

Monthly Work Report

Name: Gerry
Position: IT Support
Month: September 2025

Executive Summary

During September 2025, IT operations focused on two major areas: (1) supporting outlet and office operations through troubleshooting, maintenance, and system upgrades, and (2) preparing data and system requirements for the launch of the RMS (Retail Management System). Key achievements this month include resolving critical IRS system errors at several outlets (AM Lucky Mart, December Mart, Bekenu), upgrading the HQ server to achieve 1Gbps network speed, successfully linking the CCTV system to the office without additional hardware cost, and securing long-term office resources such as a rental printer and new laptops for incoming staff. The RMS project was the most urgent and resource-intensive workstream. Multiple outstation visits were made to collect barcodes, finalize the master list, perform large-scale data entry, and resolve more than 650 missing items at Lorong5. These efforts ensured the RMS database is accurate and ready for the upcoming launch. Overall, more than 20 tasks were completed across HQ and outlets, reflecting a balance between daily IT support and long-term system improvements.

Section A – RMS Project (Major Focus)

This month, a large portion of work was dedicated to the preparation of the Retail Management System (RMS). Tasks included barcode collection, master list finalization, and multiple urgent rounds of data entry. More than 1,300 items were entered and verified across outlets and warehouse data, including resolving approximately 650 missing items at Lorong5. Vendor lists were also exported from IRS to support integration. Note: The planned Lorong5 stock take operation (24/09) was cancelled due to technical problems and has been rescheduled to 04/10/2025.

Date	Task	Location/Type	Status / Remarks
10/09	Product sales data collection (Lorong49, Lorong5, Tudan, Luck Outlets)	Outstation (Warehouse)	Completed
11/09	Barcode collection	Outstation (Tudan)	Completed
13/09	RMS Master list finalization	Outstation (Warehouse)	Completed
14/09	RMS Data Entry (300 items)	Outstation (Warehouse)	Completed
15/09	RMS Data Entry (200 items)	Outstation (Lorong5)	Completed
16/09	RMS Missing items entry (~650)	Outstation (Lorong5)	Completed
24/09	Vendor list export for RMS	Work in Office	Completed 26/09
24/09	Lorong5 Stock Take	Outstation (Remote)	Cancelled – rescheduled to 04/10

Section B – IT Support & Maintenance

Parallel to RMS preparations, daily IT support continued across HQ and outlets. This included resolving scanner problems, IRS system errors, network upgrades, PC setup for new staff, and cost-saving CCTV integration.

Date	Task	Location/Type	Remarks
02/09	Scanner problem (AM Lucky – Elvy)	Outstation (Marina)	Completed 05/09
05/09	IT asset labeling	Work in Office	Completed
08/09	New PC setup for Manager Benny (POS hardware)	Work in Office	Completed 09/09
09/09	IRS lagging at December Mart	Remote	Maintenance done 11/09
06/09	AM Lucky Mart software & Windows update	Remote	Completed 11/09
11/09	AM Lucky reporting issue (cache problem)	Remote/Office	Resolved after 2 weeks
08/09	Linked CCTV to office	Work in Office	Completed 20/09
22/09	IRS error at Bekenu Outlet	Remote	Completed 22/09
02/09	Changed server to Ethernet (1Gbps)	Work in Office	Completed 23/09
05/09	New laptop & PC request (Ms. Melly)	Work in Office	Completed 23/09
03/09	IRS remote access issue (Firewall SQL port fix)	Remote/Office	Completed 25/09
08/09	Office rental printer setup	Work in Office	Completed 25/09

Conclusion

September was a high-output month, with urgent RMS preparation completed alongside essential IT system upgrades and daily support operations. The focus on both immediate troubleshooting and long-term system readiness ensured stability for current operations while laying the groundwork for future improvements. One scheduled RMS activity, the Lorong5 stock take, was cancelled due to technical issues and will proceed on 04 October 2025.

Prepared by:

Gerry

IT Support

Date: 30 September 2025