

COMPANY PROFILE:

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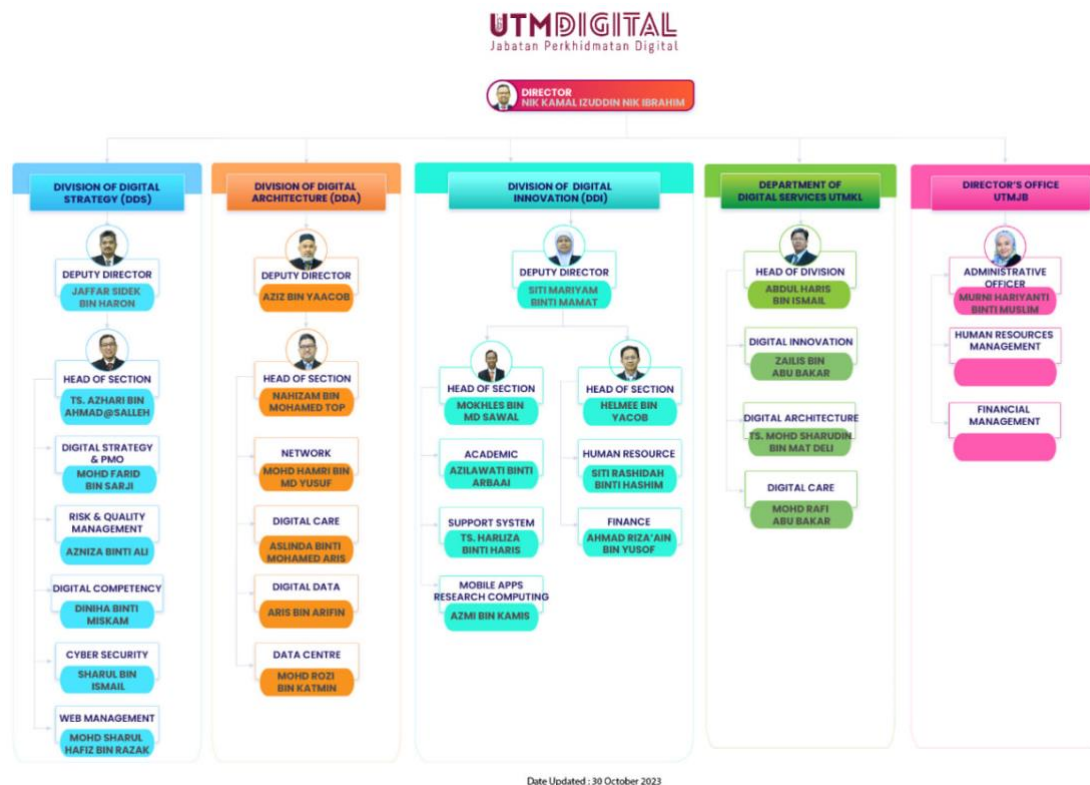
-Vission: Digital University Driver

-Mission: Strengthening academia-centric service delivery through data driven digital ecosystem

-Core function: (i) Develop and implement new applications and upgrade existing applications that cover the core business of the University
(ii) Ensure that ICT infrastructure is always available to support the application platform developed
(iii) Support the implementation of Digital lifestyle through development of latest innovation technology

-UTM Digital: The Digital University Driver that plays a role in empowering the delivery of ICT services By adapting the use of the latest technology to that UTM staff and students can experience and enjoy a digital lifestyle with high performance delivery

STRUCTURE:



SERVICES AND RELATED INFORMATION

1. **UTMID** = UTMID is unique identification (ID) assigned to a user to authenticate a user before accessing UTM network, ICT applications and services including UTMWIFI, MyUTM portal and UTMSmart.
2. **Email**
3. **Software** = Microsoft 365, NVIVO(latest 2022), IBM SPSS, Matlab – Campus Wide License
4. **Application**
5. **ICT Security**
6. **Project Management**
7. **Data Centre**
8. **Even Support**
9. **Quality Assurance**
10. **Network**
11. **ICT Policy & Guideline**
12. **Websites**

OUR TEAM

- 1.Top Management
- 2.Diresctor's Office
- 3.Division of Digital Strategy (DDS)
- 4.Division of Digital Architecture (DDA)
- 5.Division of Digital Innovation (DDI)
- 6.UTMIDKL
- 7.UTM-Synergy Programme

VISITED PARTICULAR FACILITIES

(1)**Location:** Workplace – biggest open office

Staff members accompany: 1. En. Muhd syafiq (it officer)

2. Pn diniha miskam (senior it officer)

New Information gain: - all programmers placed here called DDI (Division of Digital Innovation)

-facilities: one meeting area, two small discussion areas, mosque, pantry

-capacities: maximum 60 people

-activities : Jamuan Hari Raya

(2)**Location:** One sub-centre (customer relationship management) - digital care

Staff members accompany: 1. Pn diniha miskam (senior it officer)

2. Pn Aslinda Mohd Aris (senior it officer) -in charge in digital care unit

New information gained: - Meeting room: 1. Sangfor room (main digital provider)

2. Ruckus room (product for network, Wifi)

3. name based on win-win strategic partners and

Industry relations

-The digital care unit has two teams: 1. Help Desk team

2. Technical team

-Help Desk team: frontline of UTM Digital, receive and solve problems related to ICT (UTMid, email acc, official email acc)

-Technical team: troubleshoot network problem and support university event (For example: competition ceremony)

(3)**Location** : *Tm room*-Vid council technology

Staff members accompany: Pn Aslinda Aris (senior it officer)

New Information gained : - this room sponsored by Telecom Malaysia with collaboration with

Huawei

-learn about product named Huawei Idea Hub

-aim of the product : transform meeting rooms and office space into a smart space

-functions of the product :

1.multiple screen collaboration between mobile an laptop to

Huawei Idea Hub

2.interactive whiteboard

3.wireless sharing

-to access : 1.Iphone = download idea share from app store and enter code

2.Android = just scan the Qr code

(4)**Location** : Data Centre

Staff members accompany: Mohd Hafiz Muhammad Nasir

New Information gained: UTM Data Center is the only government agency Data Center certified with ANSI/TIA-942:2017 (Build-up & Design).

1)UTM Data Center Overview:

-Services over 350 physical servers.

-Accommodates up to 2520U size of physical servers.

-Currently utilizing 840U of server space.

2.Importance of Design and Operation:

- Stresses the critical nature of the mission-critical Data Center.
- Highlights the need for high availability and efficiency in design, maintenance, and operation.
- Acknowledges the necessity for flexibility to adapt to changing business requirements.
- Choice of ANSI/TIA-942 Standard:

3.ANSI/TIA-942 is selected for several reasons:

- Issued by a non-profit organization.
- TIA (Telecommunications Industry Association) is accredited by ANSI (American National Standards Institute).
- The standard is publicly available, promoting transparency.
- Comprehensive coverage of all aspects of the physical data center, including site location, architecture, security, safety, fire suppression, electrical, mechanical, and telecommunication.

4.Coverage of ANSI/TIA-942:

- The standard is chosen for its comprehensive coverage, encompassing various critical aspects of a data center.