



اوتو سيني تيكنولوغي مارا
UNIVERSITI
TEKNOLOGI
MARA



MGT666 - INTERNSHIP

**INDUSTRIAL TRAINING REPORT AT REVOLUSI AWAN TECH SDN BHD
16 MAY 2023 – 30 AUGUST 2023**

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Executive Summary

Over the last six months, I have had the wonderful opportunity to complete my training and gain valuable working experience at Revolusi Awan Tech Sdn Bhd. A six-month period of industrial training began on March 1, 2023, at Revolusi Awan Tech Sdn Bhd and will end on August 30, 2023 and was supervised by Mr.Syafiq Mifzal and Mr.Jeremiah Abraham. Due to my changes in different companies, I needed to finish later than the actual date. To begin with, Revolusi Awan Tech Sdn Bhd is a small and growing company that is founded by Mr.Syakirin Alsyaiddi along with his partner, Mr.Jeremiah Abraham. This company was established on 24 November 2020. There are a few workers here and various ranges of ages and ethnicity. Regarding my training experience, I can confidently say that my internship period has been both enriching and educational. During my internship, I was assigned to the human resource department where I had the opportunity to learn a bunch of new things related to human resource activities. This included gaining proficiency in preparing various essential documents like invoices, overtime calculation form, and salary management. This report includes my résumé, corporate background, vision, mission, objective, goals, organisational framework of a company, and product or service information. Furthermore, this report's material also includes a SWOT analysis of Revolusi Awan Tech Sdn Bhd. The SWOT analysis comprised 2 to 3 key points for each of the components. The strengths are employees' teamwork, strong relationships with customers and high expertise and skills. The drawbacks or the weaknesses from the internal aspects are poor records management and unethical behavior. The goods that come from external aspects are technology advances and tech-based enterprise and entrepreneurship while the threats are high-cost workplace and reliance on supplier. The purpose of this report is to establish a SWOT analysis that was used in industrial training for six months based on job tasks accomplished, a task learnt, experience gained, and my achievement during industrial training under the Administration Department. I was exposed to the system that was used, as well as work practices and, particularly, the work culture and work atmosphere. There was also a proposal or suggestion for shortcomings. In accordance with the in-depth understanding gained from student internships, communication, problem-solving, and management abilities are applied. To conclude, I gained a great knowledge and real working experience during these six months of internship where the life is different from university life.

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1.0 Acknowledgement

First and foremost, I would like to express my gratitude to Puan Siti Noraziana Azis from UiTM Kampus Alor Gajah Malacca for assisting my internship programme for six months. I am grateful because she worked tirelessly to assist me in completing my report journey and making time for conversation till the deadline.

I'd also like to take this chance to thank my family, friends, and internship colleagues for always being there for me and encouraging me to finish my internship report. I am grateful for their assistance until I finish my internship. Finally, I'd want to express my gratitude to the team at Revolusi Awan Tech Sdn Bhd for hiring me as an intern.

Also, thanks to my supervisor, En. Syafiq Mifzal, Human Resource Manager and my other officemates. I am grateful because they continue to teach me, guide me in whatever assignment I worked on, and tolerate my flaws while doing the job.

2.0 Student's profile



**NUR AIN NABILAH
BINTI ZAMNURIN**

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📧
in

SKILLS

- Project Management
- Problem Solving
- Communication Skill
- Leadership

ADDITIONAL SKILL

- Speak fluence simple mandarin

REFEREES

- Khalilah Binti Ibrahim (Senior Lecturer, Faculty of Business Management, UiTM of Malacca City Campus)
- Norfadhilah Binti Mohd Akhuan (Senior Lecturer, Faculty of Business Management, UiTM of Malacca City Campus)

PROFILE

Dedicated and enthusiastic undergraduate student pursuing a BA in International Business at UiTM Bandaraya Melaka. Attempt to apply my knowledge of management, human resources, and marketing in a new environment.

EDUCATION HISTORY

BACHELOR OF BA (HONS) INTERNATIONAL BUSINESS

University Technology MARA

Branch of Malacca City Campus 2020 - Present

- CGPA : 3.64
- Relevant subjects : Marketing, Interpersonal Communication, Global Business Strategy, Entrepreneurship.
- Honors and Awards : Made the dean's list in 3 semesters.

MALAYSIAN HIGHER SCHOOL CERTIFICATE (BUSINESS STUDY)

SMK Dato' Sedia Raja

2018 - 2019

- Graduated with 3.25 (CGPA).
- Female head prefect.
- Volleyball team manager.

ORGANIZATION INVOLVEMENT

PUBLICITY & PUBLIC RELATION DEPARTMENT

WEBINAR : DIGITAL NOMADISM 2023

- Contacting the panel to confirm their presence for the program via email or call.
- Advertise the said event using social media platforms.
- Create text viral for the purpose of promoting the event.

ASSISTANT OF FINANCIER

CSR EVENT : LET'S TT : THINK AND TALK

2023

- Budget planning for the event.
- Record-keeping.

3.0 Company's Profile



Revolusi Awan Tech provides full-service IT solutions. They are also known as RA Tech. The headquarters are at Seri Kembangan, Petaling, and they serve consumers both locally and abroad. They focus on utilising their knowledge and capabilities in IT service delivery, IT project management, and IT project execution. Furthermore, RA Tech provides rapid deployment of developing technologies to a diverse range of corporate and individual customers.

They are also proud of their ability to create and carry out individual service level agreements and fixed costs to meet each customer's unique corporate or individual requirements and budget. RA Tech cares about their customers and is dedicated to the long-term success of their customers' businesses or personal lives. They also strive to add value through long-term connections. Furthermore, RA Tech tries to provide excellent services and solutions that are more efficient, effective, and relevant to the constantly complicated needs of enterprises. This action can increase operational productivity and optimise value for our customers.

In RA Tech, they provide installation and commissioning of IT infrastructure. The distribution of software and applications on a broad scale on an organisational level is referred to as software installation. Other than that, they too provide, install, test, and commission data centres for the medical industry. As an IT service provider, they also are able to establish a high-performance computing facility for universities. Among the universities that acquire their service are Universiti Kebangsaan Malaysia, Monash University, Universiti Malaya and more.

LOCATION



Revolusi Awan located in C-11, 1, Jln Atmosphere 6, Pusat Bandar Putra Permai, 43300 Seri Kembangan, Selangor. Mines Wellness City, a healthcare-oriented resort city, is located in Seri Kembangan. Mines Wonderland, a theme park that operated from 1997 and 2011, was once there. Furthermore, Seri Kembangan is recognised for its delicious and diverse street cuisine, that combines elements from Chinese, Malay, Indian, and other races into an actual melting pot. Seri Kembangan is home to three main shopping malls which are The Mines Shopping Mall, an AEON store at Taman Equine, Giant Hypermarket, and South City Plaza.

LOGO



VISION

Macro Vision

- At RA Tech, we aim to be the household name for IT services, repairs and procurement for customers in Malaysia and all over the world.
- Using sustainable and customer-centric business practices to establish a leading brand in the world of IT service delivery for individual and corporate customers.

Micro Vision

- We are initially focusing on providing IT service and support to a residential customer base in Selangor.
- We will expand our operations to the corporate sector with a focus on IT services outsourcing.

MISSION

Primary mission:

- To bring world class, quality services and products to the public first and then to the private sector in Malaysia.

Secondary mission:

- To spread IT facilities and knowledge to all our individual and corporate customers that will in turn empower them to achieve and reach greater heights and pursuits of business and life.

GOALS

Within the next 10 years, we would like to be seen as the leading IT service providers in South East Asia for commercial IT Business Process Outsourcing and residential IT service and support.

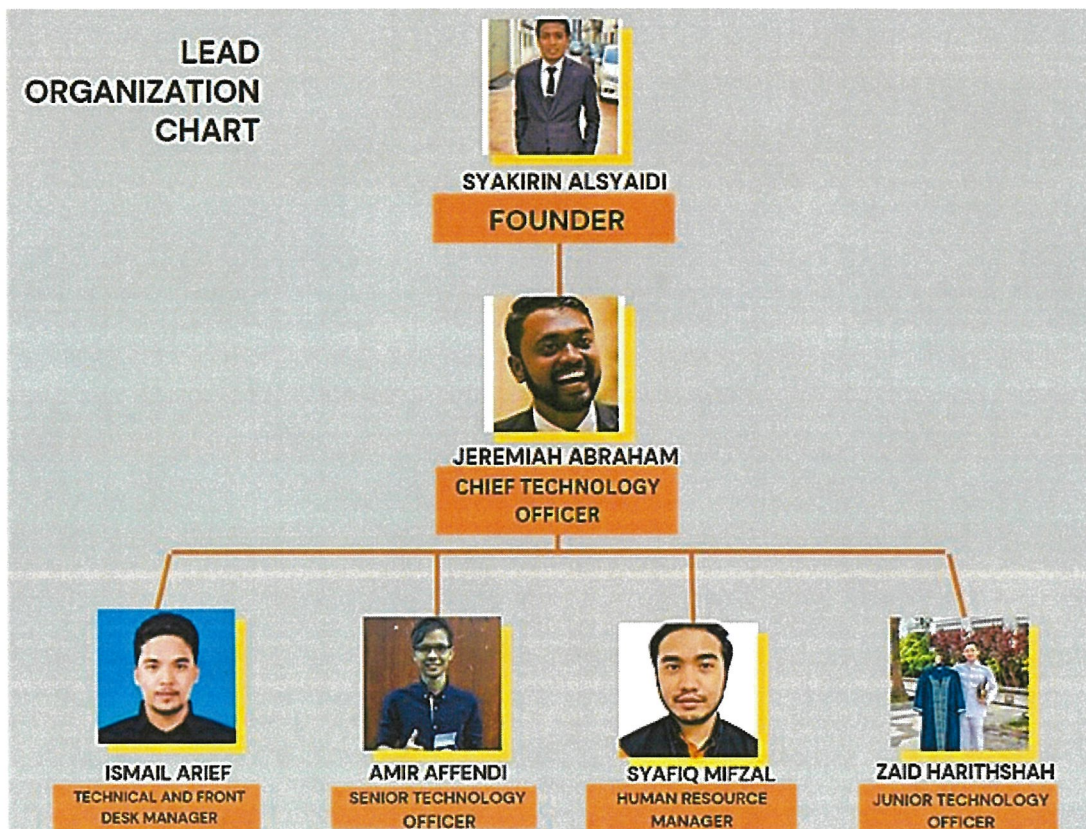
OBJECTIVE

- Retaining Talented Employees
- Focusing on Customer Service
- Improving Human Resources
- Reaching the Right Customers
- Staying Ahead of the Competition

Background of establishment

RA Tech focuses on providing IT services for corporates and customers. This company was established in 2020. RA Tech is located in Seri Kembangan - places of industry. This company is also located nearby MRT Putra Permai.

Organizational Structure



Product/services offered

Revolusi Awan Tech offered products and services to two category which are individual and business. For individual services, they offer services like RAM upgrade, storage upgrade, screen replacement, motherboard repair, battery replacement and data recovery. Each of the services are offered with different prices. For RAM upgrade, it will cost around RM189.99 while storage upgrade will cost around RM179.99. The storage upgrade price will be charged according to the size of the storage. Screen replacement will be charged at higher price which cost a customer at about RM229.99. Furthermore, customer that want to repair their motherboard can prepare money at about RM159.99 and above. The price same goes for the data recovery service. The cheapest service is battery replacement that goes around RM50 and above.

Next, they too provide for business services. Among of them is IT consulting. In IT consulting, there are few services that they offer. For instance, IT audit, project management, plan and performance, procurement and digital marketing. In IT audit, RA Tech will assess if your company's IT controls safeguard corporate assets, preserve data integrity, and are aligned with its overall goals. Next, RA Tech will support customers in project management by planning, organising, and delegating responsibilities for achieving your unique IT objectives. This firm can also assess the possible impact of disasters on your activities. This is done for the protection of people, property and assets. Not only RA Tech can do all those, but they can move essential procurement activities to minimise total expenses and focus your company on its core skills. Furthermore, any company that want to attract customers, they too can hire RA Tech to do digital marketing services for a firm in order to advertise and grow the business.

In addition, RA Tech offers managed services such as IT infrastructure, proactive issue, backup, helpdesk, remote support and tailor-made SLA. For IT infrastructure service, all aspects that facilitate the administration and accessibility of data and information are included. These comprise both physical hardware and facilities as well as software. Next, this company can determine the important difficulties and challenges of the intrusion detection and prevention system, such as establishing proactive security to assure the company's performance. For helpdesk service, they can assist you in debugging problems or in finding answers to established problems. Furthermore, RA Tech can reduce the likelihood of unplanned downtime and associated risks. These services are provided so that organisations

can concentrate on core projects and strategic goals, rather than day-to-day operations. This strategy will save money in the long run, and many managed services are less expensive compared to other traditional services and personnel.

Other than IT consulting and managed services, the company is professional in network and security too. RA Tech can assist the customers in network management, network design, network analysis, firewall, disaster recovery and CCTV. In network management assist, the company can maintain your competitiveness while freeing up more time for workers so that company operations run more smoothly and the workplace is more efficient overall. RA Tech can also give you the greatest platform for all of the programmes you want to utilise. For network analysis, RA Tech assist in the discovery, diagnosis, and resolution of network problems by capturing network packets as they transit within the company network or the Internet. Moreover, they will secure your computer or network from outside cyber attackers by protecting it from dangerous or needless network traffic. Revolusi Awan also provides CCTV installation for businesses that need security and increase the effectiveness and performance of a company's operations.

4.0 TRAINING REFLECTION

In six months of my internship experience as a Human Resources Assistant for Revolusi Awan Tech Sdn Bhd has been the most amazing and motivational experience I have had during my time as a final student at UiTM Bandaraya Melaka. My internship started on 1st March 2023 and ended on 30th August 2023. Every week, I work five days which is Monday to Friday. I work for eight hours every week for each day and I had my break for one hour which is from 1:00 p.m. to 2:00 p.m. They paid me RM300 for every month as an intern allowance.

At Revolusi Awan Tech, I was given the responsibility as an assistant of human resource manager. In this department, the task that I need to do was helping my manager and supervisor. My part in the human resource sector is to learn, understand and experience my duties as a human resource manager. In this department, I got to know about claim form, overtime calculation and form. Furthermore, I learnt the way to manage the employers' salaries in Excel. In addition, my supervisor also exposed me to document preparation. The employers introduced me to a website called 'e-perolehan'. There are many benefits of 'e-perolehan' to suppliers. For instance, a total end-to-end online transaction process which is faster and more efficient, ease of communication between supplier and Government as contact can be made at any time or place and many more. Moreover, I also learnt a lot of new things such printing, scanning and make copies of documents. I too learnt that I can't take photos of the documents that I printed or scanned due to the confidential information of customers.

During the six months of my internship, I was assigned for a project collaboration with Monash University Malaysia. The role that I got in this project is an exam invigilator. I was responsible for the exam hotline. Hotline duty has taught me the way to communicate better with people. It taught me on ways to stay calm and solve the students' issue in exam. Moreover, being in hotline department also taught me to choose the right words to answer to people and ways to being polite in answering calls. I got to learn many people behaviors too. For example, one student could be calm in asking for help while other one was in panic and anxious asking for assistance. Other than that, I could improve my English while communicating with those students. In addition, I was paid by Monash University RM20 per hour for the hotline task. In 10 days, I worked for 8 hours means I received RM1600 for the job. I also received extra RM40 just for the training of being an exam invigilator. The task has intrigued me to work in a customer service center after I finished my internship and studies.

I communicated with my coworkers and collaborated with others who helped me both directly and indirectly. During that time, my compassionate and supportive coworkers assisted me in gathering experiences and accomplishing my goal. Becoming an intern was the most enjoyable experience I've ever had because it empowered, motivated, and taught me something new every day. Throughout my internship, I was a member of the Revolusi Awan Sdn Bhd Human Resource team, which included my manager and an executive. I didn't have much prior experience in this area, but I knew it was something that piqued my attention. I was also aware of the human resources field and was interested in discovering more. I had little expectations for the work atmosphere, environment, or individuals.

My internship taught me a lot about soft skills and gave me confidence in myself. It has aided in the direction of my career goals and will undoubtedly aid in my future employment choices. I also got technical skills in both digitization and the whole energy sector. I finished my internship with a considerably fuller toolbox than when I began. The knowledge I received will prepare me to tackle the real world in my future job. My experience has gotten me closer to my ambitions, and I am looking forward to what the future holds for me. Furthermore, I gained confidence and courage to communicate with people. Communication is one of the most professional talents that we can develop, and the process of getting an internship will make our future lives easier.

5.0 SWOT ANALYSIS

SWOT Analysis is a tool that can assist an organisation in analysing what it does and developing a successful plan for the future. SWOT analysis is a plan of action that may be used to prepare for a company's outstanding performance. A SWOT analysis evaluates two groups of components, internal and external, which are all analysed. Internal factors are Strengths and Weaknesses while external factors are Opportunity and Threats.



5.1.1 Strength

- **Employees' teamwork**

Teamwork is more vital than ever because teamwork reduces the likelihood of burnout. Team members frequently understand the rigours and pressures of completing a job better than managers, they can provide emotional support to one another (Middleton, 2023). Furthermore, teamwork allows for more effective issue resolution. The employees in RA Tech split difficult tasks into simpler ones, then work together to complete them faster. For instance, the junior technology officer, Zaid, lacks IT knowledge on specific issues. The senior technology officer, Amir, will help Zaid to solve the problem. One time, a customer forgot her password for her laptop. Zaid did not have enough knowledge to assist the customer so Amir lent a hand and within a few minutes the customer could access her laptop. Furthermore, I had trouble completing the overtime calculation form. Thus, my supervisor taught me step by step in completing the overtime calculation form.

- **Strong relationships with customers**

Developing relationships improves client retention. Customers who have a favourable experience with the company are more inclined to recommend it to their friends and family (Adams, 2023). There are many ways to create strong and build relationships with customers. For example, Revolusi Awan Tech can bring to the table a valuable product or service. Building and forming relationships can come more naturally because this company is helpful, educational, supportive, or unique. Some examples are consulting services and useful software or web programs. Other than offering services, RA Tech also aims to educate other people in the technology industry. Moreover, a customer had used their service last year and recently she also relied on them to repair and upgrade her laptop. RA Tech always offers promotion, hence the price is affordable for the customers. A customer commented that the services usually required 1 day to complete and she is very satisfied with the service. In addition, the employees are very responsive with every customer's needs. They give all tips and guides about the service that is a suitable upgrade for customers' PC or laptop. In RA Tech, they will inform the customers if the service is needed or not so the customers don't have to spend more when they don't need it.

- **High expertise and skills**

The employees are expert with numbers and number programs. Mathematical work is a skill that necessitates meticulous attention to detail. It requires high observations, quick mental computations and logic, organization, and clear thinking. RA Tech employees are experts in Excel. It highlights their expertise and attention to detail as it pertains to formulas or charts. Next, they are also experts in remoting the customers' laptops. For instance, my Chief Technology Officer can remote and access control of a customer's laptop from the office while the other party is far away from the company.

5.1.2 Weaknesses

- **Poor records management**

Poor record keeping is related to unplanned issues. It can result in data loss, which in turn is never beneficial for any firm. It also raises costs because the organisation must pay greater attention to data recovery and backup (Malak, 2023). Poor records management will cause the inability to have an efficient workflow and the challenge of accessing information when required. In RA Tech, they have no space occupied for files and they just keep all the papers or documents in one file. Not only that, some papers just scattered on the desk. All the records are not organized properly and it shows that the records management is poor. For instance, they have only a few desks in the office and some of the papers such as invoice or delivery order are being put on the table without any file. Thus, in the absence of a robust data security system, a company may incur additional expenses on shredding and deleting unused files.

- **Unethical behavior**

Workplace ethics encompass a fluid set of values that differ among individuals, shaped by their unique perceptions and interpretations of what constitutes a workplace. While some individuals consider a workplace to be a traditional physical office they commute to daily, others perceive it as their home office setup. Regardless of whether one works from home or a traditional office, organizations should implement ethical policies and behaviors to foster productivity and uphold integrity. Additionally, it is crucial to enforce penalties for those who breach workplace ethics (Bhuwal, 2022). One of the employees in RA Tech favors smoking in the office rather than going outside to smoke. The smoking habit not only will affect his health but may also affect others too. The smoke that others inhale from him is more dangerous because passive smoking puts people at higher risk of smoking-related diseases. Secondhand smoke is clearly linked to lung cancer, heart disease, and stroke. It may also increase the risk of developing some other types of cancer. The diseases may affect others and cause them to show low quality of work performance. Indirectly, this will slow down the business. Furthermore, the employers and employees are very friendly but they are not using the right words to address the bosses.

5.1.3 Opportunity

- **Technology advances**

The IT world continues to thrive and evolve at a rapid pace. The advancements in technology, coupled with increasing digitalization in various industries, have created numerous opportunities and challenges in the IT sector. AI and ML technologies are being implemented across various sectors, including healthcare, finance, transportation, and more. These technologies are revolutionizing processes, improving efficiency, and enabling the development of intelligent systems and applications. With the increasing number of cyber threats and data breaches, cybersecurity has become a top priority for organizations. The IT world is witnessing significant growth in the development of advanced security solutions, threat detection systems, and encryption technologies to safeguard data and systems. For example, Monash University Malaysia hired RA Tech to provide IT services. The university obliged the students to use a specific system for exams.

However, the students will always encounter problems during the exam hence that is the reason Monash hired RA Tech. It is to solve IT issues for the students while selling accessories such as earphones and webcam for them.

- **Tech-based enterprise and entrepreneur**

The rise of the IT industry has spread to practically every area, from retail to healthcare. For instance, remote working. Over the past 15 years, remote work has experienced steady growth. However, in the last few years, companies that had not yet embraced a remote work environment found themselves compelled to make the transition at a faster pace than anticipated (Broberg, 2023). The practice of employees carrying out their job tasks from locations other than the usual office setting is referred to as remote work. Thus, many sectors rely on technology to do their tasks. Given that RA Tech actually provides remote control services, this means that there are a lot of opportunities for tech-based enterprises and entrepreneurs to provide these companies with effective, safe technology. RA Tech can offer to teach other companies on how to do remote working too. Educating others is one of their missions anyways.

5.1.4 Threats

- **High-cost workplace**

Employees were required to utilize a vehicle to fulfill their work responsibilities, such as traveling off-site for business meetings or attending service calls (Mulloy, 2023). The workers of RA Tech usually work on-site at noon where they have to go to the office first and park their cars. It is kind of wasteful and costly for employees to pay for parking fees just for a few hours before they go for on-site jobs. Revolusi Awan is located in a place that requires the customers and employees to pay for parking fees. Thus, this will cost a lot of money for the customers and employees. If the rate of the parking fees gets higher, customers will lose interest to deal business with the company. Less customers means less profit for the company.

- **Reliance on supplier**

Revolusi Awan Tech is over-relying on one supplier for the gadgets and IT equipment that they bought from. Over-reliance on one supplier allows them to raise prices and set conditions that may be not just unprofitable for the company. This will cause a bad relationship between the supplier and RA Tech. RA Tech will have to find another supplier in a short time which is not very easy. To build a new relationship with new suppliers will require many track records in sales. The reason to have many track records in sales is to gain new suppliers' trust whilst RA Tech does not have that. Plus, if a business is dependent on a single supplier for several different material or product categories, it may be more challenging to maintain its competitiveness (Dawson Consulting, 2018).

6.0 DISCUSSION AND RECOMMENDATION

Recommendations for Revolusi Awan Tech through SWOT Analysis are

1. Strength:

- **Employees' teamwork**

The existing teamwork among the employees is good but not enough to maintain the long-term goals of Revolusi Awan Tech. I recommend that RA Tech should expose the employees to team building activities. For instance, untangle a 'human knot'. This activity is an entertaining approach for team members to collaborate and solve an issue. Untangle 'human knot' requires the people to squeeze everyone into a circle and clasp hands with people who are not exactly next to them. The objective is to detangle yourself without breaking the chain once everyone's hands are entwined. The activity should be done by the same gender. Another team building activity is called 'giving blind-directions'. Pair up team members and have one wear a blindfold while the other directs them in making actions as best they can. For example, taking them to the opposite side of the office or assigning them a duty such as moving an object or creating a picture. This will allow them to practice in communication and build trust among each other.

- **Strong relationships with customers**

In maintaining a strong relationship with customers, the company should stay connected with their consumers. RA Tech can provide customer support such as accepting messages from clients via social media and even provide live chat help 24 hours a day, seven days a week. Other than that, they can publicise new products or services. Clients may sign up to your social media feed to stay up to date on new products and discounts. Furthermore, they can create a unique and personalized experience for the customers to make them feel special. RA Tech should go the extra mile to not only meet but exceed your customer expectations. Afterward, express gratitude with a sincere thank-you message. Moreover, adapt tone to match the customer's personality and communication style. For instance, certain clients may prefer brief exchanges, while others enjoy more extensive

conversations. Understanding customers' personalities can be valuable in tailoring the communication style and building personalized connections with them (Patel, 2023).

- **High expertise and skills**

The technology officers should hone their skills in another field. For instance, they can try to learn business but in the IT field. They may learn the way to manage accounts with a certain system for the company which can make the management easier to track expenses and profit. In addition, recently while being a vendor at Monash, our technology officer encountered an issue where he can't fix the problem. The issue is he did not have much knowledge on the iPhone operating system and we did not manage to solve a customer's problem. Upon seeing this, I recommend the technology officers to hone their skills deeper in IT and go for a class or training session. Furthermore, RA Tech always deals with Monash University where the students are mostly Chinese. In this context, the employees should learn new skill such as language to communicate better with the students.

2. Weaknesses:

- **Unethical behavior**

The company must make the property smoke free. If the company currently has a tobacco-free policy in position, they should broaden the scope to cover all workplace property. Ban smoking in doorways, in company vehicles, and in the parking lots. Moreover, engage a wellness program that has quit smoking programs and smoking cessation coaching or counseling. One-on-one tobacco cessation coaches along with other methods can improve success rates. Employees who smoke tend to take longer and more frequent breaks, resulting in worse work performance and output (IndusHealthPlus, 2023). Smokers are more likely to be involved in incidents that cause harm, and they are more likely to become ill as a result of the physical consequences of smoking on the body (IndusHealthPlus, 2023). Smoking can also lead to fires and explosions in workplaces that use flammable and explosive chemical agents.

- **Poor records management**

One of the ways to overcome this issue is to ensure the appropriate disposal of expired files. All files that have outlived their retention obligations should be disposed of in a secure and compliant way. Retaining records beyond their useful life exposes the company to potential risks. Even if you no longer require the files, leaving them accessible could lead to information breaches and compromise data security. Therefore, it is crucial to dispose of outdated records properly to safeguard sensitive information. Moreover, RA Tech should minimize clutter and reclaim space. Paper clutter extends beyond being a mere nuisance. It significantly impacts productivity and incurs unnecessary expenses. The time spent searching for seldom-needed documents detracts from more critical tasks, making it essential to address and manage the issue effectively.

3. Opportunity:

- **Technology advances**

To keep up with business design programmes, a company would need to replace or update the computers every few years. RA Tech should take this opportunity to make agreements with companies to get the deal on updating their programmes every few years. Hence, the employees in RA Tech have to maintain high quality in work performance and make other companies trust RA Tech and keep long-term business relationships. Moreover, the founder, Mr Syakirin can also repair phones. I suggest that he should teach other employees the skills because there were few customers coming to us and asking about phone repair. Then, they should offer services on mobile repairing too to gain more income. Through mobile services, they can partner up with other local businesses. Developing partnerships with other nearby companies is a great strategy to increase the consumer base (Angela, 2023). Indirectly, RA Tech will gain more and more customers.

- **Tech-based enterprise and entrepreneur**

Today's small business owners claim to utilise at least a single sort of technology platform in order to run their operations, with the average owner employing three such platforms. According to recent estimates, approximately 97% of companies utilise the internet for a variety of functions including communication, marketing, and sales (Alyssa, 2023). The majority of businesses utilize a network connection to a certain extent, whether it's for internal data storage or an online point of sale system (Fallon-O'Leary). Hence, RA Tech must market their business to other companies and offer good quality and prices for their customers so that RA Tech can be reliable to them. Moreover, although larger corporations typically have sophisticated data security systems, small businesses are also susceptible to cyberattacks if they don't take preventive measures. Implementing cybersecurity software early in the business can safeguard valuable company and customer data. Thus, RA Tech should approach small and growing company business and offer them the security service

4. Threats:

- **High-cost workplace**

For this threat, I recommend that this company should ask for a discount or exception from the management for the employees to get free parking or pay less. Moreover, after a few years and if they gain more profit, I suggest they find another building that does not require customers and employees to pay for the ticket fee. Next, I suggest the employees take public transportation to avoid the parking ticket fee since the MRT Station is nearby the company that I worked for.

- **Reliance on supplier**

Reliance on sole suppliers is dangerous to any companies. The way to overcome this issue is adding more suppliers. RA Tech may contact or build networking to find more suppliers. Some of the contacts may refer RA Tech to suppliers. Splitting your purchases over a bigger range of providers reduces the likelihood of running out. Furthermore, RA

Tech can strengthen relationships with suppliers. The first step involves gaining a deep understanding of their goals, mission, and vision. By doing this, the company will gain insight into the supplier's ultimate desires and objectives in this relationship. Even before delving into any contractual agreements, it's crucial to research and learn about the supplier from external sources (Javaid, 2023). Other than that, RA Tech should regularly reassess supply chain risks. Supply chain risk management strategies can only be effective if they remain up-to-date and tailored to the current supply chain operations. Conducting a risk assessment once is insufficient; it's essential to periodically review supply chain risks. Verify that the control measures and planned responses for various scenarios are still relevant and adaptive (Minett, 2023).

7.0 CONCLUSION

To conclude, this report aims to capture the valuable experiences gained during the 24-week industrial training period, providing valuable insights and learnings from the hands-on experience. Furthermore, participating in this industrial training has offered me an invaluable and enriching experience in real-world work related to my field of interest. Additionally, this industrial training fosters personal growth and maturity among students. By adhering to managers' and supervisors' directives and maintaining discipline to meet college requirements and company rules, students learn valuable lessons in responsibility and professionalism.

Moreover, during the internship program at Revolusi Awan Tech, a comprehensive SWOT analysis was conducted covering various aspects of the company's operations. The SWOT analysis is made up of 2 to 3 points that include the internal and external aspects that make up the analysis. From the SWOT analysis, Revolusi Awan Tech holds the potential to evolve into a highly successful business in the future but they also need to focus on the weaknesses and threats that are affecting their company. The advice, particularly those for weakness and threat, can help the organisation adjust to and manage the difficulties caused by the present economic situation.

Lastly, during the internship, I had the opportunity to work with various programs and software, which will undoubtedly prove beneficial in my future career. This exposure equips me with valuable skills and knowledge that will be invaluable in my professional journey.

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9.0 APPENDICES

Monash Booth - Service Ticket Master List July 2023 - Orientation & Week 1

TICKET ID	TIME IN	CREATOR	USER NAME	CONTACT	MONASH ID	DEVICE	SERIAL NO.	ISSUE	TECH	STATUS
18 July 2023										
006	12:43	AIN	Alexandra Rosalee	0135385630	34899567	LAPTOP		Cleaning	AMR	COMPLETED
007		AMR	Abdul Aziz	01424119515	01179316	LAPTOP		DELL BATTERY REPLACEMENT	AMR	PENDING PART

Monash Booth - Service Ticket Master List July 2023 - Orientation & Week 1

TIME IN	CREATOR	USER NAME	CONTACT	MONASH ID	DEVICE	SERIAL NO.	ISSUE	TECH	STATUS	COST	REMA
12:00	AIN	CHLOE DESTIN	01288387251	33589291	LAPTOP	V1721705V99	Unable to access solidworks property via More	SYAGORN	COMPLETED		
12:10	AIN	CHOY SHENG J	01248388241	33273154	LAPTOP		Microsoft Java not working	SYAGORN	PENDING PART		
01:00	AIN	MD HAFIZUR RAH	01130491534	33324536	LAPTOP		SSD not detected	SYAGORN			
	AIN	DING YONG SING	01126736872	32623484	LAPTOP		Can't download solidworks	SYAGORN	COMPLETED		

Service ticket for customers in Monash in Excel form

REVOLUTION AWAN **MONASH University**

Device Repair Form & Waiver Agreement Ref: 2609285

Personal Information:
 Full Name: CARY SHENG JIE Device Make/Model: ASUS G19
 Monash ID #: 82271504 Serial Number:
 Phone Number: 950146892-0 Computer Password: 2800

Problem Description: (Please complete this section and be as detailed as possible)
Microsoft Java not working, previously the entire laptop not working until I changed Apple Drive and change Java 1.6 last month. Issue persisted since reformatting.

Please mark the appropriate box:
 Is there any known damage to your computer? Yes No Initial: _____
 Do you grant Revolution Awan Tech Sdn Bhd. permission to carry out the service of your computer? Yes No Initial: _____
 What operating system does your computer have? Windows | Linux | MacOS | Other: _____
 NOTE: Files will NOT be backed up.
 Windows: 7 | 8 | 10 (64-bit) | 11 (64-bit) | Other: _____
 Apple: Big Sur | High Sierra | Other: _____
 Items Included: Laptop | Power Adapter | System Restore Disc | Other: _____

RELEASE & INDEMNITY AGREEMENT: I authorize Revolution Awan Tech Sdn Bhd. technicians to perform service work on my computer. I understand that Revolution Awan Tech Sdn Bhd. technicians are trained to perform computer software and hardware service work and know that Revolution Awan Tech Sdn Bhd. and its technicians are not authorized as a service provider of Monash University Malaysia. I agree to release, indemnify and hold harmless Monash University Malaysia and Revolution Awan Tech Sdn Bhd. from liability for any claims for damages of any kind that may arise from services performed on my computer, even if caused by the negligence of Revolution Awan Tech Sdn Bhd. and/or its agents. I understand that Revolution Awan Tech Sdn Bhd. is not responsible for any data loss that may occur as a result of service work performed on my device.

Revolution Awan Tech Sdn Bhd requires you to show your ID when picking up your computer.
 Signature: _____ Date: _____
 Name of Receiving Tech: _____

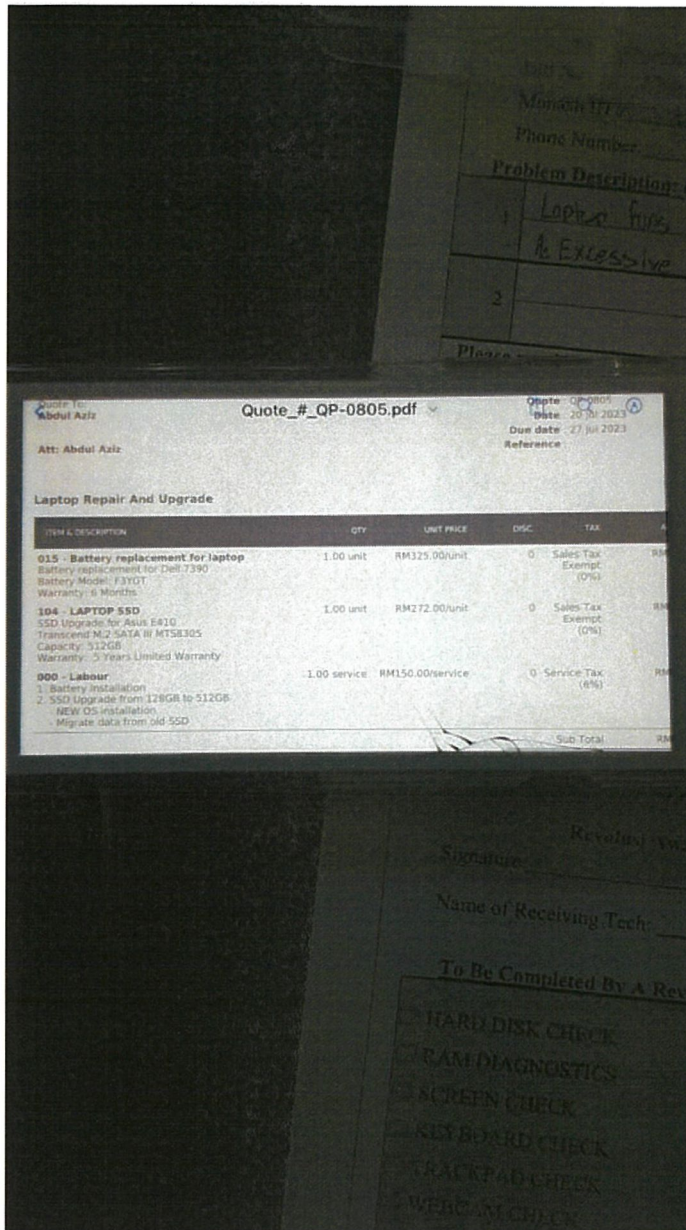
To Be Completed By A Revolution Awan Tech Sdn Bhd Technician:		Internal and external cleaning ONLY:
<input type="checkbox"/> HARD DISK CHECK	<input type="checkbox"/> WINDOWS UPDATE	<input type="checkbox"/> KEYBOARD & TRACKPAD
<input type="checkbox"/> RAM DIAGNOSTICS	<input type="checkbox"/> DRIVER UPDATE	<input type="checkbox"/> MOTHERBOARD
<input type="checkbox"/> SCREEN CHECK	<input type="checkbox"/> ANTIVIRUS SCAN	<input type="checkbox"/> FAN, COOLING COILS & VENTS
<input type="checkbox"/> KEYBOARD CHECK	<input type="checkbox"/> DEFRAG INTERNAL STORAGE	<input type="checkbox"/> INPUT AND OUTPUT PORTS
<input type="checkbox"/> TRACKPAD CHECK	<input type="checkbox"/> CLEAN TEMPORARY FILES	<input type="checkbox"/> SCREEN
<input type="checkbox"/> WEBCAM CHECK	<input type="checkbox"/> BATTERY CHARGING RATE	<input type="checkbox"/> FUNCTIONALITY TEST
	<input type="checkbox"/> FUNCTIONALITY TEST	

Ticket ID #: _____ Completed By: _____ Date Completed: _____
 Return Signature: _____ Return Date: _____

Service ticket in manual form



I arranged laptops for students in Monash



Example of RA Tech quotation



RA Tech technology officer repairing laptop