

**GROUP REPORT**

CICT

**(CENTRE FOR INFORMATION & COMMUNICATION TECHNOLOGY)**

**TECHNOLOGY AND INFORMATION SYSTEM**

**SCSP-1513/09**

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# Introduction

This report is talking about the visit of Centre for Information & Communication Technology (CICT) organized by CICT UTM at CICT UTM Johor Bahru on 1st Oct 2018.

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| Figure 1: Slide about CICT Building at Block D07, Lingkaran Ilmu, UTM |
| Figure 2: Location of CICT Building |

Centre for Information & Communication Technology (CICT) is a support unit that offers and delivers ICT services for the university, including staffs and students, especially in ICT infrastructure, system development and academic or administrative activities. The director or chief Information Officer (CIO) of CICT UTM is Professor Madya Dr. Mohd Shahizan Bin Othman.

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| https://i0.wp.com/cict.utm.my/wp-content/uploads/2016/08/CIO-PMDrShahizanOthman.jpg?w=1080  Figure 3: Picture of Professor Madya Dr. Mohd Shahizan Bin Othman. Taken from http://cict.utm.my/about/about-cio/. |

CICT’s vision is for UTM to be ‘A frontier digital university spearheading academia centric service delivery’. CICT’s mission is to lead in the development of an entrepreneurial digital ecosystem by nurturing innovation digital professionals and promoting collaborative digital services. The objective for Centre for Information & Communication Technology (CICT) are:

* Focus on Customer
* Effective Management on ICT Project
* Innovative Digital Professionals
* Quality in Operation and Digital ICT Services
* Entrepreneurial Digital Ecosystem

CICT Service in UTM are Internet, infrastructure and security, application development, web management, software and ICT support.

# Details of Journey or Work Plan

On 1st October 2018, all first year students from School of Computing, Faculty of Engineering gather at Centre for Information & Communication Technology (CICT) building in Universiti Teknologi Malaysia, Johor Bahru to attend an industrial visit. The program began at 2.00 p.m. and end at 4.30 p.m.

First, all students are queuing into Seminar Hall at 4th floor to register for the attendance. Around 2.15 p.m., the industrial visit program began with a talk at the Seminar Hall about CICT that was presented by Mr. Mohd Zahari Bin Zainal Abidin, who is an Assistant Senior Officer Information System Head of Management Unit. The talk took around 40 minutes.

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| Figure 4: Mr. Mohd. Zahari Bin Zainal Abidin, the Presenter at Seminar Hall, CICT, UTM Johor Bahru. |

After the talk, all students were guided for a visit around CICT rooms and facilities. Next, all students visit the Gallerium CICT. This gallery is about the history of technology of ICT from beginning until now. After finish visiting the gallery, we went home at 4.00pm.

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| Figure 5: Gallerium CICT |

# Detailed Descriptions

The term ‘CICT’ stands for ‘Centre for Information & Communication Technology’. CICT is a support unit that delivers and offers Information & Communication Technology services for UTM’s students and staffs especially in ICT infrastructure, academic activities, administrative activities and system development. CICT also provide internet & Wi-Fi which is UTMWiFi and Hotspot@UTM. Other than that CICT also provide ICT facilities, license software and ID Account & Access.

The organization structure of CICT is shown in the figure below:

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| https://i0.wp.com/cict.utm.my/wp-content/uploads/2018/08/CICT-Organization-Structure-28ogos-18.jpg?w=1080  Figure 6: CICT Organization Structure. Taken from http://cict.utm.my/organization-structure/. |

Vision of CICT is for UTM to be “A frontier digital university spearheading academia centric service delivery” while the mission of CICT is to lead in the development of an entrepreneurial digital ecosystem by nurturing innovative digital professionals and promoting collaborative digital services.

Some of detailed CICT services for student is student lab, UTMID, WiFi, VPN, student management service, ICT instructional services, MyUTM portal, Microsoft Dreamspark software and Microsoft Office 365 software. Facilities that available at CICT is computers, project discussion area, printing, scanning, CD or DVD burning and specialize multimedia & content authoring production lab (SMAL).

The talk continued to present more details about all the facilities and services provided by CICT. For example, the Process Flow of account ID (UTMID), Software Account, Wireless or Wi-Fi Zone, Portal MyUTM and other.

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| *C:\Users\v5-\Desktop\angry birds photos\IMG20181001143507.jpg C:\Users\v5-\Desktop\angry birds photos\IMG20181001143957.jpg Figure 7: Slides about the Process Flow of Account ID/UTMID (left) and Software Account (right).* |
| *C:\Users\v5-\Desktop\angry birds photos\IMG20181001144435.jpg C:\Users\v5-\Desktop\angry birds photos\IMG20181001145359.jpg*  *Figure 8: Slides about Wireless/Wi-Fi Zone (left) and Portal MyUTM (right).* |
| Figure 9: Slides about IT Services: Student Lab. |

For the industrial visit, students are brought to Gallerium CICT and SMAL (Specialize Multimedia and Content Authoring Production Lab) to look more detailed about the structures in CICT.

# Travel Details

First, we are gathered in Seminar Hall and at 2.15pm, Mr. Mohd Zahari Bin Zainal Abidin, the speaker started the program. He explained about CICT to students and staffs in UTM.

He introduced what is the function of CICT, and what services they provide. Before he explained about that, he convoyed some vision and mission of CICT. The vision of CICT is to be a ‘frontier digital university spearheading academia centric service delivery’ and the mission is to lead in the development of an entrepreneurial digital ecosystem by nurturing innovative digital professionals and promoting collaborative digital services.

After that, he told about the function of CICT is to support the university to give some services to staffs and students that include ICT infrastructure, system development and academic/administrative activities. For students they provide some ICT services that include student lab, Wi-Fi, UTMID and VPN.

Next, after he explained details about CICT, we continued with our tour to the Gallerium CICT where old computer devices ranging from computer typewriters like cabinets and data center until modern computer devices. He explained about all of computers there. The tour takes around 30 minutes and ends at 4.00 p.m.

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Figure 10: Equipment about ICT in Old School

# Reflection

Centre for Information & Communication Technology (CICT) is a support unit that offers and delivers ICT services for the university especially in ICT infrastructure, system development and academic/administrative activities. Every staffs and students are using Information and communication technology such as using Wi-Fi, email and others, because almost everything is allocable on the internet.

Surfing or accessing the internet might have problems sometimes such as problems on using the password to log in to UTM websites or having problems using the Wi-Fi, and many others. In CICT, everything can be solved. That is why CICT plays an important role in Universiti Teknologi Malaysia.

Our goal is to understand the various items and information that related to ICT. From the visit, we found that CICT plays an important role to all students and staffs in UTM in this era of technology. All information that we want can be found in the server by using Internet. These will make a huge connection between each people in the world from now until future.

From the visit, our plan is to try to improve our potential by following the footstep of technology so that we will not be far apart.

In a nutshell, members of CICT are very hardworking to solve the problem about ICT to students and staffs of UTM to make sure the infrastructure of ICT will improve and better.

# Bibliography

* About CIO – Centre for Information & Communication Technology. Retrieved from <http://cict.utm.my/about/about-cio/>.
* CICT Organization Structure – Centre for Information & Communication Technology. Retrieved from <http://cict.utm.my/organization-structure/>.