

# REPORT ON INDUSTRY TALK-2

## SYSTEM DEVELOPMENT @CREDENCE

*This report encapsulates key takeaways from Industry Talk 2 on "System Development @ Credence (TM Subsidiary)," held during the 2023/2024 Semester 1 session of the SECP-1513-15 course.*

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# Industry Talk 2 [28 December 2023] System Development @ Credence (TM Subsidiary).

## INTRODUCTION

The System Development Life Cycle (SDLC), also known as the system development process, encompasses several stages: analysis, planning, design, development, integration and testing, implementation, and maintenance. Initially, the current system undergoes analysis, with user interviews assessing its functionality. A strategy is then formulated for the new system, incorporating user requirements to enhance the existing foundation. The design phase outlines the new system's programming, hardware, operating systems, communications, security, and physical structure according to the established plan.

Subsequently, during development, the new system is constructed to acquaint users with its features. Thorough testing follows to evaluate the system's functionality, quality, and identify any remaining faults. Upon successful testing completion, the new system replaces the old one, becoming operational in the designated environment. Finally, continuous maintenance by developers ensures the system remains current and functional over time.



## HISTORY

Telecom Malaysia Berhad (TM) launched Credence on July 6, 2022, as a provider of cloud and digital services, aiming to support businesses in their digital transformation.

Ms. Qistina Batrisya Binti Azman Shah, a graduate of Universiti Teknologi Malaysia with a Bachelor of Computer Science (Data Engineering), underwent industrial training at TMONE in 2019-2020. She continued as a social media data analyst and data engineer at TMONE until 2022, subsequently joining Credence in analytics delivery and AI operations.

In contrast to TMONE's staff of 5000-10,000 people as of January 2024, Credence, being a newer company, has approximately 201-500 employees. Despite its smaller size, Credence promotes seamless communication among management and departments, contributing to Ms. Qistina's continuous learning from experienced professionals.

In summary, Credence is poised to provide valuable analytics and AI services, benefiting businesses that leverage their expertise.

## TOOLS AND SKILLS

Credence's system development involves creating databases, designing indexes, and developing triggers using software tools such as Druid, ClickHouse, and PostgreSQL. Visualization technologies like Tableau, PowerBi, MetaBase, and Superset are employed to manage and visualize diverse data styles.

For efficient data transformation in Credence's system development, the recommended approach is to utilize ETL tools like Spark and Airflow. Adequate space separation is essential, requiring the use of programming languages such as Python, SQL, and Bash Syntax in the construction of spaces.



# REFLECTION ON THE INDUSTRIAL TALK-2 [28 December 2023] System Development @ Credence (TM Subsidiary).



## SMH ABRAR AL RASHID

Anticipating the upcoming four years as a system developer, my strategic approach centers on an unwavering dedication to perpetual self-learning. This commitment is especially crucial within the context of the burgeoning information landscape and the escalating prevalence of AI technologies, exemplified by innovations like ChatGPT. It is imperative to acknowledge the indispensable need for staying abreast of emerging tools and technologies, aligning seamlessly with the shared consensus among my professional peers.

## MARWAN SAMEH RAAFAT ELHENNAWY

As I gaze into the future, considering the surge in information proliferation and the increasing influence of AI, as evidenced by innovations like ChatGPT, I am acutely aware of the imperative to immerse myself in a sustained journey of self-directed learning. This proactive approach is indispensable in cultivating the knowledge and skills essential for my envisioned role as a system developer over the upcoming four years. The dynamic landscape of technology demands an ongoing commitment to staying informed and adapting to emerging trends, positioning me to navigate the complexities of the evolving field successfully.

## HUSSEIN NAZIF AR RIFAI

Contemplating the insights shared and aspirations outlined by my peers, I envision the next four years as a transformative journey in the realm of system development. As technology proliferates, and the influence of AI, epitomized by innovations like ChatGPT, becomes more pronounced, there is a collective acknowledgment of the need for continuous self-learning. Personally, I resonate with the idea that actively engaging in ongoing learning is essential for preparing for the evolving role of a system developer.

## HESAM ZOVEIDAVIAN POOR

Peering into the forthcoming four years, my primary emphasis lies in evolving into a system developer who is not just well-versed but exceptionally well-informed, attuned to the prevailing general trends within the dynamic technological landscape. Acknowledging the significance of staying abreast of the industry's pulse, I am committed to regularly updating my knowledge base, ensuring that the latest advancements seamlessly integrate into the systems under my purview.

## References:

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- <https://themalaysianreserve.com/2022/07/07/tm-rolls-out-credence-to-empower-enterprises-with-tech-services/>

