SCHOOL OF COMPUTING
Faculty of Engineering

TECHNOLOGY & INFORMATION SYSTEM

Industry Visit to CICT
1st October 2018

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INTRODUCTION (BACKGROUND OF CICT)

Centre for Information and Communication Technology (CICT) is a support unit that offers as well as delivers ICT services for the staffs and students in university especially in the ICT infrastructure, development system and academic courses.
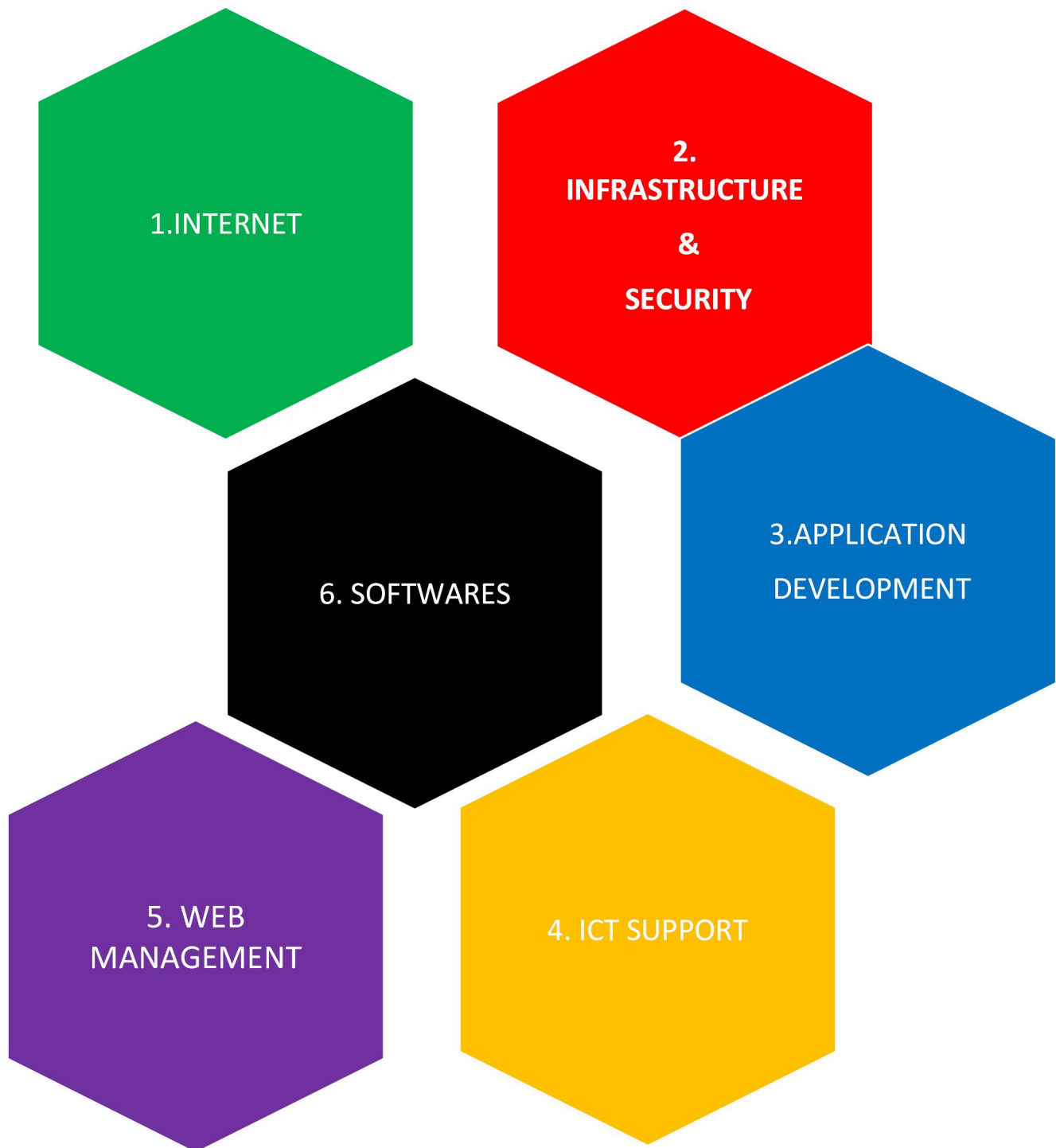
The Centre for Information and Communication Technology (CICT) in UTM is located at Block D07, Lingkaran Ilmu. In this centre, they're responsible to ensure the students as well as the staff to have the access to efficiently teach, learn and research the ICT resources.

CICT has has provided the University's IT infrastructure, and also supporting new technologies and systems in this updated era. Eventhough the campus is very wide, they could provide excellent access to digital resources across the campuses.

Centre for Information & Communication Technology (CICT),
UTM, D07, 81310 UTM CAMPUS JOHOR BAHRU

SERVICES PROVIDED BY ORGANISATION

1. INTERNET

2. INFRASTRUCTURE & SECURITY

3. APPLICATION DEVELOPMENT

6. SOFTWARES

5. WEB MANAGEMENT

4. ICT SUPPORT

INTERNET

- Accessing to Internet

- Accessing to UTMJB

- Fix IP for Access Point, Printer, CCTV, Door Access

- ICT for Development and Research

- Dedicated Internet Access for Resident College User

- Access to UTMKL

- Allocation of Fix/Static IP Address for Access Point, Printer, CCTV, Door Access, Server etc.

- Internet Bandwidth Allocation

- 1Gbps link to Internet

- 100Mbps dedicated link to Student College

- Gigabits backbone network (through fiber optic) for all building in UTMKL

- monitoring system to manage and maintenance networking

- 2Gbps link to Internet

- 100Mbps link between UTM JB – KL

- Gigabits backbone network (through fiber optic) for main building in UTM Johor Bahru

- Basic Internet Bandwidth Shaping

- UTM VPN

INFRASTRUCTURE & SECURITY

- ICT Security

- High Performance Computing

- UTM Storage

- Video Conferencing & Streaming

APPLICATION DEVELOPMENT

- System Development

- Mobile Apps

- Multimedia Development

ICT SUPPORT

- Business Intelligent

- Data Management

- ICT Training

- ICT Consultation

- Customer Relationship Management (CRM)

WEB MANAGEMENT

- Web Development

- UTM Hosting

- Intranet Portal

SOFTWARES

- Software License by UTM

- Microsoft Product

- Autodesk

- HPC

- Anti-virus

INFORMATION TECHNOLOGY INFRASTRUCTURE

The term infrastructure in an information technology (IT) context refers to an enterprise's entire collection of hardware, software, networks, data centers, facilities and related equipment used to develop, test, operate, monitor, manage and/or support information technology services. IT in general would be the use of computers to create, process, store, secure and exchange all forms of electronic data.

However, what kind of information technology infrastructure would be required to unify, centralize and control a university's management and administration, academic instruction, student services, research activities, human resources and financial services and provide effective Business Intelligence?

In University Technology Malaysia, services regarding to IT infrastructure are provided by Centre for Information and Communication Technology (CICT), which are located at Block D07.

There are a few of software provided by CICT which are available for UTM students. For example, Final Cut Pro, DVD Studio Pro, Sound Track Pro, Color, Aperture, Motion, iWork, iLife, Adobe suite, Roxio Toast, and SDK. These provided software are free of charge, which is really useful to the undergraduate.

Besides, they are also some basic IT services which are provided by CICT team. First, the wireless Wi-Fi zone. This ease the undergraduate by allowing them to access internet in all around the university. The Wi-Fi SSID are hotspot@utm and another one is 4G Wi-Fi by YES@utm. In August 2013, UTM had outsource the management of Residential College Network to YES that will be latest technology in Wi-Fi for APs, provide hundred percent coverage to rooms, provide dedicated Helpdesk for example email (utmsupportyes.my), hotline

(0183330003), YES shop where it is located at Arched Meranti, provide faster access to the internet（1 Gbps） and also prepare leverage on WIMAX technology for hotspot around UTM. The reasons that choosing YES, is its authentication of login for access of Wi-Fi by using students' ACID account. Besides, 10 GBytes quota are imposed for internet access for UTM ID monthly. Additionally, YES also provided service which will handle desk problems.

Second, ACID account which is an academic computing ID. Function of the account is help UTM community to login to most of the University main application system. This account is specially provided to all full-time and part time students. Students can approach UTMOTION, UTMShare, UTMMAIL, e-LEARNING, and also SPS.

Third, Virtual Private Network (VPN), which is to help students to access intranet services such as UTMOnline, Software repository and databases from UTM library. To access VPN, students should have a registered ACID account.

Besides, CICT also provided Students Official Email which is Office 365. Office 365 offers free mail, instant messaging, group video and voice chat, and online document viewing as well as editing.

Additionally, CICT have provided 382 Windows platform computers, 52 Macs OS computers, 20 Thin Client (Linux) computers, 3 discussion areas, printing, scanning and CD/DVD burning service, binding and laminating service, and also Specialize Multimedia & Content Authoring Production Lab.

JOB OPPORTUNITIES IN CICT

From what can be heard from Mr. Zahari speech, in this world of technology, there are vast of job opportunities in the world particularly in Malaysia. After completing our studies in the degree life in ICT courses, a lot of things can be done with our gadget and in the IT world.

The first job that IT people can do is the Application Analayst. This job could either be done staticly in and office environment or remotely (freelancing). Most subjects that used in this job is Programming and Database subjects. This job requires huge responsibility which are monitoring and maintenance of software infrastructure of applications. Other things that can be involved in is analysis and diagnosis in application errors, and also the training and support of staffs in using applications. This job requires resolve all sorts of technical issues and of course, diagnosed system faults and errors. Most people focus on the salary which an Application Analyst could earn is about in the range from £29,000 to £32,000 (around RM160k).

The second job that can be found in the IT scope is the most well-known which is software engineer. In this particular job, the environment that you'll be working is constantly evolving because of the advance technologies and organizations. Design and writing codes is the most crucial part of the job as it is for operating systems and software efficiency. A lot of tasks should be held as a software engineer such as integrating the existing software products and getting incompatible platforms to work together as a union. You'll be also maintaining systems by monitoring the software defects thus correcting them. For fresh graduates, roughly the salary is going to be about £18,000 (around RM100k) per year.

Next, the job that is also demanding in CICT is as an IT Consultant. This job is constantly dealing with clients on how to use the information technology to do their business purposes.

You'll use your expertise to provide strategic guidance to clients for their major business processes. In this job, the responsibilities that you'll carry throughout your whole journey is quite challenging such as following the clients wants and needs, understand their work practices as well as the nature of their business. You will also comes to an agreement with the clients to implement new systems. This job require you to work smart as you deal with people & not a computer.
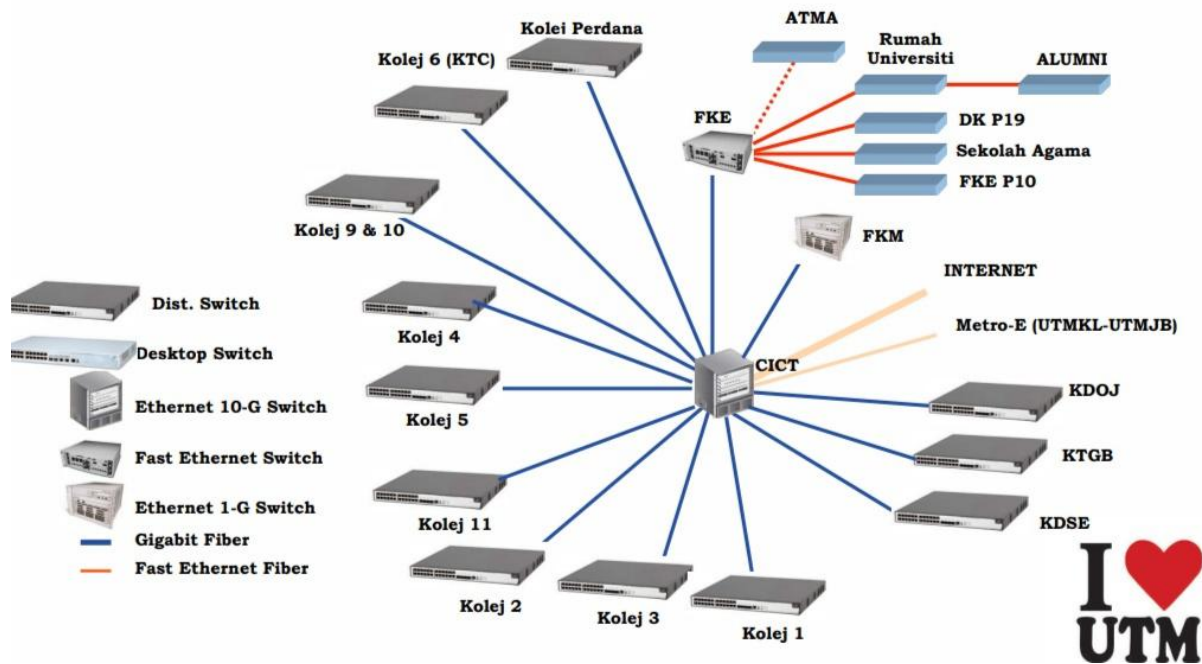
Other jobs that similar to these and related to the IT field such as cyber security analyst, database administrator, Information systems manager and also penetration tester.

<u>REFLECTIONS</u>

After a brief visit to CICT and the talk of Mr Zahari in regards of the IT technology, we, as a group has the same vision wich is to become an excellent and innovative thinker to produce advanced technologies and to work in advanced companies. The job isn't necessarily has to be a million dollar worth of job, but to help the country and the people to have ease in their jobs that requires IT systems.

This visit to CICT has been very eye-opening on how we should learn more deeper in the IT field to make our country advanced than it already is. Our course, which is Network & Security has the benefits it can gives to this era of technology.

As far as I concern, CICT has been very helpful to students like us for its facilities for Wi-Fi especially. It had made our learning method easier by accessing the internet wherever we want in the campuses. Lastly, the e-Learning that just newly introduced to the students and lecturers has been efficiently save our time and as well as our earth by not using papers. It has been greatly used by the lecturers on posting out announcements in emergency matters and vice versa through the email (ACiD) that was set up during the orientation week.

Network Infrastructure For UTM College

Specialize Multimedia & Content Authoring Production Lab

SERVICE	TYPE	RATE / CHARGE
Printing	Colour	RM 0.80 per sheet
	Black & White	RM 0.20 / sheet
CD		RM 1.50 / piece
DVD		RM 2.50 / piece
Binding	According to Spiral Size	RM 1.00 - RM 7.00 / piece
Laminate		RM 1.00 / piece
Computer Usage	Individual	Free
	Group Activities	**RM 50.00 / Day**

Service Charge

Discussion Area

Visiting CICT center