# Meeting Summary

Okay, here is a summary of the technical meeting, structured as requested. Due to the extensive transcription failure after [15:00], that segment is excluded.  
  
\*\*[00:03 - 01:59] Access Control and Data Points for Reporting\*\*  
  
\*\*Client Requirements:\*\*  
- Access log: Only authorized personnel with ID should be able to view the access logs.  
- Computer entry: Clarification is needed on whether computer entry access is the same or different from application access.  
- Passport dispenser: Passport dispenser function has been removed from the system based on PO.  
- Data points required for the system:  
 - Location.  
 - Status (approved/rejected).  
 - Reason for rejection (if applicable).  
 - Date.  
 - Frequency (daily).  
  
\*\*To-Do List / Action Items:\*\*  
- Communications team to prepare initial communication regarding the system updates.  
- Determine required phrasing/text for system messages.  
  
\*\*Clarifications & Key Assumptions:\*\*  
- The system should direct users to only the specified system, not to others.  
  
\*\*[02:08 - 02:46] Data Input and Module Functionality\*\*  
  
\*\*Client Requirements:\*\*  
- Correction process: If a user makes a mistake, the system should allow for correction. Confirmation process required to avoid unintended corrections.  
- Data entry frequency: Data entry should be performed daily within the module.  
- Data categories: The system should incorporate existing PM/PMD data categories.  
- Report printing functionality: Include functionality to reprint reports and monitor the number of document prints.  
  
\*\*To-Do List / Action Items:\*\*  
- N/A  
  
\*\*Clarifications & Key Assumptions:\*\*  
- The definition of harian (daily) needs clarification in the context of the module.  
  
\*\*[03:07 - 04:52] Print Monitoring and Defect Tracking\*\*  
  
\*\*Client Requirements:\*\*  
- Print monitoring: Monitor the number of document prints, reasons for reprinting, and types of errors that occur.  
- Defect types: Track defects related to printer malfunctions, staff errors, and supplier-related issues.  
- Defect monitoring: Monitor the types of defects to identify trends.  
- Supplier defects: If defects are supplier-related, track the cause of the quality issues.  
- Corrective actions: The system should provide means to initiate corrective actions based on defect data.  
- Data for reprinting: The system should capture the same data for reprints as for initial prints, including the reason for reprinting.  
  
\*\*To-Do List / Action Items:\*\*  
- N/A  
  
\*\*Clarifications & Key Assumptions:\*\*  
- The types of printing errors will be classified into categories (machine, staff, supplier).  
  
\*\*[05:28 - 06:50] Follow-up Actions and Production Statistics\*\*  
  
\*\*Client Requirements:\*\*  
- Follow-up actions: The system should support follow-up actions related to data entries (potentially requiring another feature to track open items.)  
- Production statistics: Track the number of documents produced.  
- Stock comparison: Compare the number of documents produced to the current stock levels.  
- Prediction/Forecasting: The system should support forecasting to predict future needs, considering factors such as school holidays.  
 - This is needed to ensure sufficient stock levels are prepared.  
  
\*\*To-Do List / Action Items:\*\*  
- N/A  
  
\*\*Clarifications & Key Assumptions:\*\*  
- The purpose of production statistics is to predict/forecast future requirements to manage stock effectively.  
  
\*\*[07:32 - 08:53] Prediction and Forecasting: Applications vs. Production\*\*  
  
\*\*Client Requirements:\*\*  
- Prediction: Perform trend analysis for applications and production using similar methods.  
- Stock forecasting: Use prediction to determine stock requirements for contract renewals.  
- Stock Comparison: Compare current stock levels with application data.  
  
\*\*To-Do List / Action Items:\*\*  
- N/A  
  
\*\*Clarifications & Key Assumptions:\*\*  
- Agreement that trend forecasting would be done for both applications and production.  
  
\*\*[09:00 - 10:56] Prediction Criteria and Defective Print Statistics\*\*  
  
\*\*Client Requirements:\*\*  
- Prediction criteria: Include cancelled applications in prediction calculations.  
- Reporting Frequency: Daily and monthly reports required.  
- Rename Functionality: Ability to rename prediction titles for ease of use.  
- Defective Print Statistics: Collect statistics on unusable printed materials for vendor discussions and replacement requests.  
 - Distinguish defects caused by humans vs. vendor vs. machine.  
- Vendor Replacement: Vendor is responsible for replacement due to vendor/machine defects.  
  
\*\*To-Do List / Action Items:\*\*  
- Include cancelled applications in predictions.  
  
\*\*Clarifications & Key Assumptions:\*\*  
- Vendor replacement depends on the \*cause\* of the defect.  
  
\*\*[10:57 - 12:26] Distinguishing Defect Types and Recording Mechanisms\*\*  
  
\*\*Client Requirements:\*\*  
- Defect Statistics: Track statistics for materials defective \*before\* and \*after\* printing.  
- Defect Registration: System should allow registration of defects found before printing (e.g., upon opening a new box of materials.)  
- Filtering: Add a filter to differentiate between defects found \*before\* and \*after\* printing.  
- Defect Types: Two types of defects to be recorded.  
 - Defects detected before printing.  
 - Defects detected after printing.  
- Two-Step Process: Include registration in the system, and create filter to differentiate.  
  
\*\*To-Do List / Action Items:\*\*  
- Need to add "reason for defect" attribute/field to the existing process for tracking.  
  
\*\*Clarifications & Key Assumptions:\*\*  
- Two different categories of defects that must be registered in the system (before/after printing).  
  
\*\*[12:27 - 13:15] Attribute Naming and Defect Categorization\*\*  
  
\*\*Client Requirements:\*\*  
- Attribute Naming: The attribute for specifying when a defect was discovered (before/after printing) needs a clear title.  
- Defect Type: Different types of kerosakan (damage/defect) to be tracked, including human error, machine error, etc.  
  
\*\*To-Do List / Action Items:\*\*  
- Determine the specific name of attribute for before/after printing damage, taking user understandability into account.  
- Clarify types of kerosakan to include human vs. machine vs. supplier-caused damage.  
  
\*\*Clarifications & Key Assumptions:\*\*  
- Need to determine the correct name for attribute option related to when damage occurred.  
  
\*\*[22:32 - 24:25] Appointment Statistics and Congestion Monitoring\*\*  
  
\*\*Client Requirements:\*\*  
- Appointment Monitoring: Monitor appointment statistics.  
- Congestion Monitoring: Monitor congestion levels at branches and counters.  
- Traffic Monitoring: Monitor traffic/attendance at public counters.  
- Dashboard Display: Display congestion information on a dashboard visible to both staff and the public.  
- Threshold Indicators: Define thresholds for congestion levels that trigger alerts.  
  
\*\*To-Do List / Action Items:\*\*  
- Follow up on timeline for adding the requested rekota (record/data).  
  
\*\*Clarifications & Key Assumptions:\*\*  
- The dashboard will inform users about congestion to encourage use of other branches.  
- "KP" or "Pengarah" (Director) will utilize congestion data to make decisions.  
  
\*\*[24:40 - 26:14] Attribute Reporting and Name Selection\*\*  
  
\*\*Client Requirements:\*\*  
- Report Attributes: Capture essential details such as date, time, location.  
- Report Selection: Detailed list of attributes is located in the "lower" section and should be used instead of the "upper" one.  
- Report Name: Name for the report should be easily understandable.  
  
\*\*To-Do List / Action Items:\*\*  
- Remove the upper report due to the redundancy and less detailed information.  
  
\*\*Clarifications & Key Assumptions:\*\*  
- N/A  
  
\*\*[26:15 - 27:27] Analysis and Process, Prediction and Filters\*\*  
  
\*\*Client Requirements:\*\*  
- Analysis: Report analysis and Process should include permohonan (application) and then Penjaja (vendor).  
- Prediction: Add data on total applications to enable prediction.  
- Time Filters: Add a time filter for selecting data.  
- Filter Options: Ability to filter by year, month, and week.  
  
\*\*To-Do List / Action Items:\*\*  
- Add total applications data.  
  
\*\*Clarifications & Key Assumptions:\*\*  
- N/A  
  
\*\*[27:40 - 28:22] Monthly Statistics\*\*  
  
\*\*Client Requirements:\*\*  
- Statistics reports: Needs to show completed/processed applications.  
- Statistics reports: Needs to be separated by month for analysis.  
- Statistics reports: After 10th of the month, it should have data collected.  
  
\*\*To-Do List / Action Items:\*\*  
- N/A  
  
\*\*Clarifications & Key Assumptions:\*\*  
- N/A  
  
\*\*[28:23 - 30:42] Loss Statistics\*\*  
  
\*\*Client Requirements:\*\*  
- Loss Report: Report for lost document.  
- Data source: Currently using data from PDRM(Police), will use internal report in the future.  
- Coordination: The PDRM (Police) already agreed to remove the need for police report in the future.  
- Lost Record: The lost record currently is captured in the STTI.  
  
\*\*To-Do List / Action Items:\*\*  
- Change data source to internal instead of PDRM.  
  
\*\*Clarifications & Key Assumptions:\*\*  
- The Loss statistic is currently based on STTI police report and will be handled internally.  
  
\*\*[31:05 - 32:52] Loss Types\*\*  
  
\*\*Client Requirements:\*\*  
- The loss is for inside storage.  
- Collect statistics for document loss for analysis  
  
\*\*To-Do List / Action Items:\*\*  
- Capture loss statistics for analysis and prediction.  
  
\*\*Clarifications & Key Assumptions:\*\*  
- N/A  
  
\*\*[32:57 - 34:50] Loss Cause Analysis\*\*  
  
\*\*Client Requirements:\*\*  
- Cause of Loss Statistics: Add a report that captures and analyse loss statistics.  
- Loss Prediction: To predict increase cases.  
  
\*\*To-Do List / Action Items:\*\*  
- Analyse all losses to determine reasons.  
  
\*\*Clarifications & Key Assumptions:\*\*  
- Data collection reason is to predict the trend and the future losses.  
  
\*\*[35:16 - 37:27] Loss Reporting Frequency\*\*  
  
\*\*Client Requirements:\*\*  
- Internal and External Losses: Add report that include all internal and external data losses.  
- Reporting Frequency: Statistics should report number of lost document each time of incident.  
- Sedap filter option.  
  
\*\*To-Do List / Action Items:\*\*  
- N/A  
  
\*\*Clarifications & Key Assumptions:\*\*  
- Need to capture all external and internal losses for the future statistical purposes.  
  
\*\*[37:31 - 39:31] Filtering Options and Functionality\*\*  
  
\*\*Client Requirements:\*\*  
- Data must have filter for the report.  
- Data must have a daily and leasan reporting consistency.  
- Data should have month and annual report for consistency and accuracy.  
  
\*\*To-Do List / Action Items:\*\*  
- N/A  
  
\*\*Clarifications & Key Assumptions:\*\*  
- High data consistency must be maintained.  
  
\*\*[39:34 - 40:35] Document Identification Data Collection and Validity\*\*  
  
\*\*Client Requirements:\*\*  
- Data must be collected for all identification.  
- System Identification: Only applies to Passport.  
  
\*\*To-Do List / Action Items:\*\*  
- N/A  
  
\*\*Clarifications & Key Assumptions:\*\*  
- No Other document applied to the STPD and IPTV.  
  
\*\*[40:36 - 41:46] Data and Functional Reporting - Data Filters\*\*  
  
\*\*Client Requirements:\*\*  
- The reporting objectives and system user are the same.  
- Data should have reporting objectives.  
  
\*\*To-Do List / Action Items:\*\*  
- The data required must have filtering capabilities.  
  
\*\*Clarifications & Key Assumptions:\*\*  
- N/A  
  
\*\*[42:24 - 43:38] Data Report Functionality\*\*  
  
\*\*Client Requirements:\*\*  
- Report should have annual collection.  
- System data should be able to do data collection.  
  
\*\*To-Do List / Action Items:\*\*  
- Data reporting should have function for annual collection.  
  
\*\*Clarifications & Key Assumptions:\*\*  
- The data collection point would be the Serahan.  
  
\*\*[45:02 - 46:11] Case Information and Retrieval\*\*  
  
\*\*Client Requirements:\*\*  
- Statistical Retrieval: There will be data retrieval based on individual cases.  
- Report retrieval: Status report and successful retrieval.  
\*\*To-Do List / Action Items:\*\*  
- N/A  
  
\*\*Clarifications & Key Assumptions:\*\*  
- Data must be able to identify if data is successful or not.  
  
\*\*[46:19 - 47:10] Data Removal and Statistical Retrieval\*\*  
  
\*\*Client Requirements:\*\*  
- Redundant data removal  
- Statistical retrieval capabilities.  
  
\*\*To-Do List / Action Items:\*\*  
- Removal the redundant data to provide high accuracy.  
  
\*\*Clarifications & Key Assumptions:\*\*  
- Retrieval of data will not have a KPI.  
  
\*\*[47:24 - 49:50] Statistical data collection and Agency Data\*\*  
  
\*\*Client Requirements:\*\*  
- Statistical collection is required for data accuracy.  
- Data agency tracking, where source is from what agency.  
  
\*\*To-Do List / Action Items:\*\*  
- Agencies will be added to a drop down list for data selection.  
  
\*\*Clarifications & Key Assumptions:\*\*  
- N/A  
  
\*\*[49:58 - 51:37] System Maintenance and Case Studies\*\*  
  
\*\*Client Requirements:\*\*  
- Future system data capabilities.  
  
\*\*To-Do List / Action Items:\*\*  
- Add the data agency.  
  
\*\*Clarifications & Key Assumptions:\*\*  
- All the data must be inside the selected type of data agencies.  
  
\*\*[51:40 - 53:31] Data Gathering and Analysis and Report Groupings\*\*  
  
\*\*Client Requirements:\*\*  
- Data to be retrieved by different departments.  
- Data types and group categories.  
  
\*\*To-Do List / Action Items:\*\*  
- Link the data from different data agencies.  
  
\*\*Clarifications & Key Assumptions:\*\*  
- The retrieved data must be accurate and up to date.  
  
\*\*[53:43 - 55:16] Data Filtering\*\*  
  
\*\*Client Requirements:\*\*  
- The data must be added for filter.  
  
\*\*To-Do List / Action Items:\*\*  
- N/A  
  
\*\*Clarifications & Key Assumptions:\*\*  
- All Data and output must have a type of document.  
  
\*\*[55:19 - 57:52] Data Collection Report Capabilities\*\*  
  
\*\*Client Requirements:\*\*  
- All the report should identify by ethnicity and Gender.  
- Ethnicity and Gender must be added.  
- Sort capabilities based on data type.  
  
\*\*To-Do List / Action Items:\*\*  
- Implement Sort for statistical type and add ethnicity to the data collection.  
  
\*\*Clarifications & Key Assumptions:\*\*  
- Data Collection requires statistical analysis.  
  
I hope this comprehensive summary is helpful!