



UTM
UNIVERSITI TEKNOLOGI MALAYSIA

SCHOOL OF COMPUTING
Faculty of Engineering

Industrial Visit 2 (Group)

SECP1513 TECHNOLOGY AND INFORMATION SYSTEM
SEMESTER I, SESSION 2019/2020

**Title: Centre for Information and
Communication Technology (CICT) UTM**

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1.0 INTRODUCTION

This report is about a visit to Centre for Information and Communication Technology (CICT) which organized by School of Computing. CICT is located at Block D07, Universiti Teknologi Malaysia 81310 UTM Johor Bahru, Johor, Malaysia. CICT is a support unit that offers and delivers ICT services for the university (staffs and students) especially in ICT infrastructure, system development and academic / administrative activities. The purpose of visit is to expose students about services and contribution of CICT to UTM. It is a great chance for students to learn more knowledge and information.



Diagram 1.1: Photo of us outside CICT Galerium

2.0 DETAILS OF THE VISITS

The industrial visit was held on 20th October 2019 and it took about 1 hours through the visit which was from 4pm to 5pm at CICT Galerium, UTM Johor. CICT Galerium is located at 2nd floor of Perpustakaan Sultanah Zanariah. A briefing talk for approximate 1 hour was given by Mr. Mohd Zahari Zainal Abidin, as assistant IT officer of UTM. The briefing was about history, achievement, vision and mission, and services provided by CICT for staffs and students. The old generation of facilities was exhibited in the gallery. The CICT officer explained in details about the history of the technology used by UTM before ending the session. The visit was ended on 5pm.

3.0 DETAILED DESCRIPTIONS

3.1 ORGANIZATION STRUCTURE



Diagram 3.1: Organization Structure of CICT

3.2 SERVICES

CICT has provided various types of services for the convenience of UTM Staffs and students. The table below are the services that are provided by CICT.

Table 3.1: Services by CICT

Infrastructure & Security	Application development	Software
ID Account & Access: <ul style="list-style-type: none"> ● ACID is a unique ID of the user through the authentication server to use to log into the university systems. ● All students have their own user ID after registering the program through their respective faculties. ● Staff must have a mail account official UTM first before applying ACID account. 	System Development: <ul style="list-style-type: none"> ● Builds and manages administrative, support, multimedia, teaching and learning applications to improve the university's service delivery efficiency and quality. ● Develop new application (web base and mobile) ● Maintain the current UTM application based on request by PTJ in term of data requirement. 	Antivirus
Email: <ul style="list-style-type: none"> ● Using Google mail 	Mobile Apps: <ul style="list-style-type: none"> ● Builds a custom, native IOS, Android and Windows app. 	Wifi hotspot@utm extension
UTM Hosting: <ul style="list-style-type: none"> ● Offers hosting services such as web hosting, server hosting and colocation server hosting ● Provides a dedicated server to enable customer to make maximum customization and configuration of servers and applications. 	Multimedia Development: <ul style="list-style-type: none"> ● Provides multimedia development such as montage, corporate video, promo video and quality video editing. ● Provides graphics design for logo, presentation slide, web, bunting and banner. 	Software License by UTM: <ul style="list-style-type: none"> ● Ansys ● Endnote ● Mathematica ● Matlab ● Microsoft office (mac only) ● Nvivo ● Simul8 ● Spss Amos ● Spss Modular (windows only) ● Spss Statistic

<p>UTM-Ads:</p> <ul style="list-style-type: none"> ● Supports any type of screen size and device with any operating system ● Supports all kinds of banner/media format ● Supports all kind of devices such as laptop/tablet/smartphone ● Running 24/7 ● Location based ● Analytic and reporting provided 	<p>Web Development:</p> <ul style="list-style-type: none"> ● Builds URL, theme, content architecture and organization, website development and implementation 	<p>Microsoft Product</p>
<p>ICT Security:</p> <ul style="list-style-type: none"> ● Using next generation Firewall ● Firewall policy ● URL Filtering ● Application Control ● Intruder Prevention system 	<p>Intranet Portal</p>	<p>Microsoft Office</p>
<p>High Performance Computing</p>	<p>Crowd Funding:</p> <ul style="list-style-type: none"> ● Helps community, departments and other creators to find resources and support they needed to realize their ideas. 	<p>Research Software</p>
<p>Video Conferencing & Streaming:</p> <ul style="list-style-type: none"> ● Provides video conferencing & live streaming services for UTM JB to UTM KL and UTM JB/UTM KL to other location 		
<p>WiFi:</p> <ul style="list-style-type: none"> ● Unified login portal ● Using ACID account for login ● Guest account available upon request ● Multivendor access point compatibility ● Hotspot@UTM access point monitoring 		
<p>Virtual Private Network (VPN)</p>		

Facilities

- CICT Galerium: The Centre for Information and Communication Technology (CICT) Universiti Teknologi Malaysia (UTM), launched an information Technology Galleria located at the UTM Johor Bahru campus. This Galleria is located at 2nd floor of Perpustakaan Sultanah Zanariah.



Diagram 3.2: Galerium UTM

- Training Lab: CICT provides Computer lab for class and Training with a capacity of 70 people. The facilities provided in the lab are PA system, 1 LCD projector, 1 screen projector, whiteboard, chairs and tables, 70 computers, 1 teaching table and internet services.

3.3 INFORMATION SYSTEM DEVELOPED AND MAINTAINED BY CICT

Table 3.2: Information System

INFORMATION SYSTEM	DESCRIPTION
UTM ACAD	<ul style="list-style-type: none">➤ Announcement review of UPU result for applicants to check their application status➤ Online Admission Applications to a postgraduate program➤ Related to the Management of Post Graduate Students➤ Former students can print their online academic transcript➤ Management of academic governance and undergraduate students➤ Management of academic governance and postgraduate students
UTMFin	<ul style="list-style-type: none">➤ Development UTM financial management system which includes main financial processes such as application, approval and monitoring➤ Development of UTM student account management system which include main processes such as schedule charges and student fees as well as the integration processes with the Academic Management System (AIMS)➤ Development of online payment system which include fpx and credit card➤ This system is fully utilized by student, staff and vendor
UTMHR	<ul style="list-style-type: none">➤ Services related to the development of systems human resource by Registrar Office
UTM Support System	<ul style="list-style-type: none">➤ Services related to the development of systems related with Teaching and Learning by UTMLead➤ Services related to the development of systems such as system support in the Pejabat Harta Bina, Student Affairs and others Academic System, Financial and Human Resources

3.4 ACHIEVEMENTS

In 2017, CICT team has prepared the best technical documents and bring UTM to receive SAGA (Standard Accounting System for Government Agencies) award.

The impact after being awarded with SAGA Award:

- Integration between the system
- User access control
- The data is safe to secure
- UTMFin- the innovation product verified by JANM (Jabatan Akauntan Negara Malaysia)



Diagram 3.2: Saga Award

CONTRIBUTION TOWARDS RATING AND RESEARCH UNIVERSITY IN DATA MANAGEMENT AND BUSINESS INTELLIGENCE

Table 3.3: Ranking of UTM

Num	Category	Ranking
1.	QS World University Rankings Top 50 Under 50	21
2.	The Brics & Emerging Economies Ranking	100
3.	QS World University Rankings by faculty	90
4.	QS World University Rankings by subject	6 Subjects in Top 100
5.	QS World University Rankings	253
6.	Best Global Universities in US News 2016	50
7.	QS STARS	5 Stars Overall Rating
8.	QS World University Rankings in Asia	49
9.	The World University Rankings 2017 Top 200 in Asia	Highest joint rank in Malaysia at 121-130

Information

- 1) For QS World University Rankings by faculty, it was ranked 90 in Engineering & Technology
- 2) The 6 subjects in Top 100 in QS World University Rankings by subject were Architecture/Built Environment, Civil Engineering, Computer Science & Information System, Electrical & Electronic Engineering, Chemical Engineering and Mechanical Engineering.

KAI ACHIEVEMENT

KAI stands for Key Amal Indicator which is one of the tools to measure for performance management.

KAI 2017

Table 3.4: ICT Standards in Percentage

Num	Category	2015	2016	2017	Trend
1.	Security Incident	98.75%	95%	98%	Fluctuation
2.	Availability	99.7%	99.8%	98.6%	Improved
3.	Customer Satisfaction	-	81%	83.94%	Improved
4.	Support Service	91.53%	97%	99%	Improved

For overall, in 2017, CICT team has surpassed the target which is 80% and they achieved 87.73%.

4.0 REFLECTIONS

The visit has given me know deeper about the development of technology is very rapid as there has the demand from society. From the visit, I should focus my goal with the needs from the society to provide a better efficient in work.

To enhance our competency in industry, I think we should participate in various types of workshop and competition related to ICT to improve our skills and to be more innovative and creative. We also should sharpen our leadership and entrepreneurship to cater to needs of industry in future.

5.0 THE TASK FOR EACH MEMBER

Name	SEE WEN XIANG	KONG HAO YANG	LOO ZHI XUEN
Tasks	INTRODUCTION	ORGANIZATION STRUCTURE	INFORMATION SYSTEM DEVELOPED AND MAINTAINED BY CICT
	DETAILS OF THE VISITS	SERVICES	ACHIEVEMENTS
	TAKING PICTURE		
	MERGE ALL THE REPORT PART & REVIEW	REFLECTIONS	REFLECTIONS

6.0 REFERENCES

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3. <https://cict.utm.my/training-lab/>
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