

INDUSTRIAL VISIT REPORT

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**Table of contents**

[1 Introduction 3](#_Toc527729918)

[2 Details of journey 3](#_Toc527729919)

[3 Details description 4](#_Toc527729920)

[3.1 Organization structure 4](#_Toc527729921)

[3.2 CICT services 5](#_Toc527729922)

[3.3 CICT achievements 5](#_Toc527729923)

[3.4 Information system developed by CICT 6](#_Toc527729924)

[3.4.1 Academic Enrolment System 6](#_Toc527729925)

[3.4.2 E-learning system 6](#_Toc527729926)

[3.4.3 ACID ID 6](#_Toc527729927)

[3.4.4 UTM Portal 6](#_Toc527729928)

[4 Reflection 7](#_Toc527729929)

[**Figure 1** 4](#_Toc527729481)

[**Figure 2** 6](#_Toc527729482)

# Introduction

The Faculty of Computing had organized an industrial visit to Centre for Information & Communication Centre (CICT), UTM Johor Bahru for the first year student on 1st of October 2018. CICT is a support unit that offers and delivers ICT services for the university include staffs and students especially in ICT infrastructure, system development and academic or administrative activities. The purpose of this visit is to expose student about service provided by CICT to improve their learning method. CICT is one of a great platform for students to gain more knowledge especially in IT field.

# Details of journey

The industrial visits was held on 1st of October 2018, we spent about one and half hour on the visits. At about 2pm, we walk to CICT and it took less than 5 minutes to arrive because CICT is near the Faculty of Computing .When we arrived, one of the staff of CICT assisted us to the Seminar Hall at Level 4 for briefing session. As we entered the Seminar Hall, we required to key in our matric number on a laptop for our attendance. The briefing started after all the students has key in their matric number. The briefing was about details of CICT such as the history of CICT establishment, the function of CICT as the support unit, the services that they provided and details on how to use the application that they provided. After the briefing, we went to the students’ laboratory and CICT Gallery. At the student laboratory, we were told that we can use the facilities there for free with the permission of the staff there. At CICT Gallery, we got the chance to see the evolution of the computer, memory, keyboard and other hardware which is from the very first computer invented to the latest one. The visit was ended at 3.30pm.

# Details description

## Organization structure

In CICT organization structure, there is one director named PM Dr. Mohd Shahizan Othman. He is assisted by four deputy director that are Deputy Director IOM (assisted by Chief Credit Officer), Deputy Director CICTKL (assisted by CICT Kuala Lumpur), Deputy Director SM (assisted by strategic management department) and Deputy Director ADM (assisted by Chief Technology Officer). Next, there are 9 IT managers, 1 IT senior fellow and 1 IT academic fellow that will assist the director. Besides, there are 4 management departments that are application development management, infrastructure and operation management, corporate management and project management. Figure below shows a detailed organization structure chart.

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| **Figure 1** |

Image by <http://cict.utm.my/>

## CICT services

CICT UTM provides a lot of services that can bring us convenience. Their services includes infrastructure and security, application development and software download. In infrastructure and security, the CICT team provided IT services such as ACID and UTM Official email. Our UTMID/ ACID is powered by CICT. Every UTM new student can get a UTMID on the registration day. Students are required to generate and choose their ACID from (<http://myacid.utm.my>) at their own resident college office. The password and the email will be given once the students had registered. CICT also has Virtual Private Network (VPN) service. VPN is a private network that extends across a public network or internet. It enables users to send and receive data if the computing devices were directly connected to a private network. Besides, CICT also provides a list of software for the students to download. For instant, Symantec Antivirus and Symantec Antivirus Win 10. CICT also extended the hotspot@UTM to resident college to ease students’ internet connection problem. Nevertheless, CICT also designed a mobile app to run on mobile devices such as smartphone or tablet. They built a custom, native IOS, Android and Windows app in order to be compatible with all the operating system.

## CICT achievements

In 2017, CICT team had prepared the best technical documents that resulted University Technology Malaysia (UTM) received the Standard Accounting System for Government Agency (SAGA) award from the Accountant General’s Department of Malaysia on November 22, 2017. UTM is among 59 out of 416 agencies that have successfully received SAGA Compliance Certificate other than USM, UPSI, UMP, UPNM, UNISZA, UTHM and UPM. In the same year, the technology and information center had achieved as the most active PTJ aerobics Perdana Series 2/2017 for the Arcturus zone which was held on February 7, 2017. The presence of CICT staffs was 50 out of 123 peoples which contributed to the attendance of 40.7% of all CICT staff.

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| **Figure 2** |

Image by <http://cict.utm.my/>

## Information system developed by CICT

Student/Lecturer/Staff Information Database System

CICT keeps UTM students', lecturers' and staffs' information regarding personal information, academic information and achievement.

### Academic Enrolment System

CICT manages course enrolment for students and links it with E-Learning so students can access their course online.

### E-learning system

CICT develops an online system which lecturer can put or organize course outline where student can access it.

### ACID ID

CICT provides every UTM students, lecturers and staffs an online identification account which can be used to log in Wi-Fi, UTM Portal, E-Learning and many more.

### UTM Portal

CICT develops an online portal for all UTM students, lecturers and staffs which consist of variety of services to make it easier for users to explore more things in UTM.

# Reflection

My goal and dream regarding to my course is to get a good pointer at the end of my study year. Next, my goal is to have more knowledge and skills about computer especially in programming because programming skills can be used for work in the future. Nowadays, many companies are searching for new and skillful programmer to be part of them. Therefore, this is a great and golden opportunity for me to get hired by a company. This visit widen my knowledge about technology and information system world. It also let me realized that all of the CICT staffs were being so professional and expert in technology. They can solve any problems involving the connection, internet and even the electronic gadgets. In this visit, I had learned a lot about networking and communication systems that played a very important role in my course. The instructor explains clearly about network system that is being used in CICT. Through this, my plan is to improve myself in the industry by doing more researches about technology moreover within the scope of networking and programming. Furthermore, I will involve myself by taking part with all the program that held by the faculty in order to keep myself up to date with the new information regarding technology.