

# UNIVERSITI TEKNOLOGI MARA FACULTY OF INFORMATION MANAGEMENT

# INDUSTRIAL TRAINING REPORT: THE OFFICE OF LIBRARY & KNOWLEDGE MANAGEMENT, UNIVERSITI MALAYSIA KELANTAN KAMPUS KOTA, KARUNG BERKUNCI 36, PENGKALAN CHEPA, 16100 KOTA BHARU, KELANTAN

# SPECIAL PROJECT: KNOWLEDGE MANAGEMENT (KM) WEBSITE

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IM245 - BACHELOR OF SCIENCE (HONS.) INFORMATION SYSTEM MANAGEMENT FACULTY OF INFORMATION MANAGEMENT UNIVERSITI TEKNOLOGI MARA KELANTAN

01FEBRUARY 2017 – 29JUNE 2017

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FACULTY SUPERVISOR PN. AMIRA IDAYU BINTI MOHD SHUKRY

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

01FEBRUARY 2017 – 29JUNE 2017

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 declaring 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,

NURUL FADHLIN BINTI MOHD NAZIM

2014792955

(July 13, 2017)

#### **ABSTRACT**

This report has been wrote by the trainee based on the period from 1st February 2017 until 29th June 2017 in Universiti Malaysia Kelantan City Campus Library. Trainee has been placed in the Information System and Multi Camera Production (MCP) Unit under the supervision of Mister Amirul Firdaus bin Zilah and his assistant, Mister Mohd Hamimi bin Mat Ripin. The main function of the Information System and Multi Camera Production (MCP) Departments to provide the library with adequate and satisfactory IT infrastructure. The trainee was assigned to develop Knowledge Management Website. In addition, trainee also need to do some activities during industrial training that requires own skills and knowledge. The experience that trainee get during the industrial training are very useful and also can be useful in the future. Through this industrial training, trainee has identified some drawbacks that need to be minimize as well as come up with the suggestions to solve the problem.

**Keywords:** industrial training, University Malaysia Kelantan City Campus, Knowledge Management Website.

#### **ACKNOWLEDGEMENT**

# 'IN THE NAME OF ALLAH, THE MOST GRACIOUS AND THE MOST MERCIFUL'

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#### **CHAPTER 1**

#### INTRODUCTION

#### 1.1 Background of the Organization

In line with the government's vision to propel the country to become a high-income nation, UMK aspires to help perpetuating this noble intention by making headway in proliferating the human capital so as to spur on the country's development. University Malaysia Kelantan or UMK is the 19th federal public university to be established in the country and its establishment was announced in the 9th RMK presentation by the then Prime Minister of Malaysia, Dato' Seri Abdullah Ahmad Badawi. The Prime Minister of Malaysia announced the government's approval to establish a university in Kelantan under the Ninth Malaysia Plan on 31 March 2006. The establishment of University Malaysia Kelantan (UMK) was stipulated in this plan with the intention to support the development of quality human capital in the higher education sector. On 14 June 2006, a Cabinet Meeting approved the establishment of the university. The Cabinet also specified that the philosophy of the curriculum in UMK should be based on entrepreneurship education and enterprises in all the study programmes. Since its inception in 2007, UMK has been steadily instrumental in championing entrepreneurship education in Malaysia in order to produce multitalented graduates. Centralizing on the concept, "Entrepreneurship is Our Thrust", efforts in upholding entrepreneurship education would be unavailing without efficient and effective manpower. In advancing to be the excellence, YBhg. Prof. Dato' Dr. Mortaza Bin Mohamed, the Vice Chancellor, at the head of the university together with staunch supports from the top management as well as the stalwarts of academicians, they have all prepared UMK to become a reputable institution of higher learning in offering programmes of high quality that meet market demand. Specialized studies for short- and medium-term developments are grouped into three fields of study:

- i. Entrepreneurship and Business;
- ii. Creative Technology and Heritage; as well as
- iii. Agro-Industry and Science of Natural Resources

Starting off with only four programmes (Creative Technology, Heritage, Entrepreneurship & Business and Applied Science – Agricultural Technology Entrepreneurship), now UMK offers twenty-seven diverse programmes at five different faculties in conjunction with the current demand and development of the industry. In preparation for a further solid development on the human capital, assistance is sought from a steadfast support system so as to meet the demand of the stakeholders. The indefatigable support staff and efficient ecosystem have contributed in providing a conducive and conciliate learning environment for students. In tandem with modern advancement, UMK is now ready to explore all the possibilities. We shall continue striving for betterment and greatness in line with our tagline: "Transformative, Entrepreneurial, Excellent".

Apart from the three fields of study, significant emphasis is also given to acquiring language and soft skills. All programmes aim to produce high-quality human capital with first class mentality complete with exemplary entrepreneurship attributes. This human capital will contribute to global prosperity by improving the capability and capacity of Small and Medium Enterprises (SME), while contributing towards the development of a highly entrepreneurial commercial society. In all areas of study, Information, and Communication Technology (ICT) is employed as an enabler. The temporary campus of UMK in Taman Bendahara began its official operation on 1 July 2007 with the registration of 295 pioneering students. In its second year of operation

beginning July 2008, the university had successfully registered 332 students. The first Vice Chancellor of University Malaysia Kelantan was Professor Dato' Ir Dr Zainai bin Mohamed, who was appointed on 1 October 2006. UMK is the only autonomous public institution of higher learning in the state of Kelantan established with the core business of entrepreneurship education. The Bachok and Jeli campus is already in operation with almost 1500 students in Jeli and another 800 in Bachok. In line with the government's vision to propel the country to become a high-income nation, UMK aspires to help perpetuating this noble intention by making headway in proliferating the human capital to spur on the country's development. Since its inception in 2007, UMK has been steadily instrumental in championing entrepreneurship education in Malaysia to produce multitalented graduates.

In preparation for a further solid development on the human capital, assistance is sought from a steadfast support system to meet the demand of the stakeholders. The indefatigable support staff and efficient ecosystem have contributed in providing a conducive and consoling learning environment for students. In tandem with modern advancement, UMK is now ready to explore all the possibilities.

Tagline of University Malaysia Kelantan is:

Entrepreneurship is Our Thrust

TRANSFORMATIVE \* ENTREPRENEURIAL \* EXCELLENCE

The vision of UMK is:

 Championing human capital development with entrepreneurial qualities for global prosperity.

#### The missions of UMK are:

- i. Quality and relevant academic programmes
- ii. Research and innovation of high commercial value
- iii. Services that fulfill social obligation to enhance competitiveness in entrepreneurship.

UMK focuses on prioritizing the customer's needs and fulfilling market requirements by providing a good environment. UMK staff who are knowledgeable, experienced, and committed in practicing a professional work culture, participative management, as well as carrying out continuous improvements.

#### Objectives of UMK are as following:

- To provide educational courses and training with an emphasis on inculcating entrepreneurial traits and soft skills across the curriculum.
- To develop quality human capital that contributes effectively to national development and benefits society.
- iii. To enhance the capability of staff in life-long learning, leadership, and management.
- iv. To develop the capacity and capability of small and medium scale enterprises (SME) to enhance their competitiveness in generating national wealth.
- v. To provide a good educational infrastructure and effective support systems as the basis to becoming a World-Class University.
- vi. To implement regional development activities in accordance with the Malaysian East Coast Economic Region (ECER) Development Plan.
- vii. To practice effective administration and financial management with high integrity.

# 1.2 Organizational Structure of University Malaysia Kelantan

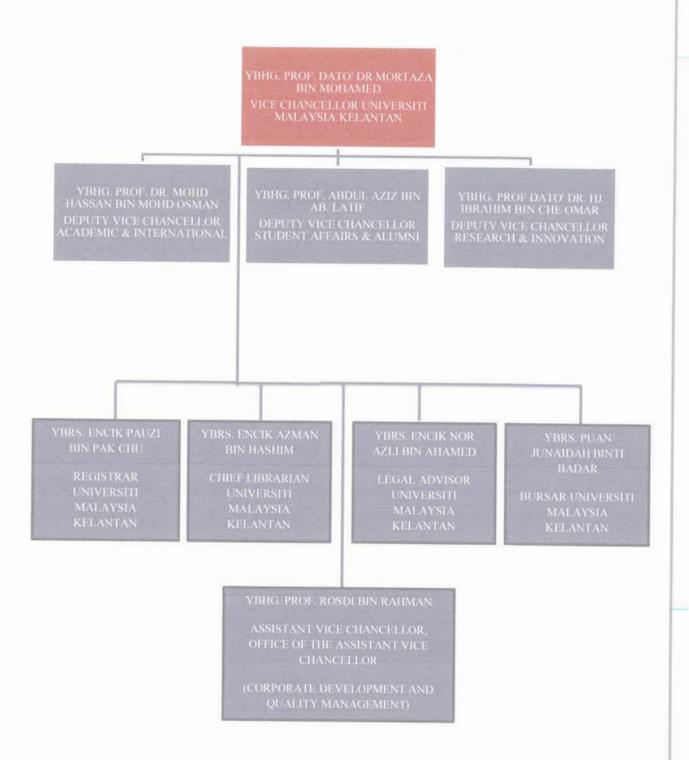


Figure 1: Organizational Structure of UMK

# 1.2.1 Top Management of University Malaysia Kelantan



Figure 2: Top Management of UMK

#### **CHAPTER 2**

#### ORGANIZATION INFORMATION

UMK's library is known as The Office of Library and Knowledge Center which is the heart of University Malaysia Kelantan. It is a place for users who need to find academic and non-academic materials, as the library served it for the users. UMK's library has started its operation in July 2007 with the collection of 3000 of books and journals and seating capacity of 200 users. UMK Library has three branches which is City Campus, Jeli Campus and Bachok Campus. However, all the books are received and been processed in the city campus as it is the main campus, after that, the books will be sent after the process of cataloguing is done. The library Jeli campus served their students based on the field course which is Faculty of Earth Science and Faculty of Agro Based Industry while library of Bachok Campus served their patrons from the Faculty of Creative Technology and Heritage. The objective of UMK's Library is to provide information services that are complete, accurate and high of quality in line with the mission of Universiti Malaysia Kelantan.

The Office of Library and Knowledge Center (PPI) UMK has been establish at 2006 since the first this university was opened at 1st July 2007 at Pengkalan Chepa. This department is rapidly growth because it has their own Information System and Multimedia (MCP) division in their department. Apart from that, the facilities in the library also is better because of the facilities is sophisticated based on the technologies. Trainee was sent for intern at this library at Information System and Multimedia (MCP) division under Mr Amirul Firdaus B. Zilah as trainee supervisor and another his assistant supervisor is Mr Mohd Hamimi B. Mat Ripin.



Figure 3: Entrance of UMK Library

#### 2.1 Departmental Structure

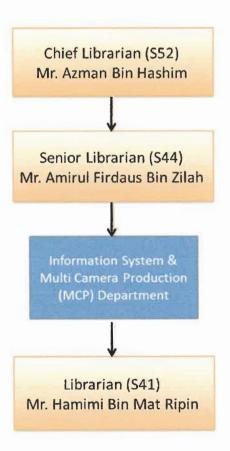


Figure 4: The structure of Information System & MCP department

As a main supervisor that in charged to supervise the entire trainee during five months industrial training period, Mr. Amirul has assigned all the trainee their own department to work with. The trainees of Information Library Management are assigned under Technical Management Department that is supervised by Madam Izzati, while the trainees of Information System Management (ISM) are assigned under The Information System and Multi Camera Production (MCP) Department that is supervised by Mr. Hamimi. But, there will be department rotation every month and the trainee will be given a schedule by Madam Izzati.

Eventhough the trainee has to work under different department every month within five months of industrial training period, the trainees of ISM must be assigned to do a system by Mr. Amirul and Mr. Hamimi as their special project. All the jobs or tasks the trainee been asked to do in different department rotation every month will be count as their additional tasks in order to expose the trainee the functions and the job scope of each department they rotate.

The first department the trainee work with is under The Research Support Department that is supervised by Miss Zaharah for two weeks. This department is the unit that support and help in providing research materials to the university researcher in doing their research. Plus, this department is the center of collection and management of researching publication data.

The second department the trainee work with is under The Administration and Finance Department that is supervised by Mr. Ku Azlan for one and half month. In this department the trainee been exposed in managing the general administration jobs such as filing and doing minutes of letter. This department also responsible in resgistration process, disposal and the movement of assets and inventory of library.

The third department is Technical Management Department that is supervised under Madam Izzati for a week. In this department the trainee has gain new knowledge in doing book cataloging. The scope of this department is to standardize the activity process and materials cataloging that available in the library.

Next department is Quality Management Department that is under Madam Shazwani for two weeks. This department is responsible to manage, standardize and organize all the activities related to quality management.

Then, the trainee worked under the Acquisition Management Department that is supervised by Mr. Amirul for a week. In this department, the trainee been taught and exposed in managing and do the acquisition book and audio visual material.

In May, the trainee worked under the Special and Entrepreneurship Collection Department that is supervised under Madam Juliana for a month. In this department, the trainee been exposed to special and entrepreneurship collection that been kept in entrepreneurship room at library.

The trainee been assigned under Information Service Management Department that is supervised by Mr. Pahmi for a month. In this department, the trainee learns and gain experience in borrowing process of library materials. Besides, this department is responsible as customer service centre.

#### 2.2 Department Function

The Information System and Multi Camera Production (MCP) Department is one of the important department in the library that plays important roles in monitoring and managing system in UMK. The function of this department is manage, plan and develop the official portal of The Office of Library and Knowledge Management (PPI). This is means Mr. Hamimi is responsible in updating news or information and monitoring the official portal of PPI in order to ensure the portal is always be updated and provide new additional information to the user.

Besides, the department have to configure and advance the social media of PPI. This is to ensure the users update the latest news and information of PPI. Then, the department have to manage, monitor and configure all PPI electronic devices. It is also responsible to manage, plan and develop the application system of PPI.

Other than that, the Department of Information System and MCP is function to provide service to advice, technical service and training to staffs and users. The most important is to provide multi camera production services for official events and functions whether it been held in or outside of UMK.

#### **CHAPTER 3**

#### INDUSTRIAL TRAINING ACTIVITIES

Within five months internship period, there are a lot of activities that have been exposed to the trainee in order to give all the trainee to gain experience and learn the working environment and culture of The Office of Library and Knowledge Management, UMK. All the trainee gained new knowledge and experience based on activities done that have been assigned to the trainee. This is because within five months internship period, there will be department rotation every month and schedule will be given to all the trainee in purpose to allow the trainee learn and know the works and jobs done by every department. But, the main department that assigned to the trainee of Information System Management course is under Information System and Multi Camera Production (MCP) Division that supervised by Mr. Amirul Firdaus Bin Zilah and Mr. Mohd Hamimi Bin Mat Ripin. Within the department rotation in every month, all the trainee were assigned their own supervisor in each department. All the trainee from all courses such as Information System Management and Information Library Management are includes and involves in the department rotation every month. Hence, the trainee is responsible to follow the dates to rotate in different department that scheduled. Plus, the trainee is responsible to do tasks and works allocated by supervisor in each department rotation they were assigned to. In short, the daily activities assigned, the program carried out, and also the tasks and works done by the trainee in every department within five months internship period will be briefly discussed in this chapter.

#### 3.1 Training Activities

During five months of industrial training period, the trainee has a lot of training activities in every department they worked with. All the activities will be briefly discussed below. The training activities will be discussed according to department they have to rotate every month during this five months internship period.

#### 3.1.1 Book Shelving

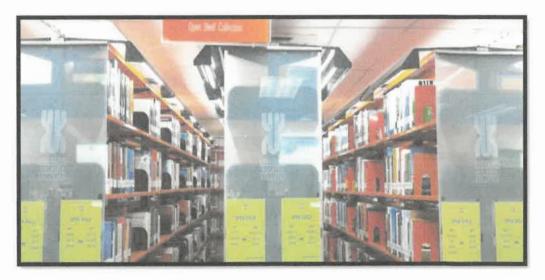


Figure 5: Book Shelves

Book shelving is the compulsory task or activity that been assigned to all trainees and the staffs itself. All internship trainee has been assigned by Mr Pahmi bin Abdullah, who is from Information Service Unit to do shelving process and shelve reading activity. Book shelving needs to be done by all the library staff from all division that need to maintain the books on shelves is always arrange by their own call number and look clean and tidy to maintain the library quality. During this activity, the trainee is required to arrange all the library collections that were used by the library users based on a specific shelf and their call number. This process is starting from 08.00 a.m. until

09.00 a.m., it takes one hour to rearrange all books that used by library users to ensure it always clean and tidy. After finished shelving process activity, we need to shelves reading the books in collection to ensure that the library collection was arranged in order.

The main purpose of conducting this task is to ensure that the trainee gain knowledge about the structure of the library collections and know the classification numbers worked. The theories learned in class are put into effect where systematic department of library collections within each shelf is crucial towards the successfulness of information retrieval. If the materials are not properly arranged based on designed system that provide by the library, the library user will get problem in searching the books on shelves.

#### 3.1.2 Research Support Department

The first department the trainee been allocated is under Research Support Department that supervised by Miss Siti Zaharah Binti Mohammad Rohi. In this department, the trainee has to photocopy the front page of the selected journal to be kept in the research file. Other than that, Miss Zaharah asked the trainee to sort the title of hardcopy journal coverpage alphabetically in order to easier to retrieve back the title of journal that has been used to do research. Then, the trainee has been asked to check and key in the datas of teaching staffs that includes proffesors, senior lecturers and lecturers by using Microsoft Excel based on the details given by Miss Zaharah. The trainee been allocated under this department for two weeks before Miss Zaharah being transferred to UMK of Veterinary Campus at Padang Tembak.

#### 3.1.3 Administration and Finance Department

The trainee has been allocated under The Administration and Finance Department for one and half months that supervised by Mr. Ku Azlan Bin Ku Mansor. In this department, there are a lot of tasks given to the trainee in order to expose to the trainee what tasks or works done in this department. However, the tasks or works that related to library's financial are not given to the trainee because it is confidential. The tasks given to the trainee are as below:

#### 1. Filing

Filing is the first task that has given to the trainee in this department. Madam Hafiza asked the trainee to do minutes letter of previous files in order to close the files. Plus, the minutes letter have to be done for purpose to easier the retrieval for reference and for checked up the letters or records in the files to be transferred to archive department of UMK. Besides, Madam Hafiza asked the trainee to use different colour of pens and stamps, which the black colour of pen and blue stamp are used for letters from the library while the red colour of pen and stamp are used for letters from other divisions. This is to easier to differentiate the letters from library and letters from other divisions in the file. Whenever the trainee done doing minutes letter of all previous files, the trainee has to fill the file details in the UMK record transfer form that given by Madam Hafiza. The purpose is to identify and recognise which files or records can be transferred to archive of UMK. Then, the trainee has to email this form to Madam Hafiza. (Refer to appendix 1)

Other than that, the trainee has to sort the old letters from previous years to the latest years order and arrange back in the files. Then, Madam Hafiza asked the trainee to go to file room with her to sent all the letters that have been sorted, all minutes letter of files done and all the previous files that have to be closed to be kept in the file room. Apart from that, Madam Hafiza also asked the trainee to go to bursary office with her to sent letters and take parcels or posts for The Office of Library and Knowledge Management, UMK.

Edit and Expand the Function Chart of The Office of Library and Knowledge Management of UMK

The trainee has been asked to edit and expand the previous function chart of The Office of Library and Knowledge Management of UMK because there are certain department are changed. Hence, Mr. Ku Azlan asked the trainee to meet the officer in charge in those four departments such as editorial department, graphic design department, research department and publication department to get their job scope to be added and updated in this function chart. After that, the trainee must email this new function chart that has been edited and updated to Mr. Ku Azlan. (Refer to appendix 2)

#### 3. Change the Administrative Works Procedure format

Mr. Ku Azlan asked the trainee to change the format of administrative works procedure into ISO format procedure for purpose to standardize all format used for works procedure. The procedure includes are the procedures of general administration, records control procedures, financial procedures and human resource procedures. The trainee just edit all those procedure details into ISO format form that is given by Mr. Ku Azlan. Then, the trainee has to email all the procedure details in ISO format to Mr. Ku Azlan.



Figure 6: Details of general administration procedure in ISO format

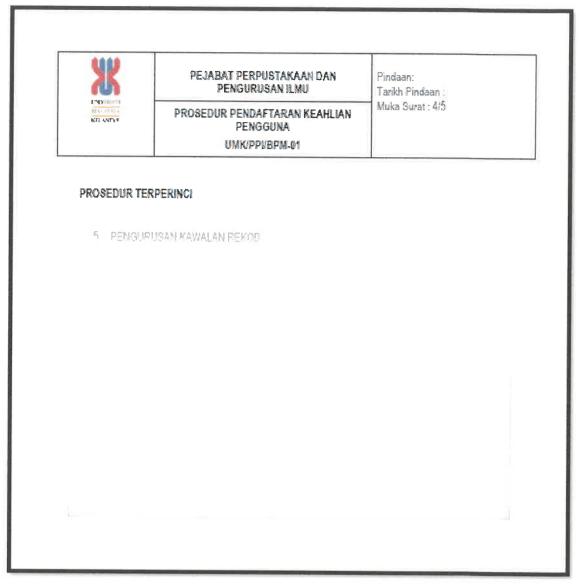


Figure 7: Details of record control procedure in ISO format

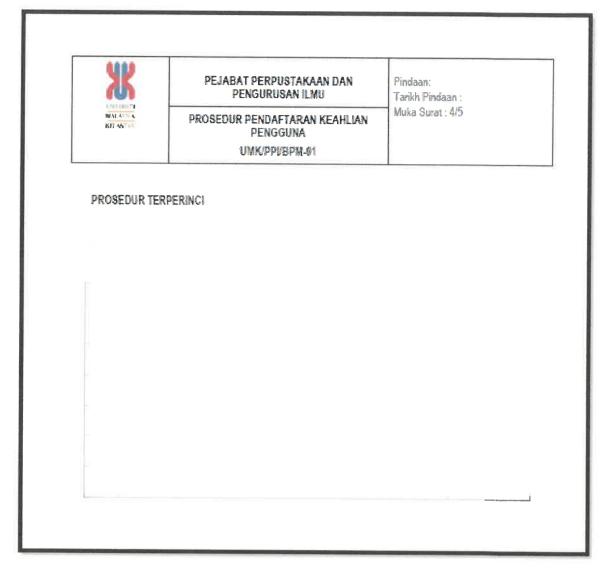


Figure 8: Details of financial procedure in ISO format

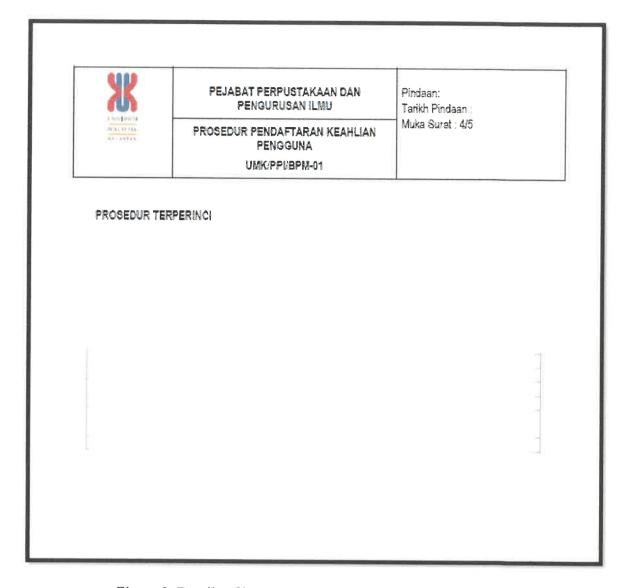


Figure 9: Details of human resource procedure in ISO format

#### 4. Create new inventory and stationary templates

The trainee has given the task to create and advance new inventory and stationary templates by Mr. Muis based on the previous list of inventory and stationary. This is purpose to replace the old templates. Then, the trainee help Mr. Muis paste the new templates so that it is easier to other staffs to refer where the stationaries or inventories they need according numbers that stated in the templates.



Figure 10: Example of stationary template

Apart from that, Madam Hafiza also asked the trainee to create new templates for administrative stamps in order to replace the old template also. Then, the trainee has to replace the old templates with the new templates created.

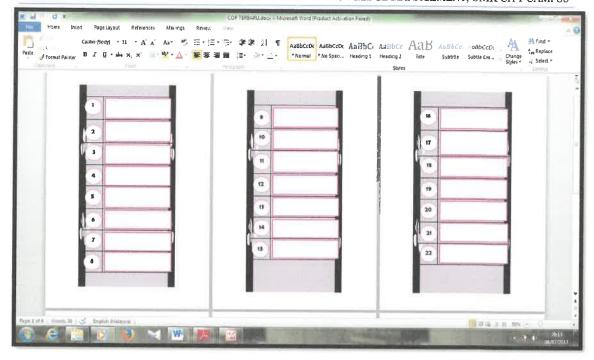


Figure 11: Example of new stamp templates

### 5. Records the list of disposal library assets

The trainee has to go to the cabin of UMK archive with Madam Hafiza and Mr. Ku Azlan to check the disposal assets and record the details of the disposal assets to be listed in the disposal schedule.

After that, Madam Hafiza asked the trainee to do the list of disposal assets using Microsoft Excel and sent to her by email when it's done.

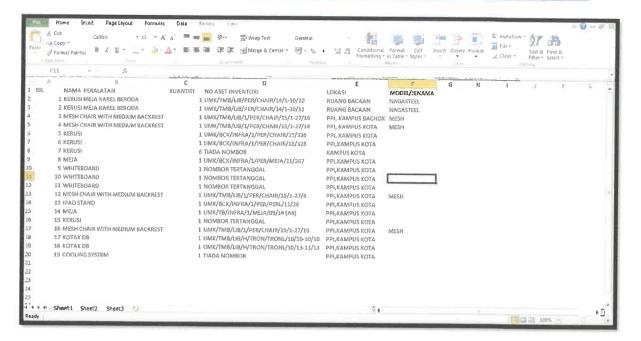


Figure 12: The list of disposal assets

## 6. Check and Select the list of eBook in the system

Mr. Muis asked the trainee to check and select the title of eBook articles from both publisher of Woodhead and Elsevier whether being uploaded or not available in the system. If the title of eBook articles are available in the system, the trainee has to highlight the title of articles with yellow colour to differentiate the articles available or not in the system.

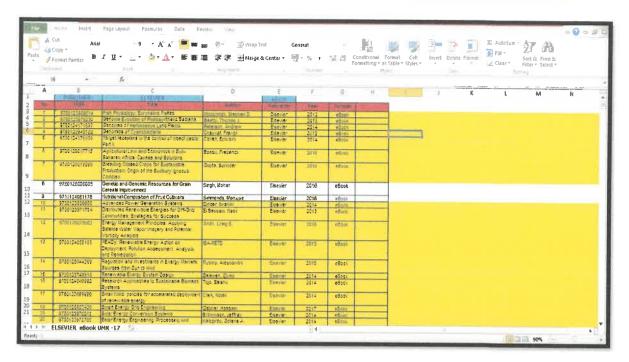


Figure 13: The list of UMK Elsevier eBook

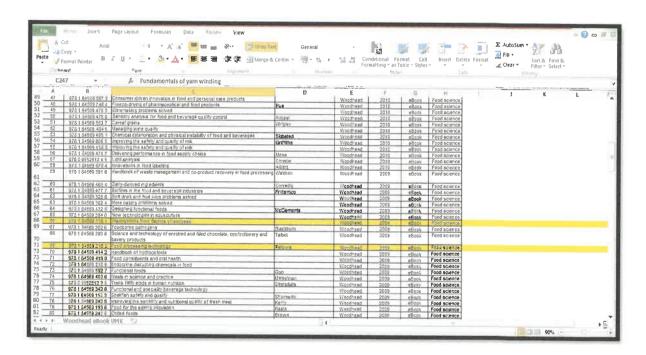


Figure 14: The list of Woodhead eBook

#### 3.1.4 Technical Management Department

The trainee been assigned under The Technical Management Department that is supervised by Madam Izzati for a week. In a week, the trainee learn how to do book cataloging that is taught by Madam Hasyati, the assistant to Madam Izzati. At UMK, the staffs have to use Virtua System to do the book cataloging. Besides, the trainee has given their own username and password to be used to login to Virtua System to do the book cataloging.

So, the book cataloging done by the trainee can be monitored and checked by Madam Izzati in Virtua System whether there is mistakes or no in doing the book cataloging. This is to ensure there is no mistakes done in doing book cataloging. Otherwise, Madam Izzati will have to change and correct the mistakes done by herself.

Plus, the trainee has to fill the details of book to be catalogued in the form that been filled by the staff at the Acquisition Department first before being passed to this department.

## 3.1.5 Quality Management Department

The trainee been assigned under quality management department for two weeks that is supervised by Madam Shazwani. In this department Madam Shazwani assigned the trainee to upload the information such as articles, images or links about Kelantan Traditional Weapon into Kelantan Digital Collection System. Hence, the trainee has to find informations of Kelantan Traditional Weapon such as 'golok', 'keris', 'jambia & lawi ayam' and others. Thus, the trainee has to search the informations related and then upload them into the system within two weeks the trainee been assigned under this department. This is purpose to present to users about all the collections of Kelantan includes foods, interesting places or transports that available at Kelantan.

The Kelantan Digital Collection System can be opened at library portal. The steps to upload the informations of Kelantan Traditional Weapon are as below:

First, the trainee has to click Digital Kelantan Collection at the library portal.

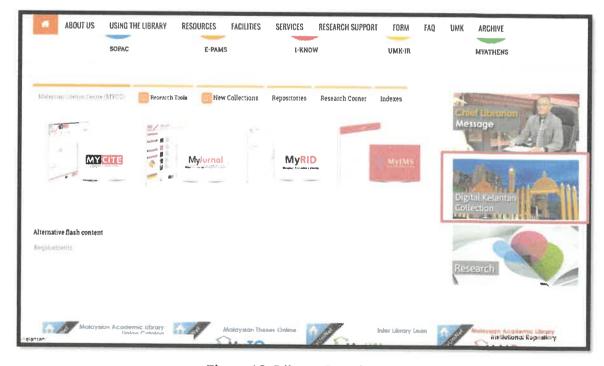


Figure 15: Library Portal

Then, the frontpage of the system will appeared as below:

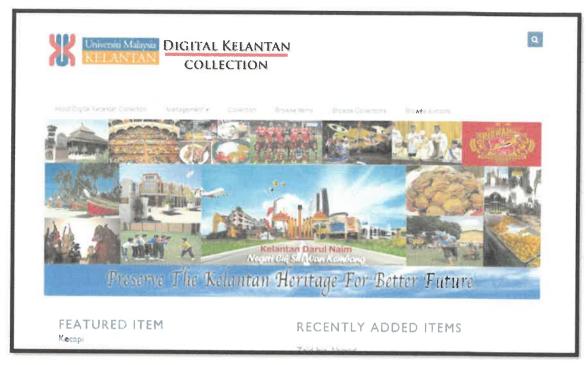


Figure 16: Frontpage of Digital Kelantan Collection System

Second, the trainee has to login to upload the informations by using username and password.

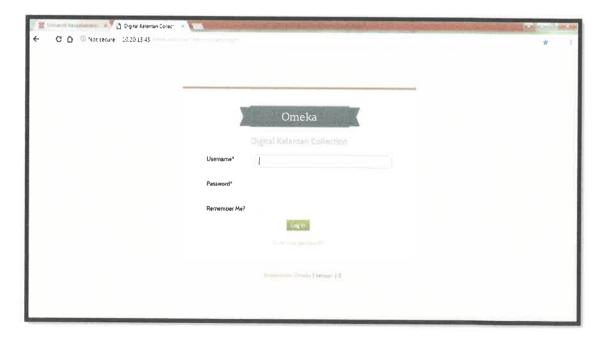


Figure 17: Login to Digital Kelantan Collection

Then, the dashboard of the recent informations uploaded will be appeared as below:

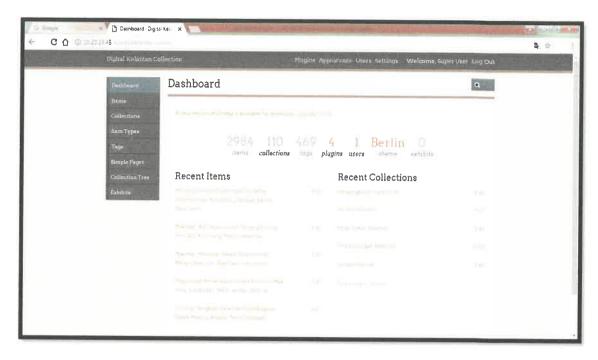


Figure 18: Dashboard of Digital Kelantan Collection

Third, the trainee has to click 'items' bar and click 'add an item' to add item as below:

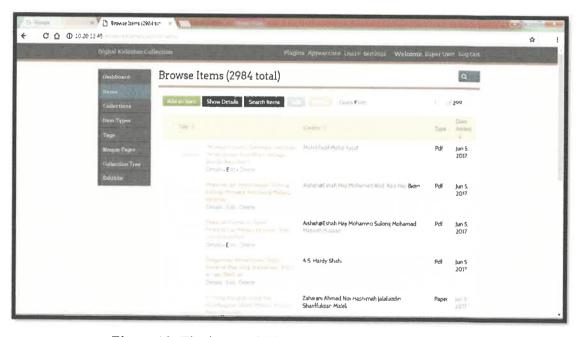


Figure 19: The items of Digital Kelantan Collection

Next, the trainee has to add details of item that want to upload in the Digital Kelantan System. First, the trainee has to add the title and the subject of the item:

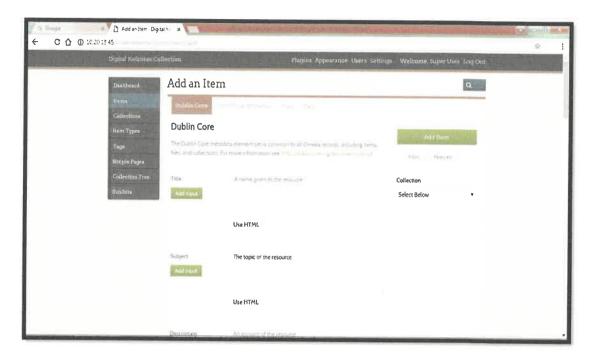


Figure 20: Title and Subject of item

Then, the trainee has to fill the description, the creator, and the source of the item:

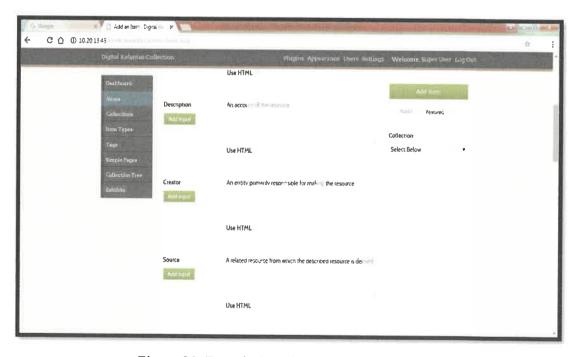


Figure 21: Description, Creator and Source

Next, the trainee has to fill the publisher, the date and the contributor of the item:

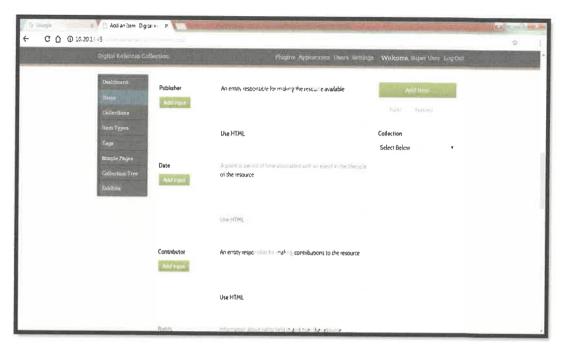


Figure 22: Publisher, Date and Contributor

Next, the trainee has to add the rights, the relation, and the format of the item if they are provided to that item. If they are not provided, the trainee just leave it empty.

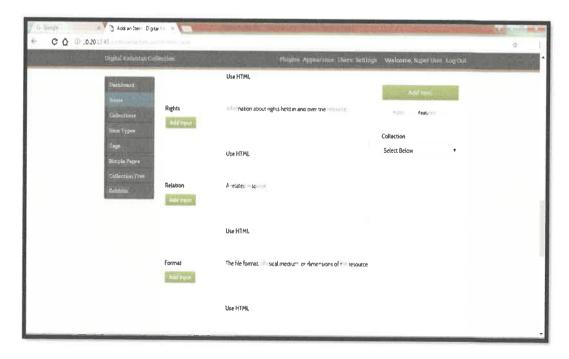


Figure 23: Rights, Relation and Format

Then, the trainee has to add the language, the type/genre, and the identifier of the item if they are also been provided. If they are not provided, the trainee just leave it empty.

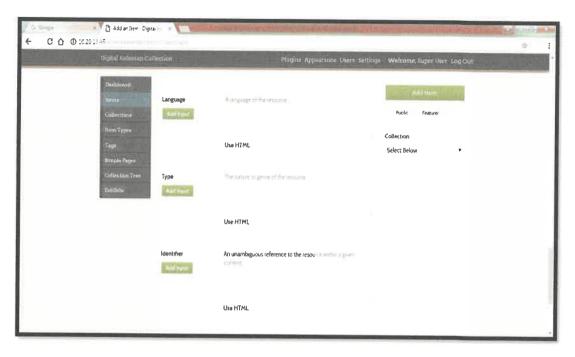


Figure 24: Language, Type and Identifier

Lastly, the trainee has to add the coverage of the item if it is provided. The trainee also has to tick 'public' to make the item uploaded can be seen by users. The trainee also has to choose which categories of collection for the item before being added in the system. After done the trainee filled all the details of the item that want to upload in the system, the trainee must click "add item" (green box) to add the item so that the item successfully be uploaded in the system.

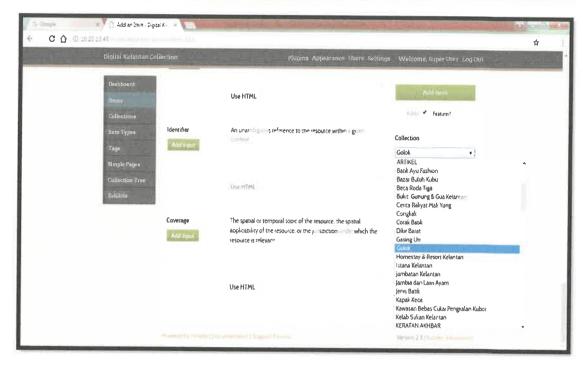


Figure 25: Last details of collection

## 3.1.6 Acquisition Management Department

In this department, the trainee been assigned under Mr. Amirul for a week. Hence, the trainee has to learn how to do acquisition process in this department. Then, the trainee has to do book tagging. The trainee has to put the tag into the book and then the book has to be given back to Mr. Hakim to check and mark the book as a sign that the book is already has it number tag.

Besides, the trainee been given the task to check the list of new books whether it is available at amazon.com to be purchased.

## 3.1.7 Special and Entrepreneurship Collection Department

In May, the trainee has assigned under this department that is supervised by Madam Juliana for a month. In this department, the whole month of May the trainee has to select the news in the newspapers that related to special and entrepreneurship collection such as fashion, entrepreneurship, small medium enterprise (SME), and all about Kelantan.

Then, all the news have to be cut and give to archive staff to scan them and key in to the UMK Repository System of Archive.

### 3.1.8 Information Service Department

The last department is Information Service Department. In this department the trainee has been supervised by Mr. Pahmi. The trainee has to be at the counter of the library. At counter the trainee has to communicate with and help the students and staffs based on what they request for. The trainee also has to register new and activete students account in MyAthens System.



Figure 26: Frontpage of MyAthens System

### 3.2 Special project

Within five months internship period, the trainee must have at least one special project to be proposed to the industrial supervisor or the industrial supervisor can assign a project or more than a project to the trainee during their interns. Special project for Information System Management trainee could be developing a website/portal or system/application or multimedia applications or corporate video or user/application manual/guide or improvement of process and procedure that could beneficial to the organization that proposed by the trainee or instructed by the organization.

Hence, Mr. Amirul as the industrial supervisor and his assistant, Mr. Hamimi have assigned the trainee to develop a website of Knowledge Management (KM) to Knowledge Management Unit that is supervised by Mr. Safuan. This is because there is no website of KM available at the organization. This website of KM has to be developed in order to present and knowledge the user what are the importance, the principle and the policies, also the activities done, the scope and the functions of Knowledge Management Unit to The Office of Library and Knowledge Management of UMK. So that, the trainee must cooperate with Mr. Safuan to develop this website within five months internship period.

### 3.2.1 Introduction of Knowledge Management Unit

Knowledge Management (KM) Unit is a unit that responsible to collect, manage, and keep all the staffs and university assets for purpose to share knowledge and information at university. These knowledge assets are from research, interviews, speechs and knowledge sharing from university departments, staffs or faculties. These assets have to be recorded and kept by university as references, and can be shared for recent and future university development.

Hence, The Office of Library and Knowledge Management of UMK found that these assets are very valuable to university and need to be kept and shared to all. This is because these assets can be used as a guidelines and references for future. Besides, KM Unit also has to collect and get the tacit knowledge from UMK staffs through interviews or knowledge sharing to ensure all the staffs acknowledge about these assets.

The principles or the policies of KM Unit are the guideline used by UMK Library in choosing, managing, evaluating and configurating knowledge assets in the KM System. So, this unit is responsible to get the tacit knowledge from all UMK staffs. This principles are aim to ensure the individual standard that is given a responsibility to do evaluation, get the materials related and manage these assets of KM Unit.

The functions of this unit are to enhance the development of knowledge management program that support the needs of UMK. Besides, this unit is responsible to develop the content of knowledge asset as references, and knowledge sharing. KM Unit also has to identify and records all the knowledge assets from each departments or faculties of UMK. Then, KM Unit has to increase the content of knowledge assets based on collections of tacit knowledge from UMK staffs in order to easier to manage, to keep and to be accessed fast and correct. The unit also is responsible to provide platform or

system of knowledge management in order to make effective and efficient knowledge sharing.

# 3.2.2 Knowledge Management Website (KM Website)



Figure 27: KM Website Interface

As proposed and assigned by organization supervisor, Mr. Amirul and his assistant Mr. Hamimi, the trainee has to develop a website of Knowledge Management (KM) with cooperation of Mr. Safuan to Knowledge Management (KM) Unit. The KM Website is developed to KM Unit because there is no KM Website available at the unit to present and acknowledge users the activities done by KM Unit, the knowledge management details, the knowledge assets and the benefits of knowledge management to all staffs, departments, and faculties of UMK.

In this KM Website, the trainee has to follow the guidelines provided by Mr. Safuan as he required for this website.

### 3.2.3 KM Website objectives and goals

KM Website is developed as a medium and platform to share informations of knowledge management in KM Unit. The purpose of the website is to give awareness to users to know the existence of KM Unit of UMK. This is because not all users are acknowledge what is the KM Unit and its functionalities in knowledge management of UMK. So that the objectives of KM Website are:

- 1. To allow UMK users to know the functions and the scope of KM Unit.
- To ensure the informations provided are related to KM Unit based on collections of knowledge sharing, surveys or interviews recorded from departments or faculties of UMK.
- To provide informations of explicit knowledge and tacit knowledge as references to the users.
- To acknowledge the users to the purpose, process method and benefits of knowledge assets of UMK KM Unit.

Thus, there are some goals to be achieved in developing this website. The following goals are:

- Increase the understanding of KM Unit functionalities and scope in gathering information of knowledge management to be widely shared to all UMK users.
- 2. Provide the precise and correct information of knowledge management that includes both explicit knowledge and tacit knowledge as references.
- Acknowledge users the benefits of knowledge management collected and shared to users.

### 3.2.4 Target Users

To develop this website, the trainee has to identify the target user that will use and visit the KM Website. The main target user is the UMK staffs from all divisions or faculties including the students.

## 3.2.5 Tools Developer

Tools that have been used for development of this project are Microsoft Word 2010, Microsoft Project 2010, Microsoft Office Manager and Microsoft PowerPoint 2010. Using Microsoft Word 2010 is to do the documentation meanwhile Microsoft Project 2010 is for do the Gantt chart. Then, using Microsoft Office Manager is to export the larger size of picture to downsize it. Microsoft PowerPoint 2010 been used to do all the SmartArt graphics to be saved as a picture. All the tools used in assisting the modification and customization of the UMK KM Website are to ensure the process of modifying is easily and facilitate the trainee in completing their task.

Model : ACER ASPIRE V5  Processor: Intel ® Pentium ® CPU 987 @ 1.50GHz
Processor: Intel ® Pentium ® CPU 987 @ 1 50GHz
1.500112
Memory: 4GB RAM
IP address (10.20.13.122). Modifying and customization process had
been in the library server and given by Mr Mohd Hamimi bin Mat
Ripin.
n I

Table 1: List of Hardware Tools Used

Software	Specification
XAMPP Server	XAMPP is a free and open source cross-platform web server solution stack package. It is a simple, lightweight Apache distribution that makes it extremely easy for developers to create a local web server for testing and deployment purposes.
Remote  Desktop  Connection	Remote desktop is a program or an operating system feature that allows a user to connect to a computer in another location. Used remote desktop to connect with UMK Library server to modify and customize the system.

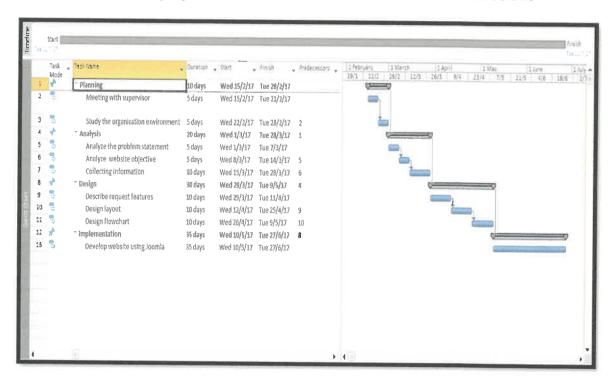
Table 2: List of Software Used

#### 3.2.6 PADIM Phases

In developing the website, the trainee has followed the PADIM phases as the standard guidelines to complete any system to be done. PADIM guideline consists of planning, analysis, design, and implementation and maintenance phases.

### 1. Project Planning Phase

At planning phase, the trainee has to plan what is the first step that has to be done to develop the website. In this phase the trainee also has to plan the project duration in developing the website that been done in the Gantt chart as below:



The Gantt chart shows the project duration to complete the website. In planning phase, the trainee requires 10 days, which 5 days on meeting with supervisor and 5 days on study the organization environment. In analysis phase the trainee requires 20 days, which 5 days to analyse the problem statement, 5 days to analyse website objectives and 10 days to collect the information. For design phase, the trainee requires 30 days, which 10 days to describe request features,

10 days to design layout, and 10 days to design flowchart. For implementation phase, the trainee requires 35 days to develop the website using Joomla.

## 2. Project Analysis

Analysis is the second process in System Development Life Cycle. Analysis is a process where the trainee needs to analyse the problem statement, analyse the website objectives and also collect the requirement needed for the development of the website. It is to ensure that it fulfill the need of the department requirement. In developing the website, analysis phase is very important in order to create the website that meet the user requirement. There a few criteria that had been done by Information System unit staffs, the staff was analyse all requirement that need to be added and customize the website. This phase also had been done by Mr Mohd Hamimi and his assistant, Mr Muhammad Safuan. It is including to analyze the hardware and software that will be used during the development of the website.

## 3. Project Design

This phase comes after a complete understanding of system requirements and specification; it's the actual construction process after having a complete and illustrated design for the requested website. In this phase, the trainee needs to use Joomla in order to custom and modify the website. Plus, the trainee has used XAMPP server in order to use Joomla to develop KM Website. In this phase also the trainee has to do the flowcharts during the development of the website.

### Flowcharts of the KM Website:

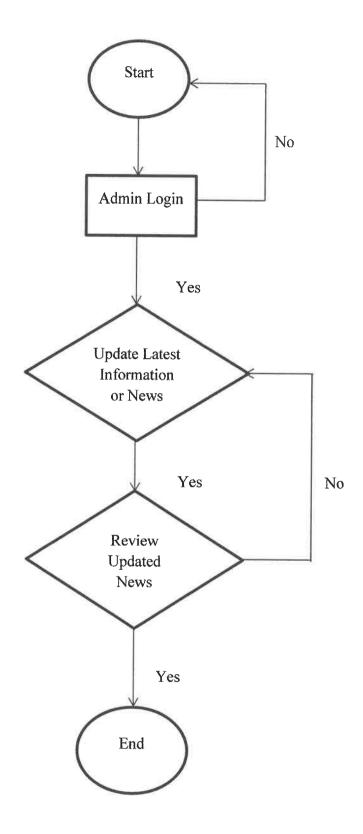


Figure 29: Admin Workflows

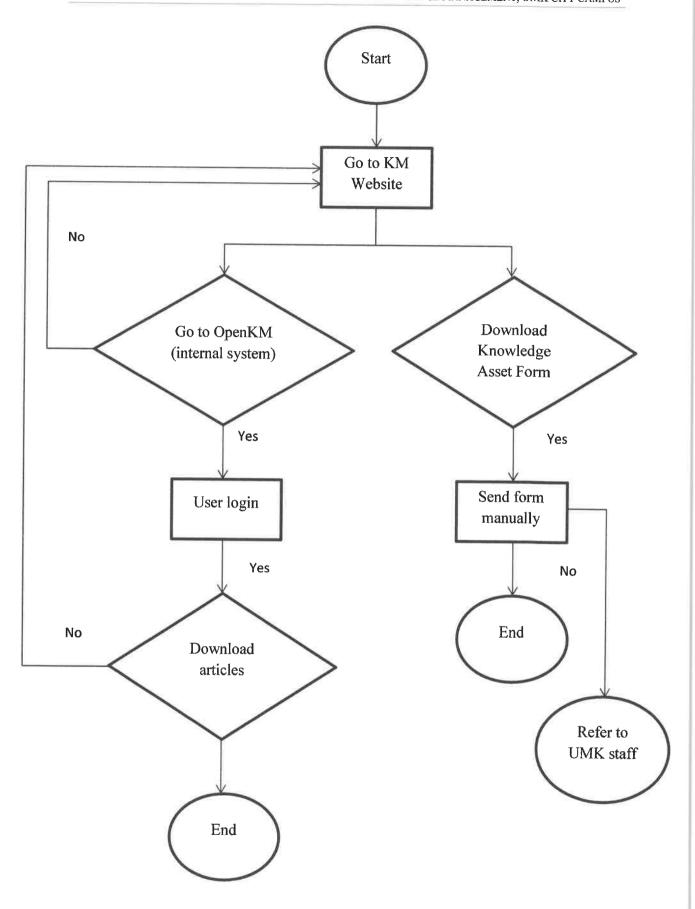


Figure 30: User Workflow

## **KM** Website



Figure 31: The Homepage of KM Website

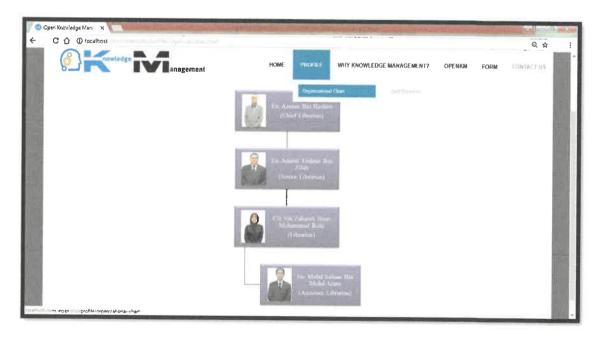


Figure 32: The Organizational Chart in Profile Menu



Figure 33: Staff Directory in Profile Menu

The menu bar of Why Knowledge Management consists of seven information of KM management in KM Unit. The seven information are as below:



Figure 34: Wheel of Knowledge

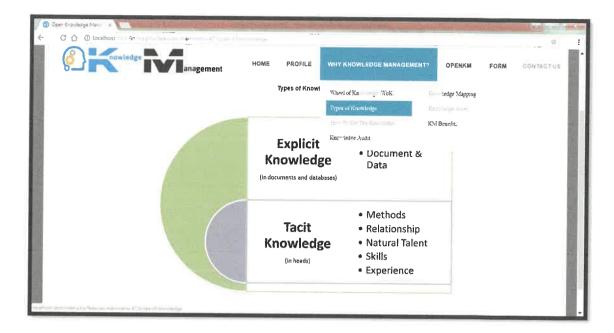


Figure 35: Types of Knowledge



Figure 36: How to Get The Knowledge

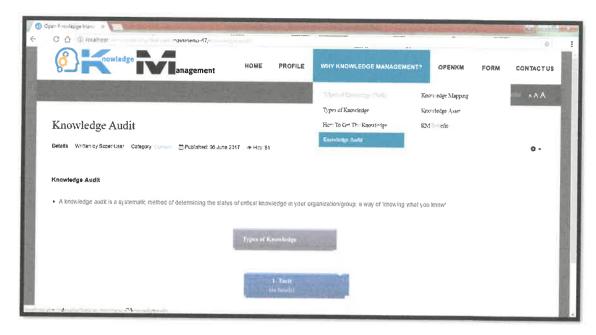


Figure 37: Knowledge Audit

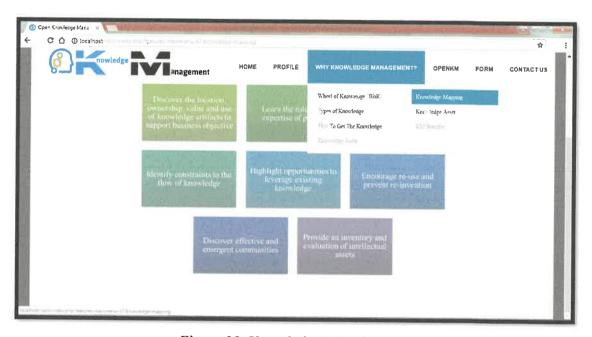


Figure 38: Knowledge Mapping

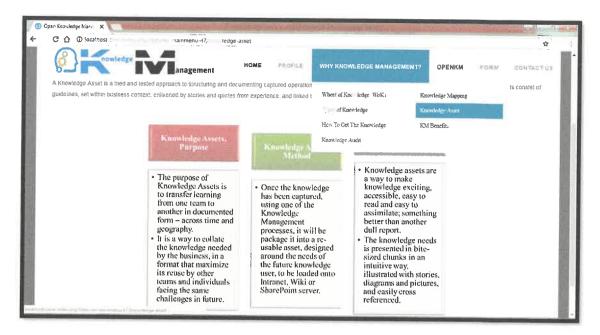


Figure 39: Knowledge Asset

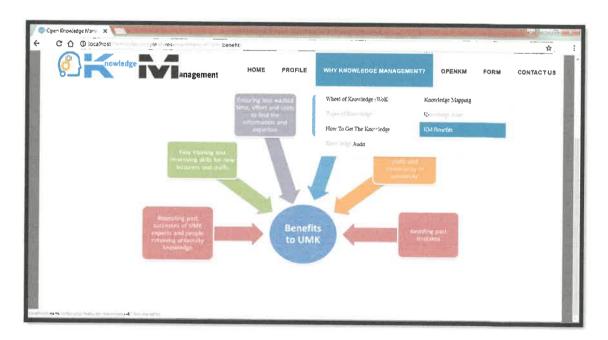


Figure 40: KM Benefits

The menu bar OpenKM consist of the manual OpenKM System and link to go to OpenKM System

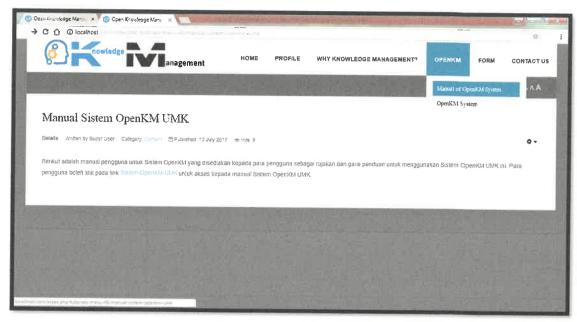


Figure 41: Manual of OpenKM System

User can click the link <u>Sistem-OpenKM-UMK</u> to view the manual.

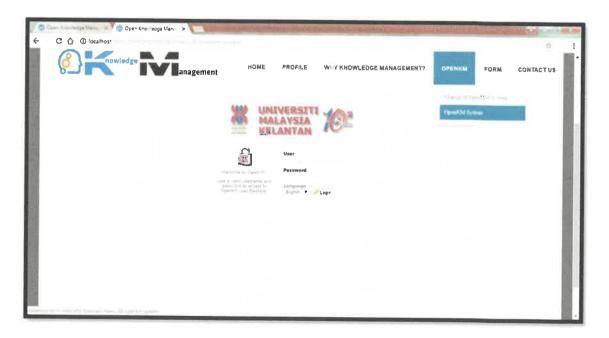


Figure 42: OpenKM System

Then, at the menu bar of Form, there will be form of knowledge assets form provided that can be downloaded in both words and pdf format.



Figure 43: The Knowledge Assets Form

The menu bar of Contact Us consist of UMK contact and address.



Figure 44: The UMK Contact and Address

# 4. Project Implementation

For project implementation, the trainee use the Joomla to develop the website.

This is because the trainee was assigned to develop the website using Joomla by

Mr. Hamimi. In this phase the trainee also provide a user manual of OpenKM

System for the users. (refer to appendix no)

### 5. Project Maintenance

The maintenance for KM Website will be done by UMK IT staffs. This is because the website is not being published yet because it is still new and have to be improved before the website can be published to public. Once the website been published, the maintenance will be done by the IT staffs.

#### **CHAPTER 4**

### **CONCLUSION**

## 4.1 Application of knowledge, skills and experience

During the internship period in UMK City Campus Library, various knowledge, skills, and experience are learned regarding to the library workflow process and here through exposed practical student with the working environment. The objectives of the internship are to give the real exposure to the trainee towards managing in the organization. The conducting the internship was intended for providing related training activities regarding the subject of interest. Most importantly, it is to ensure that knowledge can be gained along with the practical training activities. The knowledge obtained is through a given task and the students who follow the training at UMK City Campus Library will earn and increase their knowledge and add new knowledge. There are a few phrases that knowledge was learned during the practical training which is technical skills knowledge, soft skills, promotion skills, collection development, and public relation.

Apart from that, trainee also has learned on how to design the Open KM interestingly. Before this in university level, the system design that has been custom and modify by trainee is not so much good and also lack of skills in handling the system development. But, after completing taking the internship program, trainee has improved their skills in order to design a good system for organization that his doing internship training. During the internship, the trainee actually need to face many new challenges. Some of them actually the trainee never learnt before in the class. But, with the helping from staff, the trainee can finish the task that has been given successfully.

On the other hands, with the knowledge and experience in developing a system for subject System Analysis in Information Management I (IMS 606) and System Analysis in Information Management II (IMS 655) is very helpful for the student in order to finish develop the system that has been assigned. The trainee, can apply all his knowledge and, skills and experience during study to develop the system according the organization requirement and can finish in the time given.

In addition, based on the knowledge that was learn during their studies, trainee should apply the knowledge during internship period. Mostly, communication skills are very important when trainee need to communicate with the staff. this had been learnt at the university the subject that relates with this communication skills are Communication Skills I (IMD 157) and Communication Skills II (IMD 207).

### 4.2 Personal thoughts and opinion

Based on trainee opinion and experience, UMK library has provide an effective training to internship trine. The reasons is because this department give all trainee a chance to learn a new knowledge and experience in each of units. The staff has helped trainee lots and library staff never ask trainee to do something that is not related with the job at all. The whole task given to trainee also is not too difficult in which trainee as students can do it without too many problems and if the trainee has problem staff will guide to find the solution for the problem that faced by trainee. They also will give instruction first before let trainee to finish the task by themselves and staff will guide until the task complete.

Besides that, they also are willing to teach the trainee new knowledge. Sometimes trainee do make mistakes but library staff never scold trainee but they will guide and correct when trainee doing a mistake. This will have caused trainee feel comfortable to do a work with the library staff even though trainee just knew them for a few months. In terms of training, trainee have done quite a lot of task related to the library work.

Then, trainee also have a chance to handle quite a few programs which gives me many experiences and skills. It will have boosted trainee confidence level in doing all the tasks given. Even the programs planned was not conducted by trainee, but it will give some experience to trainee. The teamwork between all the trainee are important in doing some projects. For the staff involved in the library, UMK has quite a good staff in which they are willing to guide internship trainee to complete the given task.

However, some of the staff over there need to improve their English language especially staff at circulation unit. In terms of the building of UMK library, it is quite a small place to do all the operation and all the process of receiving the books and make it available for users is done at UMK City campus. The office for UMK City campus is not a big

place in which it has limited the movement in the library itself. UMK library has ordered quite a lot of materials and once the materials are received, they do not have enough places to keep the materials. Based on trainee observation at UMK City Campus, there a lot of books that is not being processed yet until they have no place to kept the books. The space at the second floor is already full with the boxes and it makes the situation become uncomfortable.

#### 4.3 Lesson Learnt

During five months' trainee, has undergo industrial training at Universiti Malaysia Kelantan City Campus Library. During the internship period, a lot of experience and lesson that trainee has learnt in order to improve their knowledge as well as can expose trainee to real working environment.

## 4.3.1 Improve knowledge skills

During industrial training, trainee has improved many skills. One of them is knowledge skills. Knowledge skills that trainee get during industrial training. With the right guidance by staff in Universiti Malaysia Kelantan City Campus Library, trainee will know on how to work with effective and efficiency. This is because the Information System and Multi Camera Production (MCP) Unit staff always gave advice and guidance for trainee that can use in the future. Trainee also got more knowledge on how to handle multimedia equipment and know how to use them correctly.

## 4.3.2 Familiar with working environment

As we know, through industrial training also can expose to trainee as well as can give experience to student on real work while they are still studying. This is important because when the trainee has graduated, they must familiar with the working environment so that they did not feel unfamiliar with working environment when work with an organization. So, the industrial training is a place for trainee for lifelong learning experience, it also an opportunity for them to engage with the profession to which they aspire in a realistic work environment.

### 4.3.3 Problem solving skills

This internship program has made trainee to be independent and solving the problems by our own self and need the creativity in handling the problem during in the internship training and this this also can ensure that trainee will be expose with the working environment situation. Then, the trainee has faced the problems while sitting at each department in the organization. However, trainee need to solve the problems on their own way with discussing the problem with the top-level staff before they need to create the solution for problem solving to the problem. In addition, trainee also have the high confidence level to do it so that they can solve the problems effectively and efficiently.

## 4.3.4 Work in a group

From all the assessments that had been done, the requirements of the group members to perform is very important in order to achieve the target of the task. When doing the internship program at UMK City Campus Library, trainee realized that working in their own self is nothing compared to working in a group in achieving to a specific goal. The participation of group members is needed in order to create a success planning and programs.

## 4.3.5 Build up confidence level and be more patience

Practical training has helps me improve my confidence level especially dealing with others, making decision and part of the benefit is it can increase my communication skills. Trainee also need to learn to be professional and patience, trainee always take every advice as positive criticism so that it will makes all industrial trainee be a better

person. For every wrong thing, we do, we can have learned from mistake improve to be better, because of this is how self-learning process can be achieved for a trainee.

## 4.3.6 Decision making and time management

Making decision is quite complicated task to do by all staff when in working environment. Trainee admit that being a leader always needs to make better decision because lower staffs are depending on the leader. Having industrial training have made trainee realized that one should be careful in making decision especially on trainee special project.

Next lesson that had been learnt by trainee during internship period is about managing time. It is required for trainee to always be punctual when it comes to working hours. It teaches trainee on how to plan and control hours that they spend effectively to obtain the good outcomes. Thus, the trainee will be aware that the hours that they spend are fully utilized and not wasting any time with unnecessary things. In terms of time management, it teaches all trainee to be punctual. Punch card that keeps tracks of working hours required all trainee to always be punctual.

### 4.4 Limitations and Recommendations

#### 4.4.1 Limitations

There are also limitations that have been detected during five months' trainee has undergo industrial training at UMK City Campus Library. Regarding trainee experience and observation during internship period there are few limitations that has in this department. The limitations are:

#### 4.4.1.1 Lack of workstation or office area

The office room in UMK City Campus library is quite small. UMK management should think on how to have more space for office room because the work of processing the library collection is done in this room. Because of smaller place, there is not enough space to put the materials that is just received and the materials that is in the process of receiving. The office at first floor and second floor has the same problems in which there is not enough space to put the materials that is send by the vendor. By putting the materials anywhere in the office, it makes office look smaller and make the operation become more difficult.

## 4.4.1.2 Prayer room and toilet for users

Users who stay at the library to finish their work might need a prayer room or need to use the toilet. The library does have toilet but only for staff use. The library should have the toilet to be used by both staff and users. This facility is important because some users may sit at the library for a day and they do not need to go far from library to use the toilet or to perform their prayer.

#### 4.4.1.3 Discussion room

Another limitation that has in this department is no discussion rooms are very important element need to have to every library because it one of important room to use by the user to make group discussion to prevent from disturbing other users. This is because students who want to do or make group discussion will need a comfortable place. Based on trainee experience, there are a lot of lecturers ask to reserve a room to do a discussion in the library. So, the suggestion for the library is need to develop a discussion to be used by the users.

## 4.4.1.4 Lack of technical skills

During internship period, trainee can see that a few of staff have lack of technical skills. As a library staff, they should alert all about the services that provide by the library. Besides that, there is some staff that does not know about the other department work flow. All the staff should alert about the whole thing related to the library services.

### 4.4.2 Recommendations

Regarding trainee experience, there are few recommendations in order to improve library performance. From other perspective, library is one of the places to all the students to gain the knowledge. From this, there are some recommendations to improve the library and staff's performance which is:

### 4.4.2.1 Expand office area or workstation

For the recommendation to overcome this limitation, UMK City Campus library should take the initiative to overcome this problem effectively. Top management should find better solution to solve this problem. Then, it should be expending the office area to ensure staff feel comfortable when they at office. In addition, if the office larger it will be easily for staff doing the cataloguing process for the materials. Then, if the office is larger it will have enough space for all staff to get their own workstation for easily to do their work.

### 4.4.2.2 Provide prayer room and toilet for library users

Another recommendation that can be suggested by trainee is providing prayer room and toilet for library users to make user comfortable. The reason is because when the library user want to stay long at library they will feel comfort when they in library. This will easily for user when they in library. The reason is because prayer room already provided is quite far from library and this will complicate for user to use the prayer room outside from library. Apart from that, another facility should has provided is toilet to easily user use the provided facility by library.

### 4.4.2.3 Provide discussion room for users

Recommendation that can suggested by trainee is add more discussion room to easily user use the room and make them more comfortable when they need to discuss each other. Moreover, library also should find good solution to overcome this problem and ensure user satisfaction. Then, top management should prepare future planning to ensure library performance and increase the number of users that visit the library.

### 4.4.2.4 Give training for library staffs

For the recommendation, top management must plan technical skills workshop for library staffs. Library staffs should attend the technical skills class because they have deep skills in instructing or teaching the users on how to access the information need and do not have enough skills in handling computer program. They should increase their services in dealing with user's problem in using online services and trying to solve the problem immediately as soon as they can.

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- Nurulannisa Binti Abdullah (2017). Industrial Training Coordinator, Kelantan: UiTM Machang Campus.
- The Office of Library and Knowledgement Management Official Portal. (2017).

  Retrieve 2017, 5 May from

  http://perpustakaan.umk.edu.my/iportal/index.php/en/

### **APPENDIX 1**



### PEJABAT PERPUSTAKAAN DAN PENGURUSAN ILMU UNIVERSITI MALAYSIA KELANTAN **BAHAGIAN ARKIB**

No. Siri: UMK/BPR - B04.01 ( )

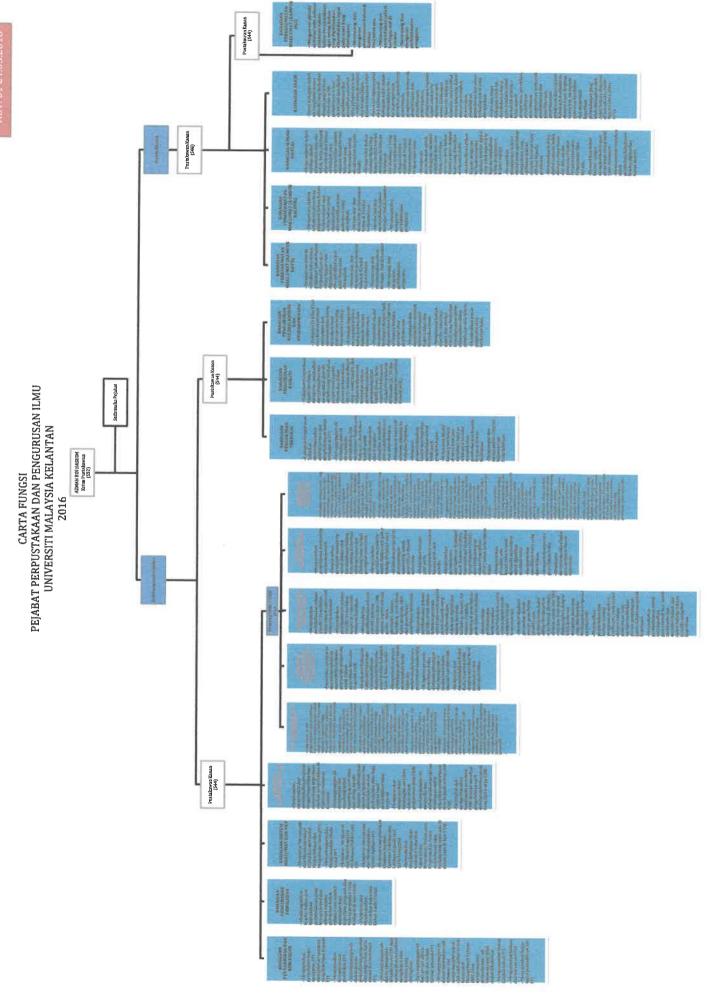
一年 一	B. UNTUK KEGUNAAN PEJABAT FOR OFFICE USE ONLY	Bil. Fail Number of Files	Tatiki Tefinia Date of Receipt Penerima Received By			Jenis* Tarikh Diliputi Lampiran Type* Date Covered No. of Attachment					Pengesahan Ketua Jabatan Endorsement by Head of Department
BORANG PEMINDAHAN REKOD (RECORD TRANSFER FORM)				No. Telefon (Pejabat/Bimbit) Telephone Number (OfficeMobile)		Tajuk					Rahsia Rahsia Besar
STATE OF STATE	REQUESTOR'S DETAIL			N e		Pewujud Creators					Sulit Terhad Confidential Restricted
	A. MAKLUMAT PEMOHON REQUESTOR'S DETAIL	Jabatan/Fakulti Department/Faculty	Nama <i>Name</i>	No. Staf Staf ID	C. MAKLUMAT REKOD RECORD'S DETAIL	Bil No. Bahan Bil. Item No.					Peringkat: Terbuka Level of Records Open

Karung Berkunci 36, Pengkalan Chepa, 16100 Kota Bharu Kelantan

Tel: +609 779 7180

<sup>\*</sup> Jenis bahan merangkumi Fail, Bahan Elektronik, Gambar, Lukisan Teknikal, Keratan Akhbar, Kertas Kerja, Minit Mesyuarat \* Type of material covering Files, Electronic Materials, Pictures, Technical Drawing, Newspaper Cutting, Paper Works, Minutes of Meeting

### **APPENDIX 2**



### **APPENDICES**

	INDUSTRIAL TRAINING STUDENT'S CHECKLIST
Student's Name	
Student's Id	
Unit / Department	
Organization	:
Semester	: Mac - July 2017

NO.	DESCRIPTION	APPENDICES IN REPORT	TICK (√)	DATE
1.	Receive, read and understand the documents;  1. Industrial Training Handbook	Let by French		28/12/16
	2. IMC690 Assessment			10-14/7/2017
	3. Definition of Special Project (IM225/245 Only)			
	4. Insurance Letter (UiTM)			
	5. Industrial Training Report Overall Contents			
	6. Cover & Title Page Guideline			
	7. Declaration Guideline			
	8. Abstract Guideline			
2.	Receive, read and understand the rubrics;			
	Rubric – Industrial Evaluation			
	Rubric - Individual Presentation			
	Rubric - Industrial Training Report (Overall)			
	4. Rubric - Industrial Training Report (Reflection			
	Assessment)			
3.	Receive, read and understand all the forms			
4.	Report duty to organization and submit report duty			
	form to the Industrial Training Coordinator ('Borang			
	Report Duty') within the first week of internship			1-10/2/2017
	Email: nurul1217@kelantan.uitm.edu.my OR			
	Fax: 09-9762156 - HEA (please put a note: "U.P:			
	Puan Nurulannisa Binti Abdullah")			
5.	Understand that students are NOT ALLOWED to	YES		
	take any leave during internship, unless for	(MC / Letter)		
	emergency leave / MC / special case (not more		1	
	than 6 days in 5 months); or else the internship			
	status is automatically FAIL. Get the permission			
	from Organizational Supervisor before taking any			
	leave.			
	**Any extra leave provided by organization is not			
	counted under this clause. Organization may			
	provide extra leave / benefits to students, if necessary**			
6.	Understand that NO semester break during			
	internship.			

7.	Understand that public holidays/special leaves/weekend are different between states:		
	follow current state during internship / organization's policy. (put remark in the logbook)		
8.	Record every attendance in the form ('Borang Kedatangan Latihan Industri') or use any method provided by organization (thumbprint or punch card).	YES (Copy of attendance)	
9.	Record every task given in the logbook every day. Ask the Organizational Supervisor to sign/verify on daily <b>OR</b> weekly <b>OR</b> monthly basis.	YES (Copy of logbook entries)	
10.	Fill up Organizational Supervisor's details ('Template Maklumat Penyelia') and submit to the Industrial Training Coordinator once the supervisor has been assigned. (**You may include the topic for Special Project, if you already have it**) Email: nurul1217@kelantan.uitm.edu.my  Discuss with Organizational Supervisor regarding		28/2/2017
	Special Project (must be ISM OR IM related tasks).		
12.	Plan and strategize all the tasks given during internship (discuss with the Organizational Supervisor regarding duration for the tasks, especially Special Project). You may use the planner ('Jadual Perancangan Latihan Industri') OR make your own custom planner using MS Office / MS Project OR use the planner provided by the organization (if any).	YES	
13.	Consult with your Faculty Supervisor regarding the tasks (especially Special Project) at least 3 TIMES, via face-to-face OR email OR phone calls OR any types of communication medium, which necessary.		
14.	Hand over the industrial evaluation form (Rubric – Industrial Evaluation) to the Organizational Supervisor (softcopy or hardcopy, any way preferable by the supervisor). The Organizational Supervisor will make an evaluation on the student's performance.		
15.	PAY your fees (semester Mac – July 2017) Refer Academic Calendar for the date.		BEFORE 26/3/2017
16.	REGISTER for IMC690 (Industrial Training) course– Refer Academic Calendar for the date.		27/2- 12/3/2017
17.	VALIDATE for IMC690 (Industrial Training) course.— Refer Academic Calendar for the date.		13–26/3/2017 GUGUR TARAF 30/3/ 2017
18.	Update your MUET status to the HEA (to those who not yet submitted the result/status).		
19.	Have a visit from the Visiting Supervisor (from nearest campus / faculty) during internship. Prepare the evaluation form ('Borang Penilaian	山路地面	

	Visiting Supervisor'). Students may discuss or seek for opinions from the Visiting Supervisor. But approval for the tasks (especially Special Project) may only be done by the Organizational Supervisor & Faculty Supervisor.		
20.	Submit the evaluation form (Rubric – Industrial Evaluation) to Industrial Training Coordinator OR Faculty Supervisor within the last week of internship		BEFORE / ON 30/6/2017
21.	Attend the presentation (viva) at the faculty *subject to change. Bring along the evaluation form ('Borang Penilaian Pelajar') during the presentation.	A Parker	10-14/7/2017
22.	Submit the Industrial Training Report (hard cover bind, dark blue)		10-14/7/2017
23.	Provide a softcopy of Industrial Training Report in a CD, sealed in an envelope nicely, and attached at the back of the report.	YES	
24.	Attach this checklist in Appendices section.	YES	
25.	Attach any other necessary documents which related to your tasks in Appendices section (i.e.: user manual, photos of activities, forms, sketches of storyboard, sample of interface, etc.).	YES	

### **NOTES:**

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



### **FACULTY OF INFORMATION MANAGEMENT UNIVERSITI TEKNOLOGI MARA (UITM) KELANTAN BRANCH**

### REPORT DUTY DECLARATION FORM (Semester March - July 2017)

To

Puan Nurulannisa Binti Abdullah

Industrial Training Coordinator IM245 – UiTM Kelantan

Name

: Nykyl FADHLIN BT. MOHD NAZIM

**UITM ID** 

2014792955

Program Code : 1M 245

H/P No

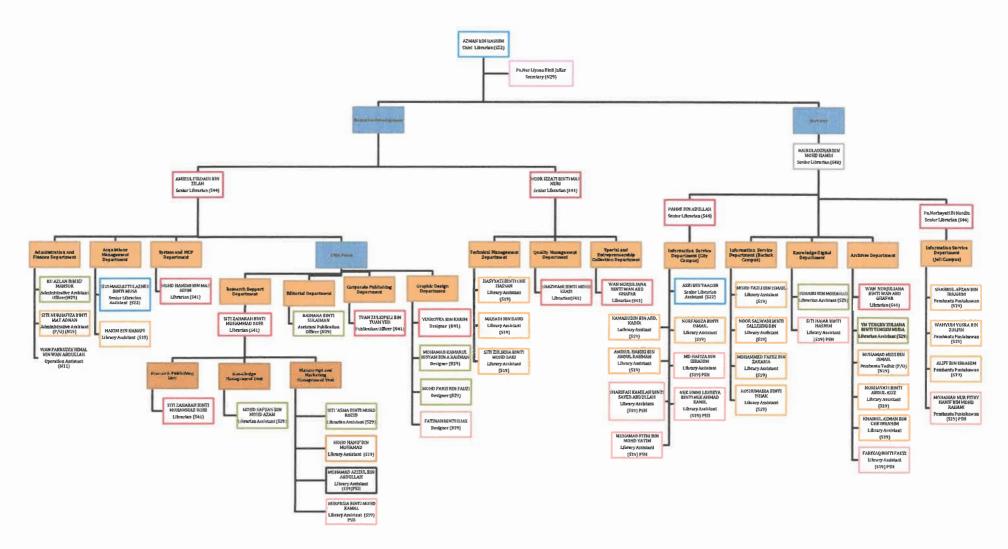
: 017-932\*\*\*\*

hereby, confirmed and report my duty to	UNIVERSITI MALAYSIA	KELANTAN KAMPYS KOTA (organization).
Date: 1 February 2017	Student Signature	Short.
	Verified by,	8
	Signature	
	Name	A MIRUL FIRD AUS BIN ZILAH PUSTAKAWAN KANAN BAHAGIAN PENGURUSAN PEROLEHAN
	Designation	EJABAT PERPUSTAKAAN DAN PENGURUSAN ILMU UNIVERSITI MALAYSIA KELANTAN TELEFON, 09,711,1871 FAKS_09-711182

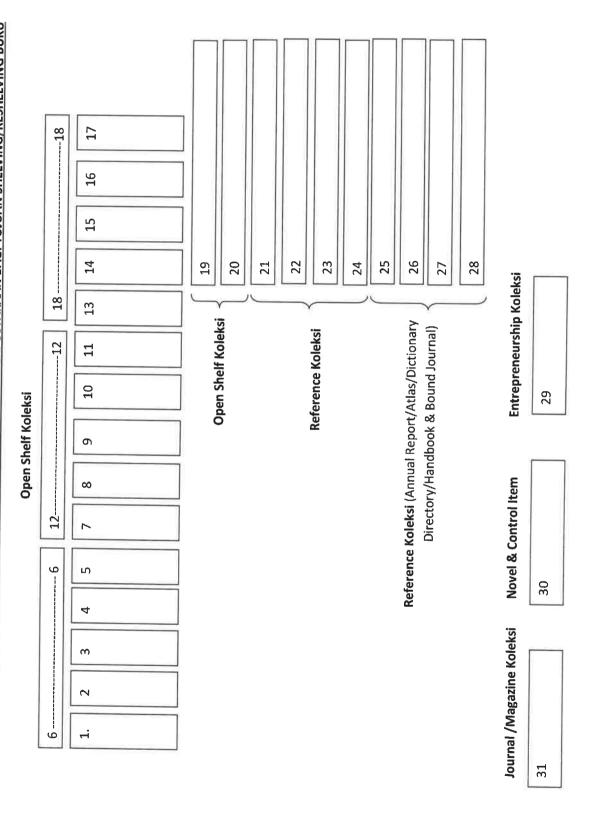
Official Stamp

<sup>\*\*</sup> Email to: nurul1217@kelantan.uitm.edu.my or fax to 09-9762156 (HEA)

### CARTA ORGANISASI PEJABAT PERPUSTAKAAN DAN PENGURUSAN ILMU UNIVERSITI MALAYSIA KELANTAN



SUSUNAN RAK (LAYOUT) DAN SENARAI NAMA PEM.PERPUSTAKAAN BAGI TUJUAN SHELVING/RESHELVING BUKU



# SENARAI NAMA PEM.PERPUSTAKAAN DALAM PEMBAHAGIAN RAK BAGI TUJUAN SHELVING/RESHELVING BUKU SETIAP HARI (8.00 PG – 9.00 PG)

# PEJABAT PERPUSTAKAAN DAN PENGURUSAN ILMU KAMPUS KOTA

Siti Syahidatul/Siti Nurul Idayu (Praktikal) Rak 1/2

- Hasyati Rak 3/4

- Nurul Azwin (Praktikal) Rak 5/6

- Zulikha Rak 7/8

- Nurul Fadhlin 3ak 9/10

Sharifah Fatin Amira (Praktikal) Rak 13/14

Azman

Rak 11/12

Cheq Su Rak 15/16

Umi Kalsum (Praktikal)

Rak 17/18

Lidya Rak 19/20

- Muis Rak 21-24 Rak 25 - 28 (Ref) & Bilik Thesis – Mohd Hafiza /Nurfatihah (Praktikal)

Rak 29

 Hakim / Nurul Syahirah (Praktikal) **Rak 30** 

Pn. Hafiza / Pn Liyana Rak 31

Mahadi – Membuat pemeriksàan/Memastikan semua komputer (IMAC & IPAD) berfungsi dgn sempurna pada setiap pagi sebelum perpustakaan dibuka jam 9.00am

MAKLUMAN

1- Semua staf diwajib berada di rak masing-masing bagi tujuan shelving dari pukul 8.00 am – 9.00 am (Shif Pagi)

2-Semua staf diwajib berada di rak masing-masing bagi tujuan shelving dari pukul 2.00 pm – 3.00 pm (Shif Petang)

2- Semua staf bertugas perlu memastikan susunan buku di rak mengikut sususan yang betul (mengikut standard LCC)

3- Semua staf bertugas perlu memastikan susunan buku di rak berada dalam keadaan kemas & teratur.

4- Semua staf bertugas perlu memastikan buku-buku dirak di "Vacum" bagi mengelak debu/habuk.

5- Pustakawan (S41)/Pen. Pegawai Perpustakaan (S27) akan membuat pemantauan/pemeriksaa rak secara rutin harian. 6- Semua staf yang bertugas dilarang berkumpul/berborak semasa membuat shelving/reshelving.

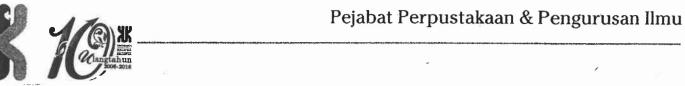


### PEJABAT PERPUSTAKAAN DAN PENGURUSAN ILMU UNIVERSITI MALAYSIA KELANTAN

NO. TAGGING / TAGGING NO. : LOKASI / LOCATION:

### BORANG REKOD PEMPROSESAN BAHAN PROCESSING RECORD FORM

BAHAGIAN / DEPARTMENT		CATATAN / NOTE
BAHAGIAN PENGURUSAN PEROLEHAN / ACQUISITION MANAGEMENT DEPARTMENT		CATATANTNOTE
NAMA / Name : TARIKH / Date: BAHAN / Material : PEMBELIAN / Purchase HADIAH / Gift		1. (19. 美型 20. 20. 20. 10. 10. 10. 10. 10. 10. 10. 10. 10. 1
Kondisi bahan / Material's Condition		
• Cop / Cop		
- Maklumat bahan / Material's information		
- Hak milik / All rights reserved		
- Bekum / Stamping		
Tag RFID / RFID tag		
Kemaskini penerimaan maklumat dalam Virtua / Update information in Virtua		
Pengesahan invois / Invoice verification		
Hantar invois ke Pejabat Bendahari / Submit invoice to the Treasurer's Office		
<ul> <li>Penyerahan bahan ke Bahagian Pengurusan Teknikal dan Bahagian</li> </ul>		
Koleksi Khas & Keusahawanan / Submit material to Technical Management		
Department and Special Collections & Entrepreneurship Department		
Tarikh penghantaran / Delivery date :		
BAHAGIAN PENGURUSAN TEKNIKAL / TECHNICAL MANAGEMENT DEPARTMENT	Wind Carlo	<b>学生是1000年,1000年</b>
NAMA / Name : TARIKH / Date : BAHAN / Material : ORIGINAL CIP Melampiri / Attach		
Kondisi bahan / Material's Condition		
Cop maklumat bahan / Material's information cop		
Cop hak milik / All rights reserved cop		
Bekum / Stamping		
Tag RFID / RFID tag		700
Rekod dan status dalam sistem / Record and status in system		
KATALOG BAHAN / Cataloging Material		
Nombor ISBN / ISBN Number — 020		
Nombor Panggilan / Call Number — 090		



RUJ. KAMI:

UMK.PC/B04.00/500-23/1 Jld.2 (51)

TARIKH

3 APRIL 2017

### SENARAI SEPERTI EDARAN

Tuan/Puan,

UNIVERSITI

MALAYSIA

KELANTAN

### ARAHAN BERTUGAS BAGI KHIDMAT BANTUAN PUSAT SUMBER SEKOLAH MENENGAH KEBANGSAAN KADOK, KOTA BHARU KELANTAN

Dengan segala hormatnya perkara di atas adalah dirujuk.

2. Sukacita dimaklumkan bahawa tuan/puan diarahkan untuk memberi khidmat bantuan bagi Pusaat Sumber Sekolah Menengah Kebangsaan Kadok, Kota Bharu Kelantan seperti yang telah ditetapkan di bawah:-

Tarikh:

04 April 2017 (Selasa)

Masa :

09:00 Pagi-05:00 Petang

Tempat:

Sekolah Menengah Kebangsaan Kadok

Km 16 Jalan Kuala Krai 16450, Kota Bharu

Kelantan

3. Sehubungan itu, diharap tuan/puan dapat menjalankan tugas tersebut dengan sebaiknya. Segala kerjasama dan perhatian yang diberikan berhubung perkara di atas amatlah kami hargai.

Sekian, terima kasih.

"ISLAM DIJULANG, RAJA DIJUNJUNG, RAKYAT DISANJUNG"

"BERKHIDMAT UNTUK NEGARA"

Saya yang menurut perintah.

AZMAN BIN-HASHIN Ketua Pustakawan

Pejabat Perpustakaan dan Pengurusan Ilmu

Universiti Malaysia Kelantan

### SENARAI EDARAN

### Pn. Wan Nurjuliana binti Wan Abdul Ghafar

Pustakawan

Pejabat Perpustakaan dan Pengurusan Ilmu

En. Hariz bin Hassini

Cik Anis Nabilah binti Abdul Khalid

Cik Siti Syahidatul Amirah binti Che Aminuddin

Cik Sharifah Fatin Amira binti Syed Hashim

Cik Ahmad Fathi bin Ghazali

Cik Nurul Azwin Azreena binti Anuar Khairuddin

Cik Siti Nurul Idayu binti Mahmad

En. Mohamad Afiq bin Hamzah

Cik Ummi Kalsum binti Mohd Roslan

Cik Nurul Syahirah binti Zakri

Cik Nurul Fadhlin binti Mohd Nazim

Cik Tengku Nur Ayunni binti Tengku

Cik Nursalsabila binti Mohd Rusli

Cik Noor Suhaida binti Mohd Suhaimi

Cik Nurfatihah binti Ibrahim

Pelajar Praktikal

Pejabat Perpustakaan dan Pengurusan Ilmu



KELANTAN



### Pejabat Perpustakaan & Pengurusan Ilmu

RUJ. KAMI:

UMK.PC/B04.00/500-23/1 ( 54)

TARIKH **APRIL 2017** 



### SENARAI SEPERTI EDARAN

Tuan/Puan,

### ARAHAN BERTUGAS **PROGRAM** "PENGURUSAN PERPUSTAKAAN DAN **LITERASI** MAKLUMAT BERSAMA SK GEMANG DENGAN UMK

Dengan segala hormatnya perkara di atas adalah dirujuk.

Sukacita dimaklumkan bahawa tuan/puan diarahkan bertugas sebagai pegawai pengiring 2. bagi Program "Pengurusan Perpustakaan dan Literasi Maklumat Bersama Sk Gemang dengan UMK seperti ketetapan berikut:-

Tarikh:

06 April 2017 (Khamis)

Masa :

08:00 Pagi - 06:00 Petang

Tempat:

Sekolah Kebangsaan Gemang, Jeli

Sehubungan itu, diharap tuan/puan dapat melaksanakan tugas tersebut dengan jayanya. Segala kerjasama dan perhatian dari pihak tua/puan berhubung perkara di atas amatlah dihargai.

Sekian, terima kasih.

"SYARIAT DIJULANG, RAJA DIJUNJUNG, RAKYAT DISANJUNG"

"BERKHIDMAT UNTUK NEGARA"

Saya yang menurut perintah,

AZMAN BIN HASHI

Ketua Pustakawan

Pejabat Perpustakaan dan Pengurusan Ilmu

Universiti Malaysia Kelantan

### **SENARAI EDARAN**

Cik Nurul Syahirah binti Zakri Cik Siti Nurul Idayu binti Mahmad

Cik Nurul Fadhlin binti Mohd Nazim
Cik Sharifah Fatin Amira binti Syed Hashim
Cik Nurul Azwin Azreena binti Anuar Khairuddin

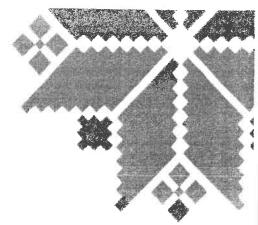
Cik Ummi Kalsum binti Mohd Roslan

Cik Siti Syahidatul Amirah binti Che Aminuddin

Pelajar Praktikal

Pejabat Perpustakaan dan Pengurusan Ilmu





### SIJIL PENGHARGAAN

Dengan sekalung budi serta ingatan tulus ikhlas kepada

### NURUL FADHLIN BINTI MOHD NAZIM 940808035450

Kerana dengan jayanya mengikuti

PROGRAM PENGURUSAN PUSAT SUMBER DAN LITERASI MAKLUMAT BERSAMA PENGAWAS PUSAT SUMBER PROF. EMERITUS DATO' IR. DR. ZAINAI SK BUKIT MARAK

Pada

14 MEI 2017

Anjuran

PEJABAT PERPUSTAKAAN DAN PENGURUSAN ILMU UNIVERSITI MALAYSIA KELANTAN

Encik Azman Bin Hashim

Ketua Pustakawan

Universiti Malaysia Kelantan



### SIJIL PENGHARGAAN

Dengan sekalung budi serta ingatan tulus ikhlas kepada

### NURUL FADHLIN BT MOHD NAZIM 940808035450

Kerana dengan jayanya mengikuti program bersama

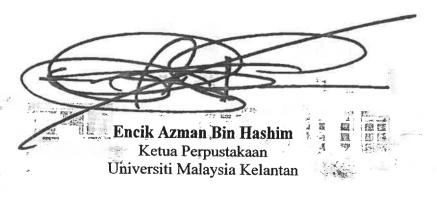
### BENGKEL PENGURUSAN GEDUNG ILMU & PELANCARAN NILAM SERTA MAJLIS PERLANTIKAN PENGAWAS PUSAT SUMBER SMK TAN SRI MOHAMED YAACOB 2017

Pada

25 MEI 2017

Anjuran

### PEJABAT PERPUSTAKAAN DAN PENGURUSAN ILMU UNIVERSITI MALAYSIA KELANTAN



### OPENKM USER MANUAL (ADMIN)

### MANUAL PENGGUNA (OPENKM)



### PENGENALAN OPENKM

OpenKM merupakan sistem pengurusan dokumen dalam bentuk elektronik yang bersifat 'open source'. Penggunaan sistem pengurusan dokumen ini bertujuan membantu sesebuah organisai untuk meningkatkan produktiviti dalam menguruskan maklumat yang sedia ada untuk menjadi lebih effektif. Melalui sistem ini, semua maklumat yang dihasilkan oleh pakarpakar dalam sesuatu bidang dapat menjadi bahan rujukkan oleh semua. OpenKM merupakan alternatif pertama yang direka untuk memudahkan kerja dalam menguruskan maklumat. OpenKM merupakan jalan penyelesaian pertama bagi pengurusan sistem maklumat untuk menyimpan maklumat yang sedia ada.

### CARA PENGGUNAAN SISTEM OPENKM

1. Log masuk ke OpenKM sistem dapat di akses melalui laman sesawang "http://localhost:8080/OpenKM/login.jsp" dekat *browser* atau enjin carian yang sedia ada (contohnya: Mozilla Firefox, Google Chrome, Internet Explorer). Selepas itu, log masuk untuk mengakses Sistem OpenKM akan terpapar pada enjin carian anda.

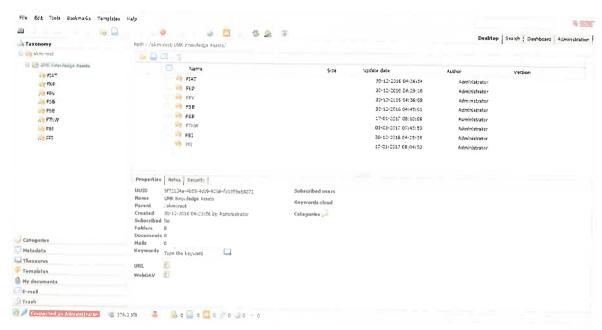


Rajah 1: Log masuk sistem OpenKM

### Untuk log masuk / login:

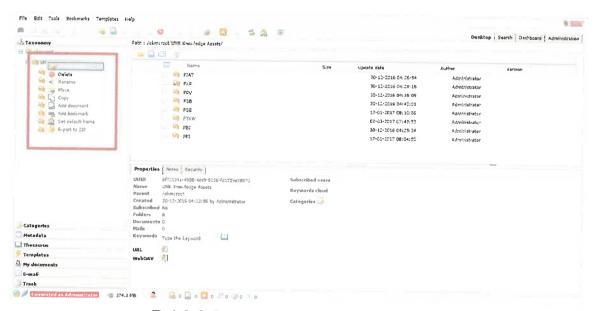
Masukkan "username" dan "password" di dalam kotak yang disediakan.

2. Setelah berjaya untuk log masuk / *Login* , laman utama sistem tersebut akan terpapar seperti yang berikut:



Rajah 2: Muka depan Sistem OpenKM

3. Selain itu, pengguna boleh mencipta dokumen baru dalam Sistem OpenKM dengan menekan "Create Folder" di bar menu atau toolbar seperti berikut:



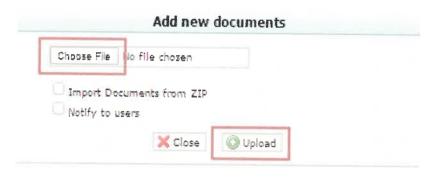
Rajah 3: Bar menu untuk mencipta dokumen.

4. Untuk memuat naik dokumen baru, pengguna harus memilih menu "add document" yang berada di toolbar seperti berikut:



Rajah 4: Menu "add document" di toolbar

5. Setelah klik "add document" di toolbar, gambar seperti di bawah akan terpapar untuk *browse* fail yang ingin dimuat naik.

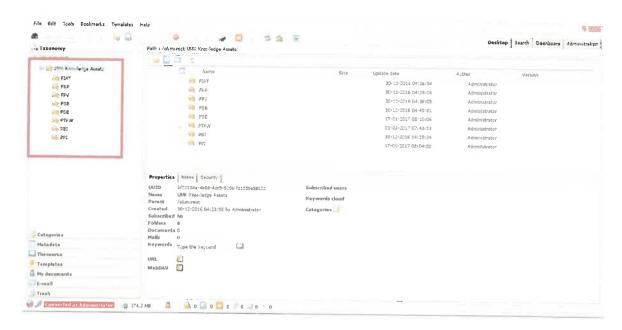


Rajah 5: Browse fail untuk dimuat naik

### Untuk browse fail:

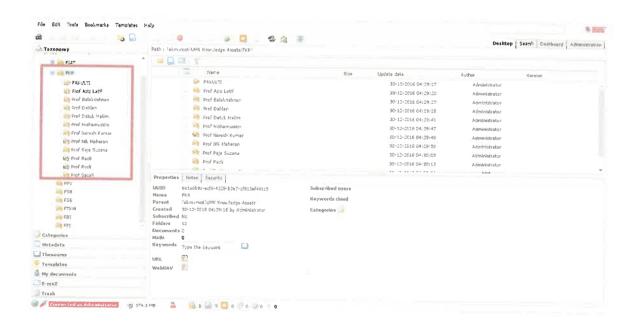
- Tekan butang "choose file" untuk memilih fail mana yang ingin dimuat naik dalam Sistem OpenKM.
- Selepas memilih fail untuk dimuat naik, tekan butang "upload" untuk memuat naik fail tersebut.

6. Klik pada folder *UMK knowledge assets* untuk melihat senarai fakulti yang terdapat di UMK. Contohnya:



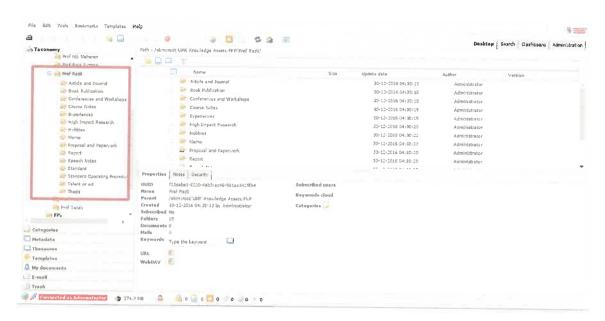
Rajah 6: Senarai 8 fakulti yang terdapat di UMK

7. Untuk melihat senarai Profesor dalam fakulti, klik pada setiap folder fakulti UMK. Contohnya, klik folder FKP. Terdapat sebelas senarai folder Profesor seperti di bawah:



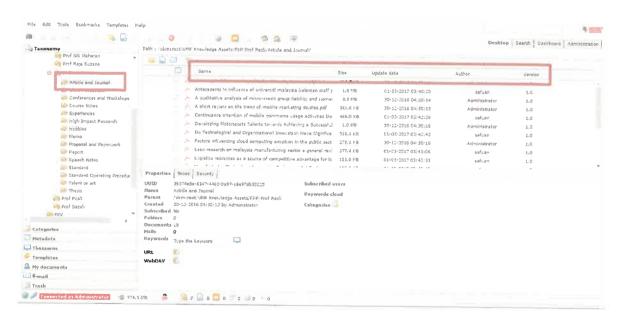
Rajah 7: Senarai nama folder Profesor dalam folder FKP

8. Klik pada nama folder Profesor berkenaan untuk melihat senarai aset ilmu yang dimiliki. Contohnya, klik folder Prof Razli.



Rajah 8: Senarai aset ilmu yang dimiliki Prof Razli

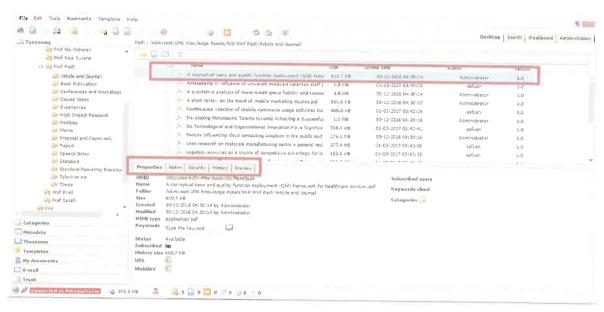
9. Seterusnya, klik pada folder *Article and Journal* untuk melihat senarai artikel dan jurnal yang dimiliki.



Rajah 9: Senarai artikel dan jurnal yang dimiliki

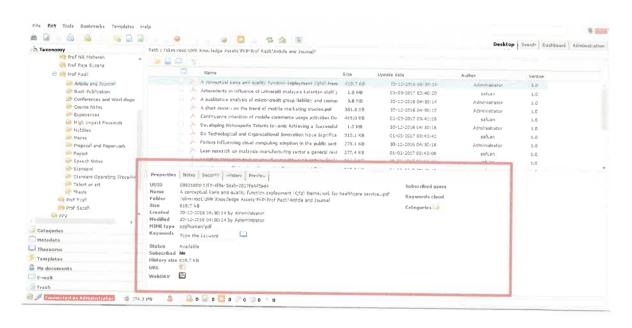
Senarai artikel dan jurnal yang dipaparkan dalam bentuk PDF, saiz yang berlainan, tarikh dan masa dimuat naikkan, nama yang memuat naik artikel serta versi artikel dan jurnal.

10. Klik pada artikel atau jurnal untuk melihat butiran artikel tersebut.



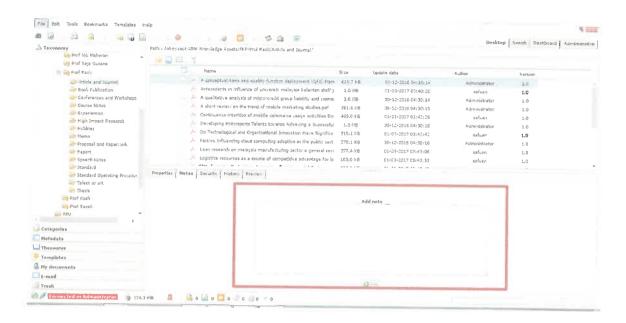
Rajah 10: Senarai butiran artikel untuk dilihat

11. Klik properties untuk melihat metadata artikel seperti tajuk, folder dan tarikh dimuat naik.



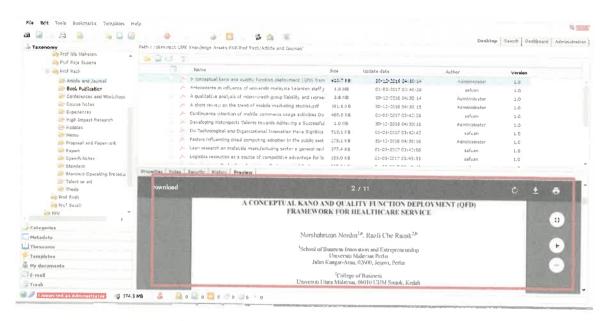
Rajah 11: Metadata artikel dalam properties

12. Klik *notes* untuk abstrak dan ringkasan artikel. Taip untuk membuat ringkasan atau abstrak artikel dan klik butang *add* sahaja.



Rajah 12: Ruangan untuk menambah ringkasan atau abstrak artikel

- 13. Seterusnya, klik preview untuk melihat softcopy artikel atau fail yang berkenaan.
- 14. Softcopy artikel juga dapat dimuat turun dengan menekan butang muat turun.
- 15. Tambahan, *softcopy* artikel juga dapat dicetak dengan menekan gambar cetak yang disediakan.

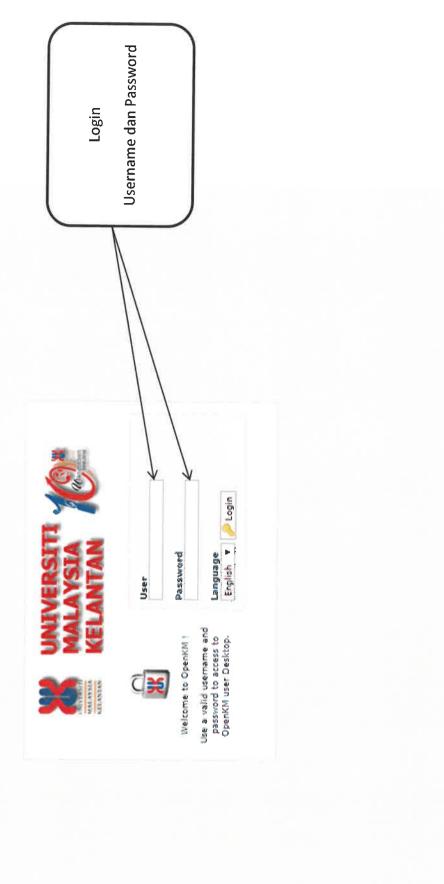


Rajah 13: Softcopy artikel dalam preview

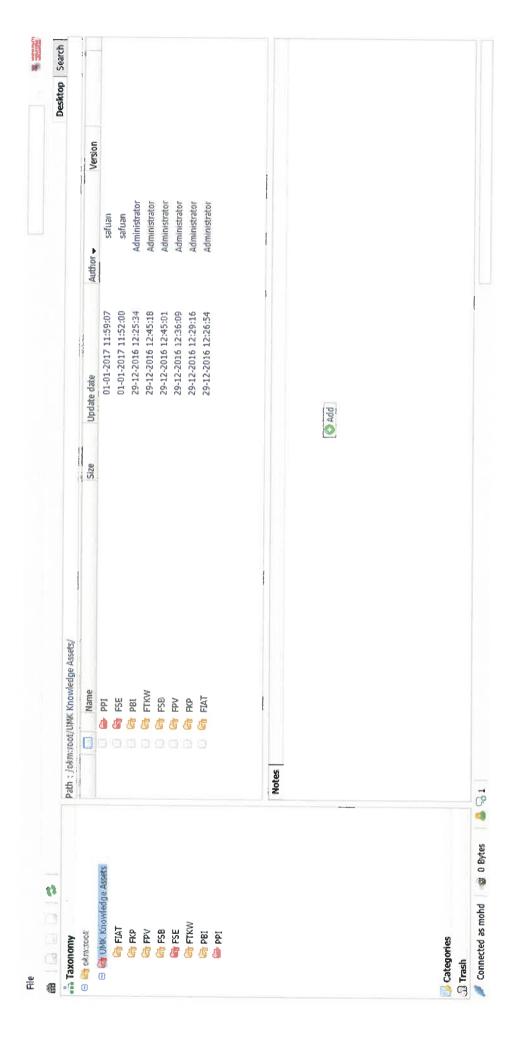
### OPENKM USER MANUAL (USER)

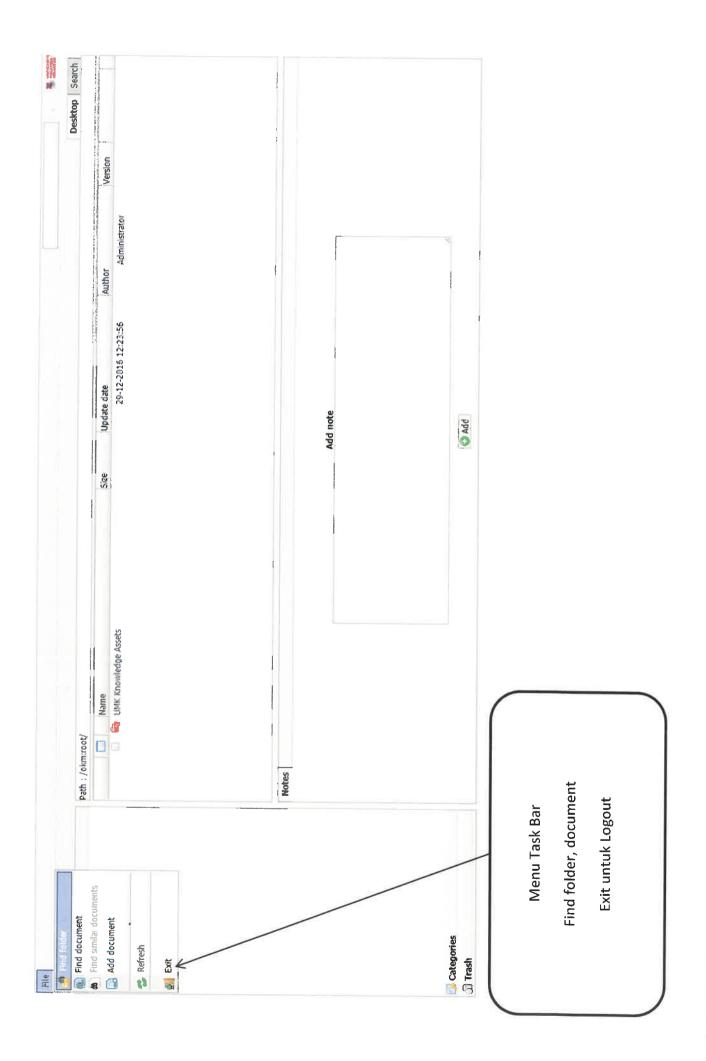
## OpenKM Sistem Guideline

# **YSO**



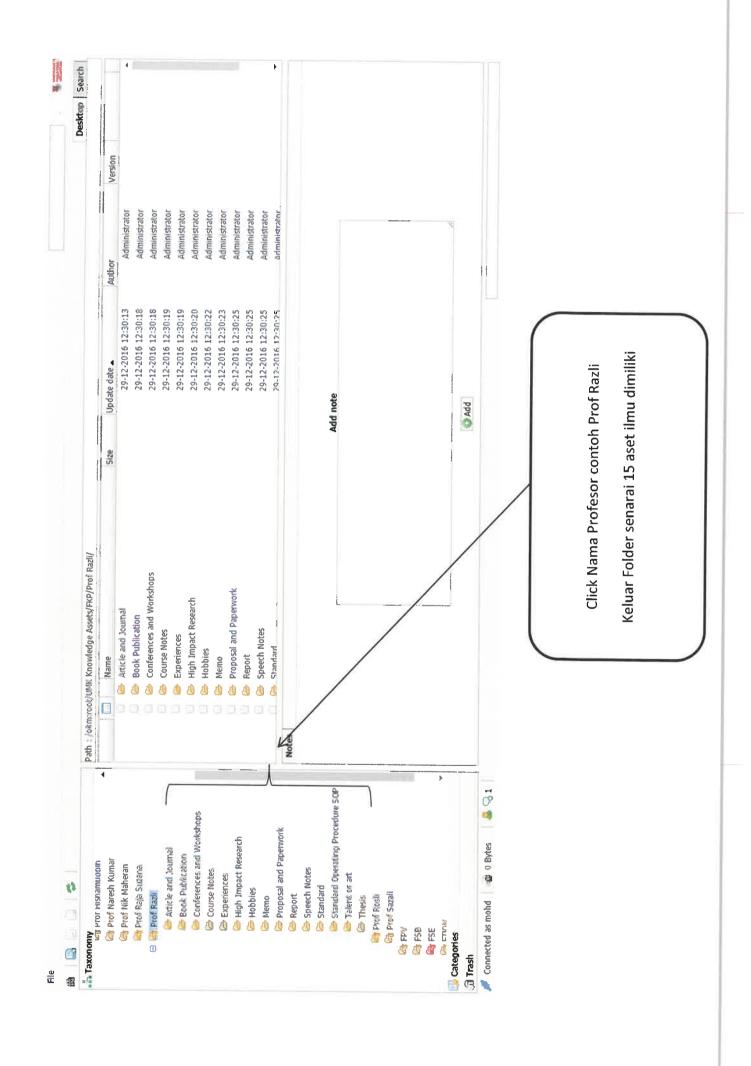
## **PREFACE**

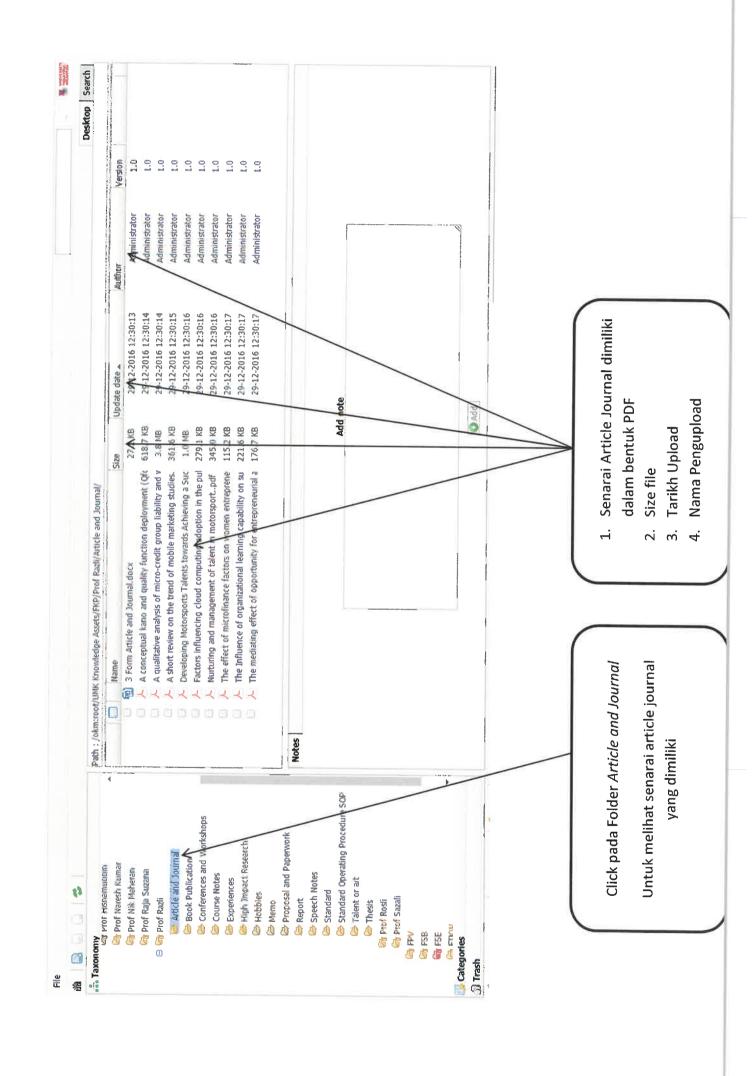


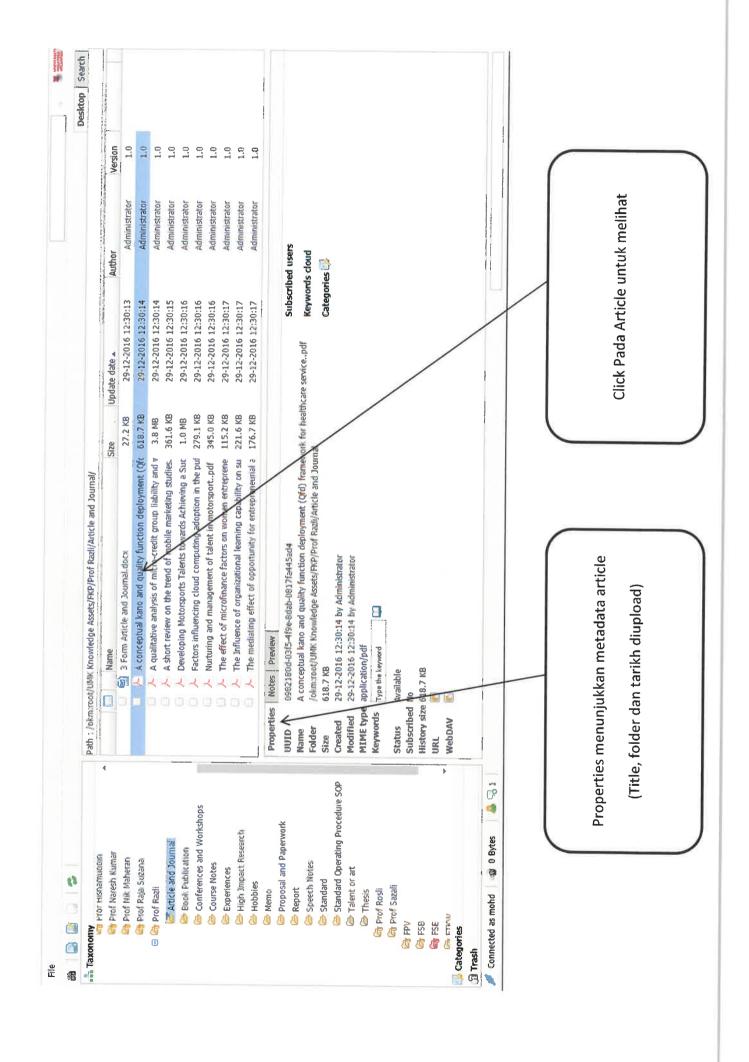


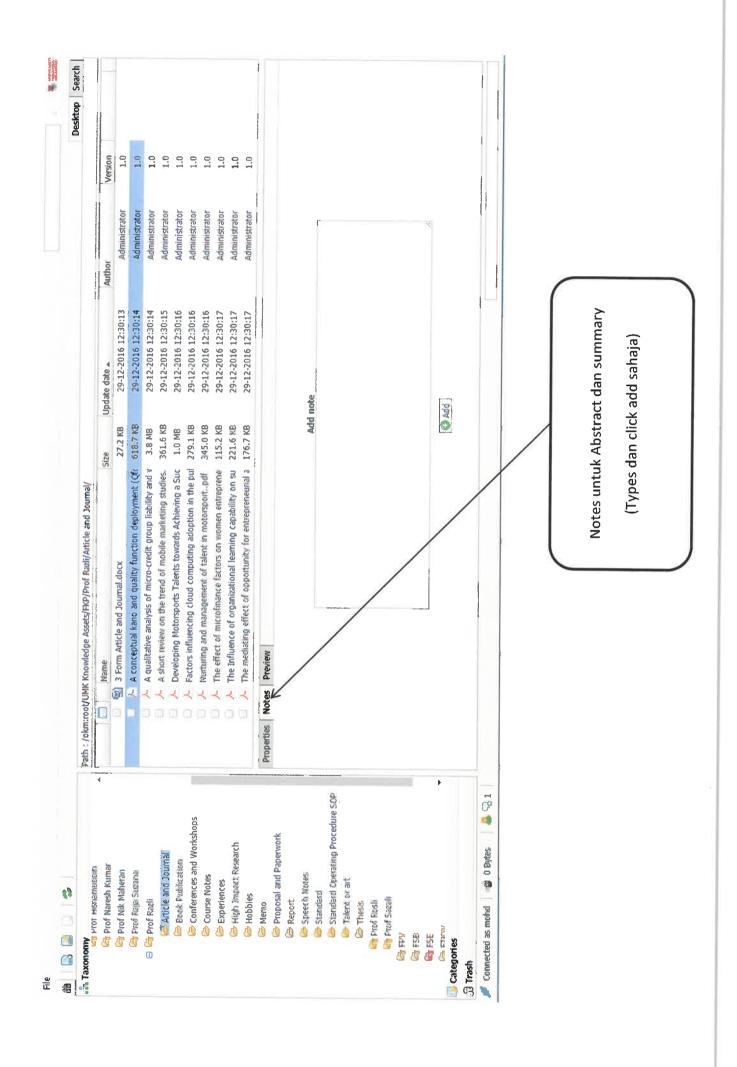


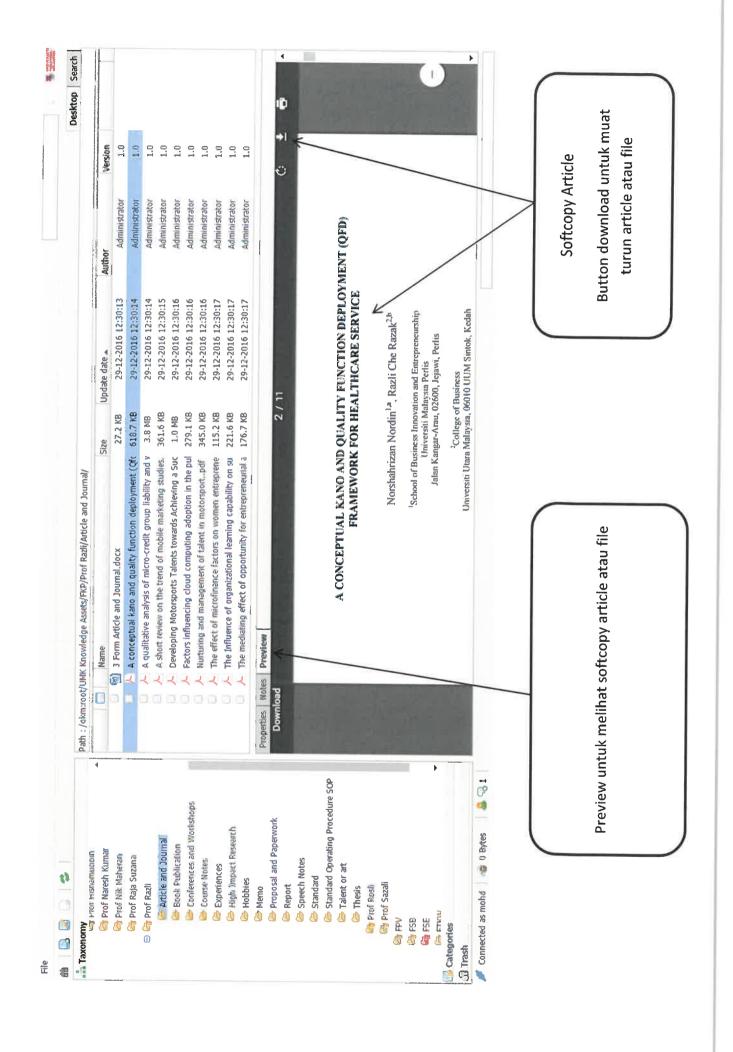


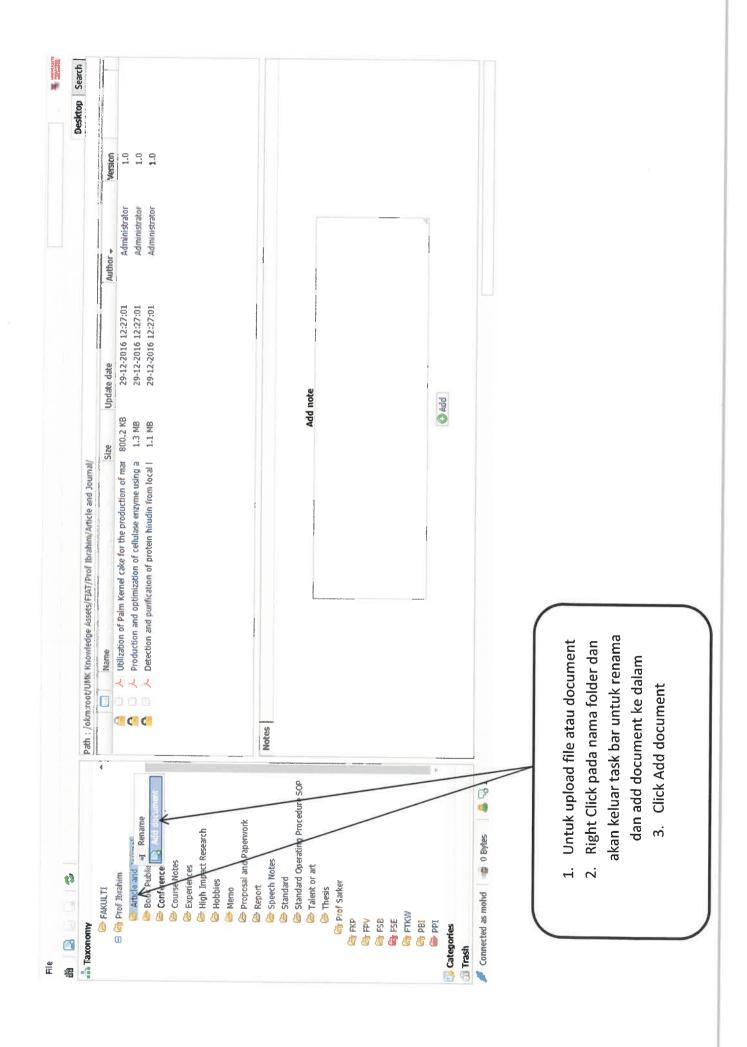


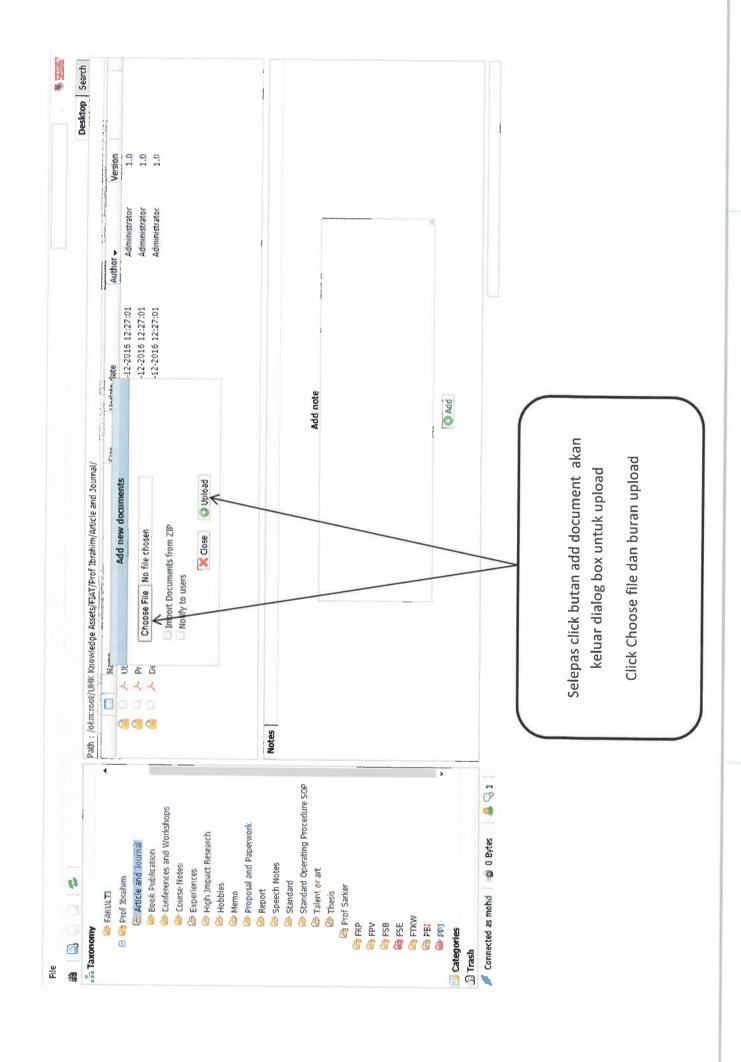


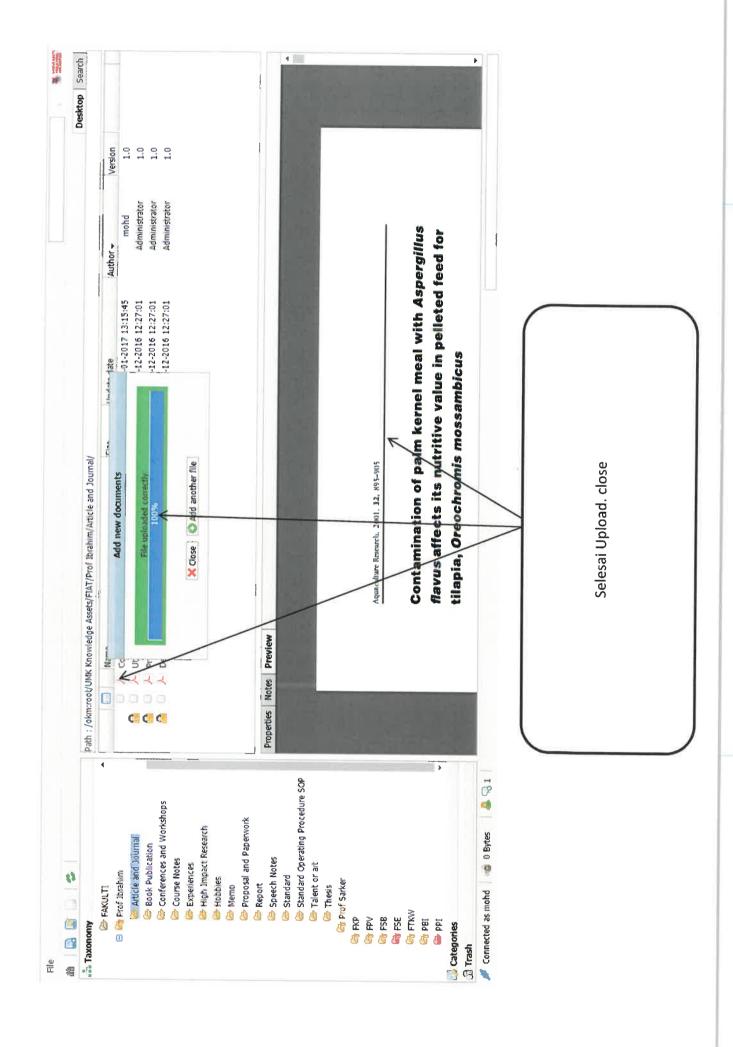


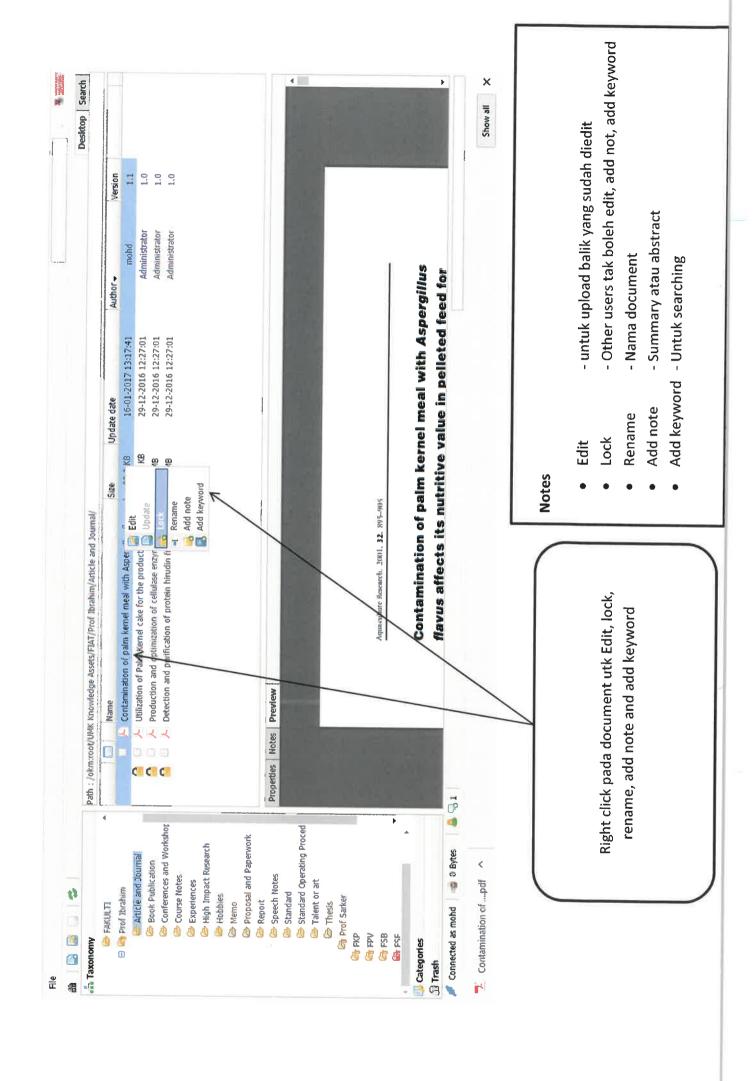












## ATTENDANCE PUNCH CARD

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NAMA: MURYL FADHLIN BY MOHO WAZIM

KEM (LIABLE PERFLET PERPLET HEADY DAN)

NAMA: MURIC EADHLING MOHD NAZIM

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KAD MENCATIT WAKTU

KEM/JAB: PENGYPYJAN ILMY, KAMPYS KOTA.

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NOMBOR:



NAMA: NURYLFADHLIN BTMOHD NAZIM

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#### AMIRUL FIRDAUS BIN ZILAH

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PUSTA KAWAN KANAN
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'INIVERSI' KALAYSIA KELANTAN
KARING SERKUNCI 36
'6100 PENGKALAN CHEPA. KELANTAN
'EL: 09-771/187 FAX: 09-7717182

NOMBOR:



NAMA: NUPALFACHUM ST. MOHO WAZIM

#### KAD MENCATIT WAKTU

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PUSTAKAWAN KANAN BAHAGIAN PENGURUSAN TEKNIKAL Pejabat Perpustakaan Dan Pengurusan Ilmu Universiti Malaysia Kelantan

KERAJAAN MALAYSIA

BULAN APRIL

NOMBOR:



NAMA: NURYL FADHUN ST. MOHD WAZIM

PETASAT PERPUSTAKAAN DAN KEM / JAB: PENGY PYSAN ILMY, KAMPYS KOTA

#### KAD MENCATIT WAKTU

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#### **AMARAN**

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KERAJAAN MALAYSIA

NOMBOR:



NAMA: NURYL FADHLIN ST. MOHO NAZIM

KEM / JAB:PENGHEYJAN

#### KAD MENCATIT WAKTU

BULAN APRIL

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KERAJAAN MALAYSIA

NOMBOR:



MAMA: NURYL FADHLIN ST-MOHO NAZIM

KEM / JAB: PENGYPUGAN ILMY, KAMPYS KOTA

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NOOR IZZATI BINTI MAT NURI PUSTAKAWAN KANAN BAHAGIAN PENGURUSAN TEKNIKAL Pejabat Perpustakaan Dan Pengurusan Ilmu Universiti Malaysia Kelantan



NAMA: MYRYL FADHLIN BY MOHD NAZIM

PETABAT PERPUSTAKAAN L KEM / JAB: PENGURYSAN ILMY, KAMPUS KOTA.

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#### KERAJAAN MALAYSIA

NOMBOR:



MAMA: MYRYL FADHLIN BT MOHD MAZIM

PETABAT PERPUSTAKAAN X KEM / JAB: PENGURYSAN ILMY, KAMPYS KOTA.

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### LOG BOOK



UNIVERSITI TEKNOLOGI MARA (KELANTAN)

PRACTICAL TRAINING



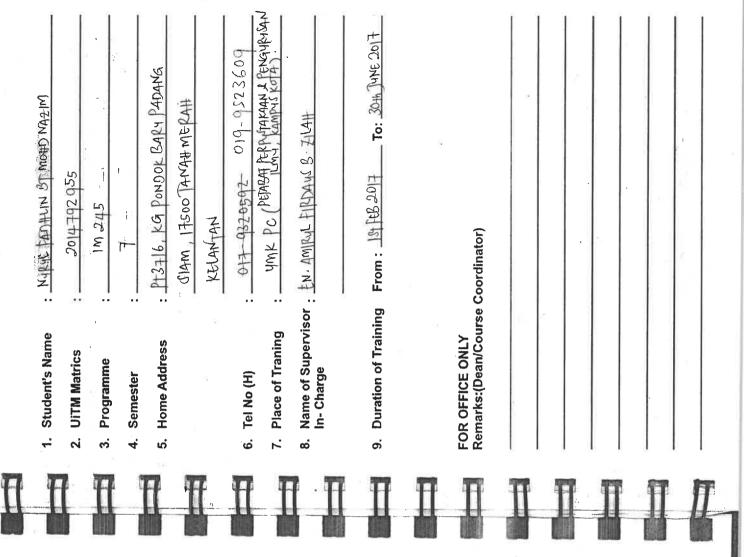
# INSTRUCTIONS

- 1) This book is issues to you to provide a history of your training and to act as a weekly record by the work on which you are engaged.
- 2) Student's responsibilities for keeping log book up-to-date.
- Immediately this book is issued to you, you should, in consultation with your Training Officer, complete the detail required on the next page.
- 4) It is your responsibility to make the main entries of the log book and keep it up to date. Entries must be regularly initialled by your Supervisor. You must ensure that:
- It is available at your place of work during your training.
- All entries, except sketches, are made in ink.
- Entries are made within a week of the work to which they refer.
- The book is handed to your training officer for retention on your return to UiTM and this will later be handed to the Head of Programme for grading.

# RECORDING

The log book should contain the following information:

- 1) A neat concise description of each of your training locations and the work on which you are engaged.
- 2) Relevant sketches, data and circuit diagrams
- 3) References to textbooks, standards and other technical information related to the work being under taken. Constructive comment on the work being undertaken and your considered opinions as to its value as training



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PRACTICAL TRAINING BASSESSES UNIVERSITY DOG BOOK TEKNOLOGI







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	amirul@smk.edu.my

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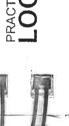
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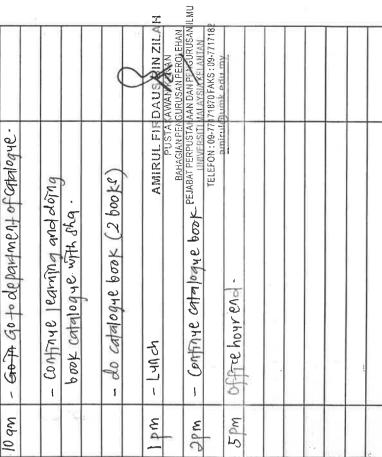


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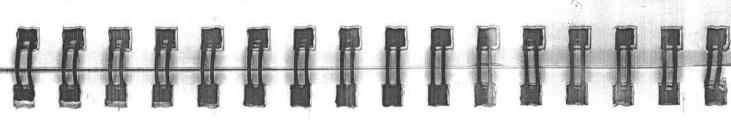
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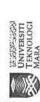


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SUPERVISORS REMARKS





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SUPERVISORS REMARKS



