Technology and Information System – Report 2
Industrial Visit CICT

Group Members :

- Ahmad Syakir Bin Zaidi - A18CS0018

- Abu Jor Gifari - A18CS4007

- Muhammad Syafei Bin Saupi -

- Mugindiraan A/L Gunasegaran - A18CS0115

- Muharrir - A18CS0315

Group 1
1SCSR – Computer Science (Networks and Security)
SCSP1513 - 08

CHAPTER 1

Contents

1.0 Introduction

A visit to the Centre of Information & Communication Technology (CICT) was held on Monday, 1 October 2018. This visit was organised by Technology & Information Systems Lecturers. During this visit, students were introduced to many things such as the terms and policy of UTM ICT the services that the CICT provided for the students and staffs and much more information about CICT. Almost all of the first year students and lecturers were involved in this visit. All of the students that were involved were from the same faculty, which is the faculty of computing .
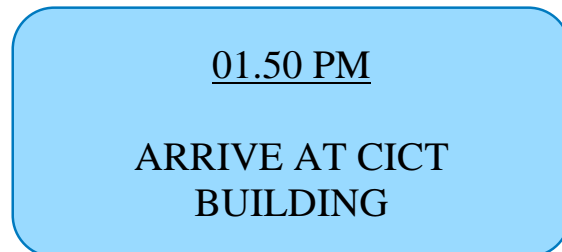
CICT which is located in building D07 were built in 1975 as a computer Centre. Then, in 1981 CICT merged with the computer science department and became a part of computer science facility under the Faculty of Science. In 1984, it was changed into Computer Science Institute. And in 1991, it was turned into Computer Science & Information Systems Faculty and UTM Computer Centre. But then in 2004, Computer Centre was changed again into Centre of Information & Communication Technology (CICT) until now.

CICT was committed to ensuring students and staffs satisfactory rate at a high level in terms of internet services. Because of the slow internet services that can be found at a specific place, CICT plans on increasing the speed, so that the satisfactory rate reached to where it was targeted.
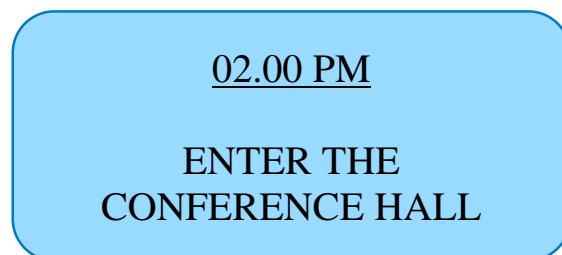
CICT wishes to improve more all of the connection facility within the campus in the near future, although CICT had already made a crucial improvement in the past.

2.0 Content

2.1   Details Journey of Work

<div style="border:1px solid #000; background:#7FD4F5; text-align:center;">

01.50 PM

ARRIVE AT CICT BUILDING

</div>

Our group of five, Syafei, Muharrir, Syakir, Gifari and Mugindiran arrived at the CICT Building together and directly went to the fourth floor which is the uppermost level there for a while before going inside the Conference Hall. We took a picture first to notice the lecturer that our group have arrived for the visit.

<div style="border:1px solid #000; background:#7FD4F5; text-align:center;">

02.00 PM

ENTER THE CONFERENCE HALL

</div>

We enter the Conference Hall sharp at 2 and recorded our attendance in the system. We were there for about one hour long listening to the talk given by CICT Delegation representative's to give a short briefing about CICT before furthering the visit inside the CICT building itself.

The representative stated some system that is controlled by the CICT which include:

- UTM WiFI
- Student UTM Portal
- E-Learning for Student and Lecturer
- Managing System Data and Information on UTM

The staff explain carefully on how it works and how CICT is always ensuring that the system used in UTM is always following the latest technology available and affordable by them.

03.00 PM

**END OF TALK AND
VISIT STARTS**

After the talk inside the Conference Room ended, we were asked to go out and go to the third floor for a quick look on how workers at CICT work based on their organization. The third floor is known as the Server Room.

There, we can see a lot of CICT staffs are working themselves out so that they can maintain and upgrade the system that is already available for the student and staff to use.

03.15 PM

CICT GALLERIUM

After learning through about the organization of CICT, we were then moved to the most anticipated place by the students. Place where the treasure kept by the CICT were stored and maintain as a display so that modern generation can look and learn how the technology was way back then.
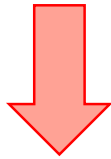
We were given a talk by the delegation's representative about all of the old devices available there and how they were used back then.

Here some example of the devices that was available and on display during that visit:

Aside from having the old computer that is used as server, the gallerium also collected some old computers part such as Hard Drive, RAM, ROM and other else as the new student references.

4.00 PM

END OF VISIT

After a while having a look at all the old devices that were kept in the CICT Gallerium, we than walk out from the Gallerium to the foyer of the CICT to take a commemorative picture as we finished our CICT industrial visit. We were than allowed to go back home.

2.2   CICT Organization

CICT Organization was led by PM. Dr. Mohd Shahizam Othman as a Director of CICT UTM. Then they have other four Deputy Director and one Senior Assistant Registrar. Firstly is Deputy Director of Application Development Management – Dr. Mohd Murtadha Mohamad then Deputy Director of Infrastructure & Operation Management – Dr. Syed Norris Hakimi Syed Abdullah then Deputy Director of Strategic Management – Samsudin Nyat then Deputy Director of CICTKL – Nik Kamal Izuddin Nik Ibrahim and then Senior Assistant Registrar of Corporate Management – Sabrena Omar and lastly Business Development – Siti Mariyam Mamat.

Now about CICT staff. CICT have lot of staff that help every people have connection in UTM. The highest director was only 1 at JB, and then the Professional Director that have in JB was 53 and in KL was 4 only. Then the officer in JB was 108 and in Kl was 19 only. So the total number of staff in CICT JB was 162 and 23 staff in CICT KL and when we add up CICT have 185 staff.

STAF SKIM F (TEKNOLOGI MAKLUMAT)

	JB	KL	PTJ-JB	PTJ-KL	JUMLAH
Pengurusan Tertinggi (Gred 54)	1	-	-	-	1
Pengurusan & Profesional (Gred 41-52)	42	4	11	-	57
Pelaksana (Gred 17-38)	56	14	52	5	127
JUMLAH	99	18	63	5	185

Creative ● Innovative ● Cohesive ● Technopreneur

Under the director, the structure was divided in six other part which is ADM, IOM, SM, CM, CICTKL and BD. Each part has their own description job.

Firstly ADM, Application Development Management that had their common job to develop application and make sure that the application is useful and can help to solve people problems. Their section is:

- UTMHR
- UTMFIN
- E-Learning
- Web and Multimedia
- TISMA

The next is IOM, Infrastructure and Operation Management. Their common job is to make sure that the web application is run smoothly and synchrony are good. Their section is:
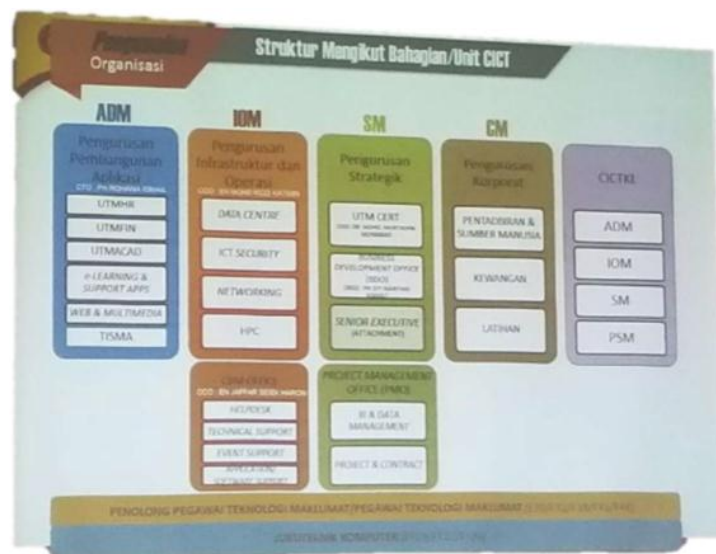
- Data Centre
- ICT Security
- Networking
- HPC

Then CM, Corporate Management job is to organize the basic organization like human resource and financial. Their section:

- Human Resource
- Financial Office
- Practice Lab

Lastly SM, Strategic Management job is to promote CICT in different dimension to help people know more about CICT. Their section:
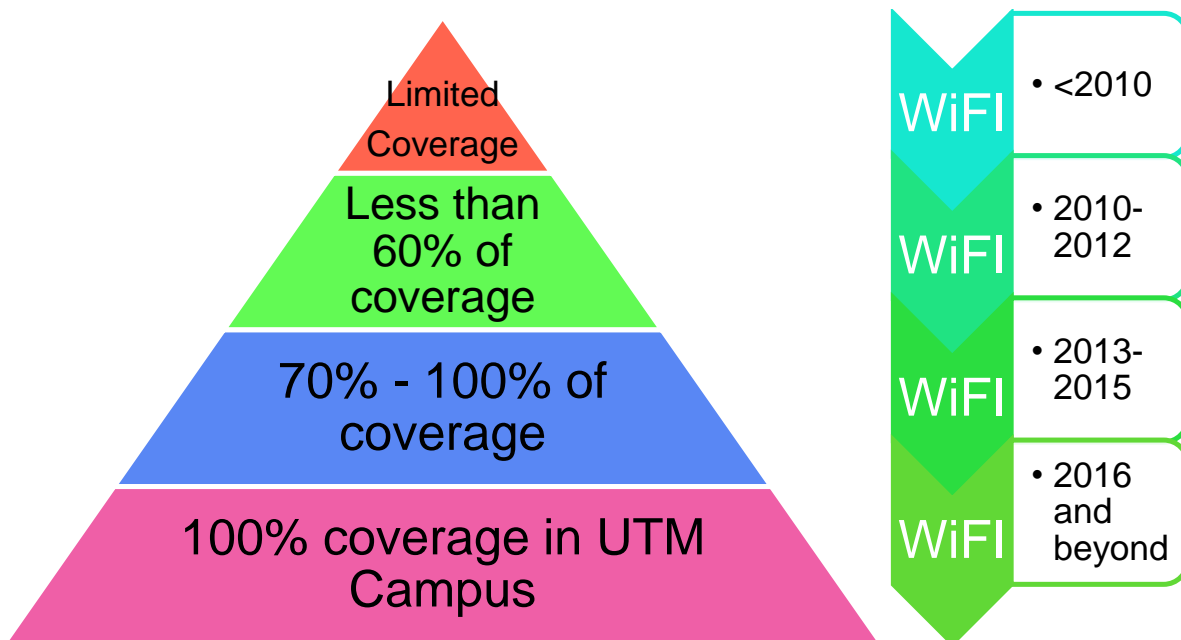
- UTM Cert
- BDO (Business Development Office)
- Senior Executed

2.3   Services and Achievements

Centre for Information and Communication Technology (CICT) offered a wide range of service to the people in UTM regarding issues about Information System and Technology. Everything that is related with IT will mostly handle by CICT and it's their job to maintain those technologies and facilities running smoothly all the time.

As a student here, I realize that there a lot of service provided by CICT however the most important and obvious one would probably the service that is mostly used by the student and staff of the UTM, the WiFI. CICT had done a great job in enhancing the efficiency of the UTM WiFI services so that the coverage can cover all of UTM building and facilities so that staff and student can access them with ease. Ever since the WiFI was introduced in 2010, throughout the years, we can see that CICT is committed in providing the free service to UTM's residence as the coverage increased each year and 6 years after that UTM WiFI were able to be accessed everywhere around UTM.

Apart from that, CICT also the one who is responsible in managing the service regarding online database for student and staff so that it can be accessed by them. As the world had become far modern than before due to the usage of internet, CICT tried to upgrade the UTM learning system by creating an online learning platform that function as a notice board for the student on important schedule, an online library for the student based on notes that were uploaded by their lecturer and also platform for them to do an online test or quiz.

3.0 Reflection

The Centre for Information and Communication and Technology is UTM's support unit that offers and delivers ICT services to the students and lectures in the campus. Through this visit me and my group members got an even deeper understanding about our preferred field of work. It gives us an insight of how our working environment is going to be in our dream jobs. CICT benefits students like us in the following ways:

- They help out in fixing any issues related with our myUTM account.

- They help in sending us important messages through mail.

- They provide facilities for students to do their projects.

- They provide Wi-fi connection all around the campus for students to use for free.

However ,CICT has given us many services and benefits at a satisfactory level only. There is still much more they can do to improve their services. One of the improvements is to provide a way for students to access the e-learning feature through mobile phones.

The job opportunity available at CICT are as a database administrator, an IT consultant, an information system manager, a cyber-security analyst and IT technical support officer. The requirements for these jobs are to get a degree in computer science of course and an interest in the IT field as well. So, as a students who wishes to work in CICT or any other place IT related we have to make an action to improve ourselves for our potential to be in the industry. Some of them are :

- Talk to those who are already working in the field. This helps us to learn from their experience on how things really are.

- Go to visit other industries as well such as this trip. We get to learn the different works that are available in this field.

- Develop our existing skills in IT. Such as web developing, graphic designing or multimedia designing. Improving in such skills helps hone our potential to do a better job in different areas of the filed.