

JADUAL PEMBAHAGIAN BAHAN PEMBELAJARAN

IT-010-4:2013 SYSTEMS MODULE DEVELOPMENT

C01 APPLICATIONSYSTEMS PROGRAMMING

New Work Activities	Lesson Plan (Nama Tajuk)	Assignment Sheet (Nama Tajuk)	Information Sheet (Nama Tajuk)
1. Assess application system programming needs.	IT-010-4:2013-C01/P(1/5) PM (INTRODUCTION TO SYSTEMS PROGRAMMING)	IT-010-4:2013-C01/T(1/5) (INTRODUCTION TO SYSTEMS PROGRAMMING)	IT-010-4:2013-C01/P(1/5) (INTRODUCTION TO SYSTEMS PROGRAMMING)
2. Prepare application systems programming environment	IT-010-4:2013-C01/P(2/5) PM (INTRODUCTION TO PROGRAMMING PARADIGM)	IT-010-4:2013-C01/T(2/5) (INTRODUCTION TO PROGRAMMING PARADIGM)	IT-010-4:2013-C01/P(2/5) (INTRODUCTION TO PROGRAMMING PARADIGM)
3. Perform application systems coding	IT-010-4:2013-C01/P(3/5) PM (INTRODUCTION TO SCRIPTING LANGUAGE)	IT-010-4:2013-C01/T(3/5) (INTRODUCTION TO SCRIPTING LANGUAGE)	IT-010-4:2013-C01/P(3/5) (INTRODUCTION TO SCRIPTING LANGUAGE)
4. Carryout application systems programming evaluation	IT-010-4:2013-C01/P(4/5) PM (INTRODUCTION TO USER INTERFACE AND USER EXPERIENCE)	IT-010-4:2013-C01/T(4/5) (INTRODUCTION TO USER INTERFACE AND USER EXPERIENCE)	IT-010-4:2013-C01/P(4/5) (INTRODUCTION TO USER INTERFACE AND USER EXPERIENCE)
5. Carryout application systems programming documentation	IT-010-4:2013-C01/P(5/5) PM (COMMIT PROTOTYPE SOURCE CODE)	IT-010-4:2013-C01/T(5/5) (COMMIT PROTOTYPE SOURCE CODE)	IT-010-4:2013-C01/P(5/5) (COMMIT PROTOTYPE SOURCE CODE)

JADUAL PEMBAHAGIAN WIM (AMALI)

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C01 APPLICATION SYSTEMS PROGRAMMING

New Work Activities	Lesson Plan (Nama Tajuk)	Work Sheet (Nama Tajuk)
1. Assess application system programming needs.	IT-010-4:2013-C01/K(1/5) PM (DETERMINE APPLICATION PROGRAMMING MANUAL)	IT-010-4:2013-C01/K(1/5) (DETERMINE APPLICATION PROGRAMMING MANUAL)
2. Prepare application systems programming environment	IT-010-4:2013-C01/K(2/5) PM (APPLY BLACK BOX TESTING FOR APPLICATION BLOCKS)	IT-010-4:2013-C01/K(2/5) (APPLY BLACK BOX TESTING FOR APPLICATION BLOCKS)
3. Perform application systems coding	IT-010-4:2013-C01/K(3/5) PM (CONDUCT USER INTERFACE AND USER EXPERIENCE FUNCTIONALITY TEST)	IT-010-4:2013-C01/K(3/5) (CONDUCT USER INTERFACE AND USER EXPERIENCE FUNCTIONALITY TEST)
4. Carryout application systems programming evaluation	IT-010-4:2013-C01/K(4/5) PM (IMPLEMENT APPLICATION PROTOTYPE MOCK UP FLOW)	IT-010-4:2013-C01/K(4/5) (IMPLEMENT APPLICATION PROTOTYPE MOCK UP FLOW)
5. Carryout application systems programming documentation	IT-010-4:2013-C01/K(5/5) PM (DETERMINE COMMIT PROTOTYPE SOURCE CODE)	IT-010-4:2013-C01/K(5/5) (DETERMINE COMMIT PROTOTYPE SOURCE CODE)

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C02 APPLICATION DATABASE PROGRAMMING

New Work Activities	Lesson Plan (Nama Tajuk)	Information Sheet (Nama Tajuk)	Assignment Sheet (Nama Tajuk)
1. Assess application system programming needs.	IT-010-4:2013-C02/P(1/5) PM (INTRODUCTION TO DATABASE MANAGEMENT)	IT-010-4:2013-C02/P(1/5) (INTRODUCTION TO DATABASE MANAGEMENT)	IT-010-4:2013-C02/T(1/5) (INTRODUCTION TO SYSTEMS PROGRAMMING)
2. Prepare application systems programming environment	IT-010-4:2013-C02/P(2/5) PM (INTRODUCTION TO DATABASE MANAGEMENT SYSTEM)	IT-010-4:2013-C02/P(2/5) (INTRODUCTION TO DATABASE MANAGEMENT SYSTEM)	IT-010-4:2013-C02/T(2/5) (INTRODUCTION TO DATABASE MANAGEMENT SYSTEM)
3. Carry out application systems programming evaluation	IT-010-4:2013-C02/P(3/5) PM (INTRODUCTION TO APPLICATION PROTOTYPE)	IT-010-4:2013-C02/P(3/5) (INTRODUCTION TO APPLICATION PROTOTYPE)	IT-010-4:2013-C02/T(3/5) (INTRODUCTION TO APPLICATION PROTOTYPE)
4. Perform database programming coding	IT-010-4:2013-C02/P(4/5) PM (INTRODUCTION TO DECISION TABLE)	IT-010-4:2013-C02/P(4/5) (INTRODUCTION TO DECISION TABLE)	IT-010-4:2013-C02/T(4/5) (INTRODUCTION TO DECISION TABLE)
5. Carry out database programming documentation	IT-010-4:2013-C02/P(5/5) PM (UNDERSTANDING OF DBMS ARCHITECTURE)	IT-010-4:2013-C02/P(5/5) (UNDERSTANDING OF DBMS ARCHITECTURE)	IT-010-4:2013-C02/T(5/5) (UNDERSTANDING OF DBMS ARCHITECTURE)

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C02 APPLICATION DATABASE PROGRAMMING

New Work Activities	Lesson Plan (Nama Tajuk)	Work Sheet (Nama Tajuk)
1. Assess application system programming needs.	IT-010-4:2013-C02/K(1/5) PM (APPLY CONNECT TO DATA IN A DATABASE (WINDOWS FORMS))	IT-010-4:2013-C02/K(1/5) (APPLY CONNECT TO DATA IN A DATABASE (WINDOWS FORMS))
2. Prepare application systems programming environment	IT-010-4:2013-C02/K(2/5) PM (APPLY CONNECTIONS TO DATA IN A WEB SERVICE (WINDOWS FORMS))	IT-010-4:2013-C02/K(2/5) (APPLY CONNECTIONS TO DATA IN A WEB SERVICE (WINDOWS FORMS))
3. Carry out application systems programming evaluation	IT-010-4:2013-C02/K(3/5) PM (IMPLEMENT APPLICATION PROTOTYPE MOCK UP FLOW)	IT-010-4:2013-C02/K(3/5) (IMPLEMENT APPLICATION PROTOTYPE MOCK UP FLOW)
4. Perform database programming coding	IT-010-4:2013-C02/K(4/5) PM (CONDUCT USER INTERFACE AND USER EXPERIENCE FUNCTIONALITY TEST)	IT-010-4:2013-C02/K(4/5) (CONDUCT USER INTERFACE AND USER EXPERIENCE FUNCTIONALITY TEST)
5. Carry out database programming documentation	IT-010-4:2013-C02/K(5/5) PM (PERFORM INTEGRITY SYSTEM TESTING)	IT-010-4:2013-C02/K(5/5) (PERFORM INTEGRITY SYSTEM TESTING)

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C03 APPLICATION DATA ENTRY ADMINISTRATION

New Work Activities	Lesson Plan (Nama Tajuk)	Information Sheet (Nama Tajuk)	Assignment Sheet (Nama Tajuk)
1. ASSESS DATA ENTRY NEEDS.	IT-010-4:2013-C03/P(1/4) PM (INTRODUCTION TO SQL QUERIES)	IT-010-4:2013-C03/P(1/4) (INTRODUCTION TO SQL QUERIES)	IT-010-4:2013-C03/T(1/4) (INTRODUCTION TO SQL QUERIES)
2. PREPARE DATA ENTRY DEVELOPMENT ENVI-RONMENT	IT-010-4:2013-C03/P(2/4) PM (INTRODUCTION TO DATA ACCESS OBJECTS)	IT-010-4:2013-C03/P(2/4) (INTRODUCTION TO DATA ACCESS OBJECTS)	IT-010-4:2013-C03/T(2/4) (INTRODUCTION TO DATA ACCESS OBJECTS)
3. ADMINISTER DATA ENTRY	IT-010-4:2013-C03/P(3/4) PM (UNDERSTANDING OF DATA MANIPULATION LANGUAGE (DML))	IT-010-4:2013-C03/P(3/4) (UNDERSTANDING OF DATA MANIPULATION LANGUAGE (DML))	IT-010-4:2013-C03/T(3/4) (UNDERSTANDING OF DATA MANIPULATION LANGUAGE (DML))
4. CARRYOUT DATA ENTRY ASSESSMENT	IT-010-4:2013-C03/P(4/4) PM (INTRODUCTION TO INTEGRATION METHOD I I)	IT-010-4:2013-C03/P(4/4) (INTRODUCTION TO INTEGRATION METHOD I I)	IT-010-4:2013-C03/T(4/4) (INTRODUCTION TO INTEGRATION METHOD I I)

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IT-010-4:2013 SYSTEMS MODULE DEVELOPMENT

C03 APPLICATION DATA ENTRY ADMINISTRATION

New Work Activities	Lesson Plan (Nama Tajuk)	Work Sheet (Nama Tajuk)
1. ASSESS DATA ENTRY NEEDS.	IT-010-4:2013-C03/K(1/4) PM (CARRYOUT DATA ENTRY ASSESSMENT)	IT-010-4:2013-C03/K(1/4) (CARRYOUT DATA ENTRY ASSESSMENT)
2. PREPARE DATA ENTRY DEVELOPMENT ENVIRONMENT	IT-010-4:2013-C03/K(2/4) PM (PERFORM INTEGRITY SYSTEM TESTING)	IT-010-4:2013-C03/K(2/4) (PERFORM INTEGRITY SYSTEM TESTING)
3. ADMINISTER DATA ENTRY	IT-010-4:2013-C03/K(3/4) PM (DETERMINE APPLICATION PROGRAMMING MANUAL)	IT-010-4:2013-C03/K(3/4) (DETERMINE APPLICATION PROGRAMMING MANUAL)
4. CARRYOUT DATA ENTRY ASSESSMENT	IT-010-4:2013-C03/K(4/4) PM (PERFORM INTEGRITY SYSTEM TESTING)	IT-010-4:2013-C03/K(4/4) (PERFORM INTEGRITY SYSTEM TESTING)

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C04 CREATE AND SCHEDULED ORGANISE DEVELOPMENT ACTIVITIES FOR DEVELOPMENT

New Work Activities	Lesson Plan (Nama Tajuk)	Information Sheet (Nama Tajuk)	Assignment Sheet (Nama Tajuk)
1. ORGANISE DEVELOPMENT ACTIVITIES	IT-010-4:2013-C04/P(1/4) PM (CREATE A JOB SCHEDULED USING MICROSOFT PROJECT)	IT-010-4:2013-C04/P(1/4) (CREATE A JOB SCHEDULED USING MICROSOFT PROJECT)	IT-010-4:2013-C04/T(1/4) (CREATE A JOB SCHEDULED USING MICROSOFT PROJECT)
2. MANAGE PRELIMINARY SYSTEM STUDIES	IT-010-4:2013-C04/P(2/4) PM (INTRODUCTION COST ACCOUNTING)	IT-010-4:2013-C04/P(2/4) (INTRODUCTION COST ACCOUNTING)	IT-010-4:2013-C04/T(2/4) (INTRODUCTION COST ACCOUNTING)
3. MANAGE SYSTEM DOCUMENTATION	IT-010-4:2013-C04/P(3/4) PM (INTRODUCTION TO MONITOR STAFF DISCIPLINE, WORK AREA TIDINESS, AND CONDUCT STAFF)	IT-010-4:2013-C04/P(3/4) (INTRODUCTION TO MONITOR STAFF DISCIPLINE, WORK AREA TIDINESS, AND CONDUCT STAFF)	IT-010-4:2013-C04/T(3/4) (INTRODUCTION TO MONITOR STAFF DISCIPLINE, WORK AREA TIDINESS, AND CONDUCT STAFF)
4. PERFORM ADMINISTRATIVE FUNCTIONS	IT-010-4:2013-C04/P(4/4) PM (INTRODUCTION TO INTEGRATION METHOD I I)	IT-010-4:2013-C04/P(4/4) (INTRODUCTION TO INTEGRATION METHOD I I)	IT-010-4:2013-C04/T(4/4) (INTRODUCTION TO INTEGRATION METHOD I I)

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C04 CREATE AND SCHEDULED ORGANISE DEVELOPMENT ACTIVITIES FOR DEVELOPMENT

New Work Activities	Lesson Plan (Nama Tajuk)	Work Sheet (Nama Tajuk)
1. ORGANISE DEVELOPMENT ACTIVITIES	IT-010-4:2013-C04/K(1/4) PM (CREATE AND SCHEDULED ORGANISE DEVELOPMENT ACTIVITIES FOR DEVELOPMENT)	IT-010-4:2013-C04/K(1/4) (CREATE AND SCHEDULED ORGANISE DEVELOPMENT ACTIVITIES FOR DEVELOPMENT)
2. MANAGE PRELIMINARY SYSTEM STUDIES	IT-010-4:2013-C04/K(2/4) PM (CREATE COST OF GOODS SOLD FORMAT)	IT-010-4:2013-C04/K(2/4) (CREATE COST OF GOODS SOLD FORMAT)
3. MANAGE SYSTEM DOCUMENTATION	IT-010-4:2013-C04/K(3/4) PM (PREPARE COURSE EVALUATION FORM)	IT-010-4:2013-C04/K(3/4) (PREPARE COURSE EVALUATION FORM)
4. PERFORM ADMINISTRATIVE FUNCTIONS	IT-010-4:2013-C04/K(4/4) PM (PERFORM INTEGRITY SYSTEM TESTING)	IT-010-4:2013-C04/K(4/4) (PERFORM INTEGRITY SYSTEM TESTING)

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C05 INFRA SYSTEMS INTERFACE DESIGNING

New Work Activities	Lesson Plan (Nama Tajuk)	Information Sheet (Nama Tajuk)	Assignment Sheet (Nama Tajuk)
1. assesses application interface designing needs	IT-010-4:2013-C04/P(1/5) PM (DESIGNING THE LAYOUT)	IT-010-4:2013-C04/P(1/5) (DESIGNING THE LAYOUT)	IT-010-4:2013/C05/T(1/5) (DESIGNING THE LAYOUT)
2. execute application interface designing	IT-010-4:2013-C05/P(2/5) PM (CREATING A NEW BLANK PROJECT IN ECLIPSE)	IT-010-4:2013-C05/P(2/5) (CREATING A NEW BLANK PROJECT IN ECLIPSE)	IT-010-4:2013-C05/T(2/5) (CREATING A NEW BLANK PROJECT IN ECLIPSE)
3. carryout application interface designing assessment	IT-010-4:2013-C05/P(3/5) PM (Laying Out the Application)	IT-010-4:2013-C05/P(3/5) (Laying Out the Application)	IT-010-4:2013/C05/T(3/5) (Laying Out the Application)
4. carryout application interface designing documentation	IT-010-4:2013-C05/P(4/5) PM (UNDERSTANDING ANDROID RESOURCES)	IT-010-4:2013-C05/P(4/5) (UNDERSTANDING ANDROID RESOURCES)	IT-010-4:2013/C05/T(4/5) (UNDERSTANDING ANDROID RESOURCES)
	IT-010-4:2013-C05/P(5/5) PM (SHARING DATA IN ANDROID)	IT-010-4:2013-C05/P(5/5) (SHARING DATA IN ANDROID)	IT-010-4:2013/C05/T(5/5) (SHARING DATA IN ANDROID)

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C05 INFRA SYSTEMS INTERFACE DESIGNING

New Work Activities	Lesson Plan (Nama Tajuk)	Work Sheet (Nama Tajuk)
1. assesses application interface designing needs	IT-010-4:2013-C05/K(1/5) PM (DESIGNING LAYOUT)	IT-010-4:2013-C05/K(1/5) (DESIGNING LAYOUT)
2. execute application interface designing	IT-010-4:2013-C05/K(2/5) PM (CREATING A NEW BLANK PROJECT IN ECLIPSE)	IT-010-4:2013-C05/K(2/5) (CREATING A NEW BLANK PROJECT IN ECLIPSE)
3. carryout application interface designing assessment	IT-010-4:2013-C05/K(3/5) PM (LAYING OUT THE APPLICATION)	IT-010-4:2013-C05/K(3/5) (LAYING OUT THE APPLICATION)
4. carryout application interface designing documentation	IT-010-4:2013-C05/K(4/5) PM (WORKING WITH RESOURCES)	IT-010-4:2013-C05/K(4/5) (WORKING WITH RESOURCES)
	IT-010-4:2013-C05/K(5/5) PM (SHARING DATA IN ANDROID)	IT-010-4:2013-C05/K(5/5) (SHARING DATA IN ANDROID)

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IT-010-4:2013 SYSTEMS MODULE DEVELOPMENT

C06 APPLICATION SYSTEMS FUNCTIONAL TESTING

New Work Activities	Lesson Plan (Nama Tajuk)	Information Sheet (Nama Tajuk)	Assignment Sheet (Nama Tajuk)
1. ASSESS SYSTEMS FUNCTIONAL TESTING NEEDS.	IT-010-4:2013-C06/P(1/5) PM (INTRODUCTION TO THE PSYCHOLOGY AND ECONOMICS OF PROGRAM TEST-ING)	IT-010-4:2013-C06/P(1/5) (INTRODUCTION TO THE PSYCHOLOGY AND ECONOMICS OF PROGRAM TEST-ING)	IT-010-4:2013-C06/T(1/5) (INTRODUCTION TO THE PSYCHOLOGY AND ECONOMICS OF PROGRAM TEST-ING)
2. PREPARE SYSTEMS FUNCTIONING TESTING ENVIRONMENT	IT-010-4:2013-C06/P(2/5) PM (INTRODUCTION TO PROGRAM INSPECTIONS, WALKTHROUGHS, AND RE-VIEWS)	IT-010-4:2013-C06/P(2/5) (INTRODUCTION TO PROGRAM INSPECTIONS, WALKTHROUGHS, AND RE-VIEWS)	IT-010-4:2013-C06/T(2/5) (INTRODUCTION TO PROGRAM INSPECTIONS, WALKTHROUGHS, AND RE-VIEWS)
3. PERFORM SYSTEMS FUNCTIONING TESTING	IT-010-4:2013-C06/P(3/5) PM (INTRODUCTION TO MODULE UNIT TESTING)	IT-010-4:2013-C06/P(3/5) (INTRODUCTION TO MODULE UNIT TESTING)	IT-010-4:2013-C06/T(3/5) (INTRODUCTION TO MODULE UNIT TESTING)
4. CARRYOUT SYSTEMS FUNCTIONING TESTING EVALUATION	IT-010-4:2013-C06/P(4/5) PM (INTRODUCTION TO HIGHER-ORDER TESTING)	IT-010-4:2013-C06/P(4/5) (INTRODUCTION TO HIGHER-ORDER TESTING)	IT-010-4:2013-C06/T(4/5) (INTRODUCTION TO HIGHER-ORDER TESTING)
5. CARRYOUT SYSTEMS FUNCTIONING TESTING DOCUMENTATION	IT-010-4:2013-C06/P(5/5) PM (INTRODUCTION TO DEBUGGING)	IT-010-4:2013-C06/P(5/5) (INTRODUCTION TO DEBUGGING)	IT-010-4:2013-C06/T(5/5) (INTRODUCTION TO DEBUGGING)

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C06 APPLICATION SYSTEMS FUNCTIONAL TESTING

New Work Activities	Lesson Plan (Nama Tajuk)	Work Sheet (Nama Tajuk)
1. ASSESS SYSTEMS FUNCTIONAL TESTING NEEDS.	IT-010-4:2013-C06/K(1/5) PM (APPLY BLACK BOX TESTING FOR APPLICATION BLOCKS)	IT-010-4:2013-C06/K(1/5) (APPLY BLACK BOX TESTING FOR APPLICATION BLOCKS)
2. PREPARE SYSTEMS FUNCTIONING TESTING ENVIRONMENT	IT-010-4:2013-C06/K(2/5) PM (APPLY WHITE BOX TESTING FOR APPLICATION BLOCKS)	IT-010-4:2013-C06/K(2/5) (APPLY WHITE BOX TESTING FOR APPLICATION BLOCKS)
3. PERFORM SYSTEMS FUNCTIONING TESTING	IT-010-4:2013-C06/K(3/5) PM (APPLY TESTING PROCESS FOR GLOBALIZATION)	IT-010-4:2013-C06/K(3/5) (APPLY TESTING PROCESS FOR GLOBALIZATION)
4. CARRYOUT SYSTEMS FUNCTIONING TESTING EVALUATION	IT-010-4:2013-C06/K(4/5) PM (INSTALLING YOUR APPLICATION)	IT-010-4:2013-C06/K(4/5) (INSTALLING YOUR APPLICATION)
5. CARRYOUT SYSTEMS FUNCTIONING TESTING DOCUMENTATION	IT-010-4:2013-C06/K(5/5) PM (APPLY TEST - DRIVEN DEVELOPMENT)	IT-010-4:2013-C06/K(5/5) (APPLY TEST - DRIVEN DEVELOPMENT)

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C07 APPLICATION SYSTEMS TECHNICAL SUPPORT

New Work Activities	Lesson Plan (Nama Tajuk)	Information Sheet (Nama Tajuk)	Assignment Sheet (Nama Tajuk)
1. RECEIVE CASE TICKETING.	IT-010-4:2013-C07/P(1/5) PM (CODING YOUR APPLICATION)	IT-010-4:2013-C07/P(1/5) (CODING YOUR APPLICATION)	IT-010-4:2013-C07/T(1/5) (CODING YOUR APPLICATION)
2. ASSESS ROOT CAUSE	IT-010-4:2013-C07/P(2/5) PM (INTRODUCTION TO EQUIPMENT FUNCTIONALITY)	IT-010-4:2013-C07/P(2/5) (INTRODUCTION TO EQUIPMENT FUNCTIONALITY)	IT-010-4:2013-C07/T(2/5) (INTRODUCTION TO EQUIPMENT FUNCTIONALITY)
3. PREPARE RESTORATION TEAM	IT-010-4:2013-C07/P(3/5) PM (RESPONDING TO ERRORS)	IT-010-4:2013-C07/P(3/5) (RESPONDING TO ERRORS)	IT-010-4:2013-C07/T(3/5) (RESPONDING TO ERRORS)
4. EXECUTE RESTORATION PLAN	IT-010-4:2013-C07/P(4/5) PM (WORKING WITH THE ANDROID FRAMEWORK CLASSES)	IT-010-4:2013-C07/P(4/5) (WORKING WITH THE ANDROID FRAMEWORK CLASSES)	IT-010-4:2013-C07/T(4/5) (WORKING WITH THE ANDROID FRAMEWORK CLASSES)
5. ADMINISTER CUSTOMER FEEDBACK	IT-010-4:2013-C07/P(5/5) PM (INTRODUCTION UNIT MEETING AND BRIEFING)	IT-010-4:2013-C07/P(5/5) (INTRODUCTION UNIT MEETING AND BRIEFING)	IT-010-4:2013-C07/T(5/5) (INTRODUCTION UNIT MEETING AND BRIEFING)

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C07 APPLICATION SYSTEMS TECHNICAL SUPPORT

New Work Activities	Lesson Plan (Nama Tajuk)	Work Sheet (Nama Tajuk)
1. RECEIVE CASE TICKETING.	IT-010-4:2013-C07/K(1/5) PM (CREATING YOUR FIRST ACTIVITY)	IT-010-4:2013-C07/K(1/5) (CREATING YOUR FIRST ACTIVITY)
2. ASSESS ROOT CAUSE	IT-010-4:2013-C07/K(2/5) PM (CONDUCT OPERATING SYSTEM MAINTENANCE PERFORMANC)	IT-010-4:2013-C07/K(2/5) (CONDUCT OPERATING SYSTEM MAINTENANCE PERFORMANC)
3. PREPARE RESTORATION TEAM	IT-010-4:2013-C07/K(3/5) PM (RESPONDING TO ERRORS)	IT-010-4:2013-C07/K(3/5) (RESPONDING TO ERRORS)
4. EXECUTE RESTORATION PLAN	IT-010-4:2013-C07/K(4/5) PM (INSTALLING YOUR APPLICATION)	IT-010-4:2013-C07/K(4/5) (INSTALLING YOUR APPLICATION)
5. ADMINISTER CUSTOMER FEEDBACK	IT-010-4:2013-C07/K(5/5) PM (PREPARE NETWORK MAINTENANCE JOB ORDER)	IT-010-4:2013-C07/K(5/5) (PREPARE NETWORK MAINTENANCE JOB ORDER)