



**UTM**  
UNIVERSITI TEKNOLOGI MALAYSIA

**FACULTY OF COMPUTING**  
**INFORMATION SYSTEM & INFORMATION TECHNOLOGY**  
**REPORT OF INDUSTRIAL VISIT: CICT, UTM SKUDAI,**  
**JOHOR**

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SECTION : 04

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## **INTRODUCTION**

The Faculty of Computing organised an industrial visit to Centre for Information and Communication Technology (CICT), Universiti Teknologi Malaysia (UTM) and it was compulsory for first year student of Computer Science to visit them. This visit assembled students from software engineering course and other courses under faculty of computing which were more than 100 students and 3 lectures included our lecturer, Dr Norminshah. The purpose of the visit is to give exposure to first year students about CICT and the services provided by them.

## **DETAILS OF JOURNEY/WORK PLAN**

The visit was held on 4<sup>th</sup> October 2017 at CICT, UTM. It only took about 15 minutes to go there by walk from the faculty of computing. As we arrived there, we gathered at Dewan Seminar at level 4. The seminar started at 11 a.m by Madam Siti Faridah as the corporate branding gave her speech about CICT. She introduced CICT by explaining the history of CICT, the organization structure, vision and mission, the services provided by them and the achievement they received. The speech ended at 12,00 p.m and continued with our tour at the CICT building. We were divided by our section into 3 groups. Our group started our tour at the CICT Gallerium and after that to the Computer Cyber Lab. We were guided by Mr. Mohamad along the tour. The tour took about an hour and ended at 1.00 p.m.

## **DETAILS DESCRIPTION**

The purpose was to let students know more about CICT. We went to seminar hall. Madam Siti Faridah gave speech from 11 am to 12 pm . She asked some question to the students.

### **1. Objectives:**

- To increase the adoption of Information Technology in all University activities.
- To provide guaranteed ICT infrastructure and facilities. To become a Reference Center in ICT Services in the University.
- To become the Center of Software and Application development in the University.
- To explore new technologies in ICT services and implementation.
- To increase ICT competencies of the University's community.

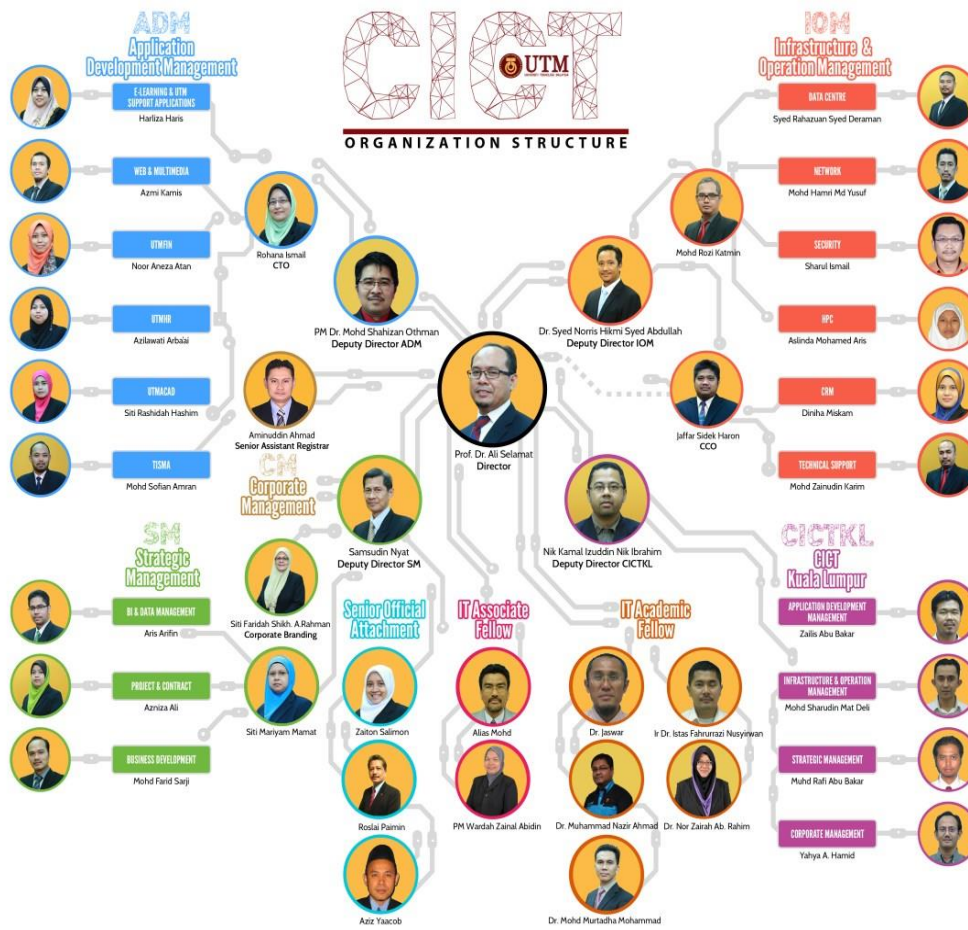
### **2. CICT vision & mission:**

- To make Centre of Information Technology And Communication Center (CICT) the ultimate and innovative ict service center toward realizing the aspiration of Universiti Teknologi Malaysia.
- Commit to provide services to meet university ICT need through administrative and academic computing activities provision of ICT infrastructure quality training, research and consultancy services.

### **3. History of CICT:**

1975	Establishment of computer center
1981	Department of Computer Science was founded. Computer Center merged with the Department of Computer Science and become part of Computer Science Faculty of Science
1984	Division of Computer Science increased to Institute of Computer Science (ISK)
1991	ISK structured to Computer Science & Information Systems (FSKSM) and Computer Center UTM (PKUTM)
2004	Center for Information Technology
2006	Center for Information Technology and Communications (CICT)

## 4. CICT organization structure:



## **5. Function of CICT in UTM:**

- i) To provide quality ICT infrastructure.
- ii) Prepare and develop information and application system include the Financial System and Human Resources University, Asset Management System, Document Management System Office, the development of new systems and processes 'reengineering'.
- iii) Prepare and support the needs of ICT for teaching and encompasses learning management system E-learning, E-portfolio, UTMotion, UTM Grid, technical support services for Grid/cluster and laboratory management students and multimedia.
- iv) Provide user support services to all UTM staff include technical support and software.
- v) Provide service and support in terms of service needs 'videoconferencing', 'digital signage', UTM and PTJ website, social media, 'website analytics' and 'web streaming'.
- vi) Make plans include strategic planning and development of ISP, project management, statistics and reports, career development, management, risk and contract.
- vii) Ensuring ICT security features implemented include management ICT Policy, testing and audit sources / systems / applications, identity management / LDAP and monitoring system operation.
- viii) Manage and administer database universities, management 'backup' and 'recovery' as well as safety database.
- ix) Manage data in terms of university system architecture, data extraction, integration and reporting system.
- x) Increase knowledge and ICT

## **6. Services:**

### *a. Internet: Hotspot UTM Key features*

- i) unified login portal
- ii) using ACID account for login
- iii) guest account available upon request
- iv) multivendor access point compatibility v) Hotspot @UTM access point monitoring. Yes@UTM

### *b. Infrastructure and security:*

- i) Id account and access
- ii) Email
- iii) ICT security
- iv) High performance computing
- v) UTM storage
- vi) Video conferencing and streaming

### *c. Application development:*

Our team follows one of two approaches to development. In full life cycle application projects, we assume complete responsibility for analysis, design, implementation, testing and integration of systems. In cooperative development, we work with your IT professionals to jointly analyse, design, implement, test and integrate system.

Key features:

- i) system development
- ii) mobile apps
- iii) multimedia development

*d. Web management:*

- i) Web development
- ii) UTM hosting
- iii) Internet portal

*e. Software:*

Universiti Teknologi 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. CICT UTM has also been tasked with controlling the Microsoft website for use by all users at UTM. Microsoft's software for free by MOE to staff and students.

- i. Software license by UTM
- ii. Microsoft product
- iii. Microsoft office 365
- iv. Autodesk
- v. HPC

*f. ICT support:*

We have a dedicated team responsible for maintains and supporting all aspects of ICT within UTM such as:

- i) Business intelligent
- ii) Data management
- iii) ICT training
- iv) ICT consultation
- v) Customer relationship management (CRM)

## 7. CICT achievement:

Achievement an information system that have been developed and maintained by CICT.

Achievement of CICT	Customer service centre
Staff information system	Technical support center
Visibility information system	Student ICT service center
A range of information system and student depictions	Command and monitoring control center
E-meeting system	Complaint units
Executive information system	Data center ICT training center
E-learning system and e-portfolio	
Damage report system	
Publisher system	
Disciplinary system	
Klini system, alumni	
Convocation system and robe taking	

So, our group started our tour to the CICT Gallerium at 12 pm that was located at Level 3. The person in charge at that time was Mr. Mohamad. At the gallery, we got a chance to see the revolution of computers from the past time until now. Not just the computer, but also the components inside the computer. As we were so excited to know about it, the person in charge explained to us about the computers they have there. He told us that some of the old-version computers only get to find it in UTM. So, we were at the gallery for half an hour. The gallery also displays other computer hardware components such as old storage devices (floppy disks and an old model of RAM). All components in computer developed into smaller pieces with reasonable prices. We were allowed to take picture of the things displayed. Here are some pictures that we took :





MAINFRAME TERMINAL  
model: IBM 3471 info window



CONTROLLER  
model: IBM 3274 41D



IBM MAINFRAME CPU  
model: IBM 9672 -R21



MAINFRAME MAIN SYSTEM  
POWER  
model: IBM 9309 2



**MAINFRAME DATA  
STORAGE**

model: IBM 9394 2



**IBM TAPE DRIVE  
SYSTEMS**

model: IBM-3490E A10



**MAINFRAME TAPE  
SUBSYSTEM**

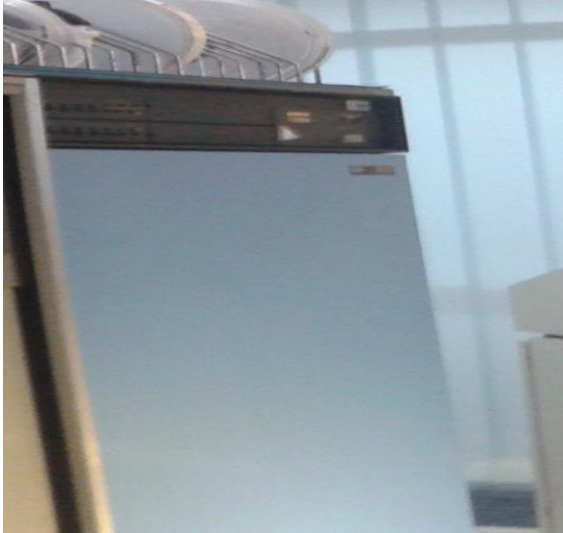
**CONTROL DRIVE**

model: IBM 3422 A01



**IBM MAGNETIC TAPE UNIT**

model: IBM 3420



IBM TAPE CONTROL UNIT

model: IBM 3803



IBM PRINTER



RACK SERVER AND TOWER  
SERVER

After visiting the gallerium, the tour was continued with visiting the computer lab. The tour around the computer lab was guided by Mr. Mohamad. There was a lot of information the students got which had given by him about the lab. The computer lab in CICT is the largest computer lab in South East Asia. Besides, there are more services that provided and available in the computer lab for the students to use it. It has provides High-Performance Computing (HPC) for rapid processing. The students must know the basics for LINUX-an open source operating system to use HPC. There is also multimedia studio but it is still under renovation on that day. The computer lab is open for all students to use as long as they bring their matric card and their attire is according to the dress code. Furthermore, there is also a Specialize Multimedia and Content Authoring Production Lab (SMALL) which consists of Mac Pro, Chroma Key, Mixer and a Whisper Room. There are a lot of advantages of services in computer lab to the computer science's students which giving a help when they have tasks or assignments to solve and do. The students are also can improve their soft skills in using computer provided which are not has limit time as there is no charge.



So, at 1.00 pm. our tour ended. We were so happy to gain so many knowledges besides getting to know what are they provide. Before we disperse, we took a photo as a memory to be remembered.



## **CONCLUSION**

As conclusion, the overall outcome from this visit had taught us many beneficial things. Many input that we get especially the important knowledge about our Centre of Information and Technology (CICT) and the role of CICT department in the Universiti Teknologi Malaysia (UTM). This visit really helps us to set our goals to achieve our dream in computer science field. As the computer science student, we hope that our course (SCSJ) will enlighten our path in order to become a successful programmer. Besides, we also hope that we can gather as many knowledges as we can in this study time before we get through to our work environment. So, in order to become a successful programmer, we must achieve excellent grades in our main subjects. Besides, we should prepare ourselves with our communication skills and other crucial soft skills. Furthermore, this visit really help us especially that it can enhance our knowledge about the other branch in computer science field, the important criteria to become the great developer or programmer and enhance our knowledge about the history and evolution of computers in the world. Finally, we hope that with this visit, it will be the 'steppingstone' for us to explore more information about computer science in the future.