



**UTM**  
UNIVERSITI TEKNOLOGI MALAYSIA

FACULTY OF  
CIVIL ENGINEERING

# TECHNOLOGY AND INFORMATION SYSTEM

## ( SECP1513 )

### SECTION 9

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## CICT REPORT

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## INDUSTRIAL VISIT TO CICT, UTM JOHOR BAHRU

Centre for Information and Communication Technology known as CICT for University Technology Malaysia (UTM) located at both campus which are Johor Bahru and Kuala Lumpur. CICT is a support unit that offer and provide ICT services for our university particularly to staffs and students. ICT infrastructure, system development, academic and administrative activities are included in service delivered by CICT. So, school of computing has organized an industrial visit at the main CICT department which is in UTM Johor Bahru. Thus, more than 100 students joined this industrial visit and our group is one of them visited CICT on last Sunday, 20<sup>th</sup> October 2019. Our visited started from 3pm to 5pm. When we were arrived, we were approached by CICT's staffs while we were waiting for our turn to come in the "showroom" of antique technologies. Once our turn called out, we gathered and then the CICT's speaker, En.Mohd Zahari was briefing us. He shared about the history of old technologies that UTM used before this and the information about any system under CICT. The main purpose of this industrial visit is to expose the students an understanding on how CICT worked also and useful information related to systems that they created and maintaining today. Therefore, this report will cover about organization structure of CICT, services provided by CICT, their achievement and lastly about information system has been developed or maintained by them. In addition, we will share about our reflection towards this industrial visit.

CICT provided us and UTM with so many services to make it easier for found any informations and contact each other. The services divided to six parts which are internet, infrastructure and security, application development, software, web management and ICT support:

### **1. Infrastructure & Security**

ID account and access, email, ICT security, UTM hosting, WI-Fi are including in some part of infrastructure and security under CICT. One of the biggest services that provided by CICT is Academic Computing ID know as ACID. ACID is a unique ID of the user through the authentication server to use to log into the university systems. This ID mainly focused on all UTM's members but it's allow any guests to use ACID ID and can be apply through an official link <http://acid.utm.my>. All students have their own user ID after registering the program through their respective faculties. Meanwhile, the staff must have a mail account official UTM

first before applying ACID account. After that, CICT also provided hosting services for UTM community and external customer for conference, association or club activities and any special events that offered with affordable price. Then, Wi-Fi provided for UTMJB have special key features which are unified Login Portal, using ACID account for login, Guest account available upon request, Multivendor Access Point Compatibility and Hotspot UTM Access Point Monitoring.

However, CICT very concern about the security of data property of UTM. They ensure that no data will be loss if anything happen by doing data backup at UTMKL since the main data centre at UTMJB. CICT also provided guidelines which included Internet Application Policy, Email Policy, Website Contents and Publishing Policy, Computer Distribution Policy, Student Computer Lab Policy, ICT Security Policy, Computer Equipment Loan Policy and Disposing of Computer Equipment Policy. The internet policy is very important because it's stated password of our ID and it is our own responsibility and a privacy, and our device must be free of spywares, adware, viruses and worms too before connecting to the UTM networks. Lastly, High Performance Computers which is computers have great processing capabilities terms of CPU speed, large memories and disk space. These are needed for large complex computation and large data sets.

## **2. Application development**

Application development is about the system development, intranet portal, mobile apps, web development, multimedia development and crowd funding by CICT. Firstly, CICT develop and manage Administrative, Support, Multimedia, Teaching and Learning Applications to improve the quality university's service delivery. CICT also develop new applications either for web base or mobile and they also maintain the current UTM application base. Secondly, intranet portal helps the students, lecturers, staffs or guests get any information about UTM easily through personalized views. Thirdly, scope for website development includes building domain name or URL, theme or template design, content architecture and organization, website development and implementation. Tools and technology that already have are HTML, CSS, PHP, Adobe Photoshop, Adobe Illustrator, Dreamweaver, WordPress and MySQL. Then, for multimedia development, they provide editing video services, montage, corporate video, and promo video. We think the special part is CICT provide graphics design for logo, presentation slide, web, bunting and banner services. Last but not least, UTM Crowd

Fund is very useful because they help community or any departments and other creators by finding the resources and support that they need to make their ideas a reality.

### **3. Software**

CICT have offered various of software such as antivirus, Microsoft office, and software license. UTM encourages all students to use licensed software. For example, Ansys, Endnote, Simul8, spss statistic and many more. Therefore, the information and communications technology has been tasked with operating the software in UTM. But, CICT already provides some rules that users must be follow and they also been tasked to control the microsoft website for all users at UTM. Microsoft 's software is for FREE by MO (*Ministry of Education* ) to staff and students, so that it will be easy for them doing their tasks. In order to improve user's computer security, OUR university has introduced a new Antivirus software for all users in UTM. Users are encouraged to switch to this new "Symantec antivirus" to identify and destroy the computer virus.

### **4. Facilities**

We also had visited the CICT Galerium that they were showcasing all the previous computer technologies that was used from the Mainframe Terminal followed by the Controller, the IBM Mainframe CPU, the Mainframe Main System Power, the Mainframe Data Storage, the IB. Tape Drive System, the Mainframe Tape System Control Drive, the IBM Magnetic Tape Unit and the IBM Tape Control Unit. We had the opportunity to see the actual devices that was used in the early stages of technologies. Next, CICT provide training lab too that can accommodate a large capacity which is maximum 70 peoples. Among the facilities provided in the training lab are PA system, LCD and screen projector, whiteboard, 70 computers for trainers and 1 computer for the lecturer and of course has internet service.

There are many achievements that CICT have been achieved through their work hard as in this scope. This achievement has marked as their best quality and productivity in a teamwork that really give big impact to all user because they can access to all the services that CICT provided. As one of the UTM user, we know that CICT was one of the important ICT supports because they are the one who always ensure that all services in UTM was going with

the flow without any trouble. UTM CICT had been achieve the Standard Accounting System for Government Agencies in 2017 that given from Accounting Department of Malaysia, and also CICT team was successfully prepared the best technical document. UTM was the 59 among 416 agencies that get successfully received the recognition SAGA compliance certificate from other university such as USM, UPSI, UPM, UMP, UTHM, UPM and UNISZA. As we know, UTM is a university that has a largest internet network because it has a huge server such as they have lots of quota right now that actually can be distributed the address one by one to UTM students, lecturers and staff also. In our opinion, this achievement was very meaningful that CICT got and its really helped the others too because many of university out there has lack of their internet networking so that their users cannot access easily.

In addition, as we know CICT have provided many services for UTM in many aspects like infrastructure and security, application development, software and facilities. University Technology Malaysia (UTM) encourages all students to use licensed software. Therefore, the Centre of Information and Communications Technology (CICT) has been tasked with operating the software in UTM. Microsoft's software for free by MOE to all UTM users which is Software license by UTM, Microsoft product, Microsoft office 365, Autodesk and HPC. CICT have a dedicated team who has responsible to maintains and supporting all aspects of ICT support in UTM such as the Data management, ICT training, Customer relationship management(CRM) and many more. CICT also try their best to maintains the web management of UTM like internet portal so that students and lecturers can use the e-learning easily anytime without having problems like system breakdowns always. Last but not least, UTM have been develop the ICT security so that UTM users are free from any hackers, this is the reasons why everyone in UTM has their own ACID ID ,that is the key for us to login to any account like e-learning, UTM's Wi-Fi and many more. So, we cannot easily give our ACID ID to everyone. So, basically that's are what we can share on what Information system that have been develop and also maintains by CICT of University Technology Malaysia (UTM).

Lastly, since we are computer science students, our goals in the future must be parts of our studies experience that related to network and security path as our career in future. So, the CICT visit has given insights upon to our goals. We have noticed that nowadays, all industry especially in Malaysia were catching up with the trends for new marketing level which is

industry 4.0 that needs professional worker from IT backgrounds to help them build or develops new systems. This industrial visit improves our knowledge about the revolutions of our technology and those inventions make us excited to innovate better technology than what early people do. After all, if we want to achieve our goal, we need to gain more knowledge about the goals so that we can prepare ourselves with hard and soft skills.

In a nutshell, we can have dreams if we have knowledge because from that we can get an idea to create or improve something that will solve problems. As long as we have dreams, we can make it real but there always no giving up until we success. In hopes that there are more industrial visits in future so that we can improve our skills based on what we have experienced.

## APPENDIX

### 1. MAIN FRAME TAPE SUBSYSTEM



### 2. MAIN FRAME DATA STORAGE



### 3. IBM POWERSERVER

