جامعة أم القرى
UMM AL-QURA UNIVERSITY

SUMMER TRAINING REPORT

AT
(Ministry of Hajj and Umrah)

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1. Introduction

The summer internship is an opportunity to simulate the work environment, and it is important for students before graduation to engage in this experience so that we can acquire the skills that prepare us for the job market. In this report, I will start by discussing the ministry, its goals, its mission, and the approach followed in this training. I will also talk about the project assigned to me by the ministry.

2. Training Organization

Person or an organisation providing, or offering to provide, training or assessment of skills and knowledge.

2.1. Ministry of Hajj and Umrah

The Ministry of Hajj and Umra upgrades the provided services to pilgrims by using new technologies and facilitates Hajj and Umrah in coordination with all agencies. Its job is also to work for the sake of staff development and training to receive pilgrims, as well as to provide opportunities to citizen volunteers to contribute to enhancing the provided services.

2.2. Vison

The journey of Hajj, Umrah, and religious visits should be organized, easy, and facilitated in an atmosphere of tranquility and peace, creating a memorable and wonderful experience in the memories of the pilgrims and visitors. This ensures their satisfaction and makes them ambassadors who convey to the world the Kingdom's efforts in serving the guests of the Beneficent.

2.3. Misson

The Ministry of Hajj and Umrah operates by coordinating with governmental and non-governmental entities to manage the procedures of performing religious rites, and by regulating and standardizing services through system development, technological utilization, and enhancing the efficiency of those serving the guests of the Beneficent. We are committed to completing the infrastructure to provide a global-standard religious hospitality.

2.4. Goals

1. Working towards enhancing the services provided to pilgrims and Umrah performers.
2. Developing the profession of guides, agencies, and intermediaries, as well as domestic pilgrimage, utilizing the latest technological means.
3. Ensuring that Hajj is made easy and facilitated through both human and technological efforts.
4. Coordinating with all relevant entities to facilitate the performance of rites for pilgrims, Umrah performers, and visitors.
5. Elevating the skills of field service workers to ensure excellent services for pilgrims and Umrah performers, through the adoption of exceptional and effective training programs.
6. Unifying efforts to encourage citizens to contribute, to the best of their ability, in serving the guests of the Beneficent, whether in an official or voluntary capacity.
7. Operating in accordance with the values and teachings of the noble Islamic creed to deliver distinguished services.

3. Week One

The first week of the summer training program in the field of Information Technology we toured the technical departments of the Ministry and took an overview of each department and learned their role in the Ministry.

Introductory Tour:

3.1. Unified Communications Department:

In this section, the engineer concerned offered a thorough description of the significance of unified communications in promoting information flow within the ministry. The emphasis was on coordinating and directing communication among departments.

3.2. Development Management Department:

In this section, the engineer talked about the role of the Development Management department in improving and developing software and applications used within the ministry. Emphasis was placed on the process of planning and executing technical projects to achieve business objectives.

3.3. Digital Transformation Department:

An overview was provided on the significance of digital transformation in process improvement and service development. Discussion covered the application of artificial intelligence and big data analytics to achieve tangible improvements in all aspects of operations.

3.4. Systems Department:

In this section, the engineer talked about the role of the Systems department in managing and maintaining the technical infrastructure, including servers, databases, and storage, and was highlighted. An overview was provided on ensuring the safety and sustainability of technical systems.

3.5. Technical Support Department:

The role of technical support in help users and resolving technical issues has been clear. The importance of effective communication and effective problem solving to ensure a great user experience was discussed.

3.6. Networks Department:

An overview was presented of the role of the Networks department in designing and managing network infrastructure. The spotlight was on providing smooth and secure communication between different departments and branches.

3.7. Information Security Department:

The significance of the Information Security department in safeguarding sensitive data and information from cyber threats was explained. Strategies for security and preventive measures to maintain data confidentiality and integrity were highlighted.

3.8. Beneficiary Services Department:

The role of beneficiary services is to assist beneficiaries in receiving requests or complaints. Through them, these requests or complaints are directed to the relevant department. Beneficiaries can communicate with them via phone or through the website.

4. Week Two

During the second week we delved into several important concepts that form the foundation of networking. We focused on understanding the distinctions between LAN and VLAN, the roles of switches and routers, network protocols, and basic configurations. Moreover, we were assigned a report centered around VLAN, DHCP, EtherChannel, and DNS. In addition, the second week presented a unique opportunity for me, as I was tasked with creating a user guide, The instruments we covered in detail included:

4.1. LAN vs. VLAN:

We discussed the distinctions between Local Area Networks (LANs) and Virtual LANs (VLANs). A LAN is a network that covers an area usually confined within a single building or campus. In contrast VLANs are divisions of a network into smaller separate networks providing better control and security.

4.2. Switches and Routers:

we explored the functions of switches and routers in a network. Switches operate at the data link layer and facilitate data transmission within a LAN. Routers on the hand work at the network layer. Are responsible for directing data between different networks. They play a role in connecting LANs together. Managing traffic flow

4.3. Network Protocols and Configurations:

provided insights into network protocols that enable device communication. We also covered network configurations which involve setting up devices with IP addresses and subnet masks to ensure smooth data exchange.

4.4. Assigned reports: VLAN, DHCP, EtherChannel, and DNS:

involved creating a report on VLANs, Dynamic Host Configuration Protocol) EtherChannel and DNS (Domain Name System).

- VLANs :enable the division of networks to improve control and security enhancing the effectiveness of data transmission.
- DHCP :automates the process of assigning IP addresses to devices on a network, simplifying network administration.
- EtherChannel involves bundling multiple physical links to create a high-bandwidth connection between switches.
- DNS is responsible for translating human-readable domain names into IP addresses, making web browsing seamless.

4.5.User Guide Project:

In this week, I was entrusted with a significant project - creating a user guide. The user guide aims to provide clear instructions and information to users regarding the available services within the system. This includes step-by-step instructions for requesting the service.

5. Week three

In the third week, we explored the fascinating field of unified communication, exploring various tools and techniques that facilitate seamless connectivity and cooperation, and throughout the week, our focus mainly focused on practical insights into several unified communications tools that are widely used in modern business environments. The instruments we covered in detail included:

5.1.RightFax:

We received comprehensive training on utilizing RightFax, an essential communication tool for sending and receiving faxes electronically. The training encompassed understanding the functionalities of RightFax, enabling efficient and paperless communication through fax.

5.2. Admin Features of Cisco Webex:

Another significant aspect of our training was centered around the administrative features of Cisco Webex, a prominent collaboration platform. We learned how to effectively manage and configure Webex accounts, enabling efficient communication and collaboration among team members.

5.3. Phone Connection and Configuration

Understanding the process of connecting and configuring phones for unified communication was a crucial segment of our training. This involved learning the intricacies of setting up phone systems to enable seamless voice communication within the organization.

5.4. Visual Communication with Systems:

The training extended to visual communication, focusing on the integration of systems to enhance collaborative efforts. This included understanding the configurations required for visual communication tools, enabling effective virtual meetings and discussions.

5.5. Cisco Telephone Systems:

We delved into the realm of Cisco telephone systems, learning about their features, functionalities, and how they contribute to the seamless integration of voice communication in unified communication setups.

5.6. User Guide project:

The user guide project is currently in its design phase. This phase marks a critical step in the project's progression. During this stage, the focus is on planning and structuring the user guide's layout, content, and visual elements.

6. Week four

In this week's training, we embarked on a journey to comprehend the fundamental aspects of databases, their significance, and the role they play in modern information management. The following concepts were extensively covered:

6.1. ERP Overview:

We delved into the meaning and significance of Enterprise Resource Planning (ERP) systems. This included understanding how ERPs integrate various business processes and functions, streamlining operations and data flow across an organization.

6.2. Database High Availability:

The training delved into the concept of database high availability. We explored strategies and technologies that ensure databases remain operational and accessible even during hardware failures or other disruptions.

6.3.PL/SQL Overview:

Our exploration extended to PL/SQL (Procedural Language/Structured Query Language). We gained insights into this powerful extension of SQL that enables the creation of stored procedures, functions, and triggers within a database.

6.4.Database Server and Oracle:

We delved into the essentials of a database server and learned about the Oracle database system. This included understanding how a database server manages data storage, retrieval, and security, and how Oracle is a leading database management system.

6.5. User Guide Project:

The user guide project is currently in its implementation phase. This marks a significant milestone in the project's progression, as we transition from planning and designing to creating the user guide. During this phase, our focus is on bringing the design and content to life in a tangible and user-friendly format.

7. Week five

In this week we will delve into HR system, the HR systems play a pivotal role in managing an organization's workforce effectively. These systems streamline various HR processes, enhance communication, and contribute to employee satisfaction. Below, we outline some of the key applications within HR systems :

7.1. Core HR:

Core HR is the foundation of HR systems, encompassing essential employee information such as personal details, employment history, job roles, and organizational hierarchy. It serves as a central repository for employee data, facilitating efficient personnel management.

7.2. Payroll:

Payroll management within HR systems involves the calculation and processing of employee salaries, benefits, and deductions. It ensures accurate and timely compensation, adhering to legal and regulatory requirements.

7.3. Self-Service:

Self-service portals empower employees to manage their own information, such as updating personal details, viewing pay stubs, and requesting time off. This promotes employee engagement and reduces administrative workload.

7.4. Oracle Learning Management:

Oracle Learning Management is a valuable tool for employee training and development. It allows organizations to create, manage, and deliver training programs, enhancing employees' skills and competencies.

7.5. User Guide Project:

The user guide project is currently in the view and deliver phase. This marks the final stages of the project's development, where the focus is on making the user guide accessible to the intended audience and ensuring its successful delivery to supervisor.

8. Complete for week five

During this week, our educational journey continued as we delved into the subjects of financial management and Oracle E-Business Suite. Our study focused on these two important topics, each of which plays a significant role in business management and seamless operations.

8.1.Financial Management

Throughout this week, we gained insights into financial management, learning about key principles and practices that contribute to organizing an organization's financial affairs. We covered concepts such as budgeting, financial reporting, financial data analysis, and strategic financial planning. Understanding financial management contributes to making informed and effective financial decisions, ensuring the achievement of the Ministry financial goals.

8.2. Oracle E-Business Suite:

We also studied the Oracle E-Business Suite, a comprehensive collection of business applications that integrate and unify various processes within an organization. This suite includes modules for finance, procurement, human resources, and more, contributing to streamlining operations, increasing efficiency, and providing insights for decision-making and here are further insights we gained:

8.2.1. Module Diversity:

The Oracle E-Business Suite encompasses a rich variety of modules, each catering to a specific aspect of business operations. These modules range from Financial Management, Procurement, and Human Resources to Supply Chain Management, Customer Relationship Management (CRM), and more. This modularity ensures that organizations can tailor the suite to meet their specific needs.

8.2.2. Integration and Data Flow:

A significant strength of the Oracle E-Business Suite is its seamless integration across modules. This means that data flows effortlessly between different functions, reducing the need for manual data entry and improving data accuracy. For example, information from procurement can seamlessly link with financial records, providing a holistic view of transactions and financial health.

8.2.3. Real-time Insights:

With data being consolidated and shared across modules, decision-makers gain access to real-time insights. This enables them to make informed choices promptly. For instance, sales data from the CRM module can be directly correlated with inventory levels to facilitate better demand forecasting and inventory management.

8.2.4. Process Automation:

The suite's automation capabilities extend to various processes, reducing the reliance on manual intervention. Workflows can be predefined and automated, eliminating repetitive tasks and freeing up resources for more value-added activities.

8.2.5. Improved Customer Experience:

Through the CRM module, organizations can enhance their understanding of customer preferences, behaviors, and interactions. This knowledge empowers businesses to deliver personalized experiences and targeted marketing efforts.

8.2.6. Global Reach:

The Oracle E-Business Suite supports organizations with a global presence. It offers functionalities to manage operations across different locations, currencies, and legal regulations, ensuring compliance and consistent operations on an international scale.

8.2.7. Security and Compliance:

As data security is paramount, the suite provides features for user access control, data encryption, and compliance with industry standards and regulations.

8.2.8. Scalability:

Just like ERP systems, the Oracle E-Business Suite is designed to scale as organizations grow. New modules and functionalities can be added as needed, accommodating expansion and evolving business requirements.

8.2.9. User Experience:

Modern user interfaces and intuitive navigation contribute to user adoption and productivity. Users can access the suite from various devices, promoting flexibility and remote work capabilities.

9. User Guide project

The project's goal is to simplify the process of requesting services for employees within the ministry. Some employees lack knowledge of how to use this system, which impacts the efficiency and effectiveness of service delivery. Therefore, the writer was tasked with creating a user-friendly guide that simplifies the process of requesting services in an easy-to-understand manner.

9.1. Objective

The objective of this project is to create a user guide that clearly and simply explains how to use the Ministry's service request system. The guide aims to empower all employees to request services easily and smoothly.

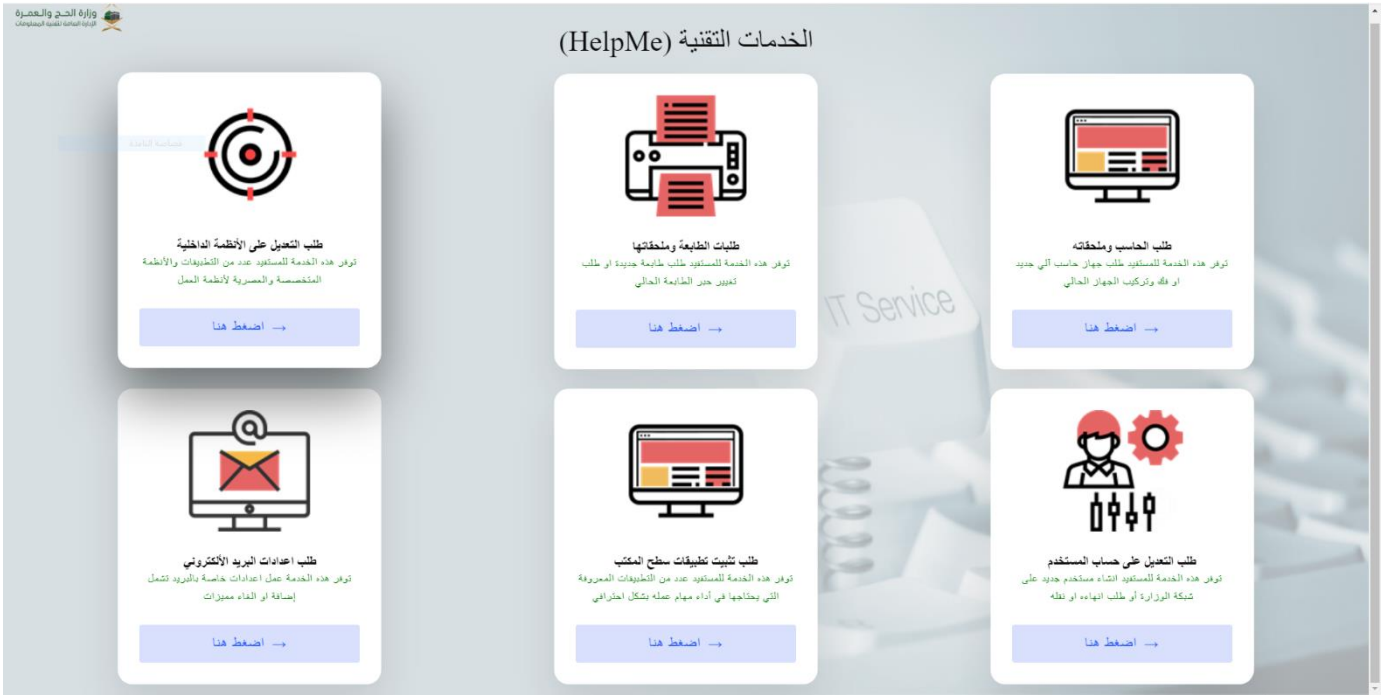

Figure 1 : Home Page

Figure 2 : Computer service Page

Figure 3 : Printer service Page

Figure 4 : Internal system service Page

Figure 5 : User Admin service Page

Figure 6 : system and application service Page

Figure 7 : Email service Page

```
<head>
    <meta charset="UTF-8">
    <meta http-equiv="X-UA-Compatible" content="IE=edge">
    <meta name="viewport" content="width=device-width, initial-scale=1.0">
    <link rel="stylesheet" href="test.css">
    <link rel="icon" href="image/Logo/logo-.png">

    <title>دليل المستخدم</title>
</head>
<body>
  <img src="image/Logo/logo of ministry.png" alt="" class="img-mini">
  <img class="bg-img" src="image/icons/background.png"  >
  <h1 class=" tc">(HelpMe) الخدمات التقنية </h1>
  <div class="container">
    <div class="grid">
        <div class="grid-item">
        <div class="card">
          <img class="card-img" src="image/icons/data.PNG" alt="edit internal systems">
          <div class="card-content">
            <h1 class="card-header">طلب التعديل على الأنظمة الداخلية</h1>
            <p class="card-text">توفر هذه الخدمة للمستفيد عدد من التطبيقات والأنظمة المتخصصة والعصرية لأنظمة العمل</p>
           <a href="internal system.html"> <button class="card-btn">اضغط هنا<span>&rarr;</span></button></a>
          </div>
        </div>
        </div>
    </div>
    <div class="grid">
        <div class="grid-item">
        <div class="card">
          <img class="card-img" src="image/icons/printer.png" alt="srevice of printer">
          <div class="card-content">
            <h1 class="card-header">طلبات الطابعة وملحقاتها</h1>
            <p class="card-text">
توفر هذه الخدمة للمستفيد طلب طابعة جديدة او طلب تغيير حبر الطابعة الحالي
 </p>
            <a href="printer.html"> <button class="card-btn">اضغط هنا<span>&rarr;</span></button></a>
```

Figure 8 : part of User Guide code

```
    <img class="img-content" src="image/icons/disktop app.png"/>

<!--  Title -->
    <div class="serviceTitle">   جهاز حاسب آلي مكتبي</div>



<!--  Description -->
    <div class="serviceDescription" >
توفر هذه الخدمة للمستفيد طلب جهاز حاسب آلي جديد او فك وتركيب الجهاز الحالي   </div>

<!--  Time  -->
 <div class="time" >
        <img   src="image\Photo\clock.png" style="width: 30px; height: 30px;"/>
 الوقت المتوقع لإنهاء هذه الخدمة 4 ساعات   <br>  بمعدل 14 ساعة 8 دقائق.
</div>
    </div>


<!--  Steps Card Backgraound -->
   <div class="stepsBackground">
    <div class="swiper-button-next"></div>
    <div class="swiper-button-prev"></div>

<!-- ____________________________________________________________________________________________ -->
    <section class="swiper mySwiper">
    <div class="swiper-wrapper">

<!--  Card 1  -->
    <div class="card swiper-slide" >

<!--  Card img  -->
    <img src="image\Photo\gate1.png" alt="card image" style="width: 450px; height: 250px;  border-radius:20px ; ">

<!--  Card Title -->
    <div class="stepsTitle">  الخطوة الأولى  </div>
    <div class="stepsDescription" > قم بالدخول إلى البوابة الداخلية لوزارة الحج والعمرة  <br>
```

Figure 9 : part of User Guide code

10. Conclusion

Signatures Summary

Signed by: s

Hand Signature: