



**UTM**  
**UNIVERSITI TEKNOLOGI MALAYSIA**

## **REPORT INDUSTRIAL VISIT TO CICT, UTM**

**Date: 4th of October 2017**

**Group: 9**

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# REPORT INDUSTRIAL VISIT TO CICT, UTM

## 1.0 Introduction:

### 1.1) Abstract

The project is intended to be used to implement ITIL-service support in infrastructure and service department of Centre of Information Technology and Communication (CICT). This report will be about the details of our trip, Description for each part of the trip, Reflection that we got from this trip and responsibilities of CICT especially the scope of our department (computer science). Furthermore it explains the CICT achievement.

### 1.2) Beginning of CICT

The Centre of Information Technology and Communication (CICT) were established in 1975 but with different name, it was called as Computer Centre. The reason of CICT is to assist the university's administrative computing as well as to provide consultancy in government agencies computerization such as the Teachers' Training Division, the Malaysian Examinations Council and the Public Services Department. The lack of expertise in information technology had prompted UTM to set up the Computer Science Department in 1981, which offered courses in Computer Science.

Subsequently, the CICT and the Computer Science Department merged to become the Computer Science Division of the Science Faculty.

In 1984, the Computer Science Division was upgraded to Institute of Computer Science. The role of the Institute was reviewed in 1991, resulting the existence of the Faculty of Computer Science and Information System and the reestablishment of the Computer Centre (PKUTM). This enables the two entities to be more focused on their respective roles. However, Computer Centre of UTM, is now known as "Centre of Information Technology and Communication" or CICT, effectively from 19th January 2004.

## 2.0 Details of the visit:

The visit was on 4th of October 2017, Wednesday start from 11:00 am but we start quite late because it took some time waiting for other sections to gather around the CICT, then we finished our visit on 1:00 pm it was during the class time.

### 2.1) Seminar hall (11:00 am – 12:00 pm)

After waiting for other sections to come and gather we headed to seminar hall in CICT located at fourth floor, we listened to a speech delivered by Puan Siti Faridah Binti Sheikh Abdul Rahman the head of computer science department and also the person who is in charge in our CICT visit.

**2.2) CICT MAC labs (12:00 pm – 12:30 pm)**

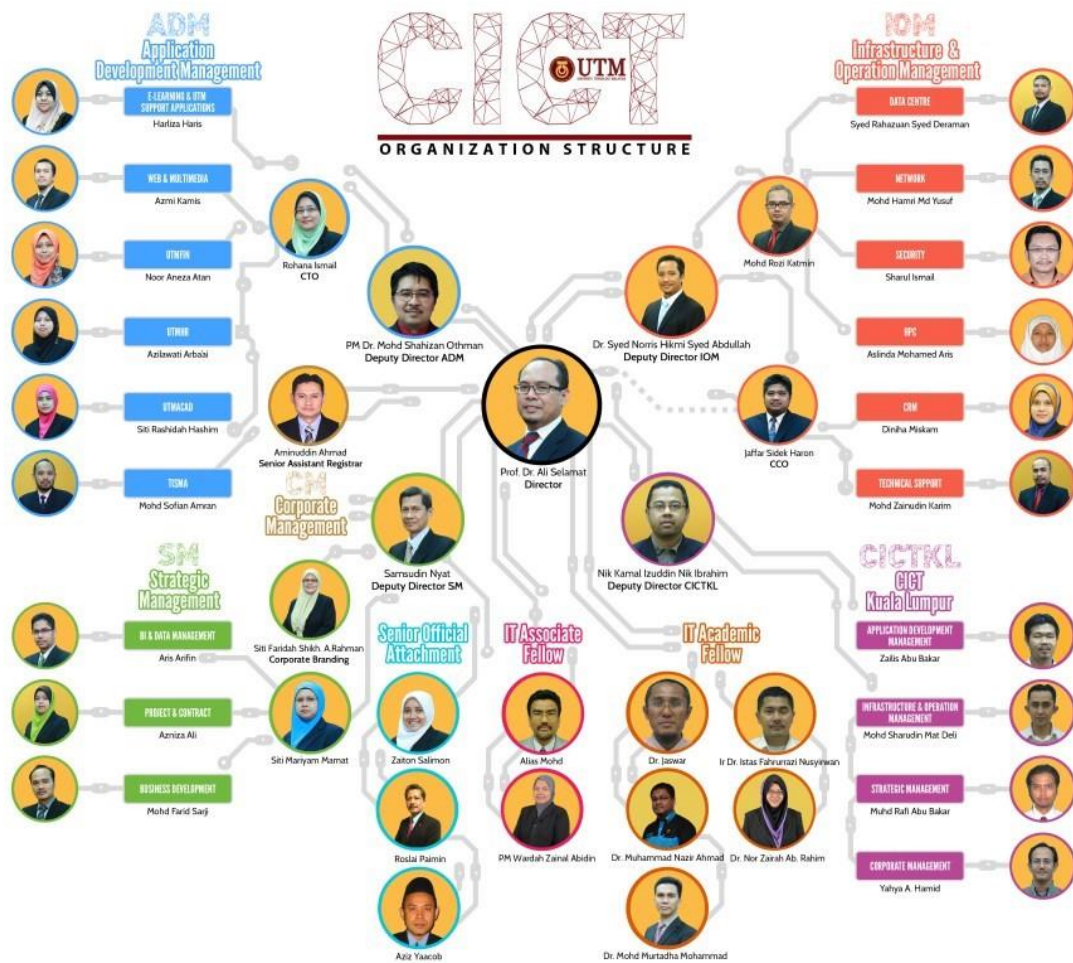
We take around through CICT labs we have informed that CICT labs it is the biggest labs in the university and they have around 200 online PC and the fastest internet in the university but we could not enter those labs because they were fixed and not ready to use.

**2.2) Visit to CICT Gallerium (12:30 pm – 1:00 pm)**

This was the best part in the visit because we got the chance to see all kinds of old computing stuff like the huge CPU, the massive storage that I was shocked after asking "How much this massive unit can store?!" but I didn't expect the answer he said all this unit can store only 4 MB!!. And the unit of storage was in size of a lift. Then we finish our visit with a group photo in front of the Gallerium.

**3.0 Description:**

**3.1) Organization Structure:**



### 3.2) History of CICT:

1975	Establishment of computer center
1981	Department of computer science was established and the computer center is combined with the department of computer science become the division of computer science faculty of science
1984	Division of computer science upgrade to institute of computer science
1991	Institute of computer science was misstructured to faculty of computer science and information system and computer center of UTM
2001	The computer center is known as CICT-Center for Information & Communication Technology

### 3.3) Vision and Mission:

The vision of CICT is “To be the prime mover for information technology in the development of UTM.”

While the mission of CICT is “To become a leader in excellent and innovative information technology services.

### 3.4) Goals:

- Provide ICT as a university-based utility.
- Provide controlled services to facilitate customers to focus on the respective core business.
- Provide Integrate services to facilitate access.
- Makes continuous improvement in ICT services.

### 3.5) Objective:

- Increase ICT competency in university society.
- Extend the use of information technology in all university activities.
- Provide guaranteed ICT infrastructure and facilities.
- Make referrer center in service and execution.
- Exploring new technologies in ICT services and Implantation.

### 3.6) Services of CICT:

#### Internet

- Wi-Fi
- Virtual Private Network (VPN)

### **Infrastructure & Security**

- ID Account & Access
- Email
- UTM Hosting
- ICT Security
- High Performance Computing
- Video Conferencing & Streaming

### **Application Development**

- System Development
- Mobile Apps
- Multimedia Development

### **Web Management**

- Web Development
- Intranet Portal
- Crowd Funding

### **Software**

- Antivirus
- Software License by UTM
- Microsoft Product
- Microsoft Office
- Research Software

### **ICT Support**

- Business Intelligence
- Data Management
- ICT Consultation
- Customer Relationship Management (CRM)

## **4.0 Reflection:**

### **4.1) Goal and Dream regarding SCSJ:**

The journey in being the one of a kind software engineer is a tough road. Marketability is prior in being the best software engineer in Malaysia also in the World. Skills related to this course must be obtained during our study period by any organization especially from CICT. Reasons to be the best software engineer is that we know an outstanding developer or programmer can change the World.

#### **4.2) Plan to achieve goal and dream:**

Make plans on our progress and record it in a journal as we may refer back when needed. Be alert on important programs provided by any organization although it may seem simple but the impact might be huge to the individual. Efficiency in achieving the goal can be improved by using UTM's facilities that is known to be among the top facilities in Malaysia. Separate that huge goal into small and structured goals so that we can achieve it bit by bit also avoiding from letting it to be just an empty dream. Finally, the most important aspect to success is to have a positive attitude. Because, without it, there will be no motivation and there will be no progress at all.

#### **5.0 Outcome of Visit to CICT:**

After visit the CICT, we gained more about the information and technology system at CICT. We also knew about the history of CICT on how it developed from 1975 until 2017.

Now we know about the facilities and services of CICT that we were exposed. There are a lot of services such as Wi-Fi that students can easily use the internet provided by the CICT to do assignment or online quiz. Second is ACID ID which all of UTM students get to access Wi-Fi or e-learning through this ID. Third is e-learning lets students to download the notes that were uploaded by their lecturers. It also for them to upload the assignment that were assigned by the lecturers.

We can also see the facilities in CICT with our own eyes such as Student Lab that provide 200 Windows computers and 10 Mac OS computers. So students can use the Student Lab to do their assignments. There are also Whisper Room, Mixer, DVD Printer and Lighting and Chroma Key Room.

Furthermore it can also improve our communication skills by doing Q&A session between students and the department of CICT. Through this session, the students get more knowledge about CICT.

Lastly, it can also increase our desire to achieve goals such as programmer or software engineer since we already know more about the development and the revolution of the information and technology system throughout the years. We are sure that it will be a good start for us to achieve our goals.

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## Reference

(Pusat Teknologi Maklumat & Komunikasi. (n.d.). Retrieved October 26, 2017, from <http://cict.utm.my>)