**3. Section 1:**

**Introduction**

Resolv Technologies Sdn Bhd is a Premier and Reliable Consulting, Software and Infrastructure Company for the enterprise. Resolv was incorporated on 4 March, 2005 (683228-U) and subsequently obtained the MSC Status and set up its operation in Cyberjaya, the nucleus of Malaysia Multimedia Super Corridor. Resolv cross-industry experience gives us the unique ability to be in the forefront of specific business needs and assist our customers exploit and maximize their ICT investment. Whether customized software build from scratch or enterprise application engineering, Resolv realized the value of investment by applying the suitable technologies and applications which are aligned with our clients’ business objectives.

As a core IT Services organization, adoptions of good practices help us to create an effective IT service management delivery. Good practice is simply doing things that have been shown to work and to be effective. Good practice can come from many different sources, including public frameworks (such as ITIL, COBIT and CMMI), standards (such as ISO/IEC 20000 and ISO 9000), and proprietary knowledge of people and organizations. Our approach on providing IT services is highly influenced by proven ITIL public frameworks, which ensures that our services provide value to our customer. Resolv has two core divisions focusing on software application and IT infrastructure. The divisions work together to deliver value-added solutions and services for our customers while maintaining strong core competencies within each division.

**3.1. Objectives**

Resolv focus on three perspectives of ICT components. Each component is represented by our core divisions that are Enterprise Application Engineering, Strategic IT Outsourcing and Content Creative & Animations. The divisions work together to deliver value added solutions and services for our customers while maintaining strong core competencies within each division.

**Enterprise Application Engineering** focuses on enterprise software product deployment and development services. Among the key deliverables by this team are ERP applications, internet and intranet portal , document management, workflow, enterprise reporting, directory services, single-sign on and application integration.

**Strategic IT Outsourcing** focuses on providing Comprehensive and reliable IT outsourcing for customers who have their own core business to focus on and do not want to be distracted by IT operations using their internal resources. Our services include disaster recovery center setup and management, onsite IT support and helpdesk, technology refresh and acquisition.

Content Creative & Animations focuses on visual development and storyboarding at development stage; 3D modeling, rigging and pre-visualization at pre-production stage; character animation, layout and effects at the production stage. All these are driven by our content creative pipeline framework for animation.

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**3.2. Company background**

**3.2.1. History**

RESOLV is a Premier and Reliable Consulting, Software and Infrastructure Company for the enterprise. The enterprise market requires highly competent, experienced and knowledgeable team to ensure successful deployment of information technology solutions and RESOLV's team are highly skilled with proven track record of large scale project rollouts.

RESOLV was incorporated on 4 March, 2005 (683228-U) and subsequently obtained the MSC Status and set up its operation in Cyberjaya, the nucleus of Malaysia Multimedia Super Corridor.  Although a relatively young company, RESOLV's key personnel has been in the industry for more than 15 years providing ICT solutions in multitude of industries from government, oil & gas, transportation, construction, healthcare, and financial institution to name a few.

**3.2.2. Our Expertise**

**R**esolv has proven expertise in solutions built on **ASP.Net, PHP, Phyton, JQuery, J2EE, HTML5** and other technology platforms with extensive experience in delivering enterprise applications systems using technologies such as Microsoft ASP.Net and MVC Frameworks, Sun Java Enterprise Suite, Oracle Portal Application Platform, and IBM Lotus Domino Application Platform to name a few. As a core IT Services organization, adoptions of good practices help us to create an effective IT service management delivery. **Our good practice is simply doing things that have been shown to work and to be effective**. Our good practices come from many different sources, including public frameworks, standards and the **proprietary knowledge of our people and organization**. We treat our solution delivery as an introduction of a new IT services to our client organization, therefore our approach is highly influenced by the proven ITIL public frameworks in IT Service Management. This will ensure that our services will provide values to our customer and its users.

**3.2.3. Organization chart**

**ABDIKARIM ABDIRAHMAN ALI**

Associate Engineer

**MOHAMMAD MAHMUDUR RAHMAN**

Associate Engineer

**3.2.4. Careers**

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| --- |
| Resolv is a people-centered company. We offer avenues for continual learning and help you stay updated on the new economy both in terms of relevant skills and personal development. We are looking for enthusiastic, talented candidates with a spirit of adventure and a desire to help us create a name for ourselves in the industry. We invest in your greatest strengths by offering you opportunities to further develop your skills and to discover more of your undiscovered potential. We believe that the company gains only when the individuals benefit from their experience in the company as a team.  Resolv offers an attractive remunerative package including employee stock options based on experience and qualifications, and opportunities for career development and training. If you believe you are the candidate that we are looking for, contact us today! **Available Positions:**  1. Java Developers  2. Web Developers  3. System Analyst |
| **3.3. Company Profile**  Our Core Business:- 1) System Integration - Application and Development 2) IT Outsourcing 3) Content Animation - TV Series , Corporate Vide  **Company Name : RESOLV TECHNOLOGIES SDN BHD**  **Registration NO. : 683228-U**  **Company Type : Private Limited (Sendirian Berhad)**  **Company Category : SME**  **Business Type : Service**  **Main Cluster : InfoTech**  **Company Classification : Malaysian Owned**  **Incorporated Date : 4th March 2005**  **Paid-Up Capital : RM1,000,000.00**  **Company contact information**  Contact Person : NUWAIRAH YUSOFF  Tel : 03-83156011  Fax : 03-83156014  Email : nuwairah@resolvtech.net  **Company Address**  Address : Lot A-G-09, SME Technopreneur Centre Cyberjaya 2270 Jln Usahawan 2  Postal Code : 63000  City : Cyberjaya  State : Selangor  Country : MALAYSIA Website URL  |  | | --- | | <http://www.resolvtech.net> |   **3.3.1. Establishment**  Resolv Technologies Sdn Bhd is a Premier and Reliable Consulting, Software and Infrastructure Company for the enterprise. Resolv was incorporated on 4 March, 2005 (683228-U) and subsequently obtained the MSC Status and set up its operation in Cyberjaya, the nucleus of Malaysia Multimedia Super Corridor. Resolv cross-industry experience gives us the unique ability to be in the forefront of specific business needs and assist our customers exploit and maximize their ICT investment. Whether customized software build from scratch or enterprise application engineering, Resolv realized the value of investment by applying the suitable technologies and applications which are aligned with our clients’ business objectives.  **3.3.2. Company Motto**  **FINDING SUPPLIES**  **JUST GOT EASIER**  **“We are a technology company that**  **Provides opportunities for It’s clients**  **To make use a latest technology**  **Available when safely embarking**  **Then to become pioneers of in The**  **Technology Advancement’’ – CEO**  **3.3.3. Our Clients And Partners**          **National Property**  **Information Centre**    **3.4. Company Mission**  RESOLV's cross-industry experience gives us the unique ability to be in the forefront of specific business needs and assist our customers exploit and maximize their ICT investment.  Whether customized software builds from scratch or enterprise level application, Resolv realize the value of investment by applying the suitable technologies and applications which are aligned with their business objectives.  **4. Section 2 : Summary of activities**  **Training Summary**  I have completed a three-month period of training at SKM.  SKM is an independent government entity within the Malaysian **A Leader  in Cooperative Excellence to Establish it as an Effective Contributor towards the National Development** that designs and develops to regulate growing cooperative sector.  The work data of such a govenment institution is so sensitive that it must have strict security procedures to protect its products from theft especially by enemies who will find this info very useful. These strict procedures have large effect in limiting available information to include in this report. Only available information is included.  Major projects that are taking concern in the complaint from creditors to solve it inspection and investigation.  Meanwhile, they work on some somewhat small projects such as **Banking and Finance, Housing, Industrial, Constriction.**  .  Academic material information is essential for the work of a design or development engineer more than any else job of an engineer. He/she should remember much of what he/she studied at university and at the same time learn more and more to keep in track with new technologies and researches.  In the laboratory I stepped large steps in improving my skill and understanding in coding designing and testing the program.  The main, longest-term and most useful part of my training was working on SQL server, data acquisition (DAQ) software and Visual Studio.  This work attracted concern and admiration of my fellows and managers.  This success has been achieved by following a patient step-by-step procedure and reading necessary information in each step. Once I read about DAQ in SQL server manual and in another step I read the datasheet of the SQL server.  During the training period, I was submitted small tasks for helping in projects or self-learning such as making SSRS Repot design, programming PICs and designing or searching for simple coding.  I think that my most important outcome from training in SKM is acquiring many new useful skills of various types and developing some of my existing skills. I think these skills are very valuable since they can signify an impact in solving problems.  However, the main disadvantages of training at SKM, as I think are the innovation limiting strict security procedures and the lack of a precise training plan.  **4.1. Introduction**  This project is very wonderful and it’s very creative. We have developed some of the features in this project. There are five main parts in this project. Mostly we worked in SQL server, Visual studio design part and SSRS report. It is government project to solve the complaint from creditors by inspection and investigation.  **4.2. Reading to Get Necessary Knowledge in Important Topics**  The nature of work in Resolv, especially in the Design and Development Unit is very special and distinguished that it is actually rare in a country like Malaysia. Design and development institutions especially in Computer domains are generally rare in such a country. The reason of this is that this atypical domain demands high financing, advanced technologies and advanced scientific research. Further, design and development engineers should be smart and academically distinguished. A design engineer should be remembering many of his academic courses and should also keep acquiring new necessary information. This explains why most engineers I saw in Resolv are chosen young. From this aspect, my training in Resolv cannot be started before I get some new technical information that has importance in the section where I train. This is why I was told to read some of these topics in the library before I can start. This took about three days of training.  My reading in the library was about two main subjects:  SQL tags and Visual Studio  Different Types of Visual studio Interfaces for Digital Data Transfer: I read about the most common features of SSRS report. This was useful to know although I did not use it in my training. These interfaces are used typically to communicate digital data with URL.  **4.3. Summary of weekly activities**  **Industrial Training Log book**  **4.2.1. Daily Report Log: 01**   |  |  |  | | --- | --- | --- | | **Month: August 11-15** | | | | **Week: 01** | | | | **MORNING (O8.00AM-01.00PM)** | | **AFTERNOON (O2.00AM-06.00PM)** | | **Day1** |  |  | | **Day2** |  |  | | **Day3** |  |  | | **Day4** | Introduce with staffs and system | Got brief about the SKM project | | **Day5** | Received SSRS report of the project | Installed Visual studio2010 software & checked |   **Student Signature…………………………………………..**  **Industrial Training Log book**  **4.2.2. Daily Report Log: 02**   |  |  |  | | --- | --- | --- | | **Month: August 18-22** | | | | **Week: 02** | | | | **MORNING (O8.00AM-01.00PM)** | | **AFTERNOON (O2.00AM-06.00PM)** | | **Day1** | Go through the project report and installed SQL Sever2008 R2 | Continued to read the report to understand our task | | **Day2** | Started to work with Visual studio2010 with simple example | Searched different websites to learn more about Visual studio and SQL server | | **Day3** | I reviewed the enforcement project code with visual studio | I tried to understand the coding part, design part, Logical part and etc. | | **Day4** | Installed Enforcement server as my local server. I checked the coding, design and Stored procedure | Carry on with enforcement server | | **Day5** | I mastered the Visual studio, SQL server and SQL server business intelligence development studio | I was assigned task by my Project supervisor in Visual studio |   **Student Signature…………………………………………..**  **Industrial Training Log book**  **4.2.3. Daily Report Log: 03**   |  |  |  | | --- | --- | --- | | **Month: August 25-29** | | | | **Week: 03** | | | | **MORNING (O8.00AM-01.00PM)** | | **AFTERNOON (O2.00AM-06.00PM)** | | **Day1** | I worked to add two button in Inspection/ Sec67 | Continued with Sec69 task | | **Day2** | I read the code of Aduan and knew design window | I started to modify the existing Aduan file to remove row | | **Day3** | Continued with Aduan file | I got new task to modify Aduan and Investigation Laporan | | **Day4** | Continued to add 7 new folder in Aduan & Investigation | Continued to add 7 new folder in Aduan & Investigation | | **Day5** | Sick Leave | Sick Leave |   **Student Signature…………………………………………..**  **Industrial Training Log book**  **4.2.4. Daily Report Log: 04**   |  |  |  | | --- | --- | --- | | **Month: September 01-05** | | | | **Week: 04** | | | | **MORNING (O8.00AM-01.00PM)** | | **AFTERNOON (O2.00AM-06.00PM)** | | **Day1** | Public Holiday | Public Holiday | | **Day2** | Get task to make SSRS report | I created a simple SSRS report on IR64 Act Section table | | **Day3** | Adding parameter and making group in SSRS report | Passed parameter in IR64 Act Section folder | | **Day4** | Studied about store procedure and coding | Added one file under database store procedure in SQL server | | **Day5** | Continued with yesterday work | Added two folders in Storage procedure by passing different parameters |   **Student Signature…………………………………………..**  **Industrial Training Log book**  **4.2.5. Daily Report Log: 05**   |  |  |  | | --- | --- | --- | | **Month: September 08-12** | | | | **Week: 05** | | | | **MORNING (O8.00AM-01.00PM)** | | **AFTERNOON (O2.00AM-06.00PM)** | | **Day1** | studied on sql commands, function,  common tags | Continued with Thursday task stored procedured | | **Day2** | Sick Leave | Sick Leave | | **Day3** | Mapping the Query into Database | Adding new stored procedure folder and linked with SSRS report | | **Day4** | Joining two table's columns and filter specific data | Continued with joining table and filtering data | | **Day5** | Laporan13:got hard copy and studied on it | Boss described the task and I started to work on Complaint Status to filter data |   **Student Signature…………………………………………..**  **Industrial Training Log book**  **4.2.6. Daily Report Log: 06**   |  |  |  | | --- | --- | --- | | **Month: September 15-19** | | | | **Week: 06** | | | | **MORNING (O8.00AM-01.00PM)** | | **AFTERNOON (O2.00AM-06.00PM)** | | **Day1** | Query the data in SQL Server(Stored Procedure) | Continued with previous task | | **Day2** | Public Holiday | Public Holiday | | **Day3** | Make changes to complaint status | Continued with changing complaint status | | **Day4** | Continued with changing complaint status | Adding new databases and Restored the databases | | **Day5** | Finished to change complaint status | Started to make report on changed complaint status |   **Student Signature…………………………………………..**  **Industrial Training Log book**  **4.2.7. Daily Report Log: 07**   |  |  |  | | --- | --- | --- | | **Month: September 22-26** | | | | **Week: 07** | | | | **MORNING (O8.00AM-01.00PM)** | | **AFTERNOON (O2.00AM-06.00PM)** | | **Day1** | Started with previous SSRS report | Completed SSRS report for Complaint Status folder | | **Day2** | Started to query with Laporan12 folder | Continued to Query Laporan12 task | | **Day3** | Completed query for Laporan12 | Started to make report on Laporan12 | | **Day4** | Finished report of Laporan12 | Got new task Laporan Seksyen 66,67,68 | | **Day5** | Work with Laporan Seksyen66 | Continued to Query Laporan Seksyen66 |   **Student Signature…………………………………………..**  **Industrial Training Log book**  **4.2.8. Daily Report Log: 08**   |  |  |  | | --- | --- | --- | | **Month: September 29-October03** | | | | **Week: 08** | | | | **MORNING (O8.00AM-01.00PM)** | | **AFTERNOON (O2.00AM-06.00PM)** | | **Day1** | Finished Query of Laporan Seksyen66(Retrieved all years data) | Continued to query with second table of Laporan Seksyen66(Sort yearly data) | | **Day2** | Finished to query Laporan Seksyen66 2nd table | Preparing college report | | **Day3** | Started to query with Laporan Seksyen67 | Finished to query Laporan Seksyen66 2nd table | | **Day4** | Started to query with Laporan Seksyen68 | Finished to query Laporan Seksyen68 table | | **Day5** | Started to query Laporan Seksyen66 3rd table | Preparing college report |   **Student Signature…………………………………………..**  **Industrial Training Log book**  **4.2.9. Daily Report Log: 09**   |  |  |  | | --- | --- | --- | | **Month: October 06-10** | | | | **Week: 09** | | | | **MORNING (O8.00AM-01.00PM)** | | **AFTERNOON (O2.00AM-06.00PM)** | | **Day1** | Public Holiday | Public Holiday | | **Day2** | Create stored procedure of LaporanS69\_1\_(iv)C | Create stored procedure of Report\_Section\_69(1)\_(v) | | **Day3** | Create stored procedure of Report\_Section\_69(1)\_(vi) | Modified old report sec 66,67,68 | | **Day4** | Make stored procedure for laporan seksyn 69(1)(ii) | Preparing college report | | **Day5** | Make stored procedure for laporan seksyn 69(1),(iii) | Preparing college report |   **Student Signature…………………………………………..**  **Industrial Training Log book**  **4.2.10. Daily Report Log: 10**   |  |  |  | | --- | --- | --- | | **Month: October 13-17** | | | | **Week: 10** | | | | **MORNING (O8.00AM-01.00PM)** | | **AFTERNOON (O2.00AM-06.00PM)** | | **Day1** | Modifying store procedure for Laporan Seksyen 69(1)(iv)B | Create store procedured of Report\_Section\_69(1)\_(iv)B | | **Day2** | Sick Leave | Sick Leave | | **Day3** | Companionate Leave | Companionate Leave | | **Day4** | Modifying store procedure for Laporan Seksyen 69(1)(iv)B | Creating rdl report file for Laporan Seksyen 69(1)(ii),(iii) | | **Day5** | Creating rdl report file for Laporan Seksyen 69(1)(ivA),B,C | Creating rdl report file for Laporan Seksyen 69(1)(v),(vi) |   **Student Signature…………………………………………..**  **Industrial Training Log book**  **4.2.11. Daily Report Log: 11**   |  |  |  | | --- | --- | --- | | **Month: October 20-24** | | | | **Week: 11** | | | | **MORNING (O8.00AM-01.00PM)** | | **AFTERNOON (O2.00AM-06.00PM)** | | **Day1** | Making Changes of stored procedure of Seksyen 69(1)(ii),(iii) | Making Changes of stored procedure Seksyen 69(1)(v),(vi) | | **Day2** | Make changes of stored procedure of Seksyen 69(1)(ivA),B,C | Preparing college report | | **Day3** | Public Holiday | Public Holiday | | **Day4** | Make changes of stored procedure of Seksyen 69(1)(iv)B | Preparing college report | | **Day5** | Changing title of rdl file for seksyen 69(all) | Changing the name of rdl file for seksyen 69(all) |   **Student Signature…………………………………………..**  **Industrial Training Log book**  **4.2.12. Daily Report Log: 12**   |  |  |  | | --- | --- | --- | | **Month: October 27-31** | | | | **Week: 12** | | | | **MORNING (O8.00AM-01.00PM)** | | **AFTERNOON (O2.00AM-06.00PM)** | | **Day1** | Modifying report for Laporan Seksyen 669(1)(ii),(iii) | Modifying report for Laporan Seksyen 69(1)(iv)A(2 tables),B,C | | **Day2** | Fixing report for Laporan Seksyen 669(1)(ii),(iii),4A(sac),(sup) | Fixing report for Laporan Seksyen 669(1)4B,C,V,VI | | **Day3** | Created Aspx file for Laporan 69(1)4A(sac),(sup) date based | Created Aspx file for Laporan 69(1)(ii),(iii) date based | | **Day4** | Created Aspx file for Laporan 69(1))4B,C date based | Created Aspx file for Laporan 69(1)V,VI date based | | **Day5** | Created new Aspx file for Laporan 69(1) 4A(sac),(sup),B,C year based | Created new Aspx file for Laporan 69(1)(ii),(iii),V,VI year based |   **Student Signature…………………………………………..**  **Industrial Training Log book**  **4.2.13. Daily Report Log: 13**   |  |  |  | | --- | --- | --- | | **Month: November 03-07** | | | | **Week: 13** | | | | **MORNING (O8.00AM-01.00PM)** | | **AFTERNOON (O2.00AM-06.00PM))** | | **Day1** | Adding text box in Laporan69(1)(ii),(iii),(1)(ivA),B,C | Adding text box in Laporan69(1)(v),(vi) | | **Day2** | Testing the report and asp file with URL | Testing the report and asp file with URL | | **Day3** | Testing the report and asp file with URL | Preparing the presentation report | | **Day4** | Preparing the presentation report | Testing the report and asp file with URL | | **Day5** | Testing the report and asp file with URL | Rehearse the presentation |   **Oral presentation is held on 10th November 2014**  **Student Signature…………………………………………..**  **4.4. Conclusion**  This paper has described the process of designing an online unit supporting teamwork in learning project management methodologies for developing interactive database. The most important factor in the design was the creation of student-centered online activities which aimed to promote discussion and reflection.  **5. Management activities**  **Activity management** is the process of recording everything a worker does throughout a typical day, in the order that it is done, all while labeling their activity correctly. Tracking the progress of what is done by each worker in a typical day is becoming increasingly complex as organizations grow, both internally (growing employee numbers, responsibilities) and externally (multiple locations, remote employees). Activity management systems create an easily accessible format for tracking the performance of both employees and employers.  **Characteristics**  A functional activity management environment places a heavy emphasis on properly defining the task at hand. The idea of activity management comes from the belief that in personal and group organization of workers, every action is related to higher levels of information, therefore proper labeling of the task is a critical element of the recording process. A task is related to a project, and that project is related to a higher subject level such as a customer or department or general category. With those labels in place, an employee would then describe the activity they have worked on, what they actually accomplished on the task, and any other details that they feel would be pertinent, including what still needs to be done, any future associated tasks, etc. Ideally, a typical activity entry would include all the elements below:  1. Activity – this is a brief description of what you actually do.  2. Type of Activity (meeting, phone, e-mail, etc.)  3. Task Name  4. Project Name  5. Category Name  6. Length of Time  7. Date  Tracking these 6 pieces of info on a timely basis creates an accurate and complete record and gives both employee and employer a substantial amount of performance data for that individual. It also assists in avoiding common miscommunications in the workplace and helps solidify and reinforce the role/importance of the task at hand.  **5.1. Working flow/project flow**  C:\Users\user\Desktop\flowchart\Aduan.jpg  **Modul Aduan**  C:\Users\user\Desktop\flowchart\Seksyen 69.jpg  **Modul Pemeriksaan Seksyen 69**  **C:\Users\user\Desktop\flowchart\Seksyen 64.jpg**  **Modul Pemeriksaan Seksyen 64**  **5.2. Projects**  **The whole project is composed with five main part these are:**   * **Admin** * **Aduan(Report)** * **Creditors** * **Inspection** * **Investigation**   **1)Admin**  Business administration is the process of managing a business or non- profit organization so that it remains stable and continues to grow.  The administration of a business includes the performance or management of business operations and decision making as well as the efficient organization of people and other resources to direct activities toward common goals and objectives.  In general, administration refers to the broader management function, including the associated finance, personnel and MIS services.  In some analyses, management is viewed as a subset of administration, specifically associated with the technical and operational aspects of an organization, distinct from executive or strategic functions. Alternatively, administration can refer to the bureaucratic or operational performance of routine office tasks, usually internally oriented and reactive rather than proactive. Administrators, broadly speaking, engage in a common set of functions to meet the organization's goals. These "functions" of the administrator were described by Henri Fayol as "the five elements of administration". Sometimes creating output, which includes all of the processes that create the product that the business sells, is added as a sixth element  As a legal concept, administration is a procedure under the insolvency laws of a number of common law jurisdictions. It functions as a rescue mechanism for insolvent entities and allows them to carry on running their business. The process – an alternative to liquidation – is often known as going into administration. A company in administration is operated by the administrator (as interim chief executive) on behalf of the creditors as a going concern while options are sought short of liquidation. These options include recapitalizing the business, selling the business to new owners, or demerging it into elements that can be sold and closing the remainder.  Administration differs from receivership in that it is usually carried out by a judicial authority, whereas receivership is called in by the bank or creditors involved.  There the admin has all right to change and modify the rules and he is only person to make the supreme decision. To do this we needed to code in visual studio Master page and we had to learn some coding for that. Its unique way for administrator to use this system.      Fig: Code and design window in Visual Studio  **2)Aduan(Report)**  A report or account is any informational work (usually of writing, speech, television, or film) made with the specific intention of relaying information or recounting certain events in a widely presentable form.  Written reports are documents which present focused, salient content to a specific audience. Reports are often used to display the result of an experiment, investigation, or inquiry. The audience may be public or private, an individual or the public in general. Reports are used in government, business, education, science, and other fields.  Reports use features such as graphics, images, voice, or specialized vocabulary in order to persuade that specific audience to undertake an action. One of the most common formats for presenting reports is IMRAD: Introduction, Methods, Results and Discussion. This structure is standard for the genre because it mirrors the traditional publication of scientific research and summons the ethos and credibility of that discipline. Reports are not required to follow this pattern, and may use alternative patterns like the problem-solution format.  Additional elements often used to persuade readers include: headings to indicate topics, to more complex formats including charts, tables, figures, pictures, tables of contents, abstracts, and nouns summaries, appendices, footnotes, hyperlinks, and references.  Some examples of reports are: scientific reports, recommendation reports, white papers, annual reports, auditor's reports, workplace reports, census reports, trip reports, progress reports, investigative reports, budget reports, policy reports, demographic reports, credit reports, appraisal reports, inspection reports, military reports, bound reports, etc.  Reports are very important in all their various forms along with the usual evidences like in a crimes scene people usually leave behind evidences. They fill a vast array of critical needs for many of society's important organizations. Police reports are extremely important to society for a number of reasons. They help to prosecute criminals while also helping the innocent become free. Reports are a very useful method for keeping track of important information. The information contained in reports can be used to make very important decisions that affect our lives daily.  In the system what reports we coded these are the rules of the government and various section from the constitution. There actions are addressed for the client to break the rules of government. There are more than sixty reports in the system. For making these we need to make the interface in Visual studio and backup of data was in SQL server. Here I am giving some reports name that we have done in Visual studio and SQL server.   * LaporanTempoh11 * RPT\_Complain\_Followed\_Inspection\_Investigation * RPT\_Complain\_Followed\_Inspection\_Investigation333333 * RPT\_LaporanRingkasanStatusRPT\_2 * RPT\_LaporanStatusAduanMengikutNegeri * RPT\_LaporanStatusAduanNegeri\_RPT\_State * Laporan * Pendakwaan * LaporanS69\_1\_4A\_SackedGET2.aspx * LaporanS69\_1\_4A\_SuependGET2.aspx * LaporanS69\_1\_4B2.aspx * LaporanS69\_1\_4C\_MntrngStatusRPT2.aspx * LaporanSec69\_1\_ii\_MntrngStatusRPT2.aspx * LaporanSec69\_1\_iii\_MntrngRPT2.aspx * RPT\_Report\_Section\_69\_1\_v2.aspx * RPT\_Report\_Section\_69\_vi2.aspx   <%@ Page Title="" Language="vb" AutoEventWireup="false" MasterPageFile="~/SKMMaster.Master" CodeBehind="LaporanS69\_1\_4A\_SackedGET1.aspx.vb" Inherits="SKMEnforcementWeb.LaporanS69\_1\_4A\_SackedGET1" %>  <%@ Register Assembly="Microsoft.ReportViewer.WebForms, Version=10.0.0.0, Culture=neutral, PublicKeyToken=b03f5f7f11d50a3a"  Namespace="Microsoft.Reporting.WebForms" TagPrefix="rsweb" %>  <asp:Content ID="Content2" ContentPlaceHolderID="PageContent" runat="server">  <asp:UpdatePanel runat="server" ID="upnltab" UpdateMode="Conditional">  <ContentTemplate>  <table style="width: 100%" cellpadding="2" cellspacing="2">  <tr>  <td>  <asp:Panel ID="Panel1" runat="server" GroupingText="Search by Date:">  <table style="width: 100%">  <tr>  <td align="center" style="width: 100%; height: 28px;">  Tarikh Mula:<asp:TextBox ID="txtFromDate" runat="server"></asp:TextBox>  <aspAjax:CalendarExtender ID="txtFromDate\_CalendarExtender" runat="server" Enabled="True"  TargetControlID="txtFromDate" Format="yyyy-MM-dd">  </aspAjax:CalendarExtender>  </td>  </tr>  <tr>  <td align="center" style="width: 100%; height: 28px;">  Tarikh Akhir:<asp:TextBox ID="txtToDate" runat="server"></asp:TextBox>  <aspAjax:CalendarExtender ID="txtToDate\_CalendarExtender" runat="server" Enabled="True"  TargetControlID="txtToDate" Format="yyyy-MM-dd">  </aspAjax:CalendarExtender>  </td>  </tr>  <tr>  <td align="center" style="width: 100%; height: 34px;">  <asp:Button ID="btnSearch" runat="server" Text="Cari" CausesValidation="False" />  </td>  </tr>  <tr>  <td colspan="4">  <asp:Label ID="LblError" runat="server" Text="" ForeColor="Red"></asp:Label>  </td>  </tr>  <tr align="center" style="margin-left: 600px">  <td colspan="2">  <asp:Panel ID="Panel2" runat="server">  <asp:UpdateProgress runat="server" ID="UpdateProgress2" AssociatedUpdatePanelID="upnltab"  DynamicLayout="true">  <ProgressTemplate>  <img alt="please wait" src="~/Images/Progress.gif" />  </ProgressTemplate>  </asp:UpdateProgress>  </asp:Panel>  </td>  </tr>  </table>  </asp:Panel>  </td>  </tr>  <tr>  <td align="center">  </td>  </tr>  </table>  </ContentTemplate>  </asp:UpdatePanel>  <div>  <center>  <table width="950px" cellpadding="0" cellspacing="0">  <tr align="left">  <td>  <rsweb:ReportViewer ID="RptViewer" runat="server" ShowWaitControlCancelLink="false"  Style="margin-top: 25px; margin-left: 20px" Visible="true" Width="950px" Height="700px">  </rsweb:ReportViewer>  </td>  </tr>  </table>  </center>  </div>  </asp:Content>  Fig: Source code of a report    Fig: Master page of that report    Fig: Report design of above report  **3)Creditor**  A creditor is a party (e.g . person, organization, company, or government) that has a claim on the services of a second party. It is a person or institution to whom money is owed. The first party, in general, has provided some property or service to the second party under the assumption (usually enforced by contract) that the second party will return an equivalent property and service. The second party is frequently called a debtor or borrower. The first party is the creditor, which is the lender of property, service or money.  The term creditor is frequently used in the financial world, especially in reference to short-term loans, long-term bonds, and mortgage loans. In law, a person who has a money judgment entered in their favor by a court is called a judgment creditor.  The term creditor derives from the notion of credit. Also, in modern America, credit refers to a rating which indicates the likelihood a borrower will pay back his or her loan. In earlier times, credit also referred to reputation or trustworthiness.  **4)Inspection**  An inspection is, most generally, an organized examination or formal evaluation exercise. In engineering activities inspection involves the measurements, tests, and gauges applied to certain characteristics in regard to an object or activity. The results are usually compared to specified requirements and standards for determining whether the item or activity is in line with these targets, often with a Standard Inspection Procedure in place to ensure consistent checking. Inspections are usually non-destructive.  A surprise inspection tends to have different results than an announced inspection. Leaders wanting to know how others in their organization perform can drop in without warning, to see directly what happens. If an inspection is made known in advance, it can give people a chance to cover up or to fix mistakes. This could lead to distorted and inaccurate findings. A surprise inspection, therefore, gives inspectors a better picture of the typical state of the inspected object or process than an announced inspection. It also enhances external confidence in the inspection process.  Critical appraisal involving examination, measurement, testing, gauging, and comparison of materials or items. An inspection determines if the material or item is in proper quantity and condition, and if it conforms to the applicable or specified requirements. Inspection is generally divided into three categories: (1) Receiving inspection, (2) In-process inspection, and (3) Final inspection. In quality control (which is guided by the principle that "Quality cannot be inspected into a product") the role of inspection is to verify and validate the variance data; it does not involve separating the good from the bad.  **5)Investigation**  The act of investigating; the process of inquiring into or following up; research; study; inquiry, especially patient or thorough inquiry or examination; as, the investigations of the philosopher and the mathematician; the investigations of the judge, the moralist.  **6. Challenges and difficulties**  When a team has been actively involved in diagnosing the team problem, they have a stake in developing and implementing a solution. It is as important for a team to develop a plan for how they will work together and address their challenges, as it is for the team to have a work plan. This team agreement should be a living document that is revisited on an ongoing basis as the team evolves and changes. Taking ownership of the challenges and holding each other accountable will empower members to achieve their goals and increase satisfaction. Adapting to the online projectTheoretical model of teaching and learningRequirements of the online projectImplementation of the online projectPublish personal web pageSubmit resources to the Project supervisor **1.Pick your battles wisely**. If you disagree about everything, your coworkers will see you as argumentative and disagreeable. You’ll develop the reputation of always disagreeing and your reasonable disagreement will be viewed as same old, same old. So, pick areas that affect outcomes and that are substantial, meaningful, and important.  **2.Don’t hold a conflict when you’re angry, emotional, or upset.** You don’t want your emotions to affect your professionalism, arguments or data presentation. Above all, you don’t want your emotions to cause you to attack, name-call, or demean your coworkers. When speaking, at any point in a disagreement, stay calm. Your successful disagreement depends on it.  **3.Disagreement should not be personal**. You are not disagreeing with your coworker because there is something wrong with her or you don’t like her. You are disagreeing based on facts, experience, intuition, prior team successes and failures, your coworkers’ track record on similar projects, and your organization’s culture. Keep the discussion impersonal by not you-ing your colleague as in “you just don’t understand the ramifications of what you’re suggesting.” No personal attacks allowed.  **4.You want to validate your coworker’s opinion.** Identify the components with which you agree and acknowledge that you can understand or see why she might feel the way she does. Open your disagreement by repeating what the other party said rather than launching into your areas of disagreement first. Help the person feel as if he was listened to, heard out, and understood.  **5.Maintain your professionalism.** Be respectful of your coworkers. Disagreement can be cordial, yet candid and effective. Don’t try to manipulate the situation as one former coworker did. She cried. Another was always on the attack. He saved up his ammunition and hit his coworkers with everything he had in his arsenal on occasion. Neither were successful and their professional reputations suffered.  **Understand what your coworker needs, fears, and hopes to obtain through the solution.** If you identify what is at stake in the issue, the problem solving, the recommendation, or project, you are more likely to connect with your coworker to successfully disagree. Ask questions like these: What’s your real concern about the project? What’s bothering you about this current solution? What has to occur for you to comfortably support a solution? Are you comfortable with any aspects of my suggestion?  **Only speak for yourself.** In a client company, freelance writers interact on a forum. I found myself regularly annoyed by one colleague, who posts regularly. It took me awhile to figure out the problem, but once I did, I now see it in just about every post. She consistently tries to speak for all of the freelancers. She uses statements like “We all feel this way.” “This is the change we’d all like to see.” When coworkers speak this way, they think that they are putting weight behind their thoughts but all it does usually is make people angry.  Or, in the case of your coworker, the individual might see it as ganging up on her. Your coworker may also become distracted from the actual topic of the discussion as she pursues who we is. So, using the word we or any equivalent is unlikely to help with disagreement.  **Step back from your job and how you perform a particular activity.** To effectively disagree, you must be able to look at the situation from your coworker’s functional point of view. The further up the organization’s hierarchy your job is, the more important it becomes to look at each issue from a total organizational view.  **You must be open to new ideas and different ways of approaching problems.** Why is your way the best way when other ways to obtain the same, or even better result, exist? In organizations, employees who can think about optimizing for the whole organization are the people who are promoted.  **State the facts (if you have any) and share your knowledge.** You can bring your experience, expertise, knowledge, and any data that you have that might support a direction to the table. You may talk about them to move your team forward. But, the opposite must be avoided.  **Just because something was tried, and didn’t work in the past, doesn’t mean that it won’t this time.** The problem is different. The players are different. Even the will to make the solution work may have changed.  **Speak to common interests and needs.** Just as you started out the discussion by identifying what you and your coworker agree on, focus your discussion on shared interests and desired outcomes. If your coworker thinks that the two of you are headed in the same direction or have a shared outcome in mind, disagreement about how to get there is less scary and contentious.  **Listen to try to see your coworker’s point of view.** In a successful disagreement setting, both coworkers can state clearly the other party’s position on the issue. If you can’t, examine your listening. Use the technique of feeding back to your colleague what you believe he said.  **For example, say, “John, I believe that your position is this \_\_\_.”** That tells your colleague that you are listening to what he has to say. People waste a lot of time in arguments that could have been avoided if they just understood the other person’s position better. They argue over ostensible disagreements and details.  **Avoid putting down your coworker’s beliefs, interests, and ideas.** You can have a disagreement with coworkers without making them feel like what they value or think is wrong. In fact, check your judgmental self at the door when you attend a meeting.  **Showing disrespect for a colleague’s ideas or position is inappropriate anywhere but especially at work.** Making fun of them is even worse. Be careful of gentle teasing, too. Many of your coworkers were raised by mothers who taught them that “behind every bit of teasing is a grain of truth.”  **The goal is not to win but to clear the air in any disagreement at work.** You want to know that the issues have been carefully discussed and thought about deeply. You want to make sure that your relationship with your colleague is intact.  **If you win, you also lose, because your coworker lost.** That loss will hang heavy in your relationship and it will affect your ability to disagree in the future. It is also important that your coworker and you are clear about your areas of agreement and disagreement.  **Compromise when necessary**. You may not agree on everything, but don’t let that fact keep you from reaching a general agreement on a direction or a solution. In an organization, you can’t freeze in place and do nothing just because you haven’t found a perfect solution that all parties own. You will need to agree to disagree on aspects of the solution or problem solving.  **Starting the Conversation**  Addressing team problems, first and foremost, requires having the conversation, on an individual and team basis. For everyone involved, the value comes from the process of having the conversation, from people sharing their fears, concerns, and expectations for the team. Honesty, integrity, and time - these words do not always go hand in hand with office and team politics, but this is what is required to move a team forward towards high performance.  **Diagnosing the Problem**  Understanding the challenges that exist on a team and recognizing the biggest obstacles to success may be difficult to assess without the aid of an outside perspective. When team managers are asked to evaluate how well their teams are doing with respect to both progress towards goals and satisfaction among members, surprisingly many managers have very little intuitive sense of what their team is experiencing. Frequently managers are taken aback to find out the challenges that the team feels they are experiencing are quite different from their assessment of the situation. In other cases, the manager has made an accurate assessment of the team challenges but they are at a loss of how to begin to address them.  To begin the process of solving team challenges, it requires asking difficult questions. As a follow through, it requires having the tools and procedures in place to deal with the answers to those questions. Some examples of questions to start this process off include the following:  What is the biggest struggle this team is facing at the moment?  What fears and concerns do people have about moving this team forward?  What can be done to help this team perform at a higher level?  What does this team need to stop, start and continue doing?  **7. Problem solving**  Problems encountered  There are no specific problems that I encounter while completing above sections either work or person related. As indicated earlier there were small problems such as not having a proper plan and getting help from people at right time. But in my view I am not considering it as a draw back or problem because it did not really affect me. I encountered two problems related to products. This is what happened in brief.  ® I felt that Real-time scan of both OfficeScan and ServerProtect (Trend Micro products) were not really performing what it supposed to do. I checked this with transferring files with known viruses (of course with proper safety precautions)  ® I contacted Technical support Team in India and ask about my observations. They replied me saying that my observation is correct and there are some limitations in the product  i. Real-time scan (scanning of file real-time when they transfer) check file only when it was accessed by user.  ii. It scans only when file is fully downloaded to the system  iii. Real-time Scan is unable to check POP3 mails.  ® These limitations were not quite acceptable compared to other competitive products in the market.  Problems faced during the industrial training tenure Scheduling and organizing an industrial training programme is a very difficult task. Full cooperation is needed from various parties, the student, the coordinators of industrial training, and the host company. Among the major problems faced include scheduling between college and workplace, mismatch between work and students interest, lack of cooperation from employers and the issue of monitoring students progress especially in the workplace. Industrial training is supposed not to be for too long and long work shift .This is the first impression for me to work for long in time in same place even without talking to others. This is also a great problem for students.  Another problem to tackle will be the grading and the evaluation. There are problems in assessing and grading industrial training performance due to disparate degrees of supervision, experience offered, and cooperation by the hosts, and problems of access for teaching staff. The solution should not be another theoretic essay divorced from the reality of the training place. It may be in the form of analytical report on the host. This involves the students in describing the activities that they are involved in on a day-to-day basis with the host. They should discuss on the significance of the activities done or seen with regard to this purpose, relevance and actual practice to the overall aims and objectives of the host organization and parent institutions. The emphasis is on the significant activities  **8. Industrial training outcome**  The main reason engineering students need to do Industrial Training is so they are well prepared for a real job in their chosen field. It’s a chance for you to put what you’ve learned at college or university to work in the kind of real-life situations you will come up against when you start your career. Industrial training gives you great experience during your Bachelor of Engineering degree.  **The objectives of the Industrial Training are:**   * First-hand experience working as an engineering professional, * Apply your technical knowledge and engineering methods to real-life situations. * Work with other engineering professionals. * Experience what it’s like to work in a professional organization. * Increase your technical, interpersonal and communication skills, both oral and written. * Observe interactions of engineers with other professional groups. * Witness the functioning and organization of business and companies. * To provide pre-professional work experience with specific assignments and responsibilities. * To encourage/stimulates a personal career interests, serving as a bridge between university and the world of work. * To help students make informed decisions and improve their marketability after graduation. * To encourage students to apply the skills and knowledge gained at the university to benefit the organizations. * To nurture quality IT graduates well verse with information technology, versatile, competitive, innovative and resourceful. * To train and prepare students with knowledge and skills requirements of current and future IT environments.   **9. Analysis and experiences**  *“Analysis is only way to get perfect result”*  *“Experience makes a perfect man”*  **Visual Studio, SQL server, and other Software**  Introduction  Introduction to basic OS concepts, Advanced Application Architecture  II. Storage  ® Hierarchical storage management, Logical partitioning, Tera space Storage  and single level addressing  III. File system  ® Native file system and IFS (Integrated File System)  IV. Concurrency  ® Thread Technology and handling concurrency issues  V. Client access  ® Accessing the system through GUI based Fat Clients (Client Access) and  dome terminals (thin clients, Green Screen)  VI. OS and Software Installation  ® Installation of Various OS versions (V4R5, V5R2), Licensed programs,  Installation and configuration of Domino  VII. Backups  ® Entire system backup, incremental backups and restoring  VIII. Clustering  ® Application level clustering for higher availability  **2.4.1.3 Servers**  During my training I had hand on experience on 4 of the 5 servers, all 5 severs were of different models, had different versions of Operating Systems, Licensed programs, and used for different tasks. Internally machines were identified by their respective model number or nick name assigned to them. Fallowing is the summery of tasks of each server.  Enforcement/10.34.109.77  This is the server I first worked with. 10.34.109.77 indicates the server id. It is used for our entire whole project because most of the modules of the project are belong to it.  Infokep  Small server which looks like a PC, with every low processing power and capacity. Used for customer site demonstration purposes and testing. Act as the secondary server for Domino mail Cluster.  Apart from two of these server we used also Eonline, EnforcementE, Reprt server, Reprt Server TempDB  **Network Security**  Network security has become a hot topic today due to all sorts of viruses, worms, hacking and denial of service attacks. Blue Chip provides enterprise level security solutions to prevent and minimize threats that come through internet. Blue Chip is the only local reseller for award winning WatchGuard Firewalls. I study about potential network threats, how to overcome them, functionality and structure of Firewalls, installing and configure WatchGaurd Firewalls, VPN (Virtual Private Network) solutions, planning and designing customized solutions based on WhatchGuard products. Company encourage me to fallow the WatchGuard certification exams and I manger to become a “**WatchGaurd** **Certified Professional**” for FireBox III and ServerLock.  **Site Visits**  There is lot of site visits during my training where I lean a lot, especially how to interact with customers. It was a great experience especially when I visited customer sites alone.   * Www.w3school.com * Www.microsoftvisualstudio.com * Www.codeproject.com * Www.msdn.microsoft.com/en-us/library/bb522859.aspx * Www.mssqltips.com/sqlservertutorial/.../sql-server-reporting-services-ssrs * Www.wikipedia.org * Www.mssqltips.com * Www. databases.about.com * Www. stackoverflow.com * Www. online-tech-tips.com   **10. Conclusion**  In conclusion, I am well satisfied with my training. I have learned many new technical subjects, acquired a number of new technical skills and improved another group of existing skills, other than those gained at college computer lab. What I liked most about my training is that it is very strongly related to academic materials and computer laboratories we studied in the college. This refutes the common saying that very little of the materials taught in college engineering courses is used by engineers working in the labor market. This dependency (relationship) is clearest in engineering design and development, which is the nature of work in **Resolv**. However, this does not mean that I have learned little new things in my training. I may count the technical skills that I learned or improved at the training site, other than those gained at college computer labs, in the following points.  1. Recognizing new types of serial interfaces and learning about them.  2. Large improvement in my ability to use live server with MS SQL Server Management software.  3. Getting the ability to design complex flow chart of giant software; this is a totally new skill to me.  4. Large steps in improving my abilities in MS Visual studio 2010(coding, implementing, running, testing) and learning more about the related concepts.  5. Increased skills in repairing faulty computer devices by trial and error techniques, known as troubleshooting.  6. Improving my skills in VB.NET. This helped me much in my graduation project.  7. Applying different types of data acquisition with SQL, Oracle, SSRS report, hardware and combination of MS Visual Studio, MS SQL server, MS Business management Intelligence software successfully use for the first time.  8. Learning how to deal with any new programming by referring to its datasheets.  9. Increasing my understanding of how a successful design process should flow in a step-by-step sequence with troubleshooting arising problems and reading more at each step. This was gained by both practicing and monitoring work.  10. Increasing my ability to work as a member in a team. Actually this had been a problem of mine; I did not believe much in teamwork. Now, after the training, I can say that my belief in the benefits of teamwork, when the team is concerted, has increased a lot.  11. Acquiring increased ability in dealing with another programing languages like ASP.NET ,Ajax, C Sharp,  12. Refreshing my skills in Visual programming.  It is very good to acquire such a large number of skills in a three-month training period. So, training at **Resolv** can be said to be very valuable.  **11.Comments and Recommendation**  In this chapter, I give my opinion about training in **Resolv** and in general. Since previous speech focused on advantages of training at **Resolv**, I will focus here on the disadvantages and provide recommendations concerning them.  As stated before, one main disadvantage of the training was the lack of a precise training program as a result of the nature of work in design sections. The nature of work implies that the training plan cannot be independent from what is being worked on in the section, so the plan is dependent on the department work in the three months, which is not precisely planned. To resolve this problem I recommend that at the beginning of the training period the training supervisor determines with the trainee which of the current main projects in the section, or department, to involve him / her in according to his / her tendencies. This should not be a time-distributed schedule but only a listing of projects in which he/she will be submitted partial tasks. Otherwise, the trainee would find himself disorganized or having nothing to do for a long time. I think that partial tasks that are achievable the short period of training are best fit to trainees. A trainee should not be submitted a complete project or asked to start a new project. This is useless.  Another problem was the negative effect of the large load of work on the design engineers which caused them to ignore trainees totally for many days. I think if they involve trainees well from the beginning to carry a partial loads of the projects, this would be helpful.  Here is another point to say. Admitting the necessity of reading and acquiring new knowledge in engineering design, a trainee should not spend much time in this. At the end, training aims at acquiring practical skills and so, the trainee should be early involved in work, even if he/she will make mistakes. Sometimes, asking the trainee to keep reading in the library is intended to escape him!  However, the valuable benefits I gained from training at **Resolv** lets my overall evaluation of training there be: very good. Finally, regarding the training program at college in general, I think there should be more equity between students. The net training periods should be equal or close. I think that if training days are three or two a week, training will not achieve its goals. However, a general recommendation to training institutions is to try to get maximum benefit from trainees instead of ignoring them. Energy of the employees should be best invested since this will achieve common interests of the trainee (practical expertise) and the company (additional human resources).  **11.Appendix**    Fig: Starting Page of Visual Studio    Fig: Login Page of the system in Visual Studio |

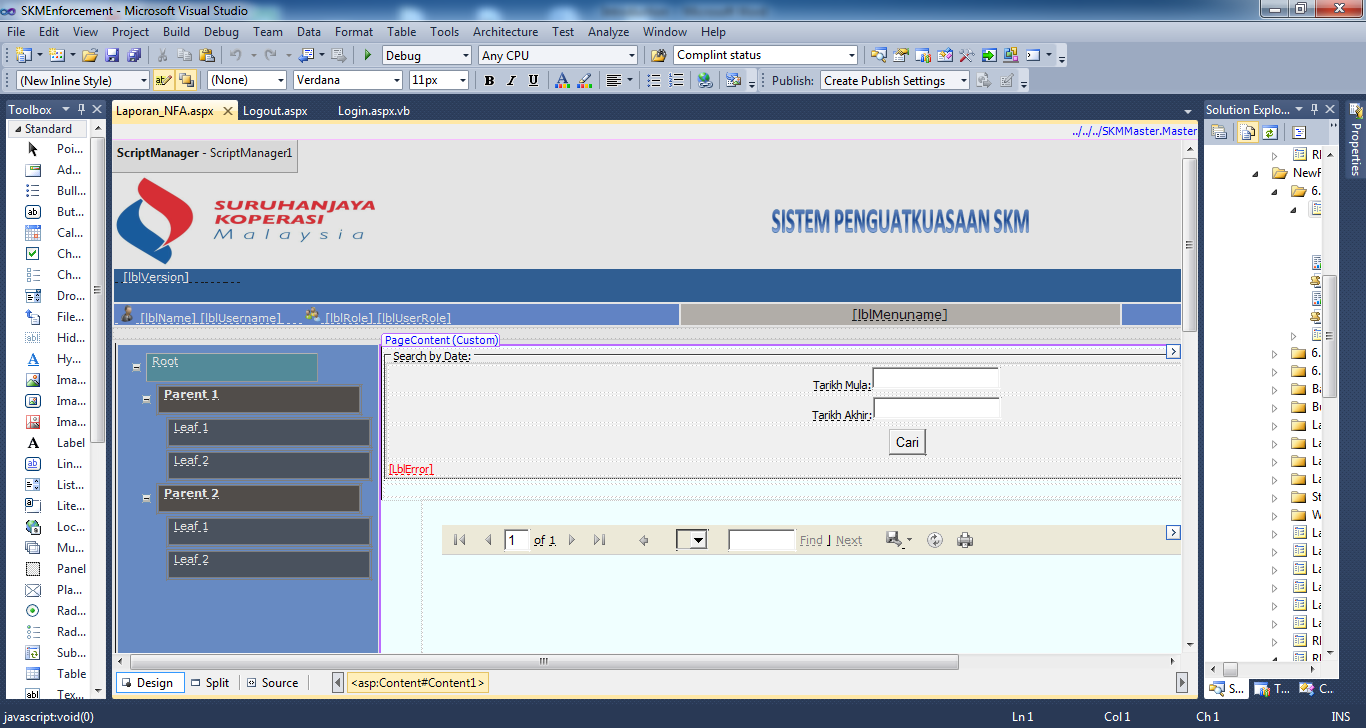


Fig: Master page of a report in Visual Studio

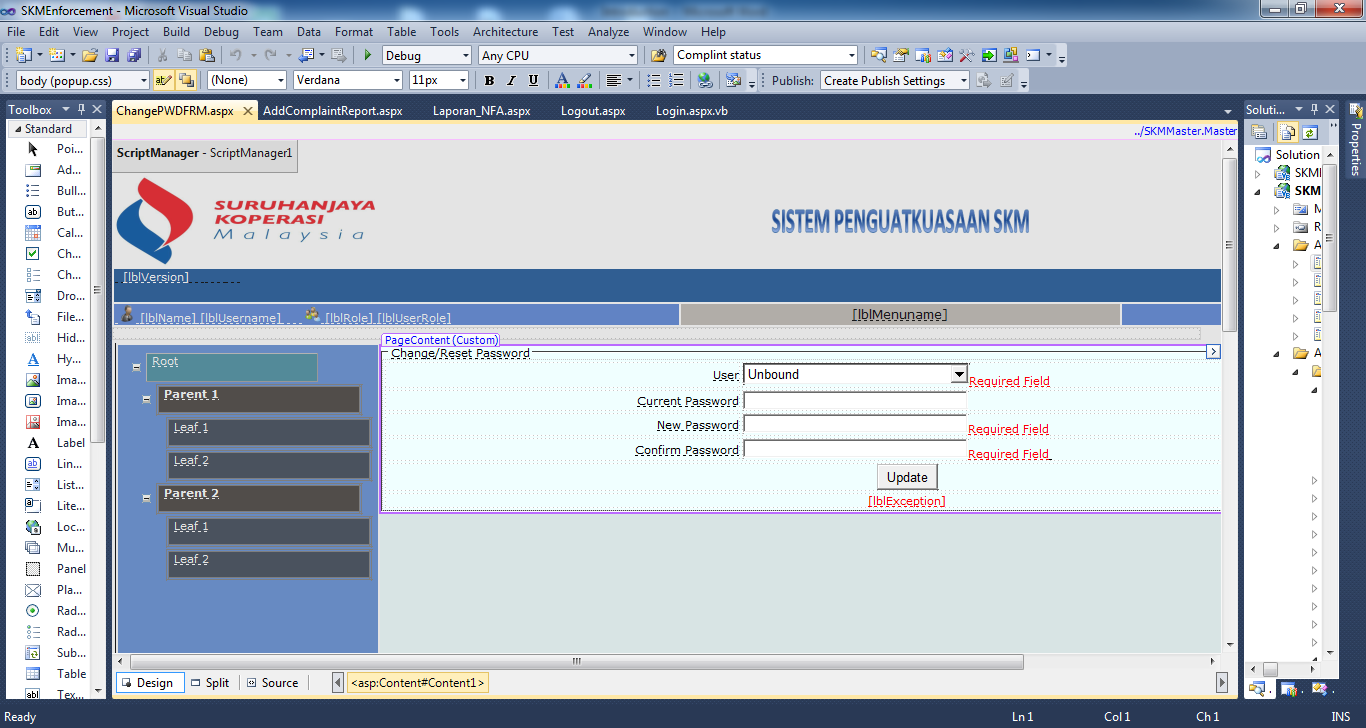


Fig: Admin master page in Visual Studio

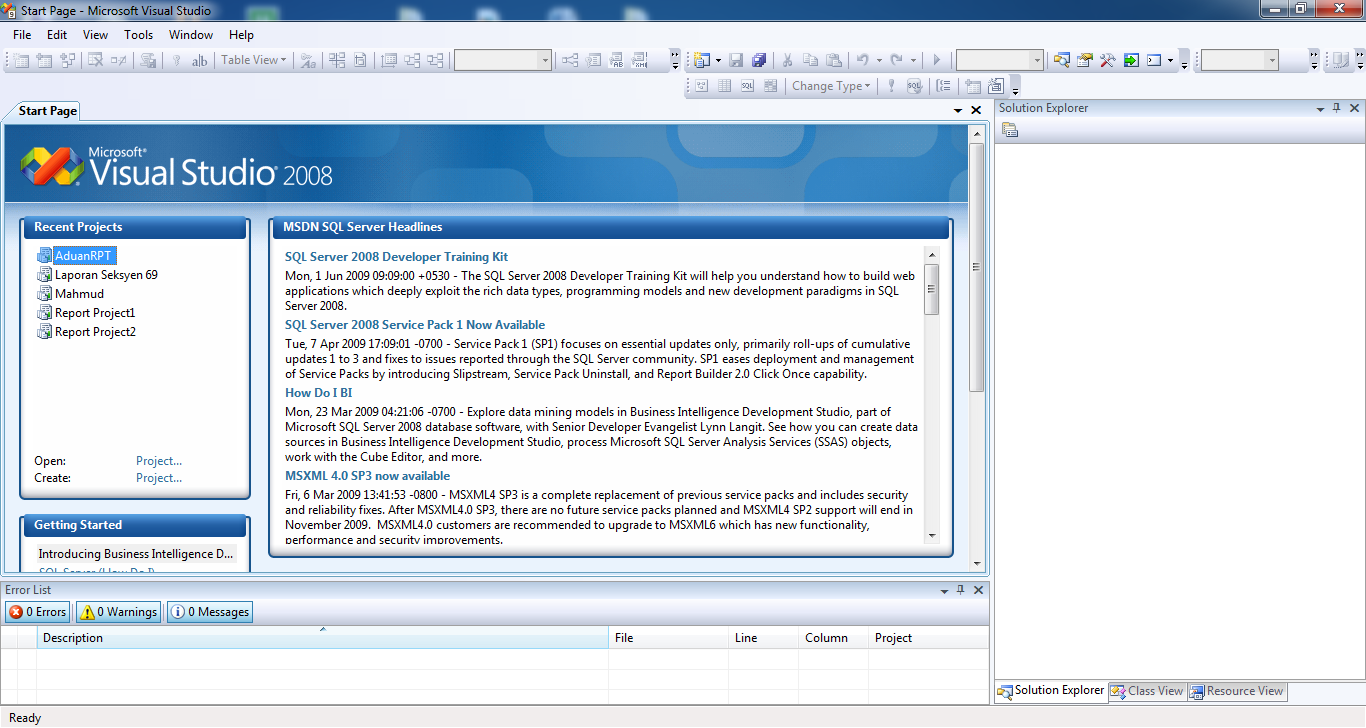


Fig: Starting Page of SQL server Business Intelligent Development Studio

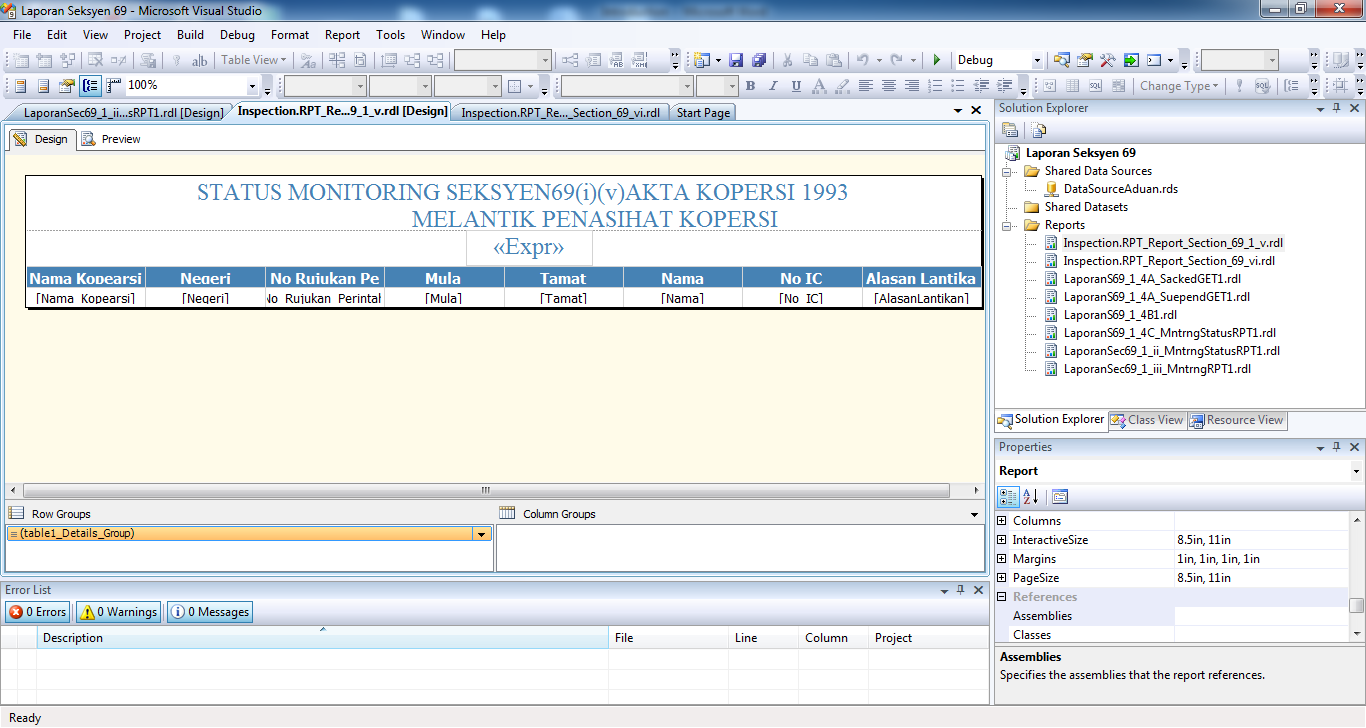


Fig: SSRS report design of a report

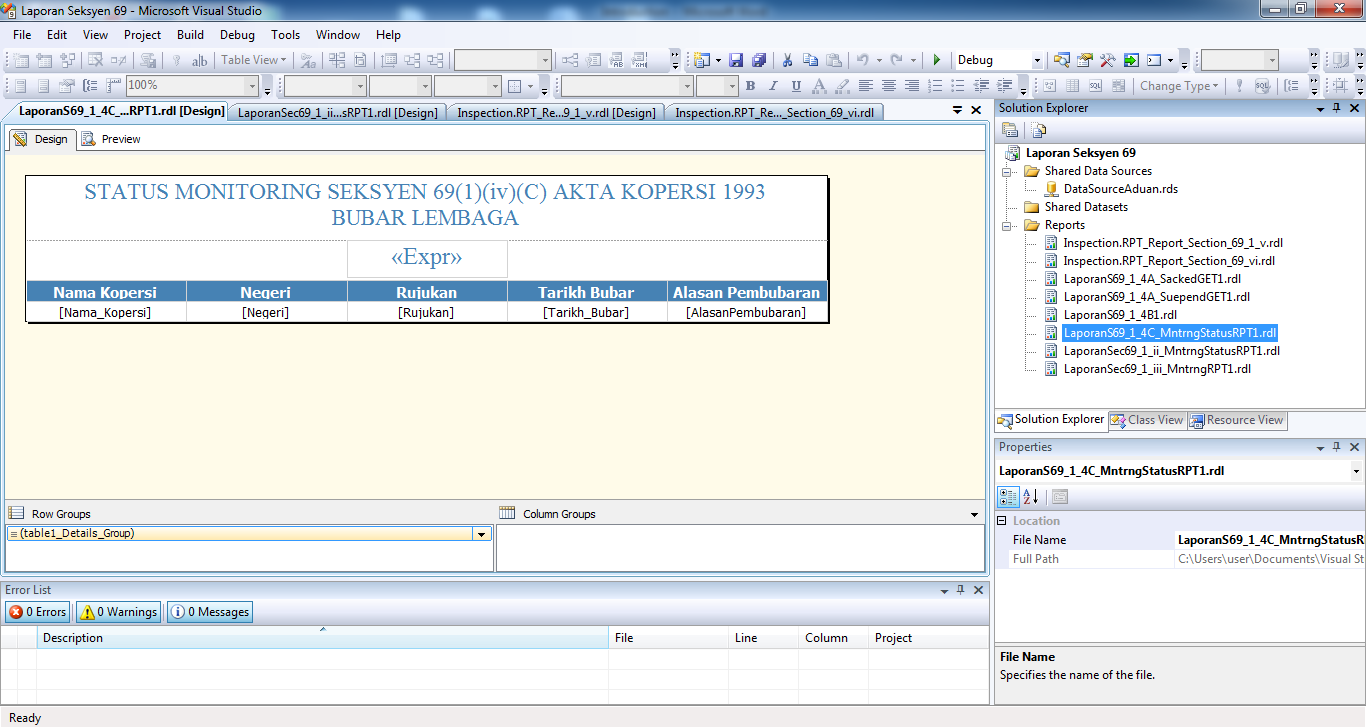


Fig: SSRS report design of another report

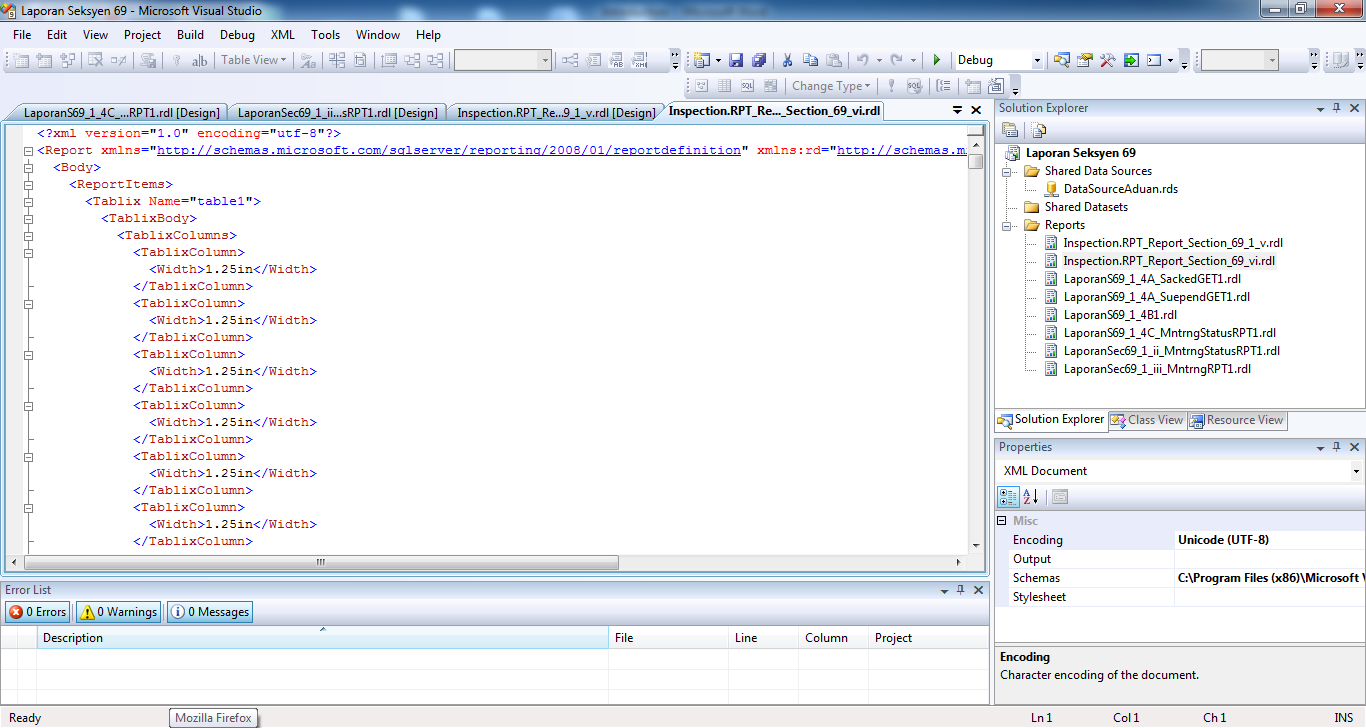


Fig: Code window of a report