1.0 FINAL REPORT

The industrial training final report is the key elements that will be accounted to evaluate students' performance that had undergo the industrial training. Through this report, students will be evaluated based on the contents, presentation (objective, language used, sentence structure) and also writing format.

2.0 REPORT CONTENT

The necessary report content are as follows:

- Acknowledgement
- Executive Summary
- Table of Content
- 1.0 Introduction
- 2.0 Company Profile
- 3.0 Project Details
- 4.0 Other Project/Task
- 5.0 Recommendation
- 6.0 Conclusion
- Bibliography
- Daily Task Report
- Appendices

** The report content above is general. Please refer Appendix D for sample of system/website development report, computer maintenance report and computer networking report.**
3.0 BRIEF EXPLANATION ON THE REPORT CONTENTS

- **Acknowledgement**
  Vote of thanks to individuals or parties that help throughout the industrial training session including the academic and industrial supervisors that does not exceed one (1) page.

- **Executive Summary**
  An overall explanation on final report and brief conclusion that can be made from the industrial training program. Student also should briefly explain the important contents of the final report.

- **Table of Content**
  List of contents together with page numbers according to the student report.

- **1.0 Introduction**
  Student should define the term of industrial training and describe the objectives of undergoing industrial training. Student also should briefly explain the purpose and needs of the report.

- **2.0 Company Profile**
  Introduction to the organization. Student should describe the company background and staff, vision and mission, organization structure, products and services offered by the organization, environment and also organization function. Students should also include the details of Industrial Supervisor such as name, position, contact number and his/her other details.

- **3.0 Project Details**
  Main Project/task is the most important content to included in the report. In this part, student have to explain in details the tasks/projects that has been carried out during the industrial training session. The tasks/projects that had been done can be system/website development, upgrading existing system/website, computer maintenance, computer networking, troubleshoot and so on. Student should also explain clearly the work flow of the project work.

  The main points are as follows:
  - Explanation of the project scope
  - Description of the project objectives
  - Identified project opportunities
  - Selection/application of the appropriate method used in completing the tasks/project
  - Selection of tools or techniques used during planning the project
  (Gantt Chart / Data Flow Diagram (DFD) / Entity Relationship Diagram (ERD) / Unified Modeling Language (UML) / Flowchart)
4.0 Other Project/Task
Student may include other tasks/projects assigned by the industrial supervisor during the industrial training program.

5.0 Recommendation
Student should identify the problems occur in the project and gives appropriate recommendation or contribution of thoughts to solve problems.

6.0 Conclusion
Summary of the whole industrial training experience.

Bibliography
Relevant references used in the report such as books, websites, journals, articles and so on. (Please refer Appendix E)

Daily Task Report
The log sheet report provided by the Industrial Training Unit (ITU) is used to record daily activities done by the students throughout the industrial training period. It is necessary for students to record all activities that were being conducted every day completely and tidy so that assessment can be done by supervisor together with the final report.

Things that should be recorded are as below:

i. Daily tasks/activities conducted during the industrial training program.
ii. Copies of medical certificate should be pasted in the log book if the student is on leave due to health problem.
iii. A brief comment together with formal stamp by supervisor should be carried out every week.


Appendices
Student can attach forms, user manual, coding or anything that related to the tasks/project and report. Sort different appendices with different names.
4.0 REPORT WRITING FORMAT

i. Report must be typed by using Arial type of font with 11 in size and 1.5 spacing.

ii. The size of margin are as follows:-(Please refer Appendix C)

- Top : 1.25”
- Left: 1.5”
- Right : 1.5”
- Bottom : 1.25”

iii. The report must be included with Header.

iv. The page number must be located on the right side at the bottom of the page.

v. Page number for Acknowledgement is (i).

vi. Page number for Executive Summary is (ii).

vii. Page number for Table of Content is (iii) and so on.

viii. The texts in the report must be divided into chapters beginning with 1.0 Introduction on page 1 until the last chapter 6.0 Conclusion. If the title of the chapter use distinctive page, it is counted as a page but no need to write the page number. In short, each paper used, even if it is empty, must be counted in page number. Use different chapters for different tasks/projects.

ix. Each appendices should be given appropriate titles.
5.0 PREPARING THE REPORT

i. Use A4 size paper.

ii. Use hard cover binding with **BLACK** in colour. Coil binding is **NOT** accepted.

iii. The college name, report title, course name, student name, student ID number and industrial training session must be placed in front of the report cover. Use Arial type of font with the size of 18. *(Please refer to Appendix A)*

iv. The abbreviation of course name, student name and industrial session must be placed at the side of the report cover. Use Arial type of font with the size of 18. *(Please refer to Appendix B)*

v. Each student from the organization must prepare a different report.

vi. Report must be written in English with minimum 40 pages **EXCLUDED** appendices.

vii. A copy of the binded report need to be submit directly to Industrial Training Unit. Please make sure that your report submission has been confirmed by the academic supervisor.

6.0 LIST OF APPENDICES

- Appendix A – Example of Report Cover (Front)
- Appendix B – Example of Report Cover (Side)
- Appendix C – Example of Header and page number
- Appendix D – Example of Table Of Content
- Appendix E – Standard Bibliography Format
Appendix A – Example of Report Cover (Front)

KOLEJ POLYTECH MARA
KAMPUS CAWANGAN BATU PAHAT

INDUSTRIAL TRAINING REPORT
DIPLOMA IN INFORMATION TECHNOLOGY

MUHAMMAD BIN ALI
PTM1607000001

APRIL 2019

COLLEGE NAME

COURSE NAME

STUDENT NAME

STUDENT ID NUMBER

INDUSTRIAL TRAINING SESSION

EXAMPLE

COVER : HARD COVER (BLACK)
FONT : ARIAL NARROW
SIZE : 18
FORMAT : BOLD
COLOUR : GOLD
Appendix B – Example of Report Cover (Side)

DIT

MOHAMMAD BIN ALI

APRIL 2019

COURSE NAME

STUDENT NAME

INDUSTRIAL TRAINING SESSION

COVER : HARD COVER (BLACK)

FONT : ARIAL NARROW

SIZE : 16-18

FORMAT : BOLD

COLOUR : GOLD

EXAMPLE
Appendix C – Example of Header and page number

❖ KPTMBP’s new logo must be placed on the left side of the header.
❖ Title of chapter should be placed on the right side of the header.

❖ Page number must be located on the right side at the bottom of the page.
### Appendix D – Example of Table Of Content

**A. FORMAT EXAMPLE OF TABLE OF CONTENT (MAINTENANCE)**

<table>
<thead>
<tr>
<th>ACKNOWLEDGEMENT</th>
<th>EXECUTIVE SUMMARY</th>
<th>TABLE OF CONTENT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### 1.0 INTRODUCTION

1.1 Definition of Industrial Training &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 1
1.2 Objectives of Industrial Training &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 2
1.3 Objectives of the report &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 3

#### 2.0 COMPANY PROFILE

2.1 ABC Technology Sdn Bhd Background &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 4
2.2 History of ABC Technology Sdn. Bhd. &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 5
2.3 Location &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 6
2.4 Vision and Mission &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 6
2.5 ABC Technology Sdn Bhd Organization Chart &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 8
2.6 ABC Technology Products and Services &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 9
2.7 Industrial Supervisor background detail &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 10

#### 3.0 PROJECT DETAILS

3.1 Introduction of the Project &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 11
3.2 Scope of the Project &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 13
3.3 Objective of the Project &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 14
3.4 Project Details &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 15
   3.4.1 Project Progress &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 15
   3.4.2 Project Planning &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 17
       3.4.2.1 List of the Project Equipment and Price &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 20
       3.4.2.2 Method Applied in the Project &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 22
3.4.3 Project Description &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 25
   3.4.3.1 Diagnosing Computer Problems &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 25
       3.4.3.1.1 Disk Integrity &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 28
       3.4.3.1.2 System Files Integrity &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 30
   3.4.3.2 Eliminate Equipment Problems &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 33
       3.4.3.2.1 Getting System Information &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 34
       3.4.3.2.2 Eliminating Device Problems &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 36
   3.4.3.3 Freeing up Computer Memory &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 39
   3.4.3.4 Clean the System &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 44
       3.4.3.4.1 Disk Cleanup &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 47
       3.4.3.4.2 Remove Malicious Software &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 49
       3.4.3.4.3 Remove Unwanted Programs &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 51
       3.4.3.4.4 Defragmentation Process &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 54
   3.4.3.5 Protect the System &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 57
       3.4.3.5.1 Updates & Restoration &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 58
       3.4.3.5.2 Enabling Security &nbsp;&nbsp;&nbsp;&nbsp;&nbsp; 61
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.4.3.5.3 Repairing the Firewall</td>
<td>62</td>
</tr>
<tr>
<td>3.5 Project Opportunities</td>
<td>63</td>
</tr>
<tr>
<td>3.6 Conclusion of the Project</td>
<td>64</td>
</tr>
<tr>
<td>4.0 OTHER PROJECT/TASKS</td>
<td></td>
</tr>
<tr>
<td>4.1 Introduction of the Second Project</td>
<td>66</td>
</tr>
<tr>
<td>4.2 Scope of the Project</td>
<td>67</td>
</tr>
<tr>
<td>4.3 Objective of the Project</td>
<td>69</td>
</tr>
<tr>
<td>4.4 Project Details</td>
<td></td>
</tr>
<tr>
<td>4.4.1 Project Background</td>
<td>72</td>
</tr>
<tr>
<td>4.4.2 Project Planning</td>
<td>74</td>
</tr>
<tr>
<td>4.4.3 Project Figures</td>
<td>77</td>
</tr>
<tr>
<td>4.5 Conclusion of the Project</td>
<td>80</td>
</tr>
<tr>
<td>5.0 RECOMMENDATION</td>
<td></td>
</tr>
<tr>
<td>5.1 Problems and Difficulties Faced During Project</td>
<td>82</td>
</tr>
<tr>
<td>5.2 Suggestions for Problem Solutions</td>
<td>84</td>
</tr>
<tr>
<td>6.0 CONCLUSION</td>
<td></td>
</tr>
<tr>
<td>6.1 Achieving the Aims of the Programs</td>
<td>86</td>
</tr>
<tr>
<td>6.2 Suggestion</td>
<td>86</td>
</tr>
<tr>
<td>6.3 Future Endeavour in the Project</td>
<td>87</td>
</tr>
<tr>
<td>BIBLIOGRAPHY</td>
<td>89</td>
</tr>
<tr>
<td>DAILY TASK REPORT</td>
<td>90</td>
</tr>
<tr>
<td>APPENDICES</td>
<td>131</td>
</tr>
</tbody>
</table>
# B. FORMAT EXAMPLE OF TABLE OF CONTENT (NETWORKING)

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACKNOWLEDGEMENT</td>
<td>i</td>
</tr>
<tr>
<td>EXECUTIVE SUMMARY</td>
<td>ii</td>
</tr>
<tr>
<td>TABLE OF CONTENT</td>
<td>iii</td>
</tr>
<tr>
<td>1.0 INTRODUCTION</td>
<td></td>
</tr>
<tr>
<td>1.1 Definition of Industrial Training</td>
<td>1</td>
</tr>
<tr>
<td>1.2 Objectives of Industrial Training</td>
<td>2</td>
</tr>
<tr>
<td>1.3 Objectives of the report</td>
<td>3</td>
</tr>
<tr>
<td>2.0 COMPANY PROFILE</td>
<td></td>
</tr>
<tr>
<td>2.1 ABC Network Sdn Bhd Background</td>
<td>4</td>
</tr>
<tr>
<td>2.2 History of ABC Network Sdn. Bhd.</td>
<td>5</td>
</tr>
<tr>
<td>2.3 Location</td>
<td>5</td>
</tr>
<tr>
<td>2.4 Vision and Mission</td>
<td>6</td>
</tr>
<tr>
<td>2.5 ABC Network Sdn Bhd Organization Structure</td>
<td>7</td>
</tr>
<tr>
<td>2.6 ABC Network Sdn Bhd Products and Services</td>
<td>8</td>
</tr>
<tr>
<td>2.7 ABC Network Sdn Bhd Functions and Roles</td>
<td>9</td>
</tr>
<tr>
<td>2.8 Network Environment at ABC Network Sdn Bhd</td>
<td>11</td>
</tr>
<tr>
<td>2.7 Industrial Supervisor background detail</td>
<td>12</td>
</tr>
<tr>
<td>3.0 PROJECT DETAILS</td>
<td></td>
</tr>
<tr>
<td>3.1 Introduction of the Project</td>
<td>13</td>
</tr>
<tr>
<td>3.2 Scope of the Project</td>
<td>14</td>
</tr>
<tr>
<td>3.3 Objective of the Project</td>
<td>14</td>
</tr>
<tr>
<td>3.4 Project Details</td>
<td>15</td>
</tr>
<tr>
<td>3.4.1 Overview on the Existing Network Infrastructure at ABC Network Sdn Bhd</td>
<td>15</td>
</tr>
<tr>
<td>3.4.2 ABC Network Sdn Bhd Existing Network Diagrams</td>
<td>16</td>
</tr>
<tr>
<td>3.4.3 Hardware Supported at ABC Network Sdn Bhd</td>
<td>18</td>
</tr>
<tr>
<td>3.4.3.1 Computers</td>
<td>18</td>
</tr>
<tr>
<td>3.4.3.2 Network Adapters</td>
<td>19</td>
</tr>
<tr>
<td>3.4.3.3 Switches and Hubs</td>
<td>20</td>
</tr>
<tr>
<td>3.4.3.4 Servers</td>
<td>22</td>
</tr>
<tr>
<td>3.4.3.5 Modems</td>
<td>23</td>
</tr>
<tr>
<td>3.4.3.6 Cablings</td>
<td>25</td>
</tr>
<tr>
<td>3.4.3.7 Printer and Scanner</td>
<td>26</td>
</tr>
<tr>
<td>3.4.4 Project Description</td>
<td>28</td>
</tr>
<tr>
<td>3.4.4.1 Differences between LAN and WAN</td>
<td>30</td>
</tr>
<tr>
<td>3.4.4.2 Building up A Small Office with LAN Network</td>
<td>33</td>
</tr>
<tr>
<td>3.4.4.2.1 Project Planning</td>
<td>34</td>
</tr>
<tr>
<td>3.4.4.2.2 Suggested Network Equipments</td>
<td>37</td>
</tr>
<tr>
<td>3.4.4.2.3 Project Progress</td>
<td>39</td>
</tr>
<tr>
<td>3.4.4.3 Network Diagram of the Project</td>
<td>40</td>
</tr>
<tr>
<td>3.5 Project Opportunities</td>
<td>41</td>
</tr>
<tr>
<td>3.6 Conclusion of the Project</td>
<td>42</td>
</tr>
</tbody>
</table>
4.0 OTHER PROJECT/TASK
  4.1 Introduction of Network Maintenance  44
  4.2 Scope of the Project  45
  4.3 Objective of the Project  46
  4.4 Project Details  47
    4.4.1 Strategy for Network Maintenance  47
    4.4.2 Best Method for Network Maintenance  48
    4.4.3 Troubleshooting  49
      4.4.3.1 Network Troubleshoot  49
        4.4.3.1.1 Common Network Problem and Solution  49
        4.4.3.1.2 Cable Problem  50
        4.4.3.1.3 Failed Network Connection  51
        4.4.3.1.4 Tools Used  52
      4.4.3.2 Printer Troubleshoot  53
        4.4.3.2.1 Client hardware Troubleshoot  54
        4.4.3.2.2 Printer Maintenance  55
      4.4.3.3 Several Key Steps to Successful Troubleshooting  57
      4.4.4 Preventing Problems  59
  4.5 Project Opportunities  61
  4.6 Conclusion of the Project  62

5.0 RECOMMENDATION
  5.1 Problems and Difficulties Faced During Project  64
  5.2 Suggestions for Problem Solutions  66

6.0 CONCLUSION
  6.1 Achieving the Aims of the Programs  68
  6.2 Suggestion  69
  6.3 Future Endeavour in the Project  70

BIBLIOGRAPHY  71
DAILY TASK REPORT  72
APPENDICES  114
## C. FORMAT EXAMPLE OF TABLE OF CONTENT (SYSTEM/WEBSITE DEVELOPMENT)

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACKNOWLEDGEMENT</td>
<td>i</td>
</tr>
<tr>
<td>EXECUTIVE SUMMARY</td>
<td>ii</td>
</tr>
<tr>
<td>TABLE OF CONTENT</td>
<td>iii</td>
</tr>
</tbody>
</table>

### 1.0 INTRODUCTION
- 1.1 Definition of Industrial Training                                  1
- 1.2 Objectives of Industrial Training                                   2
- 1.3 Objectives of the report                                           3

### 2.0 COMPANY PROFILE
- 2.1 ABC Solution Sdn Bhd Background                                    4
- 2.2 History of ABC Solution Sdn. Bhd.                                  5
- 2.3 Location and Environment                                           7
- 2.4 Vision and Mission                                                 8
- 2.5 ABC Solution Sdn Bhd Organization Structure                        9
- 2.6 ABC Solution Sdn Bhd Products and Services                         10
- 2.7 Current Project at ABC Solution Sdn Bhd                            11
- 2.7 Industrial Supervisor background detail                            12

### 3.0 PROJECT DETAILS
- 3.1 Introduction of the Project                                        13
- 3.2 Scope of the Project                                               13
- 3.3 Objective of the Project                                           14
- 3.4 Project Details
  - 3.4.1 Project Planning                                               15
    - 3.4.1.1 Feasibility Study                                            16
    - 3.4.1.2 Data Gathering                                              18
      - 3.4.1.2.1 Method Carried Out for Data Gathering                    18
        - 3.4.1.2.1.1 Questionnaires                                      19
        - 3.4.1.2.1.2 Surveys                                            20
        - 3.4.1.2.1.3 Observations                                      21
        - 3.4.1.2.1.4 Researches                                        21
      - 3.4.1.2.2 Analysis of Collected Information                        22
    - 3.4.2 Gantt Chart                                                   23
  - 3.4.3 Project Design
    - 3.4.3.1 Data Flow Diagram                                           26
    - 3.4.3.2 Database Design                                             28
    - 3.4.3.3 Input Design                                                31
    - 3.4.3.4 Output Design                                               35
    - 3.4.3.5 Interface Design                                            42
  - 3.4.4 Project Implementation                                          46
    - 3.4.4.1 Requirement Specifications for Project Development         47
    - 3.4.4.2 System Implementation Process                             49
    - 3.4.4.3 System Testing                                             53
3.4.5 System Maintenance
   3.4.5.1 Identified Possible Risks
   3.4.5.2 Suggested Risk Management and Control
3.5 Project Opportunities
3.6 Conclusion of the Project

4.0 OTHER PROJECT/TASK
   4.1 Introduction of Project
   4.2 Scope of the Project
   4.3 Objective of the Project
   4.4 Project Details
      4.4.1 Description of Website Maintenance
      4.4.1 Website Maintenance Team
      4.4.2 Website Feedback Monitoring
      4.4.3 Website Performance Monitoring
         4.4.3.1 Updating Procedures
      4.4.4 Preventing Problems
         4.4.4.1 Identified Possible Problems and Attacks
         4.4.4.2 Suggested Solutions
   4.5 Project Opportunities
   4.6 Conclusion of the Project

5.0 RECOMMENDATION
   5.1 Problems and Difficulties Faced During Project
   5.2 Suggestions for Problem Solutions

6.0 CONCLUSION
   6.1 Achieving the Aims of the Programs
   6.2 Suggestion
   6.3 Future Endeavour in the Project

BIBLIOGRAPHY
DAILY TASK REPORT
APPENDICES
Appendix E – Standard Bibliography Format

There are several standards of well-established systems for writing a bibliography such as

- the Harvard System;
- the American Psychological Association System;
- the McGraw – Hill system;
- the Modern Languages Association system; and
- the footnote system.

Below are standard formats and examples for basic bibliographic information recommended by the Modern Language Association (MLA).

**Format Example**

**i. Books**

**Format:** Author’s last name, first name. *Book title*. Additional information. City of publication: Publishing company, publication date.

**Examples:**


**ii. Encyclopedia and Dictionary**

**Format:** Author’s last name, first name. "Title of Article." *Title of Encyclopedia*. Date.

*Note: If the dictionary or encyclopedia arranges articles alphabetically, you may omit volume and page numbers.

**Examples:**


iii. Magazine and Newspaper Articles

Format:
Author’s last name, first name. "Article title." *Periodical title* Volume # Date: inclusive pages.

*Note: If an edition is named on the masthead, add a comma after the date and specify the edition.

Examples:


iv. Website or Webpage

Format:
Author’s last name, first name (if available). "Title of work within a project or database." *Title of site, project, or database*. Editor (if available). Electronic publication information (Date of publication or of the latest update, and name of any sponsoring institution or organization). Date of access and <full URL>.

*Note: If you cannot find some of this information, cite what is available.

Examples: