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Report on Industrial Visit 1
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02

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Center for Information and Communication Technology (CICT) Visit

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Recently, a trip to UTM's CICT known as the information technology and communication center was held on the 1st October 2018 by the Technology and Information System course department. The objective of this trip was to let the newcomers of UTM to know what CICT is for and how can it help the students. Hence, the participants of this trip were 1st year Computer Science students who take Technology and Information System subject. The trip started around 11.00am and ended around 1.30pm.

The event was started off with a talk from the Assistant Information and Technology officer Mr Mohd Zahari bin Zainal Abidin. His speech had all the information one has to know about CICT. He introduced to us the CICT organization, ICT management, ICT safety, client management, and also the achievements of CICT and their future plans. In 1981, the computer center merged with the Department of Computer Science into Computer Science division under the science faculty. In 1984, the CICT was upgraded to a computer science institute. IN 1991, it became Information Technology and communication centre. From 2016 till now CICT is ICT sustainable center. This will be a brief history of CICT. Being a leading Digital university service is CICT's vision and leading the development of an entrepreneurial digital ecosystem by fostering innovative digital professionals and promoting collaboration in digital services is CICT's mission.

We were also introduced to the CICT's authorities. They are as follows:



Figure 1: The Management of CICT

We were also explained the roles of each of the authorities. The Deputy Director DS54 is responsible in application development for UTMHR, UTMF in, UTM Acad, supporting applications, Multimedia and web development, mobile apps development, and data and BI management. The Deputy Director DS52 is in charge of data center, ICT safety, infrastructure, UTM hosting, UTM ads, , high performance computing, video conferencing and streaming, client management, and UTM cert. F Centralization, Staff attachment and ambassador management, reporting and planning strategies, quality management and branding of CICT, training management and staff competence are under Deputy Director of FA54, Division head FA52 is in charge of CICT business generation management, business chance management and developing business model. Head of Unit FA48 is in charge of managing ICT projects.

One of the organizational strategic planning and alignment with university's strategic planning is consolidation and integration of application where integration and integrity of applications are enhanced to improve reliability and information are shared effectively. CICT also wants to improve the performance and effectiveness of applications to meet the need of users. Next will be strengthening the ICT infrastructure of the digital campus. This is to enhance security, availability, and accessibility of ICT infrastructure anytime and anywhere. CICT also wants to strengthen the latest technology adaptation to optimize the sustainability of usage and effectiveness of ICT infrastructure. Thirdly, CICT want to strengthen the management and the development of ICT. They want to enhance knowledge and ICT skills through continuous learning and to empower ICT culture to create a conducive and dynamic working environment. Finally, CICT wants to strengthen the ICT governance where it compliance and management in line with increased expectations of stakeholders and dynamics.

The next topic explained by the Mr. Mohd Zahari was about the security of CICT. CICT operates as a data recovery center where to ensure 'zero loss' of data and information in the event of any disaster, the development of DRC located at UTMKL was carried out. Other than that, there is power back up/ gen set in CICT to overcome energy source disruptions such as electricity in the Data Centre. There is Unit Command Control and Monitoring Centre (CCMC) to ensure the smooth running of ICT services such as server availability, application systems and networks. Monitoring is carried out at all times so that the risk of service failure can be avoided and mitigated promptly in the event of occurrence. Other than that, CICT also has UTM Cert, finance management, OSHE and Facility manager.

After the talk, we were brought around CICT to visit Pusat Perkhidmatan ICT Pelajar (PPICTP) at Level 3, which was led by Mr. Mohd Zahari. It was a big and wide room with complete facilities for the students includes computers, scanners, printers, binding and lamination services and more. PPICTP is also a Student One Stop Center where the students can refer to when they have problems regarding their UTM ACID account and Wi-Fi.



Figure 2: Pusat Perkhidmatan ICT Pelajar (PPICTP)



Figure 3: Facilities in PPICTP

Right after that, we were brought to visit CICT Galleria at the ground floor. We get to learn the revolution of computers starting from the older models till now, some computer components, printers and servers. Everyone was given a chance to walk around the galleria and get a closer look on the computer components displayed.



Figure 3: Computer Components on display



Figure 4: Old-version Computers



Figure 5: Servers



Figure 6: Galleria

Towards the end of the visit, we hope that we are suited to be a part of science computing field such as system developers, data engineers, system analysts, data scientists and others. We hope that we would be able of designing, constructing, test, maintain and developing computer systems. The fields in science computing are really valuable nowadays with it being in line with the technology growth. Thus, having the opportunity to take part in the field would be an honor for us. Besides that, we hope that we have a successful career in these fields and be able to apply what we've learned from it. The most crucial thing for us is that we could help benefits the country and the community that we're part of from it too. As a result, we've been really excited and have a huge dream to endure and continue in data engineering through this program.

The industrial visit at the Centre for Information and Communication Technology (CICT) gave us a really positive impact in achieving our goals and dreams. The talk given by Encik Mohd Zahari bin Zainal Abidin completely thrilled us to achieve our goals in this career. It helps us clear out our path in this career as he is one of the alumni of the Science Computing fields. Next, the talk about the history of CICT and school of computing makes us more interested to study in the science computing fields. In the Galleria he briefly explains about the computers and its components. It makes us really interested to see the progress and the evolution of computer throughout generations. As a computing student, we are really curious and eager to be one of the inventors or developers making the next step to continue the evolution of computing and technologies. Lastly, the visit really assists us to see thoroughly the course that we are taking and makes us really interested and excited to learn more. Thus, visiting CICT was a really good introduction for us in computing and technology.

We think that we have to take a chance and action to prove or improve our potential and skills in the industry. As nowadays there's a lot of rivalries in this field we really need to step up our 'games'. We should have variety of skills other than the skills we use on basic application software. For example, we could have skills other than programming such as video or photo editing, 3D modelling and game developing in order to promote ourselves in the field. Other than that, having social skills is also very important as most of the companies mark it as a mandatory. We need to have at least a good skill in speech or explaining and teaching our ideas in the industry. It will help us be bold and confident in front of others, thus promotes ourselves more and improve our potential. Lastly, we cannot only rely on the studies in the university specifically. We need to search and find more things as our additional knowledge especially general knowledge. It makes us more aware of the world and make us seem least ignorant. Hence, taking these minor steps not only will help us in improving our potential in the industry but also in our life no matter what fields we're in.