



UNIVERSITI TEKNOLOGI MALAYSIA

MESINIAGA BERHAD

SHAZMI IZWAN BIN SULAIMI

A21EC0130

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MESINIAGA BERHAD

Mesiniaga

ESTABLISHMENT:

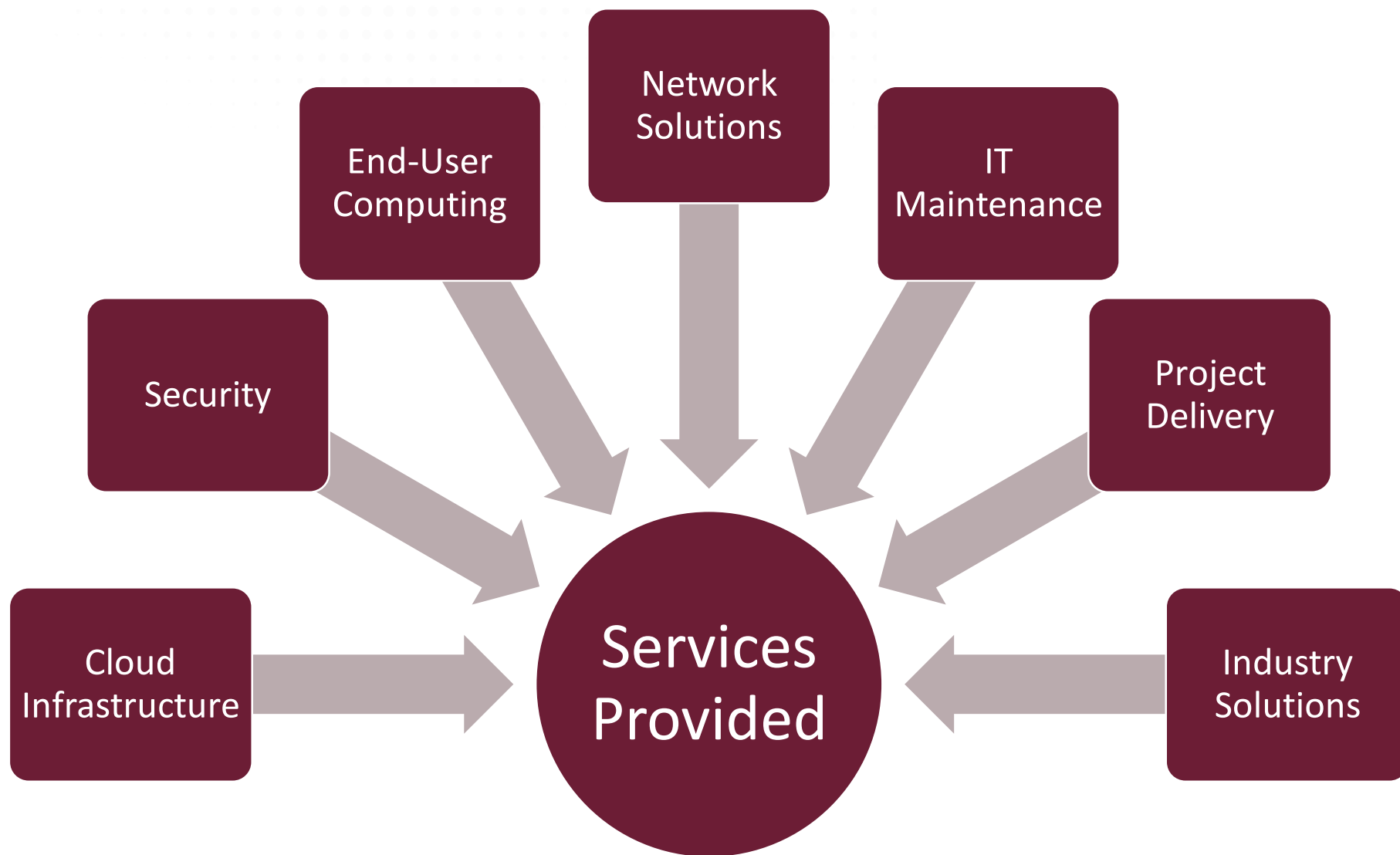
- Established in 1981. Has been involved in the Tech Business for more the 40 years.
- Located in Subang Jaya, Selangor.

INDUSTRY:

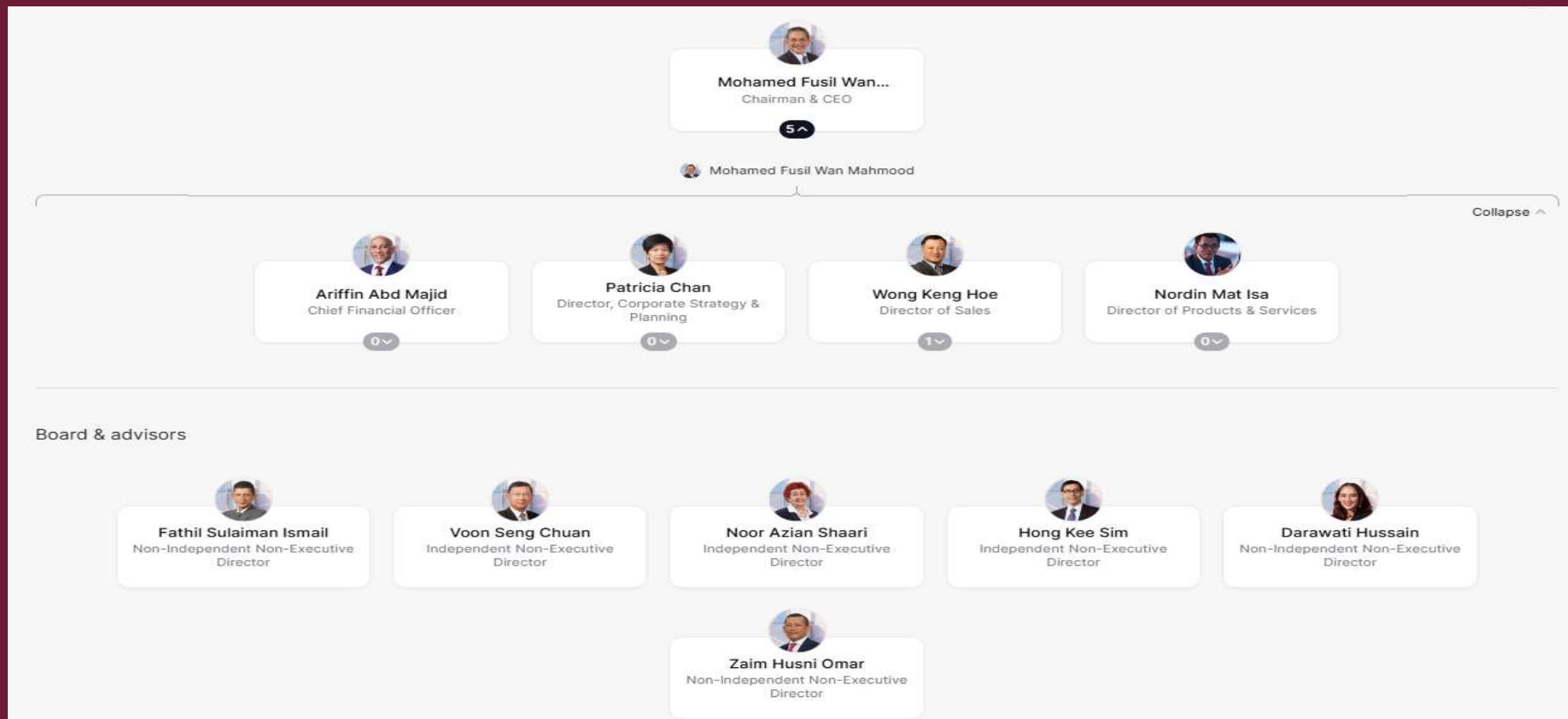
- Provides multi-platform technology solutions including networking solutions, cyber security, cloud services and systems integration.
- Provides management training and consulting services in strategic and outsourcing.

STAFF & STRUCTURE:

- Chief Executive Officer (CEO): Datuk Wan Mohamed Fusil
- Staff : 1000 – 1200 staff members
- There are more than 10 departments in the company that includes Business Development, Process and Information Office and Systems Engineering.



ORGANIZATION STRUCTURE



MESINIAGA BERHAD



MISSION

- Helping Customer Succeed



VISION

- To be the Malaysia IT Partner of Choice

Process and Information Office

- ❖ Responsible for managing and optimizing internal process and information systems.
- ❖ Streamlining and improving business workflows to enhance productivity.
- ❖ Overseeing the implementation, maintenance and optimization of IT systems and hardware that supports Mesiniaga's operations.
- ❖ Ensuring the accuracy, reliability and protection of data across the organization.

ORGANIZATION CHART



ORGANIZATION SUPERVISOR



Mr Lim Say Leong
Assistant Manager –
Process and
Information Office

Daily Task – Infra Support Engineer Intern

- Setup and configure laptops for staff
- Troubleshoot user's software issue – network, application, VPN, etc.
- Fix user's hardware issue – harddisk, network card, etc.

PROJECT EXECUTION – Asset Tracking Software Enhancement

Main Project Assigned:

- **To enhance Mesiniaga's asset tracking, monitoring and management software through end-user testing.**
- The software used by Mesiniaga is called eCAM Agent.
- It is a web-based software.
- It helps to keep track of physical and digital assets.
- It also offers robust reporting and analytics features to help the company make data-driven decisions regarding assets.

PROJECT EXECUTION – Asset Tracking Software Enhancement

OBJECTIVES

- To streamline processes to reduce downtime and improve productivity.
- To extend useful life of assets through better management and maintenance.
- To ensure accurate and real-time data on asset status and performance.
- To increase accountability and transparency in asset management.

PROJECT EXECUTION – Asset Tracking Software Enhancement

Mesiniaga eCAM My Records My Team **IT** Deploying 123 Logout (Shazmi Izwan Sulaimi)

Start Date

User Remarks

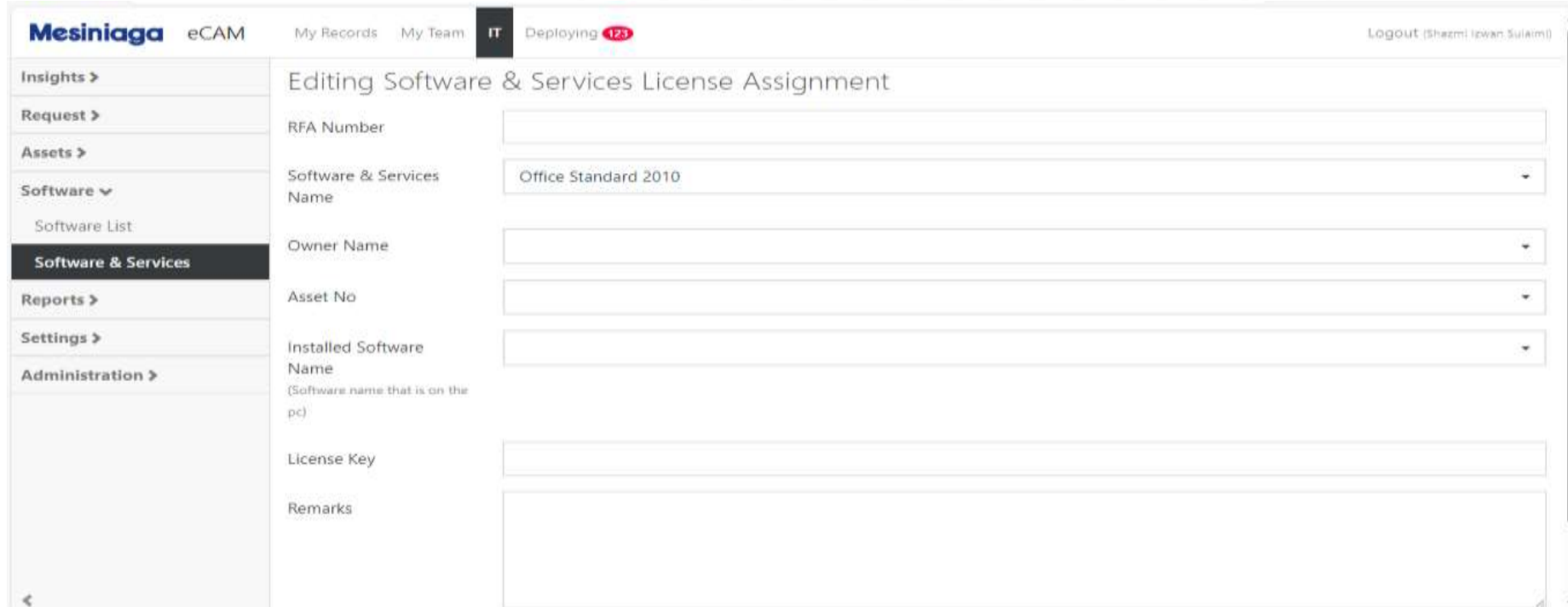
Perpetual License Assignments

Export to Excel Search:

No	Name	Asset Name	Computer Name	Serial No	Asset No	RFA	Installed	Installed Name	Action
1	IqbalA@mesiniaga.com.my	ThinkPad X230	107349-NISA	PK1GM7M	107349		Yes	Microsoft Office Standard 2010	Edit License Remove License
2	IqbalA@mesiniaga.com.my	ThinkPad X230	107349-NISA	PK1GM7M	107349		Yes	Microsoft Office Standard 2010	Edit License Remove License

- Repetitive asset with the same license (Office Standard 2010)

PROJECT EXECUTION – Asset Tracking Software Enhancement



The screenshot shows a web application interface for 'Mesiniaga eCAM'. The top navigation bar includes 'My Records', 'My Team', 'IT', and 'Deploying' (with a red badge showing '123'). A 'Logout' link for 'Shazmi Iwan Sulaimi' is on the right. The left sidebar contains a menu with 'Insights >', 'Request >', 'Assets >', 'Software >' (expanded), 'Software List', 'Software & Services' (selected), 'Reports >', 'Settings >', and 'Administration >'. The main content area is titled 'Editing Software & Services License Assignment' and contains the following fields:

RFA Number	<input type="text"/>
Software & Services Name	<input type="text" value="Office Standard 2010"/>
Owner Name	<input type="text"/>
Asset No	<input type="text"/>
Installed Software Name <small>(Software name that is on the pc)</small>	<input type="text"/>
License Key	<input type="text"/>
Remarks	<input type="text"/>

- Edit license page does not appear to be filled with the user's information. It is supposed to be automated or should the information be filled in manually every time a user decides to install an application that requires a product activation key (Office 2019)

PROJECT EXECUTION – Asset Tracking Software Enhancement

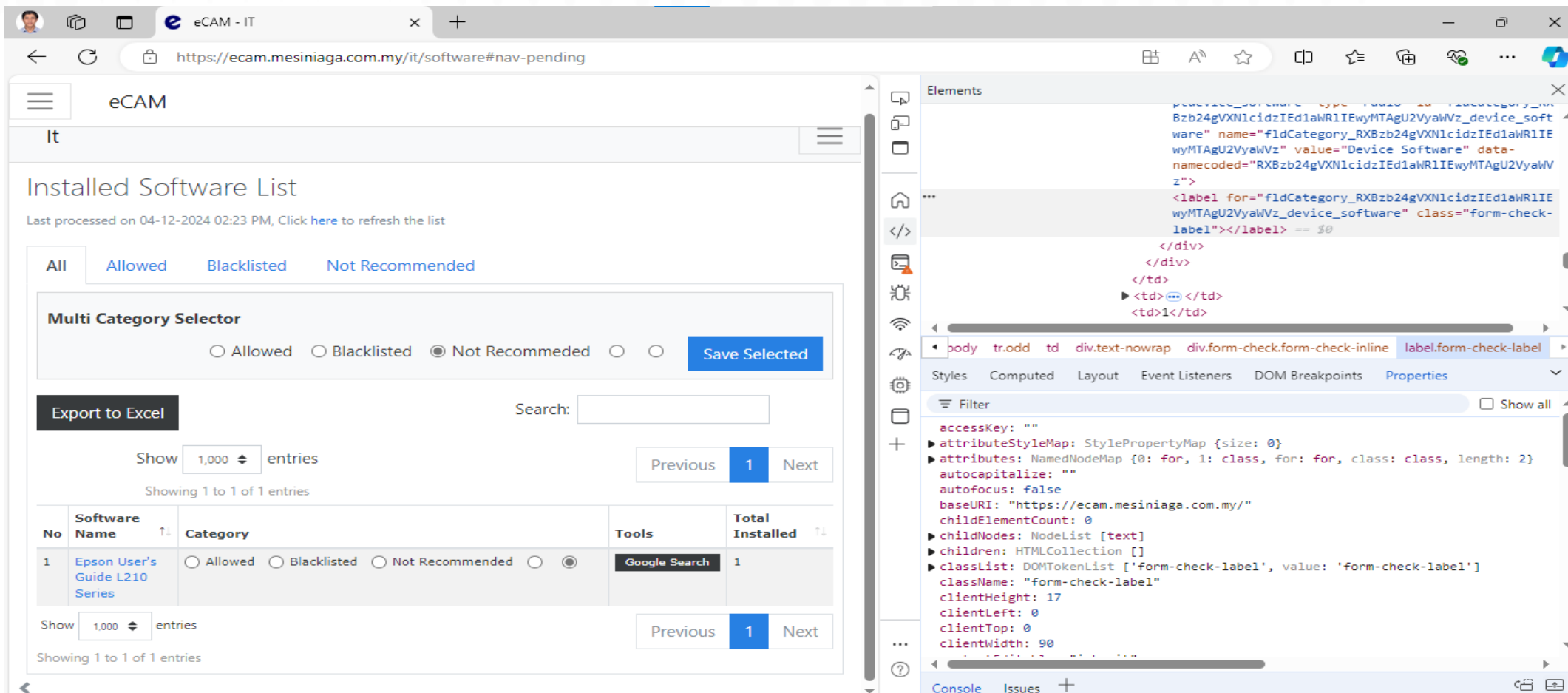
16	Hazeem@mesiniaga.com.my	ThinkPad T420	108377-SPARE	R8NN4XX	108377	No	Microsoft Office Standard 2010	Edit License Remove License
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No	Type	Asset No	Serial No	Owner Name	Name	Purchase Date	Warranty Date	Logon Name	Status
1	Laptop	108377	R8NN4XX	Hazeem@mesiniaga.com.my	ThinkPad T420	03-01-2012		108377-SPARE\USER	Retired

- For the notebooks that has already been **retired**, the removing of license should be automated with a waiting period of 2 days.

PROJECT EXECUTION – Asset Tracking

Software Enhancement



The screenshot displays the 'eCAM - IT' web application interface. The main section is titled 'Installed Software List' and shows a table of installed software. The table has columns for 'No', 'Software Name', 'Category', 'Tools', and 'Total Installed'. A single entry is visible: 'Epson User's Guide L210 Series' under the 'Not Recommended' category, with the tool 'Google Search' and a total installed count of 1. The right side of the image shows the browser's developer tools, specifically the 'Elements' panel, which displays the HTML structure of the table row, including the 'form-check-label' class and the 'Google Search' button.

- Change the software list page to align with user requirements.

PROJECT EXECUTION – Asset Tracking Software Enhancement

Asset

Details Hardware Network Software Q&A Audit Log

Name: ThinkPad X13 Gen 1
 Owner Name: Abd Hadi Adnan

Owner
 Abd Hadi Adnan
 (Abd_Hadi@mesiniaga.com.my)

Ownership
 Company

Type
 Laptop

Serial No
 PC1RA78S

Asset No
 114252

Start Date
 29/09/2020

User Remarks

Computer Name
 114252-ABDHADI

Domain
 MESINIAGA.COM.MY

Windows Version
 Microsoft Windows 11 Pro (22631)

CPU
 Intel Core™ i5-10210U

Memory Capacity
 16 GB

Hard Disk Capacity
 477 GB

Status
 Active

Edit Asset Details

Change Asset Owner

Transfer Asset

Transfer Asset to a Caretaker

Print Label

Memory

Slots used: 2 of 2

Maximum capacity supported: 32 TB

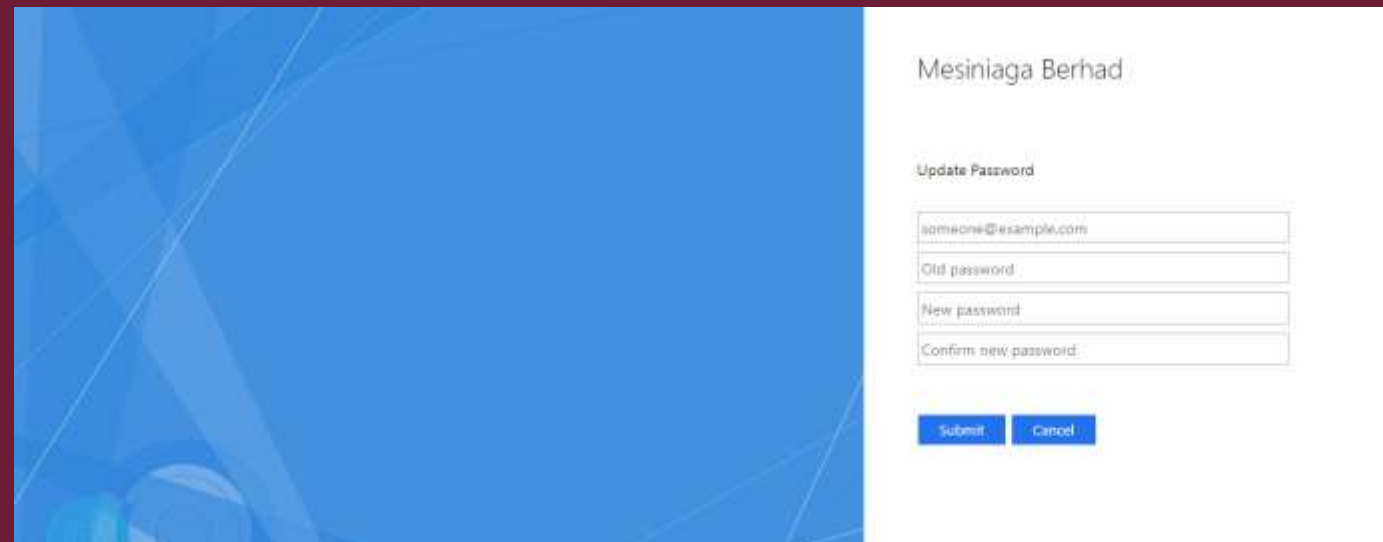
Manufacturer	Part Number	Capacity	Type	Speed
Samsung	M471A1G44AB0-CWE	8.00 GB	DDR4	2667
Samsung	M471A1G44AB0-CWE	8.00 GB	DDR4	2667

The information memory part for this asset is wrongly shown as the memory of the laptop is not able to be upgraded due to it being soldered to the motherboard. Therefore the changes that needs to be made is the eCAM needs to detect the memory of each laptop more accurately.

ADDITIONAL PROJECT/TASK



Participated in a Badminton Tournament that was organized by Fun@Work Mesiniaga as a referee and got to communicate and meet a lot of colleagues from different departments.



Change the IT Company Guideline for changing account password to ease the process for users.

REFLECTION

Knowledge Gained

- Understand the field of Infrastructure in depth.
- Utilized the role of admin in eCAM for the end-user testing.
- Demonstrated expertise in setup and configuration of laptops for company staff.
- Able to attain to many types of issues during troubleshooting.

Issue Faced

- Not able to attend to many users' issue at once.
- Not able to communicate with the developer of eCAM to make the necessary changes for the enhancement of the software.
- Importance of continuous learning and adaptability, especially with evolving tools and technology.

CONCLUSION

Insights from Industrial Training

- Gained a comprehensive understanding of staff hierarchy and organizational structure.
- The task regarding setup and configuration of laptops provided me with insights into operational procedures.
- Knowledge was enriched through guidance from experienced colleagues and a variety of reference materials.

Comments on Task Accomplishment

- Demonstrated great knowledge in end-user testing.
- The proactive utilization of reference materials demonstrates a commitment to continuous learning.
- Successfully overcoming challenges underscores resilience and adaptability.

THANK YOU



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