



UNIVERSITI TEKNOLOGI MALAYSIA MESINIAGA BERHAD

SHAZMI IZWAN BIN SULAIMI

A21EC0130

Innovating Solutions

TABLE OF CONTENT

01 COMPANY INFORMATION

04 PROJECT/TASK ASSIGNED

02 DIVISION INFORMATION

05 REFLECTION

03 ORGANIZATION SUPERVISOR

06 CONCLUSION

MESINIAGA BERHAD

Mesiniaga

ESTABLISHMENT:

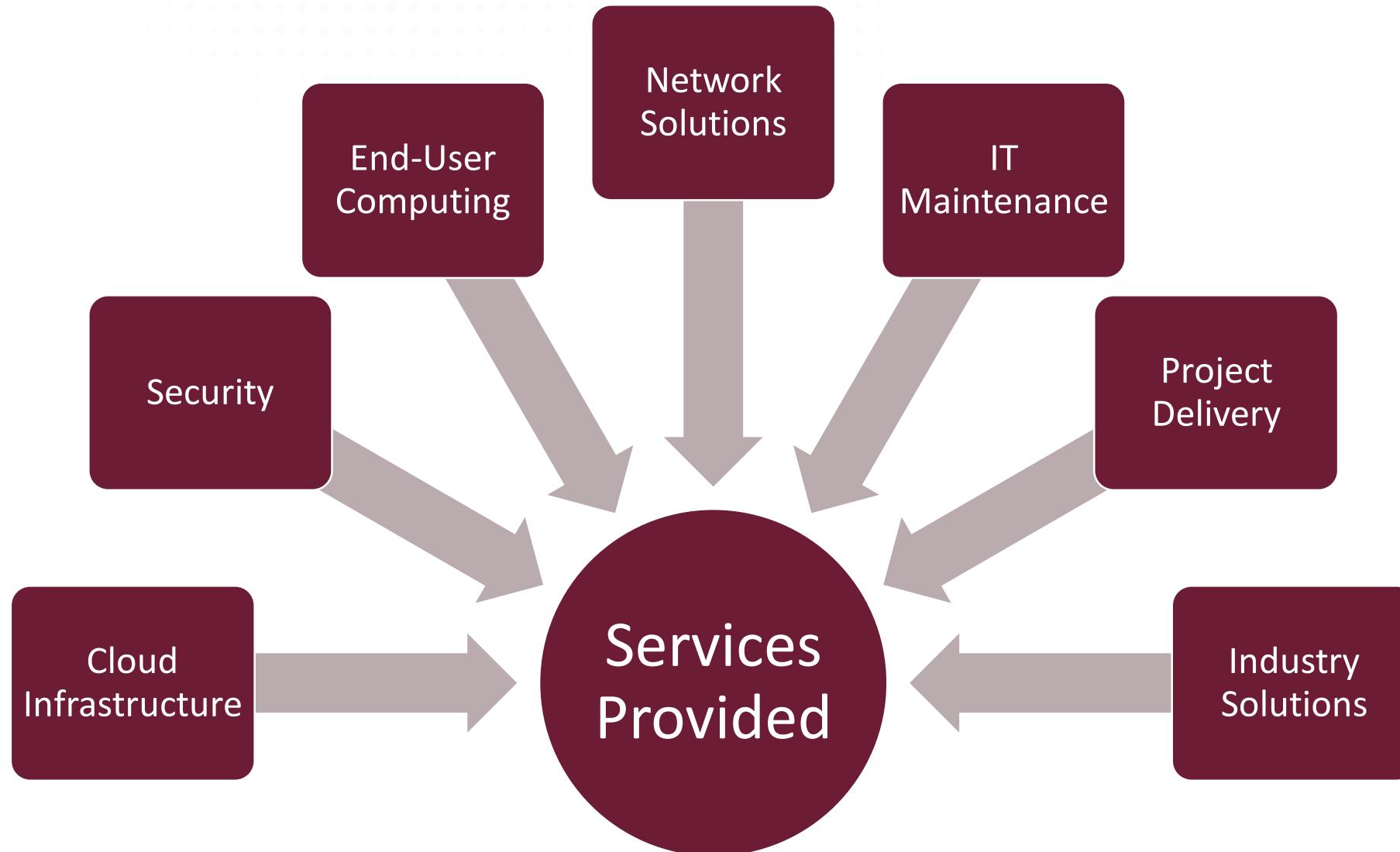
- Established in 1981. Has been involved in the Tech Business for more than 40 years.
- Located in Subang Jaya, Selangor.

INDUSTRY:

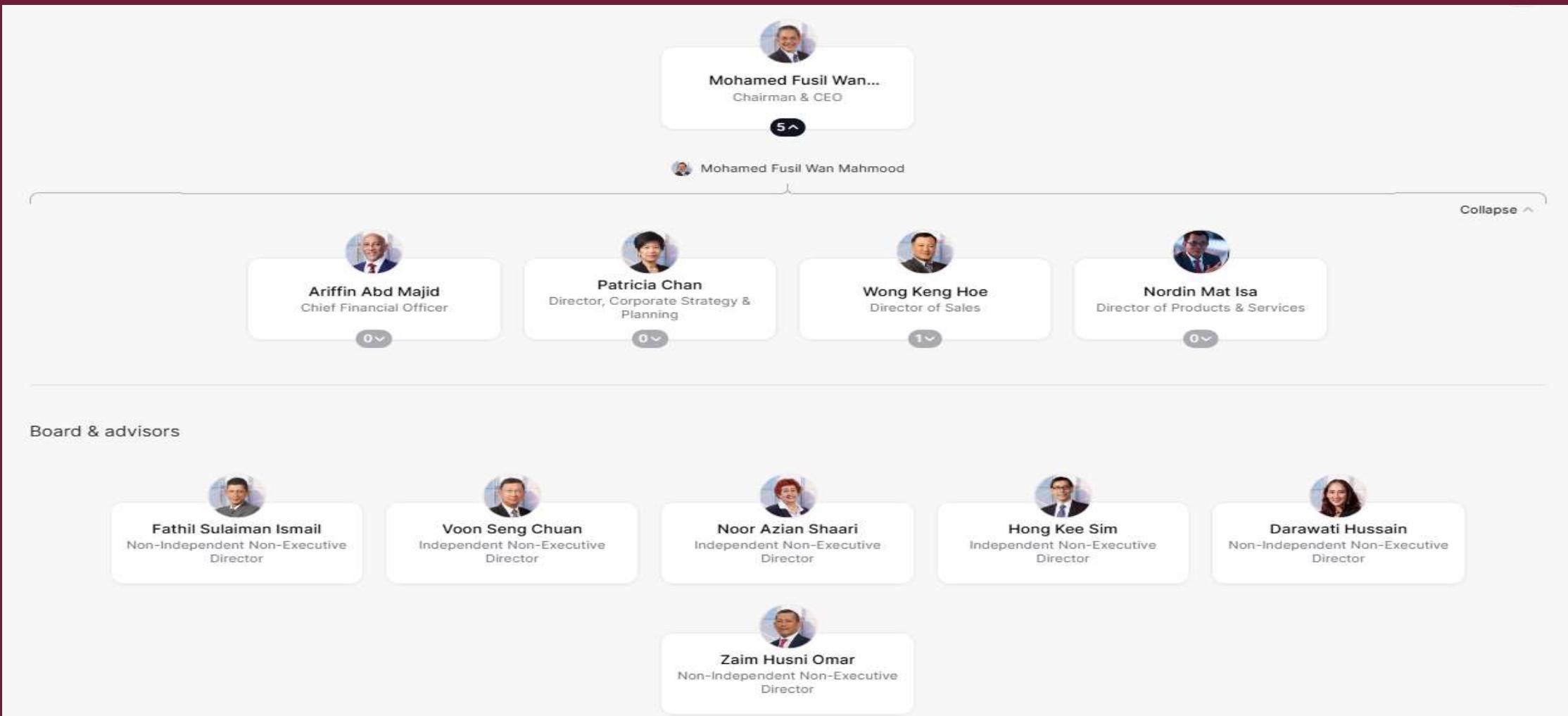
- Provides multi-platform technology solutions including networking solutions, cyber security, cloud services and systems integration.
- Provides management training and consulting services in strategic and outsourcing.

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:

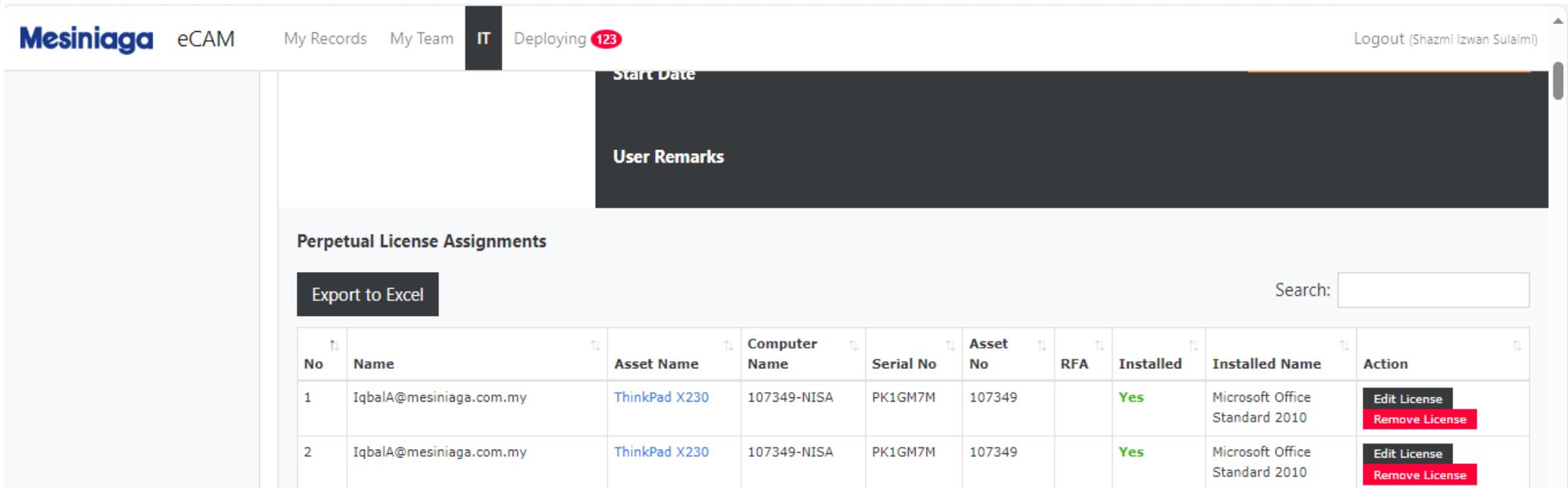
- **To enhance Mesiniaga's asset tracking, monitoring and management software through end-user testing.**
- The software used by Mesiniaga is called eCAM Agent.
- It is a web-based software.
- It helps to keep track of physical and digital assets.
- It also offers robust reporting and analytics features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

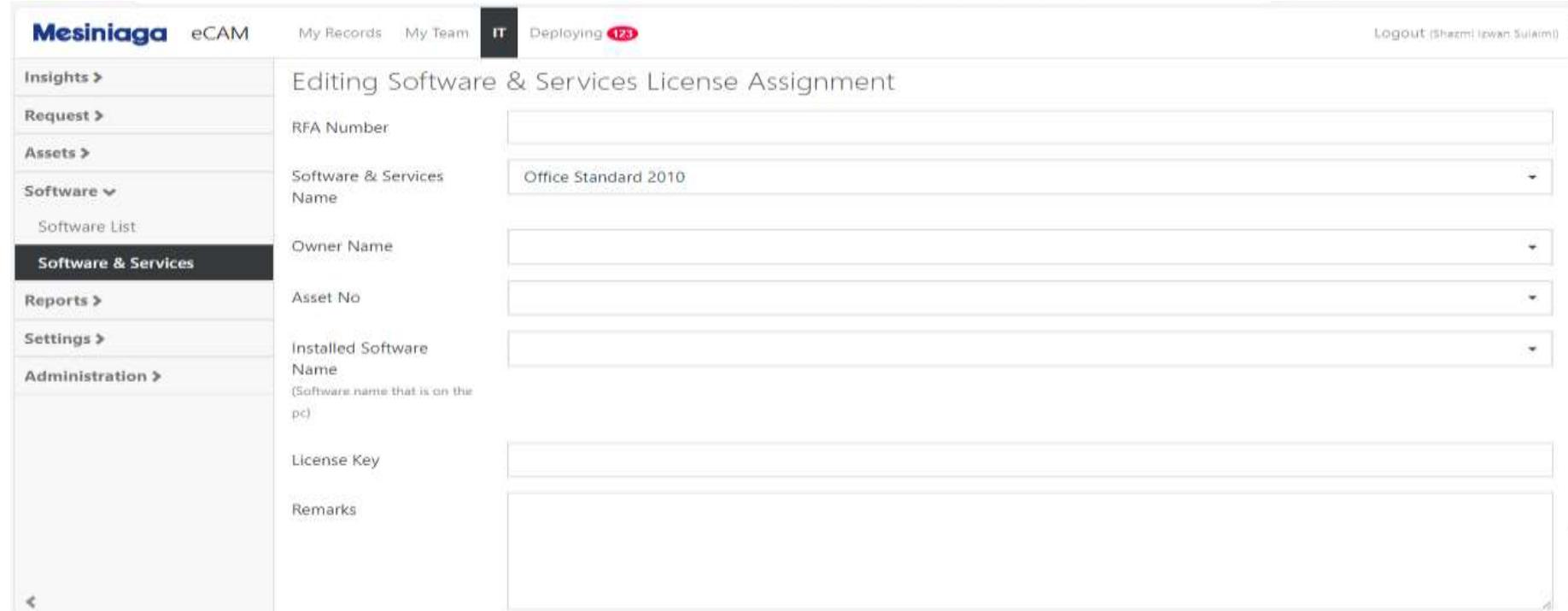


The screenshot shows the Mesiniaga eCAM software interface. The top navigation bar includes 'Mesiniaga', 'eCAM', 'My Records', 'My Team', 'IT' (selected), 'Deploying 123', and 'Logout (Shazmi Izwan Sulaimi)'. The main content area displays 'Start Date' and 'User Remarks' sections. Below this is a 'Perpetual License Assignments' section with a table and buttons for 'Export to Excel' and 'Search'. The table lists two assets, both assigned to 'IqbalA@mesiniaga.com.my' with 'ThinkPad X230' as the asset name, '107349-NISA' as the computer name, and 'PK1GM7M' as the serial number. The assets have 'Asset No' 107349, 'RFA' status 'Yes', and 'Installed' status 'Yes'. Both entries are for 'Microsoft Office Standard 2010'. Each entry has 'Edit License' and 'Remove License' buttons.

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	Yes	Microsoft Office Standard 2010	Edit License Remove License
2	IqbalA@mesiniaga.com.my	ThinkPad X230	107349-NISA	PK1GM7M	107349	Yes	Yes	Microsoft Office Standard 2010	Edit License Remove License

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

PROJECT EXECUTION – Asset Tracking Software Enhancement

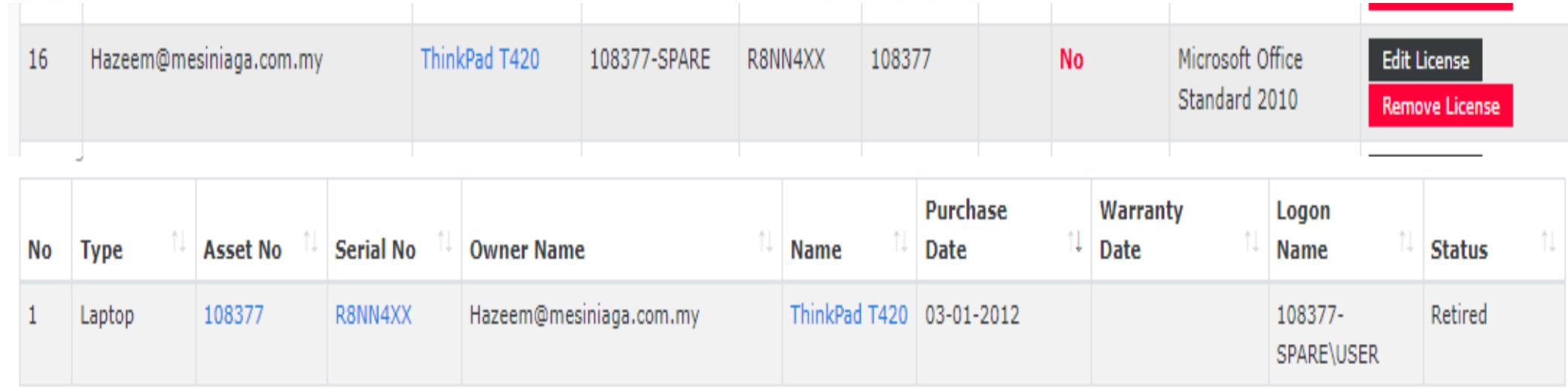


The screenshot shows a software application window titled 'Editing Software & Services License Assignment'. The left sidebar has a 'Software & Services' tab selected. The main form contains fields for RFA Number, Software & Services Name (set to 'Office Standard 2010'), Owner Name, Asset No, Installed Software Name, License Key, and Remarks.

- 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



The screenshot shows a software interface for asset tracking. At the top, there is a table row with the following data:

16	Hazeem@mesiniaga.com.my	ThinkPad T420	108377-SPARE	R8NN4XX	108377	No	Microsoft Office Standard 2010	Edit License	Remove License
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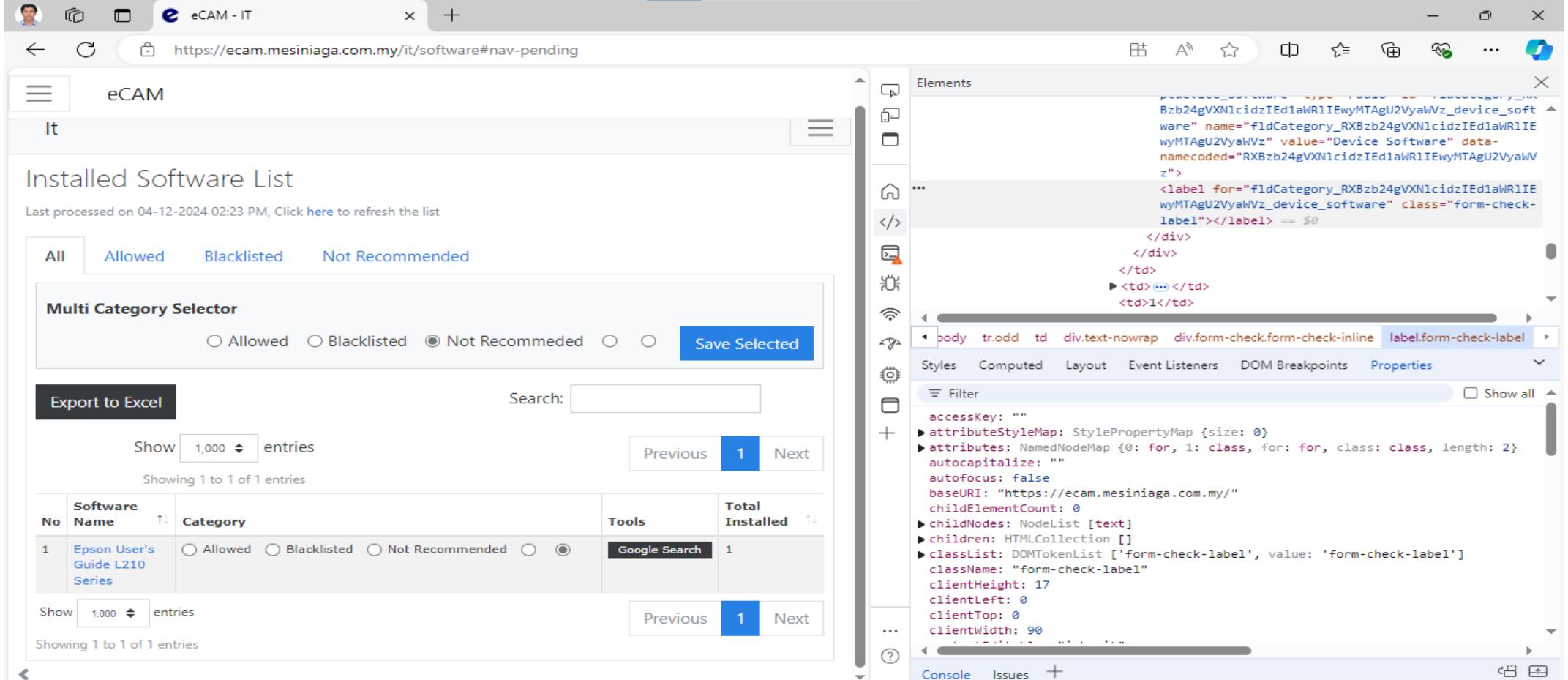
Below this is a larger table showing a list of assets:

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 shows a web browser window for 'eCAM - IT' at the URL <https://ecam.mesiniaga.com.my/it/software#nav-pending>. The page is titled 'Installed Software List' and last processed on 04-12-2024 02:23 PM. It features a 'Multi Category Selector' with radio buttons for 'Allowed', 'Blacklisted', and 'Not Recommended'. The 'Not Recommended' button is selected. A 'Save Selected' button is visible. Below this is an 'Export to Excel' button and a search input field. The main content area shows a table with one entry:

No	Software Name	Category	Tools	Total Installed
1	Epson User's Guide L210 Series	<input type="radio"/> Allowed <input type="radio"/> Blacklisted <input checked="" type="radio"/> Not Recommended <input type="radio"/>	Google Search	1

Below the table are 'Show 1,000 entries' and 'Showing 1 to 1 of 1 entries' buttons. The browser's developer tools are open on the right, with the 'Elements' panel showing the selected element and the 'Properties' panel showing its attributes and styles.

- 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	Owner Name	
ThinkPad X13 Gen 1	Abd Hadi Adnan	
Owner	Computer Name	Status
Abd Hadi Adnan (Abd_Hadi@mesiniaga.com.my)	114252-ABDHADI	Active
Ownership	Domain	Edit Asset Details
Company	MESINIAGA.COM.MY	Change Asset Owner
Type	Windows Version	Transfer Asset
Laptop	Microsoft Windows 11 Pro (22631)	Transfer Asset to a Caretaker
Serial No	CPU	Print Label
PC1RA78S	Intel Core™ i5-10210U	
Asset No	Memory Capacity	
114252	16 GB	
Start Date	Hard Disk Capacity	
29/09/2020	477 GB	
User Remarks		

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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