Appendix 4A

UNIVERSITI TEKNOLOGI MALAYSIA

FACULTY OF COMPUTING

INDUSTRIAL TRAINING REPORT

MESINIAGA BERHAD

By

SHAZMI IZWAN BIN SULAIMI

2024/2025

BACHELOR OF COMPUTER SCIENCE

(SOFTWARE ENGINEERING)

TRAINING PLACE: MENARA MESINIAGA, 1A, JALAN SS 16/1,
47500, SUBANG JAYA, SELANGOR, MALAYSIA

TRAINING PERIOD: 2ND September 2024 – 7TH February 2024

SUPERVISORS: MR. LIM SAY LEONG

DR. TARMIZI BIN ADAM

REPORT DATE: 2ND SEPTEMBER 2024

ABSTRACT

The industrial training program provides students with an opportunity to implement theoretical knowledge in realistic, professional setting, thereby improving their technical abilities, flexibility and readiness for the industry. This assists students in preparing for the workforce and adapting to industry norms of workflow and methodology while acquiring knowledge and earning experience in a real-world setting. This report presents a review of an internship at Mesiniaga Berhad, a company that equips organization with digital solutions that produce positive business outcomes, located in Subang Jaya. My faculty supervisor is Dr. Tarmizi bin Adam and my company supervisor is Mr. Lim Say Leong, Assistant Manager of the Process Information Office (PIO) of Mesiniaga. The primary objective of this internship is to maintain the infrastructure of a company that is used by the internal staff.

TABLE OF CONTENTS

LIST OF TABLES

LIST OF FIGURES

CHAPTER 1

INTRODUCTION

1.1 Company Overview

Mesiniaga Berhad, established in 1981, has evolved from a company selling IBM office products to a multi-platform technology solutions provider. Headquartered in Subang Jaya, Malaysia, Mesiniaga offers a wide range of IT services, including networking solutions, cybersecurity, and cloud services. The company is committed to innovation, sustainability, and helping customers succeed by improving their business efficiency and productivity. Listed on Bursa Malaysia since 1999, Mesiniaga continues to adapt to the changing technology landscape and remains dedicated to delivering exceptional IT services.

1.2 Mesiniaga Berhad

Mesiniaga is a Malaysian company primarily engaged in the sale of information technology (IT) products and related services that established in 1981. Menara Mesiniaga located in Subang Jaya serves as the headquarters supporting the company's activites across Malaysia. There is a northern branch located in Pulau Pinang and a southern branch located in Johor Bahru that enhance the company's primary aim and expansion in these areas. Table 1.1 shows the core business and activities of Mesiniaga Berhad.

Table 1.1   Mesiniaga Core Business and Activity

Core Business	Activities
Multi-platform Technology Solutions	Mesiniaga Berhad offer a wide range of IT services that includes networking solutions, cybersecurity, cloud services and systems integration.
Business Productivity and Efficiency	Mesiniaga enhance business productivity through solutions like ERP solutions, collaboration tools and business process automation. Furthermore, the company ensure business continuity through robust disaster recovery planning and implementation through services like backup solutions, recovery strategies and risk management.

1.3   Mesiniaga Products

Mesiniaga is known for its innovative contributions to information technology (IT), especially in providing cloud services. The company's products aims to enhance customer outcomes with great after sales support. Some of Mesiniaga's primary product lines comprises of:

1.3.1   MyMOMS

MyMOMS, a product by Mesiniaga Berhad, is an innovative digital solution aimed at transforming antenatal care in Malaysia. This system replaces the traditional "pink book" with a digital logbook, providing a more efficient and accessible way for expectant mothers and healthcare providers to manage antenatal records. MyMOMS features a patient diary for mothers to log their diet and child movement patterns, and it allows doctors to access medical records remotely, ensuring continuous monitoring of the patient's health. The system also

includes alerts for test results and appointment reminders, helping to keep both patients and doctors informed. Additionally, MyMOMS offers a color-coded risk assessment system that updates based on the latest patient conditions, facilitating timely interventions. By reducing paperwork and storage needs, MyMOMS not only enhances the efficiency of healthcare services but also lowers costs associated with managing physical records. This comprehensive digital solution ultimately aims to streamline the antenatal care process, making it more user-friendly and effective for all involved.

1.3.2   NetSysCare

NetSysCare, a product by Mesiniaga Berhad, is a comprehensive monitoring solution designed to ensure the health and uptime of network devices, servers, and other critical equipment. This system provides real-time monitoring and detailed health views of various devices, helping to prevent unexpected downtime, service outages, and depleted consumables. NetSysCare offers alerts for potential failures, allowing IT departments to address issues before they impact business operations. Additionally, it supports a wide range of equipment, including kiosks, smart projectors, printers, and smart TVs, making it a versatile tool for maintaining optimal performance across an organization's IT infrastructure. The service is scalable, charging only for the devices subscribed, which makes it cost-effective. With over 40 years of expertise, Mesiniaga's local experts provide valuable insights and recommendations based on the data collected, ensuring that businesses can maintain high levels of efficiency and reliability.

1.3.3   MB Cloud

MB Cloud, offered by Mesiniaga Berhad, is an in-country managed enterprise cloud solution designed to provide an optimized computing environment for various business needs. This service supports production, disaster recovery, development, and test environments, ensuring the lowest total cost of ownership. MB Cloud emphasizes robust information security governance, implementing best practices in access control to safeguard corporate data and intellectual property. It also features comprehensive data protection measures, including real-time threat detection and audit trails. The service is highly accessible, with human-touch support available from setup to maintenance, ensuring a seamless user experience. Additionally, MB Cloud's infrastructure is maintained and managed locally, providing enhanced security and compliance with local regulations. This solution is ideal for businesses seeking a reliable, secure, and cost-effective cloud computing environment.

1.4   Total Number of Employees

Table 1.2   Mesiniaga Total Number of Employees

Regions	Total Number of Employees
Malaysia	1000 Employees

1.5   Organization Structure

Mesiniaga Berhad's organizational structure comprises essential leadership positions that propel the company's strategy trajectory and operational activities. Datuk Wan Mohamed Fusil Wan Mahmood occupies the positions of Chairman and Chief Executive Officer (CEO). He has worked with the company since its founding and has been instrumental in its growth and development.

Ariffin Abd Majid serves as the Chief Financial Officer (CFO), responsible for managing the company's financial operations. His duties encompass financial planning, risk management, and safeguarding the company's fiscal well-being.

Nordin Bin Mat Isa serves as the Chief Operating Officer (COO), having been appointed to this position in March 2024. Nordin possesses considerable experience in the corporate sector, having formerly occupied prominent roles at Hewlett Packard Malaysia. As COO, he oversees the daily operations of the company, ensuring that all departments function effectively to meet the company's objectives.

These leaders constitute a formidable management team that directs Mesiniaga Berhad in providing innovative IT solutions and sustaining its competitive advantage in the industry.
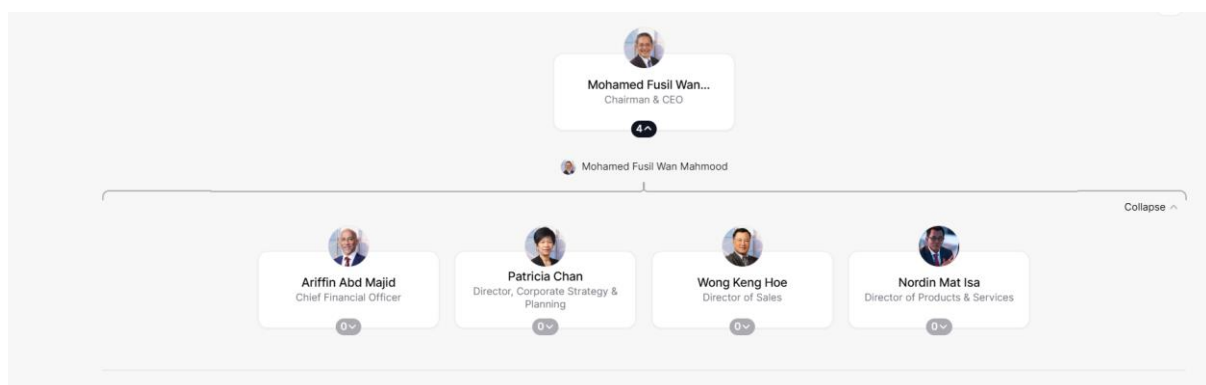

Figure 1.1   Mesiniaga Organization Chart

1.6   Gantt Chart

The internship programs lasted for 22 weeks, equivalent to 6 months. The internship started on September 2, 2024, until February 7, 2025. Mr Lim Say Leong is my organization supervisor for the whole duration of the internship. The Gantt chart in Figure 1.3 below will explain about my workflow throughout the internship.

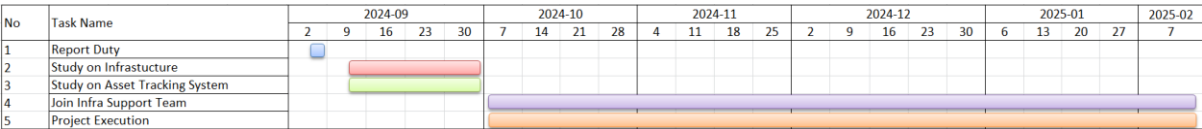| No	Task Name	2024-09					2024-10				2024-11				2024-12					2025-01				2025-02
		2	9	16	23	30	7	14	21	28	4	11	18	25	2	9	16	23	30	6	13	20	27	7
1	Report Duty																							
2	Study on Infrastucture																							
3	Study on Asset Tracking System																							
4	Join Infra Support Team																							
5	Project Execution																							

Figure 1.2   Gantt Chart for Industrial Training

CHAPTER 2

SPECIFIC DETAILS ON PROJECT / TRAINING

2.1 Introduction

Mesiniaga's objective of establishing an internal Information Technology (IT) department has significantly contributed to delivering excellent system support locally. Interns were given the opportunity to contribute to this objective by playing a significant part in addressing the business requirements related to the technological stack in market-to-order sectors. This chapter addresses the technical components of the industrial training projects assigned to interns during the 20-week internship program.

2.2 Objectives of Industrial Training Projects

The objectives of the industrial training project are:

(a) To enhance Mesiniaga's asset tracking, monitoring and management software through end-user testing.

(b) To setup and configure laptops for users.

(c) To troubleshoot and solve user's software and hardware issues.

2.3   eCAM Agent

eCAM Agent, developed by Mesiniaga Berhad, is a sophisticated software solution designed for the end-to-end management of IT assets. This tool is essential for organizations looking to streamline their IT operations and ensure optimal performance of their hardware and software resources. eCAM Agent provides comprehensive monitoring and management capabilities, allowing IT administrators to track the health and status of various devices within the network.

One of the key features of eCAM Agent is its ability to provide real-time alerts and notifications. This ensures that any potential issues are identified and addressed promptly, minimizing downtime and maintaining the efficiency of IT operations. The software supports a wide range of devices, including servers, desktops, laptops, and other networked equipment, making it a versatile solution for diverse IT environments.

Additionally, eCAM Agent offers detailed reporting and analytics, enabling organizations to gain insights into their IT infrastructure's performance and utilization. These reports can help in making informed decisions regarding asset management, maintenance schedules, and future IT investments. The software's user-friendly interface and robust functionality make it an invaluable tool for IT departments aiming to enhance their operational efficiency and reduce costs associated with IT asset management.

Overall, eCAM Agent by Mesiniaga Berhad stands out as a comprehensive and reliable solution for managing IT assets, ensuring that organizations can maintain high levels of productivity and operational excellence.

2.4   Project Execution

In the first week, interns will be taught regarding the basics of infrastructure and its importance to the company. The fundamentals of infrastructure is crucial to be expose to newcomers as it helps to understand their protocol. In the upcoming weeks, interns will be given training and go through a series of work assessment to enhance their knowledge proficiency. After 4 weeks, the intern will be officially be a part of the Infra Support team with low risk support ticket assigned to them.

2.5 Hardware and Software Used

The hardware and software that were given by the company throughout the enhancement project is shown in Table 2.1 and Table 2.2

Table 0.1   Details of Hardware

Hardware	Specification
Processor	Intel® Core™ i5-6200U
Ram	16.00 GB
Input Medium	Mouse
Output Medium	Earphones

Table 0.2   Details of Software

Software	Specification
Operating System	Microsoft Windows 10 Pro

2.6 Time Period to Complete All Tasks

Gantt Chart below shows the time allocated to complete the eCAM enhancement project which started in September 2024 and ended in February 2025.
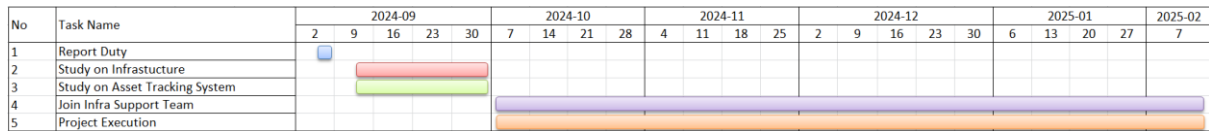
No	Task Name	2024-09					2024-10				2024-11				2024-12					2025-01				2025-02
		2	9	16	23	30	7	14	21	28	4	11	18	25	2	9	16	23	30	6	13	20	27	7
1	Report Duty																							
2	Study on Infrastucture																							
3	Study on Asset Tracking System																							
4	Join Infra Support Team																							
5	Project Execution																							

Figure 0.1   Gantt Chart for Completing Projects and Tasks

2.7 Problems Faced during Industrial Training

Interns encountered multiple challenges during their industrial training, one of which was obtaining knowledge of the software. eCAM Agent is an application encompassing several technical elements, including asset tracking and the company's management of assets such as servers and modems. Acquiring knowledge of the software cannot be achieved through just readings and theoretical understanding. A considerable duration was devoted to understanding the terminology and technical elements associated with the software. Fortunately, some of the experienced seniors in the team assisted the interns in understanding and comprehending more about this software.

Interns also had challenges in navigating through the eCAM Agent software. They required time to comprehend its modules, operations and features. Interns have to spend a lot of time to test each features that have the probability to be enhanced through end-user testing. They acquired insights from the senior engineers on the team to learn and understand the functionalities of the software and enhance them following user's requirement.

2.8 **Conclusion**

This chapter has provided a detailed account of the projects assigned to the intern, including the project's objectives, eCAM Agent applications, project execution, and the equipment allocated to assure the project's success. Additionally, the timeframe allocated for project completion and challenges encountered during industrial training were also addressed.

CHAPTER 3

OVERALL INFORMATION ON INDUSTRIAL TRAINING

3.1 Introduction

This chapter will explain the capabilities and practices attained by the intern throughout a 22-week internship at Mesiniaga Berhad. This chapter will address both hard and soft skills while also offering constructive critiques and reasoning.

3.2 Skill Improvement

The internship offers a significant chance for interns to develop both personally and professionally. It enables them to acquire and enhance both technical and interpersonal abilities. Interns will acquire soft skills, like communication, diligence, collaboration, and analytical reasoning, during a duration of 22 weeks. Furthermore, they will nurture hard skills like problem-solving and various technological competencies.

3.2.1.1 Techinical Skills

In the initial phase of the internship, the intern was assigned multiple onboarding chores, including the installation of software such as Anydesk and TrendMicro in users' laptops as stated in the company's SOP. Microsoft OneDrive was introduced to intern to understand the flow of how files and folders be uploaded into the cloud. Furthermore, the intern was able to experience troubleshooting hardware components such as hard disk and

also CPU. Additionally, the company uses eCAM Agent to track company assets such as laptops and servers.

3.2.2 Soft Skills

Throughout industrial training, the intern encountered several scenarios needing the development and refinement of soft skills. Among these, communication proved to be the most essential. Attending to colleagues' issues from different departments required effective communication skills, with English as the principal language. Consequently, enhancing English skills became vital. Moreover, providing detailed and brief information was essential to avoid miscommunications or inaccurate presentation. Effective communication significantly contributed to the learning process throughout the internship. Engaging with seniors or colleagues demanded the intern's effective communication to acquire essential knowledge and obtain assistance as needed. Moreover, expressing viewpoints was crucial for formulating one's ideas and attaining acknowledgement.

Critical thinking was further refined through multiple discussions with users. Having troubleshooting knowledge was essential, as a comprehensive understanding as a Infra Support Engineer was important when explaining issues to users. This extensive understanding allowed me to address unexpected enquiries effortlessly. This experience also facilitated the enhancement of problem-solving abilities. As similar situations were consistently faced, the intern gained increased expertise and became better at managing these concerns efficiently. With each interaction, confidence was acquired, and the precise measures to address challenges were clearly understood.

3.3 Reference Materials

Throughout the internship, the intern used many reference materials to assist with the learning process. The majority of resources for eCAM Agent were sourced from developers and supervisors who have used the software for a few years. Conversely, domain knowledge was acquired from presentations supplied by the organisation or teams, which detailed each aspect of the software's functionalities. Microsoft Learn also plays a big role in

supplying knowledge regarding the Microsoft environment which the company uses on a daily basis as part of their partnership with Microsoft. The website helped the intern apply the knowledge learnt such as Zero Trust to the company's daily activities.

3.4 Conclusions

This chapter covers has cover trainee acquired expertise as well as reference materials at Mesiniaga Berhad.

CHAPTER 4

CONCLUSION

4.1 Introduction

This chapter highlights the accomplishments attained throughout the industrial training at Mesiniaga, the challenges that were conquered, and my reflections on possible improvements for the future of this internship program.

4.2 Overall Achievements

Throughout the 20-week internship, the intern engaged in authentic job experiences within a competitive setting, acquiring various skills through exposure and the learning process. Gradually, the trainee enhanced their troubleshooting skills with each assignment completed. The designated time range for each ticket rendered the learning process exhilarating and enjoyable, while simultaneously imposing a degree of pressure to motivate the intern to enhance his skills. This has served as an effective catalyst for the intern to pursue a career as a Infra Support Engineer. Furthermore, employment in a corporate environment has significantly enhanced the intern's communication abilities. The interns's interactions with individuals from many backgrounds have imparted essential skills in successful communication and teamwork, applicable in both professional and everyday contexts.

4.3   Problems and Execution

A wide range of obstacles were encountered, including limitations in technical knowledge, communication issues, and the adaptation to a new work environment. The intern at a IT company needed to obtain domain knowledge regarding the processes to be performed, as the software used by the staff is intended to assist them in tracking any changes in their assets. The intern encountered unfamiliar technical terminology that was challenging to comprehend at first. Understanding each features of the software was among the most challenging elements, as the software was complex as it is. The intern needed to acquire the ability to test each part, module and features, representing a considerable advancement from academic assignments.

The intern had to overcome communication obstacles, especially when engaging with co-workers from varied backgrounds and knowledge differences. This event imparted to the intern the significance of clear and efficient communication. Adjusting to the novel work environment was an additional barrier. The intern needed to rapidly assimilate the company's workflow, tools, and processes, constituting a significant learning opportunity. This adaptability will benefit the intern in the future.

4.4   Opinion and Suggestions

After finishing an internship at Mesiniaga Berhad, the intern identified multiple areas for enhancement in the curriculum of the university, particularly within the Computer Science faculty. Primarily, the methodology of problem solving. Implementing more ways to solve a problem in class would help intern to the specific responsibilities, tools that needed to be used and the outcome achieved. Secondly, allowing students to explore more occupations within the Computer Science field is great for personal growth and future career aspirations. By incorporating these components into the curriculum, institutions may more effectively prepare students with the requisite skills and knowledge to thrive in the competitive IT sector.

4.5   Conclusions

The industrial training at Mesiniaga Berhad has been an invaluable lesson and learning experience for the intern. The industrial training, intended to provide students with exposure to industries, has effectively fulfilled its purpose. Students pursuing industrial training options are strongly advised to consider this company. The company's internship arrangement is well organised and structured, rendering the learning experience effective. The intern successfully acknowledged their strengths and pinpointed areas for enhancement. The experience of being an infra support engineer at an amazing organisation has instilled excitement in the intern over his future professional endeavours. Ultimately, the intern enjoyed an exceptional internship at Mesiniaga Berhad, supported by a conducive environment that enriched the whole experience.

APPENDIX

INDUSTRIAL TRAINING CHECKLISTS (PLACEMENT)

No.	Activities/Tasks	Tick (√)	Endorse by and date
1.	Report Duty To The Organization Approved by faculty	√	
2.	Perform Report Duty Verification on ITS, verified by organization supervisor.	√	
3.	Contact faculty supervisor to inform the job scope and organization information	√	
4.	*Update of Industrial Training site (address). Inform faculty supervisor and JKLI, if any changes.*	√	
5.	Updating Industrial Training Logbook online – daily basis	√	
6.	Ensure that the organization supervisor is able to login to ITS successfully (Organization supervisor gets ITS userid and password).	√	
7.	Faculty Supervisor Visit. Date (physical):	√	
8.	Industrial Training Presentation.	√	
9.	Performance evaluation by organisation supervisor in ITS	√	
10.	Submission of Industrial Training Logbook.	√	
11.	Submission of Industrial Training Report with checklist and achievement form as Appendix.	√	
12.	Fill in Industrial Training Performance Evaluation by student in ITS.	√	
13.	End Industrial Training	√	

Note:
1. Italic activities are optional depending on student situation.

IIMPORTANT: This checklist must be put as attachment in the industrial training report.

INDUSTRIAL TRAINING ACHIEVEMENTS

(This form must be filled by student and must be attached in the Industrial Training report)

Student's Name : **SHAZMI IZWAN BIN SULAIMI**

Organisation   : **MESINIAGA BERHAD**

No.	TaAsk (List all tasks have been completed)	Month of Task Achieved				
		Month 1	Month 2	Month 3	Month 4	Month 5
1	Setup and configuration of laptops	√	√	√	√	√
2	Troubleshoot users' software issue		√	√	√	√
3	Troubleshoot user's hardware issue		√	√	√	
4	Execution of eCAM Agent enhancement project			√	√	√

Deliverable/Training reflection (Outcomes that have been achieved)
- Able to understand how to setup and configure laptops following company's SOP. - Able to find different solutions to solve software and hardware issues. - Able to master the features of an asset tracking software.

Student Signature: _[signature]_   Date: **12/02/2025**

Approval

Organisation's Supervisor:

............_[signature]_............
(Signature)

Name: LIM SAY LEONG
Date: 7th Feb 2025

Faculty Supervisor :

....
(Signature)

Name:
Date: