. If necessary, select the appropriate index from the drop down list of **Name, Barcode,** or **Record number**. Type the appropriate data into the query box and press the <*Enter*> key (or click the **Search** button)

7. From a browse screen of a list of Patron records, double click on the line for the selected patron name or highlight the line for the patron name and click the **Select** button.

Create New Patron Record

1. Search the Sierra database for the patron. If there isn't already a patron record, create a new patron record.
2. Click the **New** Patron Record button or use the dropdown menu **File | New Patron**
3. Select a new record template from the preferred list or use the default new record template, if that is the appropriate template. Patron Record templates can be selected as preferred templates in the dropdown menu **Admin | Settings | Record Template.**



4. Insert patron information in the fixed- and variable-length fields as prompted by the new record template. To skip a field, click Next

[

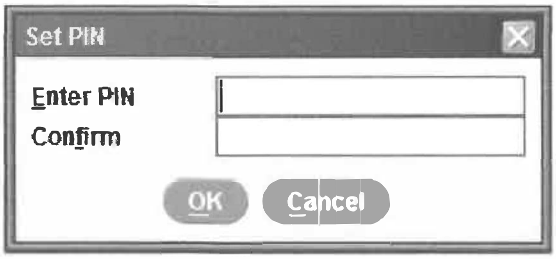
Tip – to enter the expiration date, type either t or c in the box. Typing t enters today's date, and you can change the year. Typing c displays a calendar to choose the expiration date.

5. Double-click with the mouse in the white part of the desired field to display a list of valid codes and/or meanings for that specific field, and click on the appropriate line for the chosen field to select it.
6. Type the necessary data into the white area of the variable-length field display box.

Note: enter primary telephone number in Telephone. Ten digits are required with hyphens (including area code). Use Telephone 2 for alternate numbers.

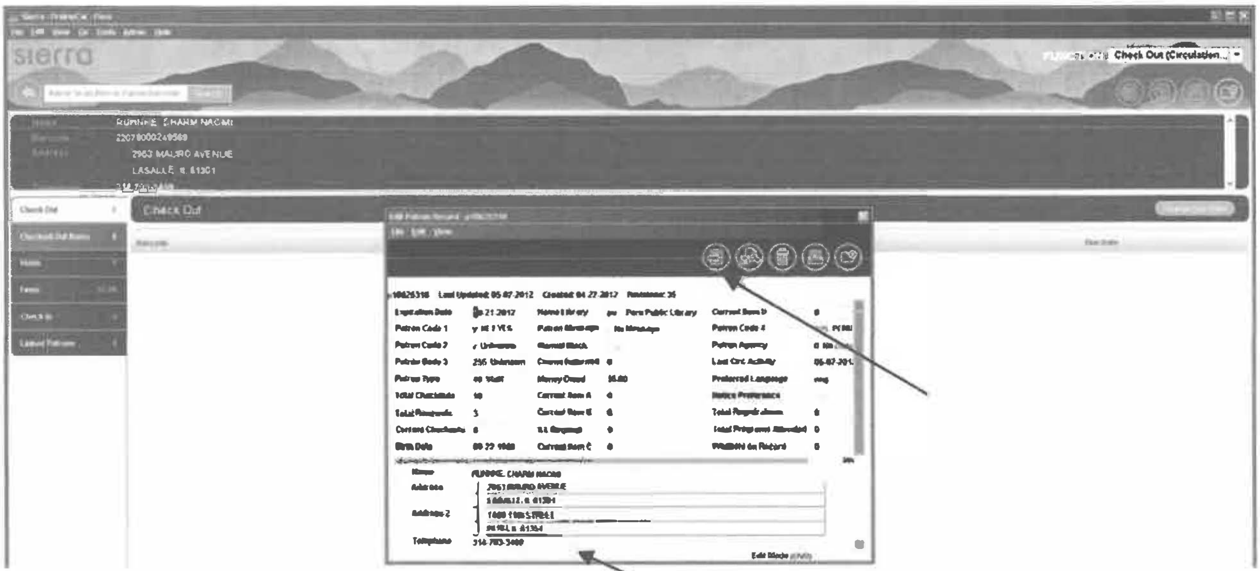
Scan or type 14 digit barcode in barcode field.

Type the last four digits of the barcode as the user's PIN, then enter the four digits again to confirm.



Once you have added the PIN and hit OK, it will appear as an encrypted code. To edit the PIN in the future, you will need to highlight the encrypted text and replace it with the last four digits of the barcode again.

Adding Another Variable Length Field



There are three ways to add another variable field. 1) Click at the end of the field above where you want to insert a field, and press <enter>. A field will be entered with a blank pink field label and question mark. The "?" indicates that you must insert a valid field tag which is appropriate for the field to be inserted. Or 2), you can right click and choose Insert Field. Or 3), you can use <control>I. Both of these latter methods will open the Insert a Non-MARC Field box at the top of the record.

List of variable fields and their codes:

n=name

a = address

h = address 2

t = telephone

p = telephone 2

o = mobile telephone

s = alias

u = unique ID No. (Public libraries should enter Alt ID in this field)

m = message (displays as pop up for circulation staff)

x = note (displays in record but does not pop up for staff)

b = barcode

c = patron status

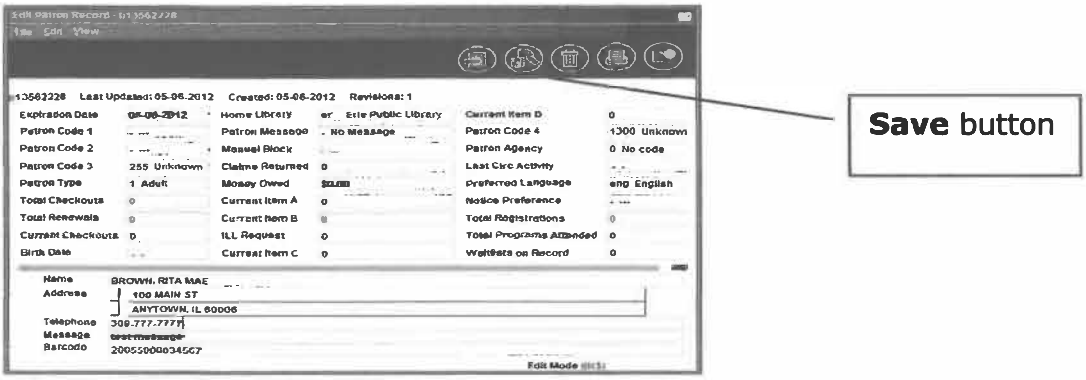
z = email

= = PIN

To move a field within the same field group (i.e.: rearrange the displayed order of several NOTE fields), position the cursor inside the field to move, right-click on the mouse, and select" Move Up", "Move Down", or "Move to Top", or "Move to Bottom of Group" from the pop-up menu.

Check the other fixed fields to add other desired information such as Notice Preference.

Click the Save button when you have finished entering all the needed data in the patron record:



Copy a Patron Record

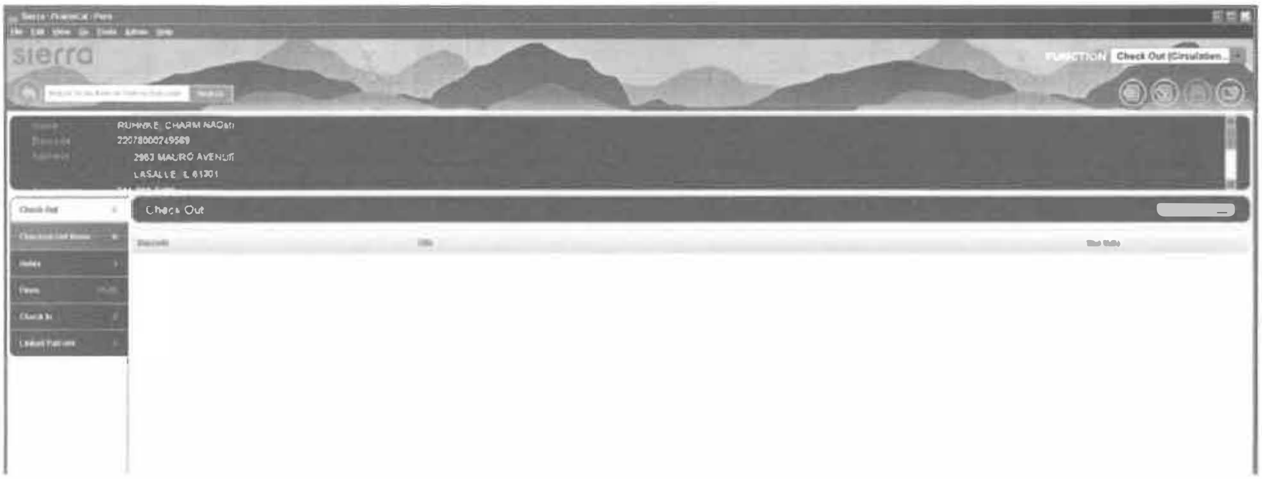
It is possible to create a new Patron record by copying an existing record. This is useful for entering multiple patrons from a group (for example: a classroom or a family).

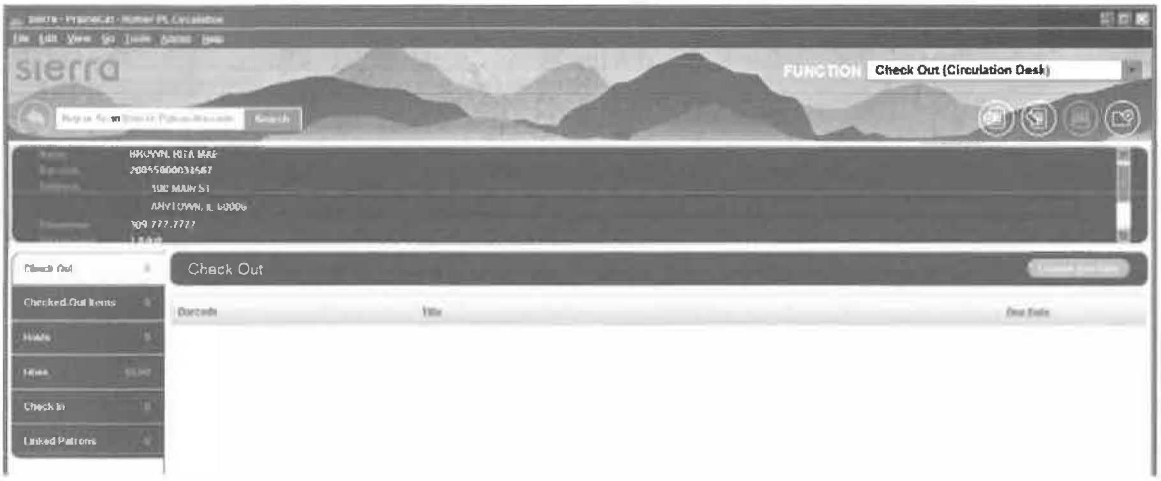
- Retrieve a Patron record by searching by name or any other appropriate field. If a browse list is presented, select the appropriate line by double-clicking on the line or by clicking in the "Select" button. Then, click on the **Edit** icon on the toolbar button. With the selected Patron record open, use the dropdown menu **Edit | Copy Record** to copy the selected record and simultaneously create a new Patron record from the selected record.
- The data from the original record will be copied into a new record according to the fields you have selected. It is necessary to edit the new Patron record for changes as appropriate. When all changes have been completed, click on the **Save** icon on the toolbar.

Check Out

Check Out Tab

1. To check out an item, retrieve the Patron record using any of the methods above.
2. A brief version of the Patron record displays in the upper part of the display screen. Along the record's left side are tabs with allowable actions: Check Out, Checked Out Items, Holds, Fines, Check In and Linked Patrons.





3. Scan or type the **item barcode** in the blank field in the upper left-hand corner of the screen.

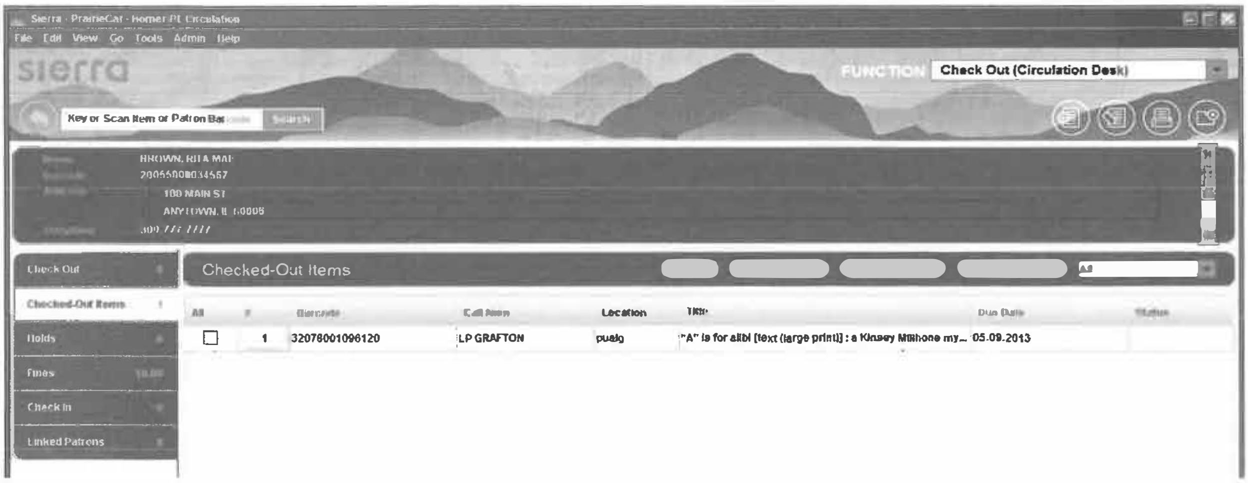
4. After checking an item out to a patron, it is possible to override the system-selected Due Date. To override the system-selected Due Date, click on the **Change Due Date** button. Select an appropriate due date from the calendar box presented and click the **OK** button. It is possible to retain the changed due date by selecting the checkbox at the bottom of the calendar display.

5. It is essential to close the Patron record to complete the checkout transaction and to move checked out items into the **Checked-Out Items** tab. Use **<Alt> +Q** or click the **Close** icon in the toolbar to close the patron's record. Closing a Patron record assures that the Patron record does not unnecessarily remain "in use" and also protects the privacy of patron information.

Once the patron record is closed, the items move from **Check Out** to **Checked Out Items**.

Checked-Out Items Tab

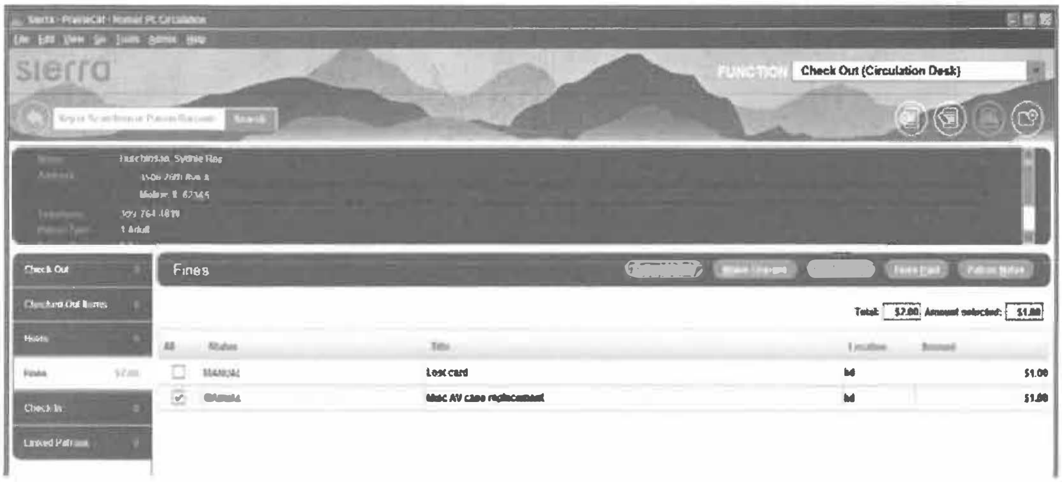
Click **"Checked Out Items"** tab on the left to display the **Checked-Out Items**. Several functions may be performed using the **Checked-out Items tab**, including



Renew, Claim Returned, Mark Lost Item, and Change Due Date. .

Fines

Within a Patron record, it is possible to view current fines, view a history of fines paid, manually add a charge, waive charges or collect money. The **Fines** tab displays in a warning color if a patron's fines exceed a library-defined limit.



Collect money

1. To collect money for an unpaid fine, retrieve the Patron record using any method and click the **Fines** tab

2. Select the appropriate fine(s) by clicking on and highlighting the appropriate line(s).
3. Click the **Collect Money** button. The checkbox at the left side may also be used to select the appropriate fine or fines.

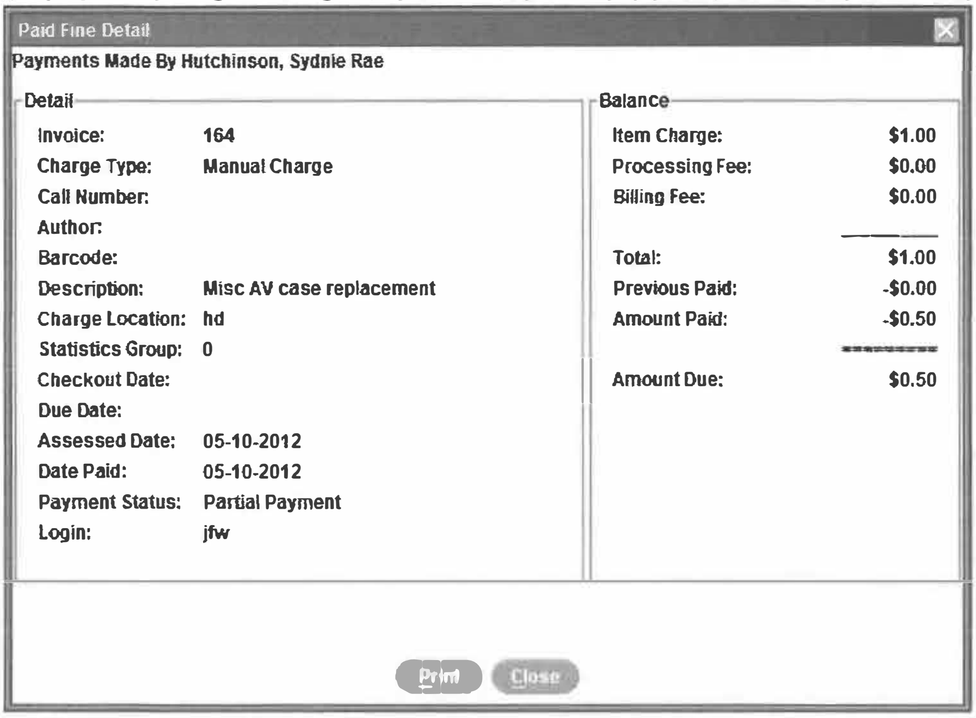
The system displays the total amount owed for that particular fine but it is possible to accept partial payment of a fine or bill. This is determined by library policy. There are no special settings to accept partial payments. If a patron chooses to pay a partial amount of a specific fine, the system will ask if the remaining amount of the fine or bill should be waived. Only staff who is authorized via their initials and password will be permitted to waive fines.

4. Enter the amount being collected/paid into the box, click **Ok**.
5. If the **Payment Types** table has been enabled, the system will propose the option to enter the type of payment received (for example: cash, credit card, check, etc.).
6. Printing a receipt for the patron is an optional feature. During the fine collection process, if a receipt is desired by the patron, click on the print button at the bottom of the payment display box. This is an option, and may be performed as needed.

View Fines Paid

1. To view the fines paid by the patron, click the **Fines Paid** button within the Fines Tab.

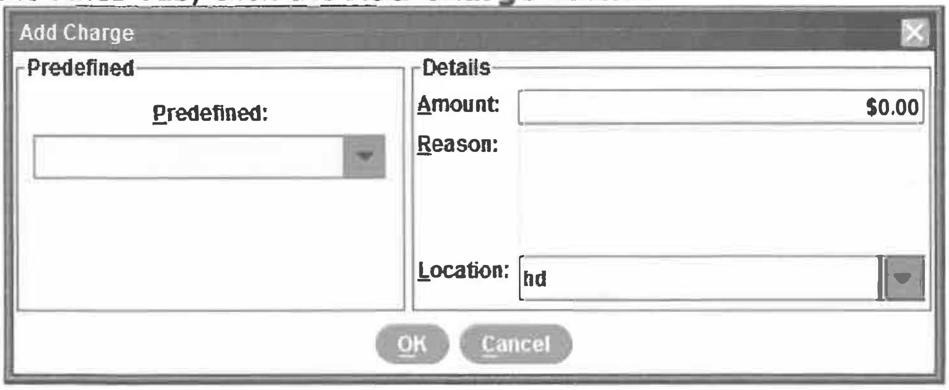
2. To view details about the item pertinent to a fine paid, highlight the appropriate line and click the **View Item** button. The **View Item** option is not available for manual charges since such charges are normally not associated with a specific item. It is possible to print the resulting screen with the **Print** button.
3. Click the **View Fine** button to view the details of a fine or to reinstate a fine.



Add a Fine (Manual Charge)

This function is used to add miscellaneous charges to a patron's account, anything not automatically generated from an overdue item. Examples are: Book Drop Fee, Damaged Book, Hold Not Picked Up, etc.

1. In the Fines Tab, click the **Add Charge** button.



2. Click the **Predefined** drop-down menu and choose the desired charge. The reason and amount will be automatically entered. The amount can be adjusted as needed.
3. If you don't want to use a **Predefined Charge**, you can simply add a charge and type in the **Reason** for the charge. **A reason is required to assess a manual charge.** Click **OK.**

Waive Fines

1. To waive a fine, select the appropriate fine or fines and click the **Waive Charges** button.
2. Only users authorized to waive fines will be permitted to complete this function.

Renew Material

Renew with Patron

1. Retrieve the Patron record and click on the **Checked Out Items** tab.
2. Select the item to be renewed from the displayed list by highlighting the appropriate line and then click the **Renew** button.

Renew without Patron

The **Renew** mode can be used to renew items without accessing a patron record:

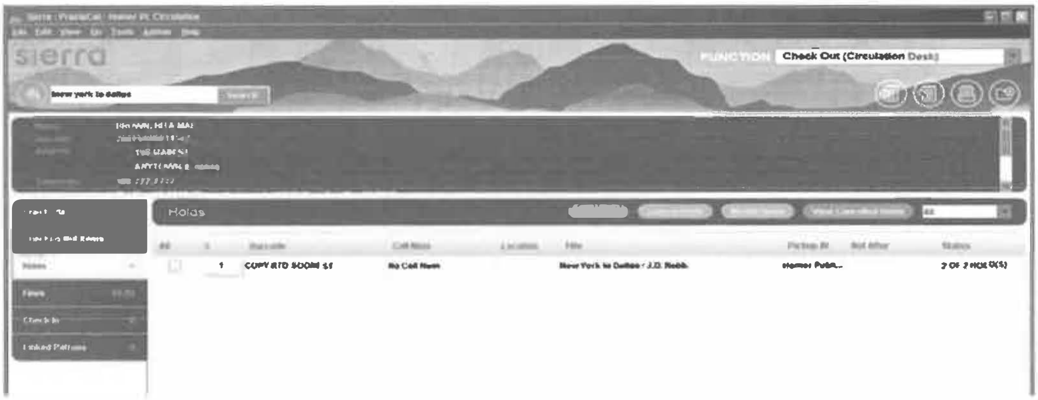
1. Change the current mode to **Renew (No Patron)** in the function box
2. Two methods of renewing an item are possible:
    - Search by Item record number, and then select the item to be renewed
    - Scan or type in the barcode of the item to be renewed
3. Click the **Close** button

Holds

Holds may be added to a Patron's account from their **Patron Record** tab. Or holds may be placed in the **Search/Holds** function. It is also possible to cancel or modify existing holds in both places.

The number of holds already on a title displays from the **Holds/Bookings** tab summary, in the last column to the right on the **Holds/Bookings** *tab.*

If the patron already has a bibliographic-level hold on this title, the system will not accept the hold.



There are two types of holds:

- Bibliographic level holds, which are also called "Title level" or "Copy Returned Soonest" holds. **The first copy checked back in will be selected to satisfy the hold. This is the level of hold that should be used normally for all patron holds.**
- Item level holds is the second type. For item level holds, only a specific copy will satisfy the hold (for example, a particular volume, or particular autographed copy, etc.) This level of hold should only be used when you want to retrieve a specific copy, such as to have it returned to technical services for repair.

Holds can be placed on:

- A title or item that is checked out
- A title or item that is not checked out
- A Bibliographic record with an attached On Order record

Holds *cannot* be placed on:

- An item currently checked out to this patron

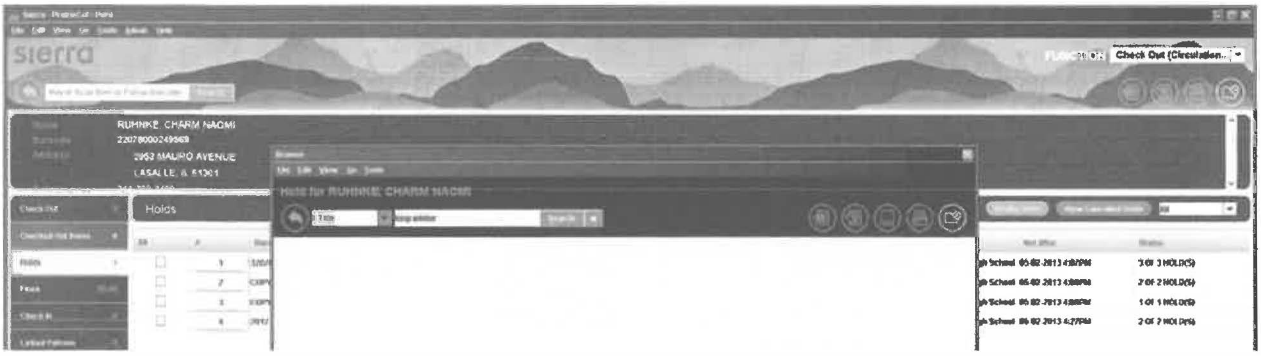
- An item with status o ("library use only")
- An item pointing to a Loan rule whose "Code" element is "N" (non-circulating)
- An item pointing to a Loan rule whose HOLDABLE element is set to "N" (no)

Place Bibliographic (Title) level holds - Copy returned soonest

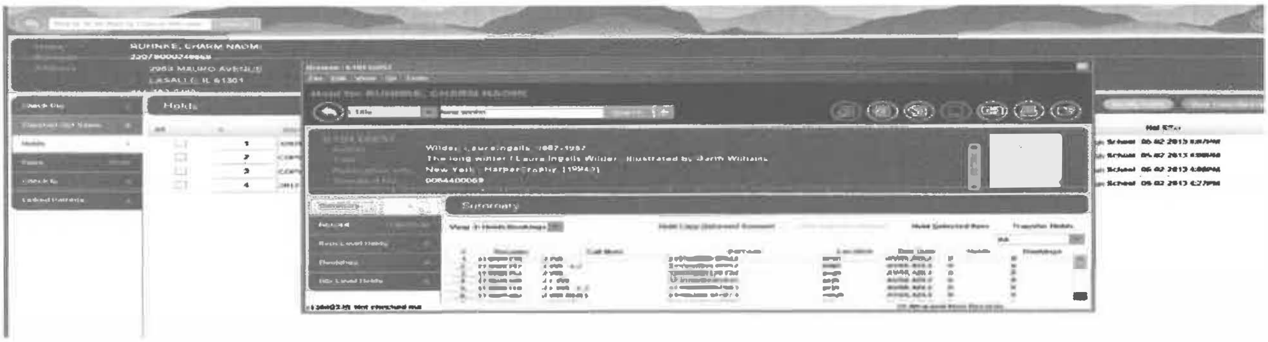
It is possible to place a bibliographic-level hold from **Check Out (Circulation Desk)** mode or from **Search/Holds** mode on the navigation bar.

Placing a hold from the Check Out (Circulation Desk) mode:

4. Select **Check Out (Circulation Desk)** mode r
5. Retrieve the Patron record using any method.
6. Click the **Holds** *tab*
7. Click the **Add Holds** button
8. A browse window pops open; retrieve the desired Bibliographic record by performing a search, using an appropriate index (author, title, subject) for searching.



9. Select the record for the request by highlighting the appropriate results line in a browse screen then clicking **Select**. Or double click on the wanted item. If there is a direct hit for a title, the Bib record automatically displays.
10. From the **Summary** tab list of attached Item records, click the **Hold Copy Returned Soonest** button.



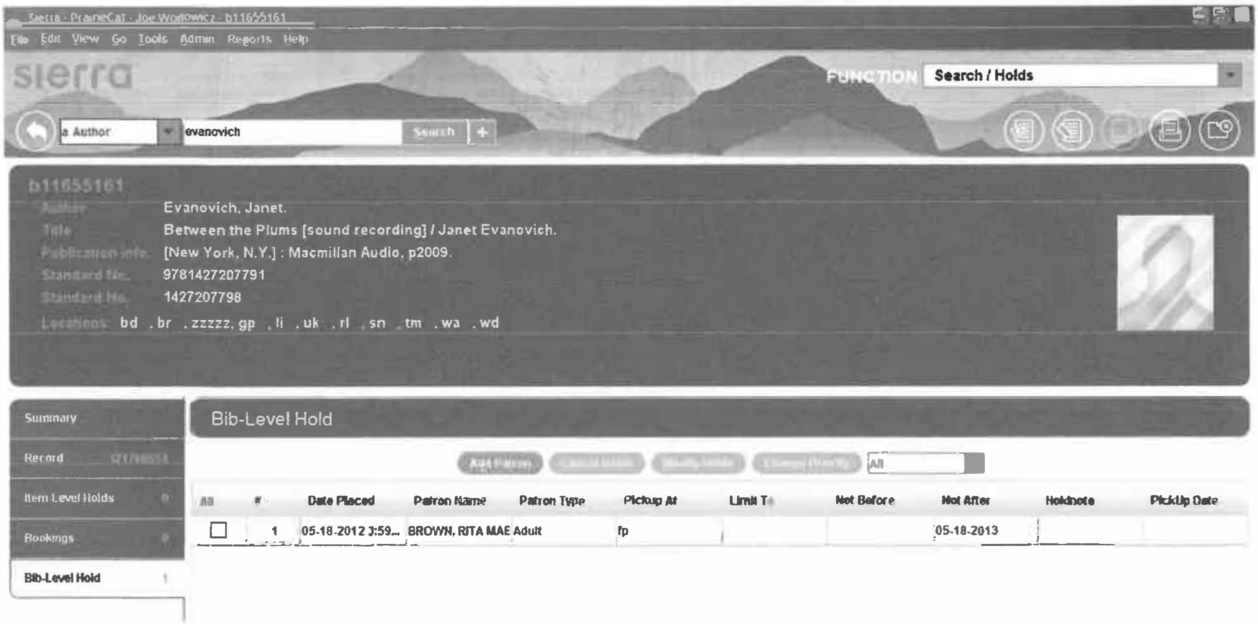
Type in or select the desired hold parameters for pickup location, not wanted after date and click **OK.** Hold parameters are configured in Circulation Parameters.

Placing a bibliographic level hold from Search/Holds mode

1. Go to **Search/Holds** mode on the Function box on the right side of the screen.
2. Retrieve the Bibliographic record by searching an appropriate index (author, title, subject) for searching.
3. If the search results in a browse list, select the Bibliographic record on which the hold will be placed by highlighting the line of the appropriate title. If the search results in a direct hit for only one Bibliographic record, the Bibliographic record will display on the screen).
4. From the **Summary** tab list of Item records, click the button for **Hold Copy Returned Soonest**.
5. Retrieve the desired Patron record by using the **Add Patron** button and searching for the patron
6. Type in the desired hold values for pickup location and not wanted after date and click **OK**

- If no Item records for this title are eligible for hold placement (for example, they all contain a status of "Library Use Only"), the system will display a "REQUEST BLOCKED" message. The system will place, instead, a bibliographic-level hold. By using the bibliographic level hold option, if the library later changes the status of any attached item record or acquires new items for that title for which holds may be placed, the HOLD will be fulfilled. If item level holds are placed, only that particular item may satisfy the hold and if that item becomes unavailable, the hold will never be satisfied.

- The number of holds already on a particular title displays on the summary tab on the left. Click on the Bib-Level Hold tab to display the current holds.



If the copy being held has a Status of AVAILABLE (meaning on the shelf and available to be checked-out), the system can print a paging list (formerly known as the picklist) so that staff may retrieve the hold and place it on the hold shelf for the patron. The item must be scanned at the desk, using "Check-In" mode, after which the system will generate a hold pickup notice.

- If the desired item cannot be located on the shelf, it is possible to change the item status to missing, and to place another bibliographic level hold for the patron. Changing the item status to missing places the item in the On Search File. The library will need to periodically create a list of missing items to determine disposition of missing items in the collection.

Place Item level Holds

It is possible to place an item-level hold from **Check Out (Circulation Desk)** mode or **Search/Holds** mode.

Placing an item-level hold from Check Out (Circulation Desk) mode:

1. Retrieve the patron record using any method.
2. Click the **Holds** tab in the patron's record

3. Click the **Add Holds** button
4. Retrieve the desired Bibliographic and Item record using an appropriate search index.
5. From the **Summary** tab of attached Item records, select the desired Item record by highlighting the line, and click the **Hold Selected Item** button.
6. Type in the desired hold parameters and click **OK**

Placing an item-level hold from Search/Holds mode:

1. Go to **Search/Holds** mode on the navigation bar on the left side of the display.
2. Retrieve the Bibliographic and Item record, using any appropriate search index.
3. From the **Summary** tab of attached Item records, select the desired Item record by highlighting the appropriate summary line of the Item record and click the **Hold Selected Item** button.
4. Retrieve the desired Patron record using the **Add Patron** button
5. Type in the desired hold parameters and click **OK**

Modify Holds

The hold parameters (for example: not-wanted-before or after dates, hold note, pickup location, etc.) can be changed by staff members. Holds can be modified from **Check Out - Circulation Desk** mode and **Search/Holds** mode. The procedure is the same in both modes:

1. Retrieve the Patron record (**Check Out Circulation Desk** mode) or Bibliographic and Item record (**Search/Holds** mode)
2. Select the appropriate **Holds** t*ab*.
3. Highlight the line or lines of the hold(s) to be modified.
4. Click the **Modify Holds** button to modify the required field of pickup location, the optional not-wanted-before date, the optional not-wanted-after date and the optional hold note. The Pickup Location is required. Other values are optional.

Cancelling Holds

Holds may be cancelled from **Check Out (Circulation Desk)** mode and **Search/Holds** mode on the navigation bar. The procedure is the same in both modes:

1. Retrieve the Patron record (**Check Out - Circulation Desk** mode) or Bibliographic/Item record (**Search/Holds** mode)
2. Select the appropriate **Holds** *tab*.
3. Highlight the line or lines of the hold(s) to be cancelled.

4. Click the **Cancel Holds** button to cancel all of the selected holds and to generate hold cancellation notices (if you have chosen to send notices for cancelled holds).

Viewing Cancelled Holds

When staff cancels a hold, there is an option to create a notice confirming the hold has been cancelled. This notice can be printed or emailed to the patron, this is a local decision.

1. To view the patron's cancelled holds, to the patron's record
2. Choose the **Holds** tab, then choose the **View Cancelled Holds** button.
3. The screen displays a list of all holds cancelled on the patron record. This list can be printed.

Check in items with holds

If a patron returns an item which has a hold on the item, Sierra Circulation will present a message alerting the staff that there is a hold on the item. It is possible to print a slip or wrapper to insert in the item before it is placed on the Hold Shelf.

At the exact moment an item which satisfies a hold is returned, the system sets the item status to **On Holdshelf** for patron pickup. If the item is on hold for another library, the item status will be changed to **In Transit**. See the In Transit section for more information. Depending on the library's notice settings, a hold pickup notice may be generated that night for the patron.

If the item has a hold, the screen display's this pop-up message. Staff has the option of **Fulfill Hold, Check in, do not fulfill hold** and **Cancel hold**. Choose **Fulfill Hold.**

Once **Fulfill Hold** is clicked, the screen displays this message. Click **Yes** to print a transit slip. Staff may be prompted to select

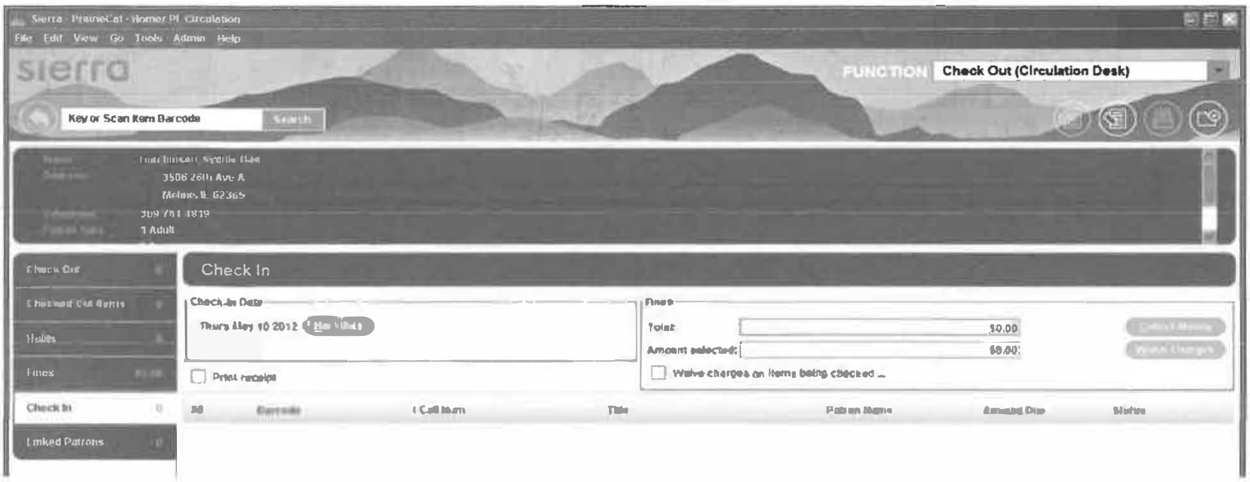
a printer, if the default printer has not been set. This is a local decision.

Check In

Check in with Patron Present

When an item is checked in using **Check Out - Circulation Desk,** the patron's record displays. This allows staff to perform patron-specific circulation functions such as collecting fines and viewing the history of fines paid while the patron is at the desk.

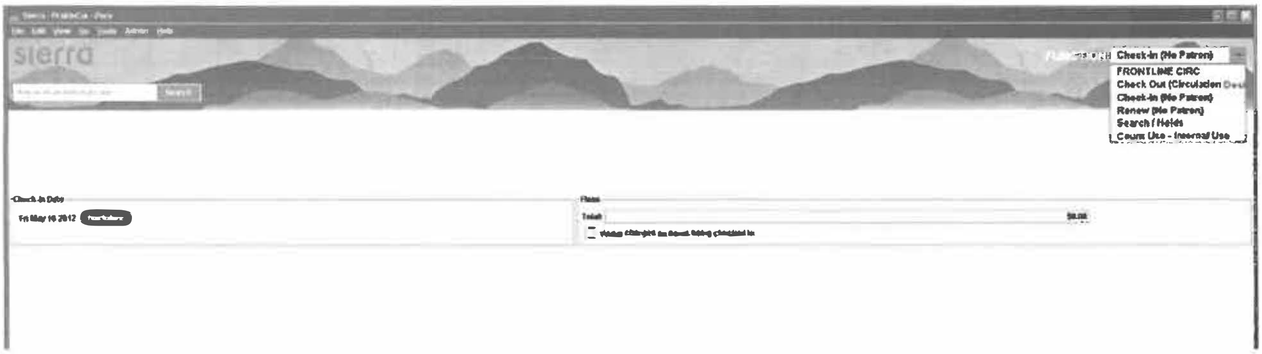
1. Go into **Check Out (Circulation Desk)**
2. Retrieve the Patron record and click on the **Check In** *tab*



3. Scan the item barcode to check it in.

- It is possible to backdate the check-in date by using the **Backdate** button. It is essential to click the Backdate button before scanning the item barcode to check it in
- It is possible to waive charges or to collect money immediately by selecting the checked in item and clicking the **Collect Money** or **Waive Charges** button, which will become active if the user is authorized to perform this function.
- If printing a receipt acknowledging the return of an item, the system will print the date & time, title, barcode, patron name, and record number on the receipt.
- It is also possible to check in items from different patrons using this same tab without closing the previous Patron record.

Check in without Patron Present



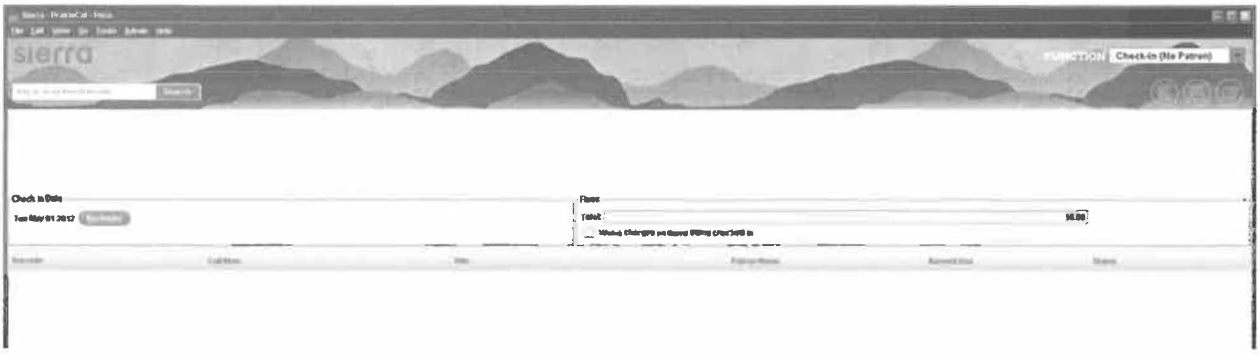
In the function dropdown box, choose Check In (No Patron) and begin scanning item barcodes.

Should the item be needed to fill a hold/request, the screen will display the appropriate pop-up screen.

Backdate Check Ins

To backdate checked in items (assign a return date earlier than the current date):

- Choose Check In (No Patron) from the Function box.
- Click the **Backdate** button before checking in the materials. Choose the desired date of return (checked in date) from the popup calendar. Depending on local



  decision, the waive fines box may also be checked.
- Scan the item barcode (or type in the item barcode). Should the item be needed to fulfill a hold/request, the appropriate pop-up screen will appear.

Check in overdue items

If a patron returns an overdue item (i.e., the time of check-in is later than the Item record's DUE DATE field), Sierra Circulation generates a fine as established in the Loan Rules, and adds the fine to the charges assessed in the Patron record. .

Check in billed items

When a patron returns an item which is billed, the system will change the amount assessed in the Patron record to the amount specified by the library. The library has the following options:

Reduce the billed amount to:

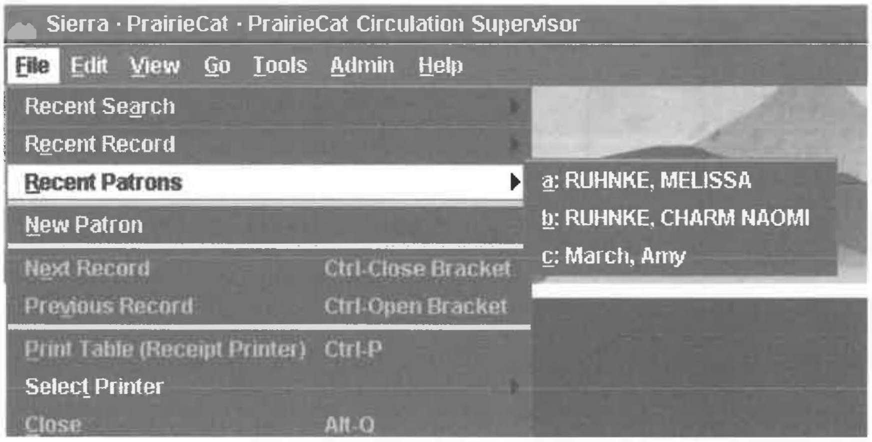
- the BILLING FEE
- the *greater* of the BILLING FEE or the overdue fine
- the *lesser* of the BILLING FEE or the overdue fine
- no charge; Sierra Circulation waives the fine automatically if this option is selected. Note that it may be necessary to enter your initials and password to waive the fine. The ability to waive fines is controlled by authorizations associated with individual initials and password.

This option is set in the Circulation Options, **"Check-In of Billed Item: Reduce bill to"** option.

Patron Record Maintenance

Recent Patron Record

To access the last 5 patrons without scanning their barcodes, go to **File | Recent Patrons**, then choose the patron. This option only appears when in the Check Out (Circulation Desk) function.



Locating and Searching by p Number

The software automatically assigns each patron a unique number, called the **p** number. The **p** number stays with the patron through any changes to their barcode, address, name, etc. The **p** number is in the patron's record and is also in the item record of their checked out items. Additionally, the **p** number may be located **Last Patron** field of the **item record**.

In the Patron record

1. Search for the patron in **Check Out (Circulation Desk)**
2. Click the **Edit Patron Record** icon
3. When the **Edit Patron Record** pop up window appears, the **p** number is at the top of the window.

In the Patron No. field of the item record

When the item record displays, the **Patron No.** is listed in the fixed fields, under the **Date Due** field. The number does not begin with p and only shows 7 digits.

In the Last Patron field of the item record

Sometimes damage to an item is not discovered until after the item is checked in. The last patron to have borrowed that item can still be determined by using the **Last Patron** field in the item record. When the item record displays, the **Last Patron** field is listed just below **Patron No**. Again, the number does not display with a leading **p** and is only 7 digits long. PraireCat convention permits the last three patrons to be lists in the Last Patron field.

Searching by p number

1. To find the patron connected to the **p** number, in **Check Out (Circulation Desk)** click on the **Search** button
2. Select Search by **Record No.** from the drop down box

3. Type in the **p** number, if the number is onlr 7 digits, add the letter 'a' to the end of the digits to make 8 characters
4. Click **Search** button
5. The patron's record displays

Adding Patron Messages

The circumstance for adding a pop-up message to a patron's account is a local decision. These messages display on the staff side (Sierra), not on the patron side.

1. Search the Sierra patron database for the patron.
2. Once the patron's account is displayed, click on the **Edit Patron Record** icon in the upper right side of the screen.
3. Next, click the **Insert Field** icon, in the upper right.
4. The variable field (**Insert non-Marc field**) box appears. From the drop down box, choose **Message.**
5. Type the Message in the long rectangular box. The message field can hold 10,000 characters. Include your initials and the date (mm/dd/yyyy).
6. Click **Ok** and then **Save.** The new message will appear the next time the patron's account is accessed by staff.

Removing Patron Messages

1. Search the Sierra patron database for the patron.
2. Once the patron's account is displayed, click on the **Edit Patron Record** icon in the upper right side of the screen.
3. Next, click in the Message field.
4. Right click once in the Message field. From the drop down box, choose **Delete Field**.
5. Click **Save**.

Merging Duplicate Patron Records – advanced login permissions

If two patron records were created for one patron, the two records can be merged.

To merge two patron records into a single record, the **p** number is needed for both records.

Tip: it helps to print both patron records before beginning to merge the records.

1. Display the patron records to see the **p** number, choose **Edit Patron Record**. The **p** is at the top left, above the fixed fields.
2. Choose **Merge Duplicate Patron Records** from the Function box. If this choice does not appear, the login does not have merging permissions/privileges.

3. Two boxes appear, the first/top box is for the **p** number you want to remove, or merge into the Destination (second/lower) box.
4. Enter the **p** numbers for the patron records into the appropriate box.
5. Press **Enter** key
6. Confirm the merger. Clicking the Cancel button stops the merge.
   If either record has items on the hold shelf, the two records cannot be merged until the item is checked out to the patron.

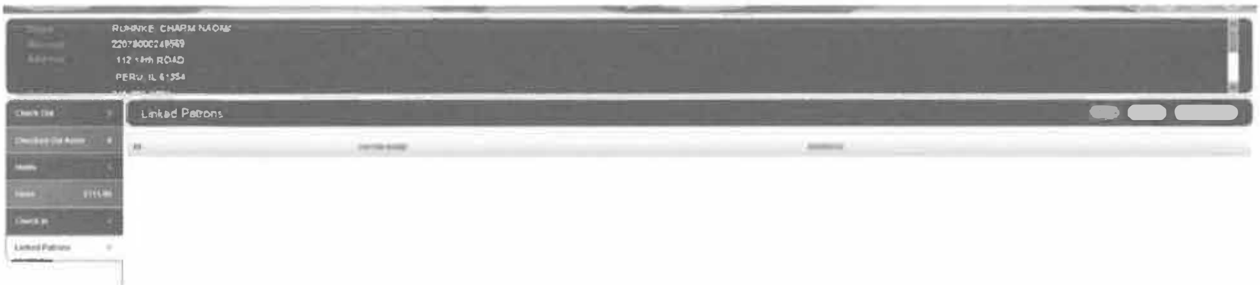
7. Add a note to the merged patron record indicating both **p** numbers, staff initials, library name and date.

Linking Patrons – Local Decision

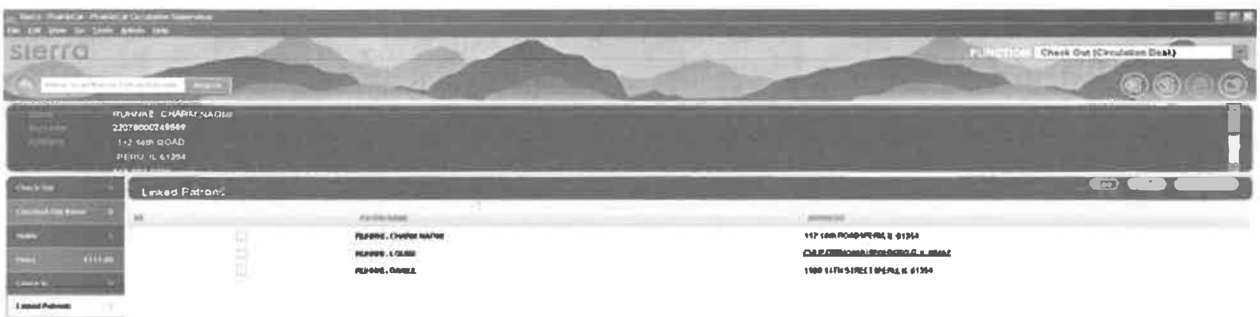
Linked patrons may be used to link family groups, university graduate assistants, or for any other purpose deemed useful by the library. Using this option is a local decision.

> ***Note: if you link Patron A to Patron B who is already linked to multiple patrons (Patrons C-E), all the patrons are automatically linked to each other. For example, Bob Smith is linked to Mary and Billy Smith. Then later Sally Smith is linked to Bob, Sally will also be linked to Mary and Billy. All four are linked together.***

1. In **Check Out (Circulation Desk)** display the patron record and click the **Linked Patrons** tab.
2. Click the **Link** button and search for the Patron record to link to the original patron record.



3. A list of possible choices appears. Highlight the Patron record to be linked to the original record and click the **Select** button. Repeat the process to link multiple patrons to one patron.



If you search by the full name, the software presents likely matches and automatically links the two patrons.

Moving Between Linked Patrons

Once linked, if any of the patrons within the linked group has a hold, fine, or overdue, the joint **Linked Patron** tab displays in red.

1. At a patron record, go to the **Linked Patrons** tab
2. Select the desired linked patron by highlighting the appropriate line. Click the **Go To Patron** button to retrieve a linked patron record. You are now at the patron record for the linked record. You can check out, pay fines, and all other functions associated with the patron record.

Unlinking Patrons

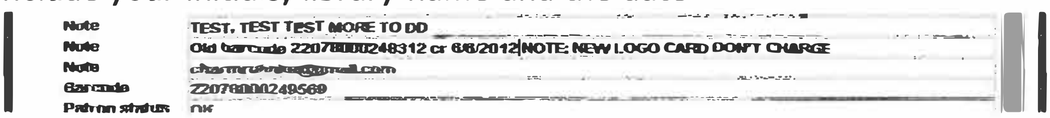
Note: if two patrons are unlinked, it unlinks all the patrons who were linked. For example, if Bob Smith is linked to Sally Smith, Mary Smith and Billy Smith. And Bob is unlinked from Sally, Mary and Billy are also unlinked from Sally.

1. At a patron record, go to the **Linked Patrons** tab
2. Select the patron to unlink
3. Then click the **Unlink** button to remove the link.

Assigning New Barcodes

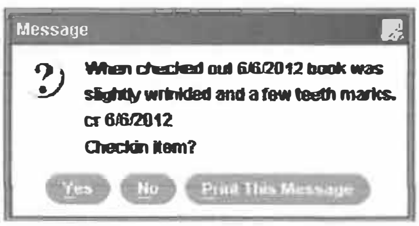
If a new barcode needs to be assigned to a patron, the old barcode number is moved to a Note field with the comment "this is an old barcode", staff initials, library name and date.

1. Retrieve the patron's record in **Check Out (Circulation Desk)**
2. Click the **Edit Patron Record** icon
3. Copy the patron's current (soon to be former) barcode from the Barcode Field
4. Click the **Insert Field** icon
5. Scroll through the field choices, selecting **Note**
6. Paste the barcode into the new **Note field**, adding the comment Previous Barcode, include your initials, library name and the date



7. Next move the mouse cursor to the **Barcode Field**, remove the old barcode from the field and scan the new Barcode into the **Barcode Field**.
8. Click the **Save** icon.

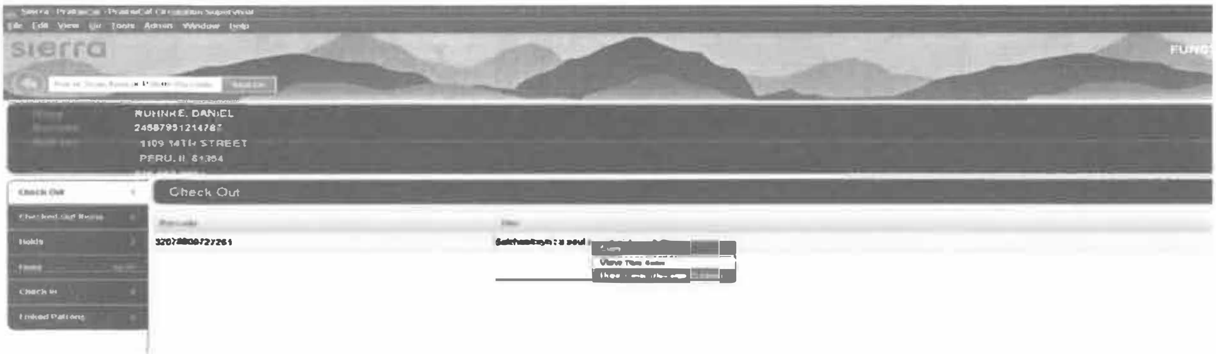
Item Messages



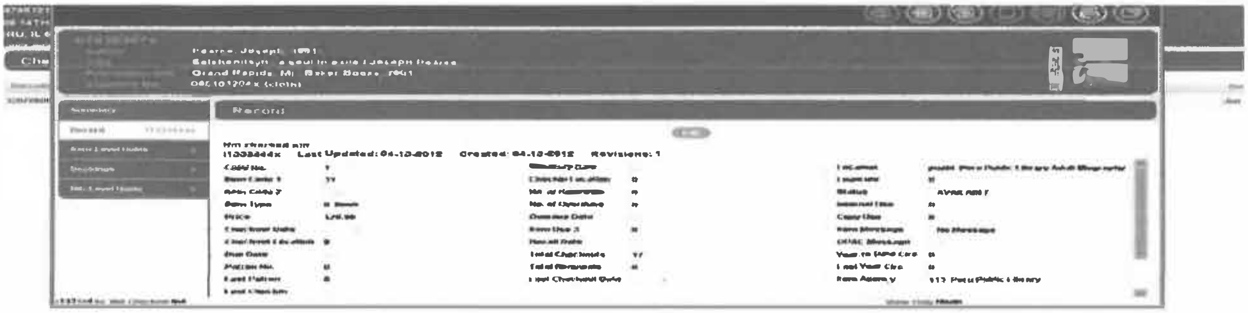
Periodically circulation staff may need to add a message to the item's record.

Adding Item Message at Check-out

1. Check out the item to the patron.



2. Right click on the item, click **View this Item**
3. The item's record displays, click on the **Edit button** (not the icon, but the

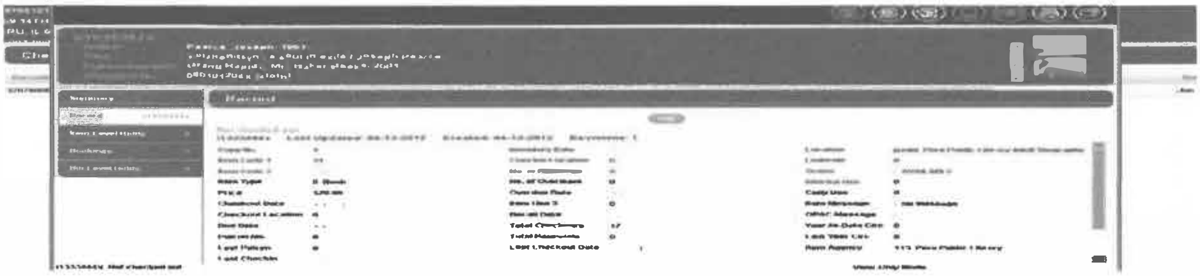


button)
4. Now click the **Insert Field** icon
5. Choose **Message** from the **Insert Field** drop down box.
6. Add the message, remember to include your initials, library name and date with the message.
7. Click the **Save** icon
8. Continue checking out to the patron. The message will appear/display the next time the item's barcode is scanned.

Removing Item Message

1. In Check-in (No Patron), scan the item's barcode.
2. Right click on the item, click **View this Item**

3. The item's record displays, click on the **Edit button** (not the icon, but the button)



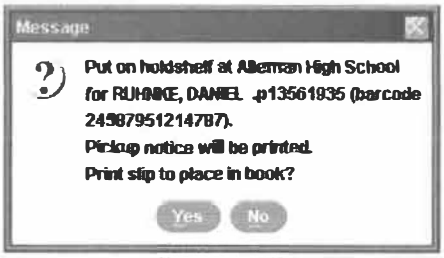
4. Scroll down to the **Message** field; click the mouse cursor on the Message.
5. Right click, choose Delete Field

6. Click the **Save** icon

Note: Item messages must be manually deleted.

Paging (Pick List)

1. Select **Check-in (No Patron)** from the Function drop down box
2. Scan the item's barcode
3. If the item is for a patron at your library, a message displays with instructions to put the item on the hold shelf.
   If the item is for a patron at another library, a message display with instructions to put the item in transit for delivery to the other library.



4. Repeat steps 2-4 until all the items pulled for the Paging list have been handled.

Holds

Check-in without triggering hold

When checking in an item with a hold, the pop-up screen displays four options: **Fulfill Hold**; **Check in, do not fulfill hold**; **Cancel hold**; and **Cancel**.

- Usually, the **Fulfill** hold option is chosen.
- But if the item cannot be used to fill the hold because of damage, choose **Check in, do not fulfill**. This moves the hold to the next available item. Once the damaged item is repaired, check it in using Check-in (No Patron) to put the item back in circulation for holds, etc.
- Choosing **Cancel hold** terminates the hold. DO NOT CHOOSE **Cancel hold**
- **Cancel** ends the transaction, the item is not checked in and the hold remains outstanding.

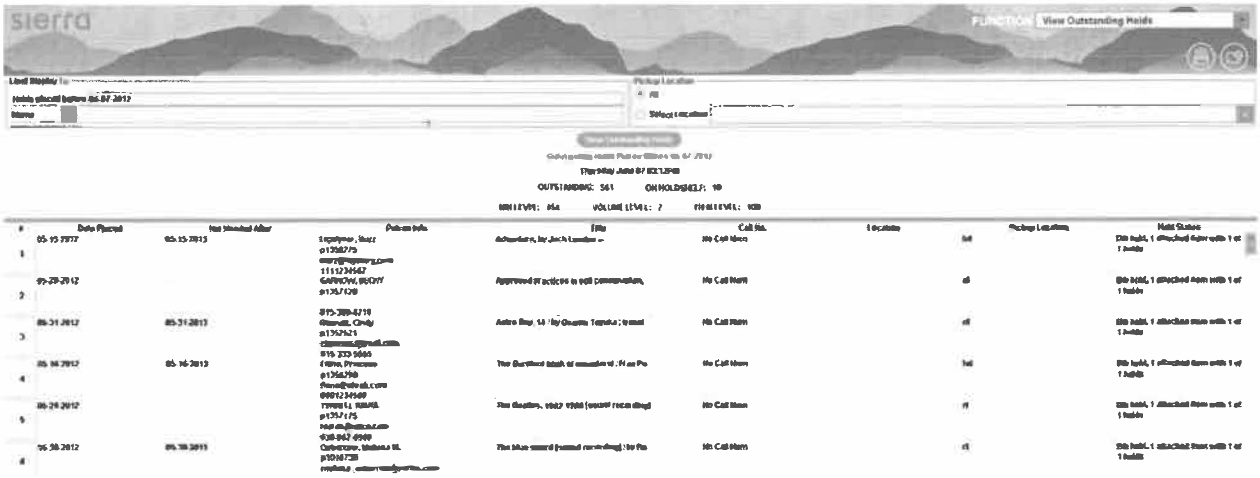
Note: Staff should not choose* Check in, do not fulfill hold *unless the item needs to be processed, mended or other technical services. The option is not to be used because the current patron wants to renew the item or because staff does not want to send the item to another library.

Viewing Outstanding Holds – Advanced Login Permissions

Use **view outstanding holds** on a weekly basis to find holds for bibliographic or volume records that no longer have any holdable items, for items that are billed or claimed returned, and for high-demand items whose holds are not filled in a timely manner.

To see the outstanding holds by all the library's patrons,

1. Go to the Function box, selecting **View Outstanding Holds** from the Function box
2. The software displays **Limit Display To** and **Pickup Location** choices
3. Modify the **Holds placed before** date to view holds placed before a different date. Today's date displays by default.
4. For **Pickup Location**, choose the location(s) for viewing outstanding holds
5. Choose **View Outstanding Holds** to generate the Outstanding Holds Report.



This report can be sorted by the entries in the table. By default, the report sorts by hold status, then by title. To sort the table manually, click the top of each column.

View more information about a specific hold, right-click the entry in the table. The system displays an options menu.

Print the report by choosing the Print icon, or selecting the Print Report from the right-click menu. Once you have printed the report, you can cancel or transfer holds for items that are no longer holdable.

Clearing the Hold shelf

. Once the applicable items are pulled from the hold shelf, they should be checked in to activate the next hold or send the item back home or return the item to the library shelves.

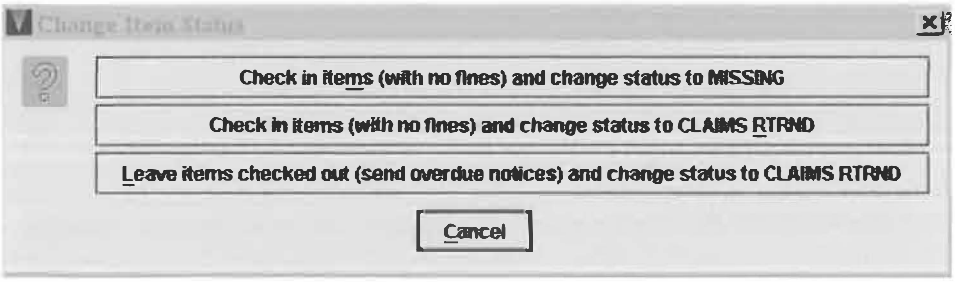
1. Select **Check In (No Patron)** from the Function box
2. Scan the item's barcode
3. Follow the screen directions displayed by the software
4. Repeat steps 2-4 until all the items removed from the hold shelf have been handled.

Claim Items Returned – local decision

If a patron claims to have returned an item but the item has not yet been checked in, it is possible to mark the item as *"claim returned"*. It is a local decision whether to make an item claims returned and who at the library may make the change.

8. Retrieve the Patron record and click on the **Checked Out Items** tab

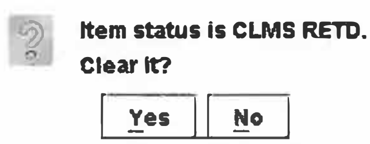
9. Select the appropriate item(s) from the list of items checked out and click the **Claim Returned** button
10. When the calendar screen appears, select the date the patron claims to have returned the item by clicking in the appropriate day. If the patron does not indicate a specific date, click the **Blank Date** button.
11. Choose from the displayed options. All three options place the item into the ONSEARCH FILE (a missing items report) and a note is added to the Patron and Item records indicating that the item has been claimed returned by the patron. It is not possible to automatically select or display only one of the three choices presented when the **Claim Returned** button is selected. An appropriate choice must be made in order to continue with the claims returned process.



- Choice 1 – item is declared MISSING and removed from the Patron record, no fines are assessed. The patron is no longer responsible for the item.
- Choice 2 – item is declared CLAIMS RTRND and is removed from the Patron record, no fines are assessed. The patron is no longer responsible for the item.
- Choice 3 – the system leaves the Item record checked out to the patron and the system will continue to send overdue notices, generate a bill, accrue fines, etc., and the status of the item changes to CLAIMS RTRND. **The patron remains responsible for the item.**

Clearing Claims Returned

If an item with a claims returned status is checked in (or out), using any normal check-in or check-out function the system prompts the staff member:

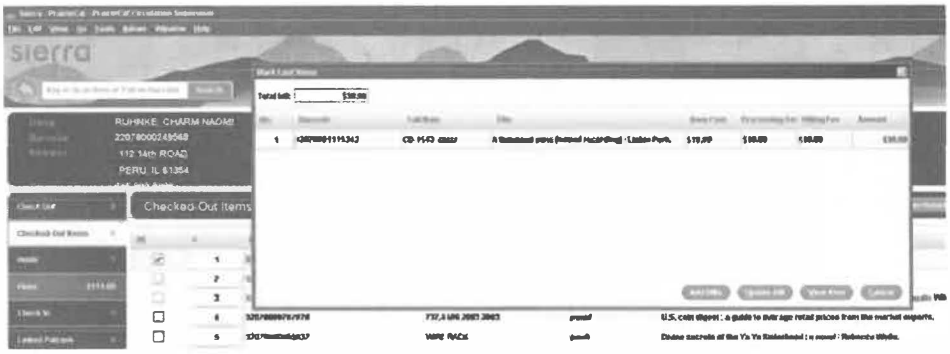


It is a local decision which staff members are authorized to check in a claims returned item. If the selection is "No", the item remains checked out to the patron. The only way to clear the item status of claims returned is to answer "**Yes**" to the prompt.

Marking Items Lost

To indicate that one or more items have been reported lost by a patron:

1. Retrieve the patron’s record and click the **Checked Out Items** tab.
2. Select the item by clicking in the appropriate line and clicking the **Mark Lost Items** button.



3. The **Mark Lost Items** pop-up window displays.
4. Clicking the **Update Bill** button allows staff to adjust sections of the bill. Always click **Update Bill** if ANY changes are made to the bill, then click **Add Bills**
5. Clicking the **Add Bills** button adds the bill to the patron’s account.

NOTE: You must **Update Bill** if there are any changes or adjustments before clicking the **Add Bills** button.

- Appropriate charges and fees are added to the Patron record.
- The status fixed-field of the lost item is changed to n: BILLED, not yet paid when a bill is calculated by the system.
- A note is added to the Item record by the system indicating that the item is billed.
- The **Fines** tab is used to collect money for the lost item.

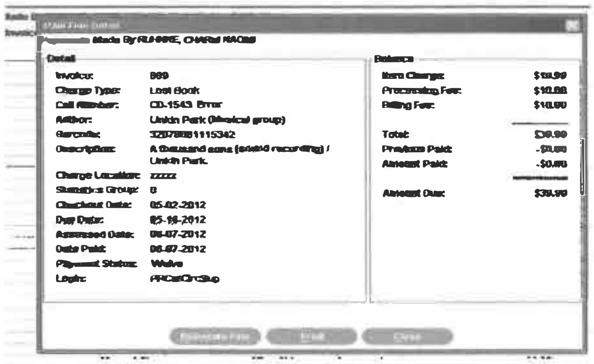
Fines – Reinstating Fine

If a fine is mistakenly paid or waived, the fine can be reinstated. You can reinstate all types of fines except:

- **Any Manual charge added as a fine**
- Adjustment charges for billed rental items
- Any library notice printing charges
- Any charge with a payment status of Adjustment

To reinstate a fine:

1. View the fine you want to reinstate from Fines Paid, either from the patron's list of **paid fines** or within the **Fines Paid** function.



2. Choose a fine to view within the **Fines Paid** function
3. Choose the **Reinstate Fine** button.
4. The **Reinstate Fine** dialog box prompts you: This fine will be reinstated. Original fine payment information will be removed.
5. Choose the **Confirm** button.

Count Use – Local Decision

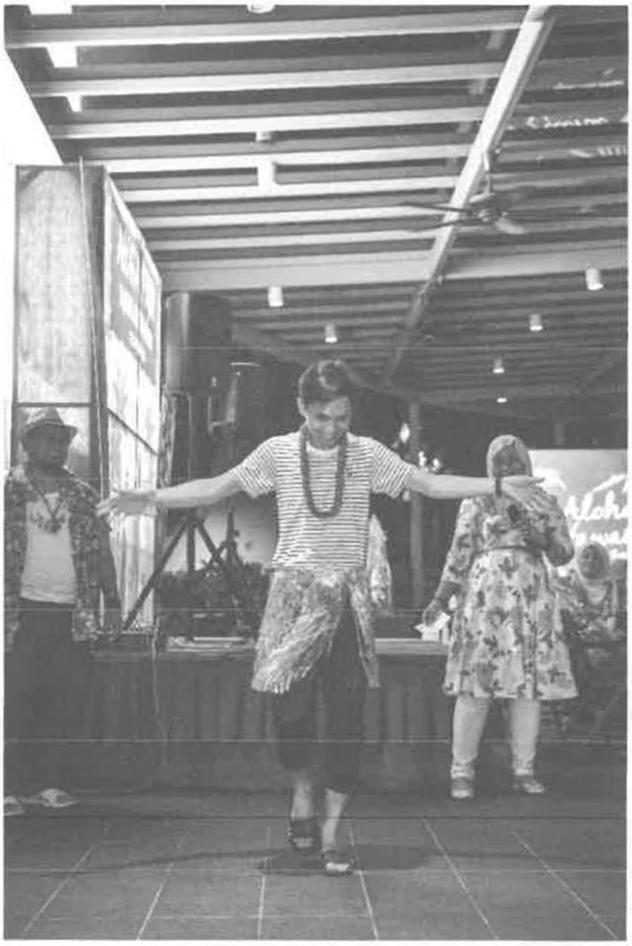
The Count Use functions enable the collection of in-house usage statistics for library materials that do not circulate. For example, collecting use statistics on items found unshelved among the stacks, items left by a copy machine, or non-circulating items that are part of a special collection.

Sierra enables you to count usage in categories: internal use, copy use, item use 3 and portable reader. If the library uses a portable, handheld barcode reader, that data can be uploaded by using Count Use – Portable Reader.

1. In the Functions box, choose the applicable Count Use option.
2. Scan the item(s) barcode
3. Reshelve the item(s)
4. The number of **Count Use** transactions now displays in the item(s) record. The Count Use transaction numbers are not included in the regular checkout statistics, but appear in the Internal Use statistics box.

APPENDIX 3 : PICTURES OF HCE AWAY DAY


PETRONAS
Cultural
Beliefs
PETRONAS
Cultural
Beliefs




Kopetro Travel & Tours
www.kopetro.com.my

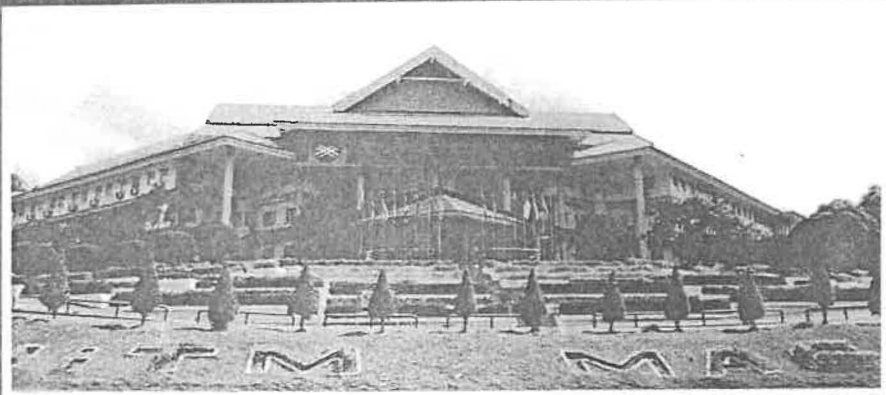
LOG BOOK

UNIVERSITI TEKNOLOGI MARA

UNIVERSITI TEKNOLOGI MARA

CAWANGAN KELANTAN

Leading in Entreprenuership and Community Engagement



PRACTICAL TRAINING LOG BOOK

UNIVERSITI TEKNOLOGI MARA

Universiti Teknologi MARA
Cawangan Kelantan
Bukit Ilmu, 18500 Machang, Kelantan
09-976 2000, 09-976 3300
http://www.kelantan.uitm.edu.my

BERKAT PRINT : 09-7742 501

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.

CO022016 -> Staff

mafiq.mazmin@petronas.com.my

~~Password~~ Ds@out0308

Cik Amir

Kak Suria

Puan Shariqah Zarina (Telesourcing)

Kak ziela

Kak Sha

Kak Anis

Kak ILLIZA

Kak Azzah

Kak Rozy

Kak Aida

Kak Faridah

Kak Baya

PERSONAL DETAIL

1. Name : MUHAMMAD AFIQ B. MOHD AZMIN
2. Student ID : 2016673992
3. Programme : INFORMATION SYSTEM MANAGEMENT
4. Semester : 7
5. Home Address : NO. 60, PRSN PENGKALAN RIA 3, MEDAN PENGKALAN BIDARI, 31650, IPOH, PERAK
6. Tel No (HP) : 012-4914737
7. Email : afiqazmin24@gmail.com

ORGANISATION INFORMATION

1. Full Name & Address : PETROLIAM NASIONAL BERHAD. PETRONAS TWIN TOWERS, TOWER 1, LEVEL 61, ~~KUALA LUMPUR CITY CENTRE, 50088~~, KL
2. Department : HUMAN CAPITAL POLICY
3. Supervisor : NURUL SHA'ADAH BINTI ABDUL KALAM
4. Position : SENIOR EXECUTIVE
5. Tel : - HP :
6. Email : shaadah_akalam@petronas.com.my

FOR OFFICE ONLY

Remarks :

Bank Statement.

001240 - 002 → Cost Centre.

DATE : 1·8·2018.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(1) Report Duty	
(2) Introduction to Document Structure Guidelines.	
(3) Introduction to Records Management Policy Guidelines	
(4) Records Management Training Sidepack	
	Azzah Ghazali Head Human Capital Policy Human Capital Management Department
# Bank statement.	
# Insurans uitm.	

PRACTICAL TRAINING LOG BOOK

UNIVERSITI TEKNOLOGI MARA

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
LOA Refresher. [redacted] } by finance	
(Limits of Authority)	
* Setting up the place:	
seek for approval at certain level	
HCP is custodian.	
9.30 - Breakfast.	
9.55 - Start.	
12.00 - end.	
LOA is an instrument of delegation of	
board's power, containing key decision	
making for the company.	
Power of Attorney = legal	
Delegation of Authority =	
Types of LOA - company, projects, summary of authority (SOA)	
Azzah Ghazali	
Head	
Human Capital Policy	
Human Capital Management Department	

DATE: 3.8.2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Set up laptop & work place.	

HR Upstream

Unit

- HR PD&T
- HR Holding Company
- Education & Learning (EDL)
- Human capital Mgmt Office (HCMO)
- Organization Design & Dev. (ODD)
- Compensation & Benefit (C&B)
- Talent sourcing Industrial relation (TS&IR)
- Talent management (TM)
- Leadership & capability development (LCD)

HR Downstream

- Human resource centralized ~~center~~ services (HRCS)

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
RMPG record disposition project.	
- Meeting with Puan Zainora Bt M Zainal Abidin (10.30 a.m) Level 51, Tower 1	
- Meeting with M Bazli B A. AZIZ (2.30 p.m) Level 62, Tower 1	
WFT => work force for tomorrow.	
RMPG	
1. HCMO	
2. TSR ✓	
3. ODD ✓	
4. C&B	
5. ~~LCD~~ ✓	
6. TM	
7. Downstream ✓	
8. Upstream	
9. PD&T	
10. HRES	
11. Edl	
To Do	
1. Share packs	
2. Calender	
3. Get the latest list.	
62)	
zali	
Policy	
Management Department	

DATE :

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
RMPG record disposition project.	
- Appointment with M Khairul Nizam B Yahya (10.30 a.m), ODD [Level 62, Tower 1]	
- Appointment with Aziza (3.00 p.m), Downstream	
# confirm location with Khairul. (✓)	
Azzah Ghazali Head Human Capital Policy Human Capital Management Department	
# RMPG disposal (41 - 48)	
# mymemo tag to roles.	
# naming convention in group record list.	
# Should be stamp (records) destroyed including yg kat PRC.	
Buang physical, buang digital	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
RMPG	
- List of ~~table~~ challenge & AOR.	
KM (Knowledge Management)	
- draft detailed process flow chart for km (include roles)	
① Uploading	
② Deleting.	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE: 9·8·2018.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
RMPG Record Disposition Project.	
~~- Meeting with Hairunnisa Hairuddin & Asmanita Bt A Khalib (10:30 am)~~	
~~- Meeting with Ibrahim B. Hj Mohamed & Nur Amirah Halim (11:30 a.m)~~	
- HCP team meeting (August) 2:30 - 5:30 pm.	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
KM Portal Discussion (NSAK)	
Secret Agents.	Azzah Ghazali Head Human Capital Policy Human Capital Management Department
Whatsapp	
T.O.R	
① What to share & discuss	
- sharing on latest updates / happening in COE.	
- platform on idea generations.	
- sharing + reminder on activities in COE (HCM + TD)	
- Social work events that related to HSE	
- Birth days / new borns - update by Admin (monthly)	
- check your sources before sharing.	

DATE : 15 . 6 . 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
RMPG Record Disposition Project	
* Meeting with Siti Nor Azwina Bt. Abdullah & Nurul Husna Bt. Nordin (10.00 a.m - 11.00 a.m) → Level 32, Tower 3.	
* Meeting with Punitha Shanmugam & Zalinda Bt. Md. Basir. (12.00 p.m - 1.00 p.m)	
* Meeting with Rizwan Bt. Rashidi & Nurshanaz Bt. A. Samad. (3.00 p.m - 4.00 p.m)	
* Meeting with Syaimaa Bt. A. Rahim & Faridah Bt. Hj. Ahmad. (4.00 p.m - 5 p.m)	
* Wina → share rmpg pack, nomination for	
	Azzah Ghazali Head Human Capital Policy Human Capital Management Department

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(1) KiLLIEX - UiTM Kelantan	
Azzah Ghazali Head Human Capital Policy Human Capital Management Department	
11 Dec 2? Downstream (Tier 1 assessment) Inventory system.	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(2) KiLLIEX - UiTM Kelantan	
Azzah Ghazali Head Human Capital Policy Human Capital Management Department	

DATE : 16·8·2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(8) KILLIEX	
- UiTM Kelantan	

Azzah Ghazali
Head
~~Human Capital Policy~~
Human Capital Management Department

PRACTICAL TRAINING
LOG BOOK
UNIVERSITI TEKNOLOGI MARA

DATE : 17·8·2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(1) RMPG Discussion	
- Chillax Area, Level 61, Tower 1	
(2) KM Portal Manual	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
RMPG record disposition project.	
- Meeting with Tutefaluna Awan	
(11.00 a.m)	
- Meeting with Nurul Laily Bt. A Rahman	
(3.00 p.m)	
- KM Portal	
(Knowledge Management System)	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE : 23.8.2018.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Preparation for rendezvous, 24 August	
1) preparation for kahoot! (quiz)	
2) secret agent meeting (11.00)	

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Head
Human Capital Policy
Human Capital Management Department

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
2> HCM Rendezvous	
(9 – 12)	
– Galeri Petronas, KLCC	
Azzah Ghazali Head Human Capital Policy Human Capital Management Department	

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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
To do in August	
① KM Portal Access.	
2> Preparation for RMPG Update.	
* Focal person update.	
* GHRM Group Record List Update.	
* Tier 1 checklist update.	
* Disposal exercise update.	
* Training calendar update.	
Azzah Ghazali Head Human Capital Policy Human Capital Management Department	
Before 30th Aug. (List of access)	
Access for GHRM	
HCM Policy & procedures Permission KM portal	
Read only	
HR Members only	

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DATE : 28·8·2018·

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
RMPG Update Session · 10 – 11 a·m (Focus ~~Recognition~~ Execution Room, L62, PETT 1)	
Rendezvous Meeting · 5 – 6 pm (Discussion Room 1, Level 63, Tower 1)	

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Head
Human Capital Policy
Human Capital Management Department

DATE : 29·8·2018·

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
– Tier 1 Assessment ·	
– RMPG Update Feedback ·	

Afiq's work schedule 2018·

Long Term Goals·	– Handover Notes ~~(KM Portal)~~	31·12
	– KM Inventory + clean up	DEC
	– Disposal	OCT / DEC
	– Special Project ·	19·12 · (GO LIVE)
Mid Term Goals·	– Tier 1 Assessment	AUG – DEC
	– Revised GRL	AUG – DEC
	– RMPG Sharing Session	NOV
	– KM Sharing Session / Refresher ·	NOV
	– HCP Record Digitisation	SEPT – DEC
Short Term Goals	– Rendezvous ·	6·9
	– Special project proposal	3·9
	– Contact PRC on disposition	30·8
	– RMPG TOR	19·9
	– KM SOP + SLA	3·9
	– Retrieval of archive @ PRC ·	5·9
	– Create project timeline for LT goals ·	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE : [illegible] 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS

2> Contact PETRONAS Record Centre.
2> RMPG TOR Discussion.

TOR = Terms of Reference.

Contents.
(1) Overview — ~~RMPG requirement~~ / ~~objective of disposal~~
(2) Roles & Responsibilities.
(3) Workflow
(4) Timeline
(5) Deliverables — Monthly report / Annual "

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE : 5 · 7 · 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS

2> Special Project Proposal
2> KM SOP / SLA.

SOP & SLA

Standard operating procedure
(1) Add access & remove access
(2) Document upload & downloading
(3) Assign metadata.
(4) Usage reports.

Service level agreement
(1) Adding access & remove access.
(2) Document upload
(3) Usage reports.

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Head
Human Capital Policy
Human Capital Management Department

Special project system requirement
(1) Tracking location of the records.
(2) Tracking the sender of the records/documents.

DATE :

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
2 ➾ Discussion & feedback – GHRM Transformation Gallery Walk. (10 – 2), Professionalism Meeting Room, T1, L62.	
2 ➾ HCP Team Meeting September 2018.	
e-Health	
– propose changes it to be reflected on LOU & communicated to AME 13 – 14 Sept. Training to LOU using was conducted in Sept.	
AM 2 ➾ Account manager (Focal)	

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DATE : 5

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
2 ➾ Briefing on TV01 Check in Form.	
2 ➾ KM SOP / SLA Workflow process.	
(1) access to public folder	
(2) access to private folder	
(3) upload files.	

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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1) Rendezvous Dry Run. (preparation)	
– prepare wall of awesomeness.	
– prepare question for feedback (kahoot!)	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE : 1-9-2018.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1) Rendezvous.	
(classroom 1, Centre for Advanced & Professional Education [CAPE])	
9.00 a.m – 1.00 p.m.	

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Human Capital Policy
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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Policy, Guidelines & Procedures (PG&P) discussion.	
2> Process flow + SLA	
Policy — Level 1. (approved by Board)	
Guideline — Level 2. (" " Dato Raiha)	
Procedure — Level 3. (" " G.M Level)	

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DATE :

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Policy, Guidelines & Procedures (PG&P)	
2> Process flow + SLA	
Workflow process for Policy, Guideline & Procedures	

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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(1) Special Project Proposal	
- objectives	
- problem statement	
- who will be involved	
- cost.	
- Expected deliverables.	
- Timeline.	
(2) Retrieval of archive at PRC	

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DATE : 18-9-2018.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1> Cost centre details.	
2> RMPG TOR preparation.	
Cost Centre.	
(1) Upstream	
(2) Downstream	
(3) Holding company (HRHC)	
(4) Education & Learning (EdL)	
(5) Human Capital Mgmt Office (HCMO)	
(6) Organization Design & Development (ODD)	
(7) Compensation & Benefit (C&B)	
(8) Talent Sourcing Industrial Relation (TSIR)	
(9) Talent Management (TM)	
(10) Leadership & Capability Development (LCD)	
(11) Human Resource Centralized Services (HRCS)	

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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Special Project.	
- Discussion with Kak Anis.	
② KM Portal	

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DATE : 20·9·2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
2) Consolidation of proposed GHRM Risk Profile.	
6 items.	
- causes	
- consequences.	
- mitigation < existing / new	
- Likelihood.	
- Impact	
- key indicator risk.	
Effectiveness. Rating	
① Highly unsatisfactory Green - low	
② Unsatisfactory Yellow - medium	
③ Satisfactory Orange - high.	
④ Good	
⑤ Best.	

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Human Capital Management Department

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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
HCP Event : Eat & Tell.	
→ Dotty's Suria KLCC, Ground Floor.	

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Head
Human Capital Policy
Human Capital Management Department

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8

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Catch Up Session (RMPG)	
→ Nadirah (Level 61, Chillax)	
Records Digitization:	
- PHC LOA - 29 NOV 2010 (1/2)	

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Head
Human Capital Policy
Human Capital Management Department

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DATE : [illegible]

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Records Digitization.	
- PHC LOA - 29 Nov 2010 (2/2)	
- Petronas Circular : Year 2000 - 2005	
- Petronas Circular & HRM Circular.	
Azzah Ghazali Head Human Capital Policy Human Capital Management Department	

DATE : 26-9-2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Record Digitization.	
- Reading Copy - DSG (LCD & TM)	
- LOA - additional notes, grading structure & other supporting docs..	
- HRM P&P & HRM Memo.	
- Circulars & Updates of NE & Updates on Non Permanent Staff.	
Azzah Ghazali Head Human Capital Policy Human Capital Management Department	

DATE : 27·9·2018.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Records Digitization.	
- Reading Copy - DSG (People Planning & ODD)	
16 - Reading Copy - DSG.	
17 - Reading Copy - DSG.	

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Head
Human Capital Policy
Human Capital Management Department

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DATE : 1·10·2018.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Records Digitization.	
- 11 · Policies, Circulars, MDC / MC MOM	
- Digitization list.	

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Head
Human Capital Policy
Human Capital Management Department

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DATE : 5-10-2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Records- Digitization	
- 13. Reading Copy - DSG	
- Digitization list.	
- 14. Reading Copy - DSG	

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Head
Human Capital Policy
Human Capital Management Department

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Records Digitization.	
- 15. Reading Copy - DSG	
- Digitization list.	
- 17. Reading Copy - DSG	
- Circular 2003	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE : 4·10·2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Digitization	
2D 6 - HKM Policies & Procedures Manual:	
General volume 1 - 2002	
2D 10 · Circular & Memos	
2D 2 · Petronas Circular : Year 2006-2009	
2D 1 · Petronas Circular : Year 1976-1988	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE : 5·10·2018·

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Digitization :	
2D 1· Petronas Circular Year 1989 - 1999.	

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Head
Human Capital Policy
Human Capital Management Department

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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Records Digitization Update.	
② KM Portal	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

8

DATE : 9 - 10 - 2018 .

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Comms Cohort Session	
- Nurture Trust Room, level 62, TT 1	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE : ___ 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Discussion on PG&P	
– Chillax Area, Level 62	
– Anis Hafidza Bt Mokhtar	

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Head
Human Capital Policy
Human Capital Management Department

PRACTICAL TRAINING
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DATE : 11·10·2018·

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Digitization	
① 5. Petronas Circular Year 1989 – 1999.	

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Head
Human Capital Policy
Human Capital Management Department

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DATE: 15.10.2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(1) Pick up Rendezvous stuff.	
(2) KM Portal	
- Access Request.	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

8

DATE: 16.10.2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Digitization.	
(1) Policies & Procedures: Human Resource Management	
(2) Recisco -> KM Portal.	
(3) ODD Video -> Upload to KM Portal.	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

8

DATE : 17/10/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(1) Digitization → Policies & Procedures: Human Resource Management	
(2) ODD video → Upload to KM Portal.	
(3) Digitization → Executive Handbook (2)	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE : 18/10/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(1) Digitization → [redacted] (3)	
(2) RMPG Syndication → Planning (4)	
(3) Revised Employement Term wef 1 OCT 2008	
(4) 5 → Secretary Handbook	
- Platinum 2.0 - Collaboration session on communication & change management strategy.	
* Meeting Room 1, Level 59, Tower 1	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE : 19 /10 / 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Digitization → 5. Secretary Handbook.	
② " → 6. Policy	
③ " → 7. People Policies & Procedures (P&P) Manual. [VOl. 1]	
Azzah Ghazali Head Human Capital Policy Human Capital Management Department	

DATE : 22/10/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Digitization → 7. People Policies & Procedures (P&P) Manual. [Vol. 2] & [vol. 3]	
→ 8. HRM Policies & Procedures (P&P) Manual.	
Azzah Ghazali Head Human Capital Policy Human Capital Management Department	

DATE : 23/10/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Digitization → 9. Policies & Procedures : GROUP HRM	
10. HRM Policies & Procedures.	
11. Policies & Procedures vol. 1	
② An Invitation : PETRONAS group ICT Forum 2018	
* Conference Hall, Level 41, Tower 1	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE : 24/10/2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Digitization → 12. Reference for People Management : Technical Trade Specialist.	
11. Reference for people management : Secretary Handbook.	
13. Human Resources Management Policies & Operating Procedures for executive.	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE : 25 / 10 / 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(1) Recruiters Community of Practice (RCOP) (25th October 2018)	
(2) How not to be replaced by Robots. (25th Oct 2018) (3-5) (Level 40)	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE : 26 / 10 / 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(1) Digitization → 14. Policy & Procedure 2014	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE : [illegible]

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(1) Digitization → 14. Policy & Procedure 2014	
→ 15. 2012 Policy & Procedure Original signed copies & memos with amendments sheets.	
→ 16. 2009 capability development & assurance original signed P&P	
→ 17. PETRONAS Vehicle Loan / Financing Scheme.	
→ 18. PETRONAS Housing loan / Home Financing Scheme.	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE : 30·10·2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(1) JCP – PCP	
→ Sharepoint	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE : 31·10·2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(1) JCP – PCP	
2 Sharepoint	
(2) KM Portal Discussion	
* PRC satellite Counter, Level 59	
Azzah Ghazali Head Human Capital Policy Human Capital Management Department	

DATE : 1·11·2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(1) JCP – PCP	
2 Sharepoint	
~~(2) Breakfast Catch up with Kak [illegible]~~	
~~* [illegible], Level 43 [illegible]~~	
Azzah Ghazali Head Human Capital Policy Human Capital Management Department	

DATE : 2.11.2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① JCP — PCP	
2 Share point	
② Breakfast Catch Up with kak Sha	
* MPC, level 43, PETT 2.	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE : 7.11.2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(1) JCP — PCP	
2 Share point.	
② TTT (Together Toward Tomorrow)	
discussion and Deepavali Celebration	
* San Francisco Coffee	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE : 8·11·2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Special Project.	
– Context ~~Dig~~ Diagram	
— DFD	
— ERD	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE : 9·11·2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① JCP — PCP·	
2) Sharepoint	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE : 12·11· 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Special Project.	
② RMPG Discussion, Professionalism Room, Level 62, Tower 1.	
Azzah Ghazali Head Human Capital Policy Human Capital Management Department	

DATE : 13·11· 2018·

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Special Project	
② Preparation for supervisor visit.	
Azzah Ghazali Head Human Capital Policy Human Capital Management Department	

DATE : 14-11-2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① RMPG Syndication.	
Suhaimi B Harun – Share everything from the begining	
Nadirah M Idrus – Share everything that we owe her	
Punitha – Share petronas grl	
PLC – Share presentation pack.	
Others – Tier 1 checklist, Proposed GHRM RMP, presentation pack, list of RM RC.	
Azzah Ghazali Head Human Capital Policy Human Capital Management Department	

DATE : 15·11·2018.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Presentation Pack (SV Visit).	
② SV Visit Dry Run (3–5)	
– Room Booking – F&B Booking – Presentation Pack. – Sharing on special project.	
Azzah Ghazali Head Human Capital Policy Human Capital Management Department	

DATE : 16-11-2018.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① SV Visit. (10-12) - 16.11.2018	
- Integrity Room, level 62, Tower 1.	
10:00 a.m → Dr. Idzwan arrival	
10 - 12 → ~~Pre~~ Internship Progress Update.	
12 - 1 → lunch at Malaysian Petroleum Club & SkyBridge visit.	
KM Portal	
Azzah Ghazali Head Human Capital Policy Human Capital Management Department	

PRACTICAL TRAINING LOG BOOK

UNIVERSITI TEKNOLOGI MARA

DATE : 19.11.2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(1) RMPG - Syndicate with R.O.	
Pn. Farehana - Zalinda.	
Encik Raja - Nadirah.	
Encik Lah - Afizah Hanim.	
(2) Catch up session ;	
* Integrity Room, Level 62.	
Azzah Ghazali Head Human Capital Policy Human Capital Management Department	

PRACTICAL TRAINING LOG BOOK

UNIVERSITI TEKNOLOGI MARA

DATE : 21·11·2018·

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(1) Special Project	
—▷ Discussion with Kak Anis (Admin)	
Objective of this system.	
* provide unified platform for HCP KM so that all members can track, access & have the same updates anytime its requested..	
(1) System should contain all list of docs. that has ~~actually~~ already been approved.	
(2) 100 + 1	
(3) View listing & save	
(4) Retrieving doc.	
Azzah Ghazali Head Human Capital Policy Human Capital Management Department	

PRACTICAL TRAINING
LOG BOOK
UNIVERSITI TEKNOLOGI MARA

DATE : 23·11·2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(1) Special Project	
—▷ Discussion with Munawar	
Library catalog - item type. - loan rules. - bib records. $\boxed{\text{* Share digitization Inventory list.}}$	
(2) RMPG Folder (sub site) in KM Portal.	
Azzah Ghazali Head Human Capital Policy Human Capital Management Department	

PRACTICAL TRAINING
LOG BOOK
UNIVERSITI TEKNOLOGI MARA

DATE : 23 - 11 - 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① RMPG Folder (Sub-site) km Portal.	
② HCP PGP R. Mgmt System	
- Project details.	
- Stats.	
- Comparison table.	
- Mock Up.	
- Moving forward.	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE : 26 - 11 - 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① HCP PGP R. Mgmt System	
- Presentation pack preparation.	
② SDP Handbook	
* Chillax Area, level 63	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE : ~~27/~~ 27·11·2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
M-C.	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE : 28·11·2018.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(1) Presentation Dry Run.	
—▷ postponed to 6·12·2018.	
(2) TTT (Together Towards Tommorow) Discussion	
– 13 & 14 Dec.	
– Hibiscus, PD	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Physical Record management.	
- Cross check the files.	
- Remove documents for shredding	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE : 30·11·2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Documents ~~shred~~ shredding	
② Presentation pack.	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Cross check the files.	
2) PRESENTATION PACK.	
③ CHECK UP WITH MUN ON SYSTEM	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① KL CONVEX BOOKING.	
② PRESENTATION PACK.	
③ CROSS CHECK FILES.	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(1) PRESENTATION PACK.	
(2) Discussion on "Together Towards	
~~Tommor~~ Tomorrow"	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE: 6.12.2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(1) HCP Team Meeting - December.	
8.00 a.m - 5.00 p.m	
KL CONVEX.	
(2) System Presentation.	
(3) Update on 'Together Towards ~~Tommorow~~'	
Tomorrow"	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Cross check files.	
② TTT Video Recording — Shanaz.	
③ TTT Video Recording — Syaimaa	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

PRACTICAL TRAINING
LOG BOOK
UNIVERSITI TEKNOLOGI MARA

DATE : 10·12·2018·

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
② Focused Recognition video for Together Towards Tomorrow.	
– Nizam	
– Encik Abdullah Manshie.	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

PRACTICAL TRAINING
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UNIVERSITI TEKNOLOGI MARA

DATE : ...-2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(1) Leave	
- Interview in "Majlis Bandaraya Ipoh".	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

PRACTICAL TRAINING LOG BOOK
UNIVERSITI TEKNOLOGI MARA

DATE : 12.12.2018.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(1) "Together Towards Tomorrow" dry run.	
- T-Shirt distribution	
(2) TTT joining instruction	
(3) Pre Take - off Briefing	
* Chillax Area, Level 62.	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

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UNIVERSITI TEKNOLOGI MARA

DATE : 13-12-2018.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(1) Together Towards Tomorrow – Day 1	
Lexis Hibiscus, Port Dickson.	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

PRACTICAL TRAINING
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UNIVERSITI TEKNOLOGI MARA

DATE : 14-12-2018.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(1) Together Towards Tomorrow – Day 2.	
Lexis Hibiscus, Port Dickson	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

PRACTICAL TRAINING
LOG BOOK
UNIVERSITI TEKNOLOGI MARA

DATE : [illegible] 12 2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Get in touch with Munawar.	
- discuss on SIERRA ILS.	
Azzah Ghazali Head Human Capital Policy Human Capital Management Department	

PRACTICAL TRAINING
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DATE : 18·12·2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Discussion on SIERRA	
* Munawar's Place.	
② Discussion on SIERRA	
* Chillax Area, Level 62	
Azzah Ghazali Head Human Capital Policy Human Capital Management Department	

PRACTICAL TRAINING
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UNIVERSITI TEKNOLOGI MARA

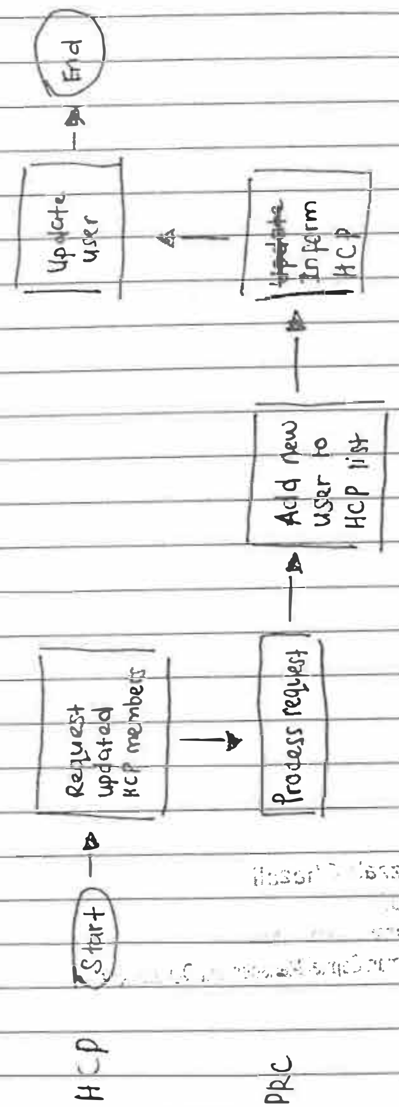
DATE : 19·12·2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Bib level (template.)	
– C&B	
– LCD	
– ODD	
– TSIR < TS, IR	
– HCMO (SWP)	
– HCP	
– TM	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE : 20·12·2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① S·O·P (SIERRA)	



Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE : 21.12.2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① HCP Event: a date with Arthur.	
12 p.m – 5 p.m	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE : 24.12.2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Leave.	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE : 26.12.2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Leave.	
Ujian Amali, Majlis Bandaraya Ipoh.	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE : 27.12.2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(1) Internship opportunity programme evaluation	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

PRACTICAL TRAINING LOG BOOK
UNIVERSITI TEKNOLOGI MARA

DATE : 28-12-2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(1) Update on SIERRA.	
- get in touch with Bang Mun on Monday.	
(2) KM Portal	
- Access request	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department

DATE : 31-12-2018

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
(1) ~~Physical~~ Records Inventory.	
(2) KM Portal	
- Access Request.	

Azzah Ghazali
Head
Human Capital Policy
Human Capital Management Department