Tag it

APR 2013 | ISSUE 2

in the HOT seat

OLD HABITS DIE HARD
Adapting new practices with e-Marking

TIDAK PERLU KALKULATOR LAGI
Mudahnya membuat penilaian prestasi secara atas talian

LISTEN TO THE STAKEHOLDER
How our customers give feedback

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DARI MEJA KETUA PUSAT

السلام عليكم و رحمة الله و بركاته

Salam Sejahtera dan Salam 1UNIMAS.

Pertama sekali saya ingin memanjatkan kesyukuran kepada Allah SWT kerana mengizinkan lagi penghasilan Tag-it (Majalah ICT dwi-bahasa) edisi kedua.

Sekalung tahniah kepada sidang redaksi dan semua yang terlibat atas usaha dan kesungguhan dalam menghasilkan Tag-it kali ini. Syabas dan teruskan.

Dalam usaha menyediakan perkhidmatan ICT, aspek kemahiran, kerjasama dan komitmen yang tinggi dari penyedia sistem dan pemilik sistem sangat diperlukan dan merupakan faktor penting keberkesanan sesuatu perkhidmatan yang dibangunkan. Kedua-dua pihak ini sememangnya mengimpikan penghasilan sebuah perkhidmatan ICT yang sempurna dan dapat menyelesaikan semua masalah, namun hakikatnya tidak begitu. Perkhidmatan ICT perlu melalui proses penambahbaikan yang berterusan untuk menjadi lebih mantap dan akhirnya memberi kepuasan kepada pengguna.

Menyedari keperluan ini, CICTS sentiasa bersikap positif dalam menerima maklumbalas, pandangan, cadangan serta komen daripada warga UNIMAS. Semua maklumbalas yang diterima menjadi input kepada kami untuk memperbaiki dan meningkatkan kualiti perkhidmatan yang disediakan.

Dalam merancang strategi ICT, CICTS juga telah mengadakan lawatan penanda arasan ke beberapa IPTA dan mengadakan sesi sumbangsaran staf.

Akhir kata, saya mengharapkan kandungan Tag-it pada kali ini dapat memberi sedikit sebanyak informasi yang bermanfaat kepada semua.

Harun Maksom
- KETUA PUSAT

FROM THE EDITOR

In his 1965 paper, Intel co-founder Gordon E. Moore observed that over the history of computing hardware, advancements were made approximately every two years. This doubling of transistors on integrated circuits came to be known as Moore's Law and has been instrumental in the advancement of computing technology since.
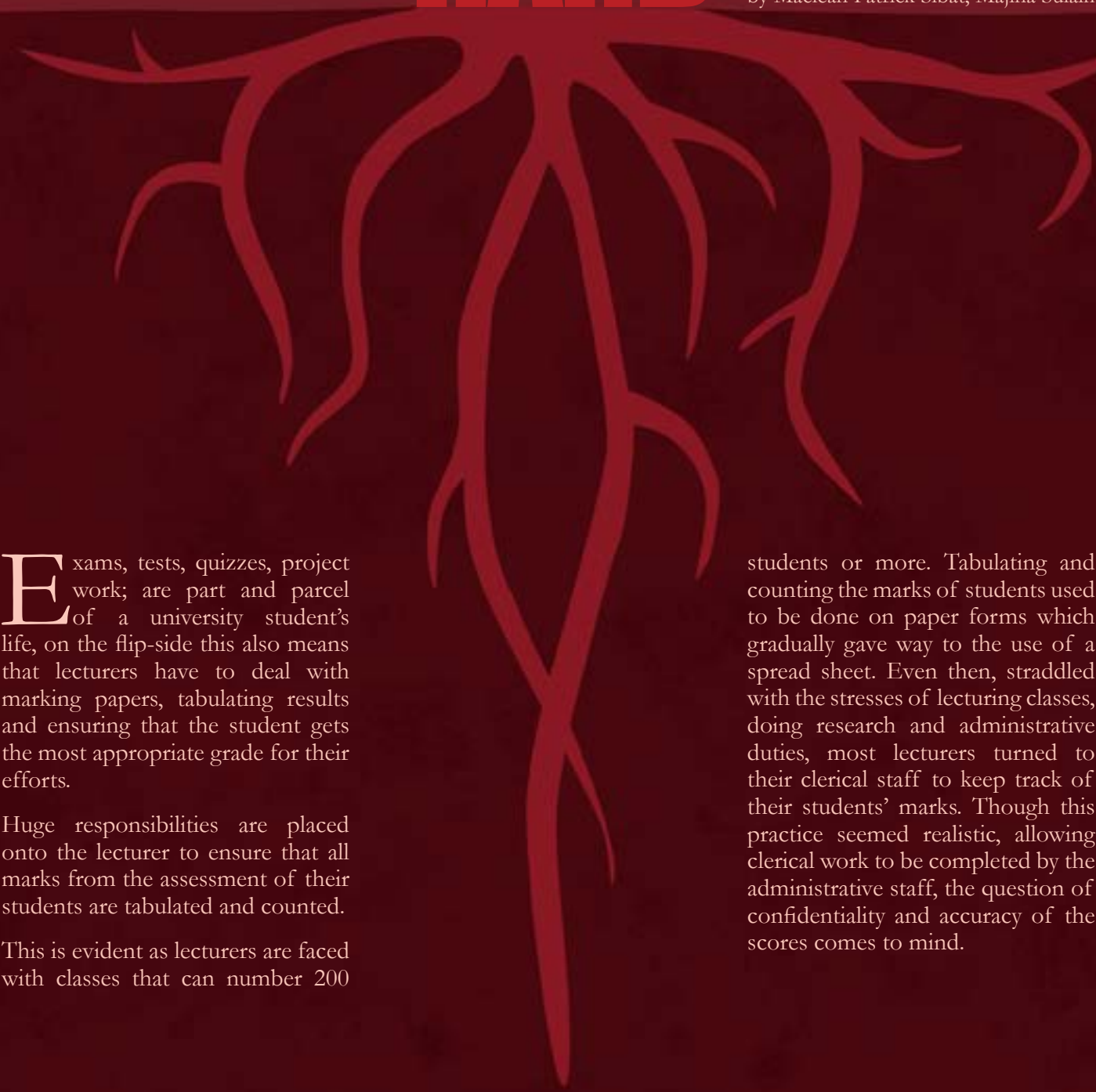
The advancement of computing technology has impacted every aspect of life. More so as we stand in the 21st century; technology is now more a norm rather than the exception and our first contact with technology takes place much earlier than before, just ask our children and you will find that they are more tech-savvy than we ever were as children.

In this issue of Tag-it, we put the owners of these ICT systems onto "**The Hot Seat**". We look at some systems that help UNIMAS meet the aspirations of its users. We look at what the users are saying about the services offered and for ways to make the user's experience better by listening to their feedback. All in the name of providing the best ICT service to the university.

Maclean Patrick

OLD HABITS

DIE HARD

by Maclean Patrick Sibat, Majina Sulaiman

Exams, tests, quizzes, project work; are part and parcel of a university student's life, on the flip-side this also means that lecturers have to deal with marking papers, tabulating results and ensuring that the student gets the most appropriate grade for their efforts.

Huge responsibilities are placed onto the lecturer to ensure that all marks from the assessment of their students are tabulated and counted.

This is evident as lecturers are faced with classes that can number 200 students or more. Tabulating and counting the marks of students used to be done on paper forms which gradually gave way to the use of a spread sheet. Even then, straddled with the stresses of lecturing classes, doing research and administrative duties, most lecturers turned to their clerical staff to keep track of their students' marks. Though this practice seemed realistic, allowing clerical work to be completed by the administrative staff, the question of confidentiality and accuracy of the scores comes to mind.

How could anyone be sure that the marks keyed in are correct or valid? How could validation be done when the marking schemes and students' works are kept by the lecturer and not by the clerical staff?

To help ease this process and to address these issues, UNIMAS initiated the e-Marking project in 2005, with the pilot system ready for testing by 2007. The system was initially used by the Faculty of Computer Sciences and Information Technology (FCSIT) for its 2007/2008-2 Semester. Training and briefings were provided to the other faculties so that eventually beginning from the 2009/2010-1 Semester; all faculties are now using e-Marking except the Doctor of Medicine program.

With the introduction of e-Marking, lecturers can now submit their students' marks anytime from anywhere. Lecturers have full access to the students list beginning from the 1st week of the semester to the week the final exams begin. In using the system, lecturers now have a complete record of their students' marks, kept and stored for later validation; when needed.

Even though e-Marking has helped streamline the data entry process, it is still a system that needs to be accepted and utilised by the community using new stratagems and techniques. And though younger lecturers have taken to the system with less resistance than their older peers, problems still arise from the approaches of lecturers using the system.

Old habits die hard and some choose to wait until the end of the semester to key in the students' marks. This habit of accumulating marks until the end of the semester is a fall-back to the manual-based submission process practised before the advent of e-Marking. It is stressful to the lecturers especially when the class size number 200 or more!

Instead, the best strategy for lecturers to submit their students' marks at the end of each assessment, as opposed to submitting all students' marks at the end of the semester. With e-Marking, all scores can be submitted when they are ready and kept till the final tabulation at the end of the semester. Students can then be aware of their carry-marks leading up to their final exams and thus; would help them to organise their study plans accordingly.

This work-process fits in with the established learning outcome practices advocated by the Quality Assurance Division (QAD) UNIMAS.

To assist lecturers, a work-schedule is circulated every semester providing the due dates for submission of students' marks by the Undergraduate Studies Division. These exam dates are fixed by the Ministry of Higher Education and failure to submit the marks on time would affect the disbursements of the students' scholarship or loans which are made available based on their exam results.

Yet, even if submission dates are fixed in this manner, the faculties can still assist to make amendments to their exam schedule to allow for earlier exam dates especially for those with a large number of students.

On top of that, e-Marking User-Manuals are emailed to lecturers upon account creation and training is provided upon request by the user or faculty.

The system was enhanced in February 2010, when it was integrated with the E-Course Outline system. The grade scales and modification to the course schemes are now controlled by the E-Course Outline system. This minimises grading mistakes and maintains a standard marking scheme, for assessment strategies by all lecturers.

There is no doubt that e-Marking is helping lecturers in UNIMAS, track their students' performance, but it takes more than just a system to do this. It also involves lecturers using the best strategy to utilise the system. Such strategies are needed as the number of students continues to increase alongside the requirements of research and administrative duties of a lecturer.

In a move to enhance and upgrade the system, a taskforce will be formed to embark on a review and survey of the e-Marking system in 2013. Feedbacks from the users of the system are most welcomed to help the team at CICTS to further improve the e-Marking system.

Tidak Perlu Kalkulator Lagi

Oleh Mahani bt Huja Husin, Syahrizan bin Abg Monir

"Aduh, mana pula kalkulator saya ni?" setiap kali sesi penilaian prestasi bermula pasti ramai Pegawai Penilai Pertama (PPP) dan Pegawai Penilai Kedua (PPK) tercari-cari kalkulator untuk membuat kiraan markah yang akan diberikan kepada Pegawai yang Dinilai (PYD). Mungkin juga ada yang masih tercari-cari di mana letaknya borang LNPT mereka.

Penilaian Prestasi Atas Talian

Perkhidmatan ini buat pertama kalinya diperkenalkan pada tahun 2009 dan dikenali sebagai LNPT Online. Ianya digunakan hanya oleh Pegawai Akademik dan telah menimbulkan pelbagai reaksi. Berdasarkan maklumbalas yang diterima, pada tahun 2010 proses penambahbaikan secara intensif telah dilaksanakan dan penjenamaan semula LNPT Online kepada ePrestasi Akademik telah dibuat. Penggunaannya masih diteruskan sehingga kini dan ia masih melalui beberapa proses penambahbaikan. Mulai tahun 2012 penggunaannya telah diperluaskan kepada Pegawai Pentadbiran (Kumpulan Bukan Akademik) dan lebih dikenali sebagai ePrestasi Bukan Akademik.

Penilaian Prestasi Atas Talian (ePrestasi) dibangunkan bagi meningkatkan mutu perkhidmatan Bahagian Pembangunan dan Pengurusan Sumber Manusia (BPPSM) untuk menjadikan proses penilaian lebih mudah, cepat, jimat dan telus.

Kenapa ePrestasi?

✓ Capaian boleh dibuat sepanjang masa di mana jua.

✓ Maklumat asas semuanya sudah tersedia.

✓ Panduan Pemarkahan yang jelas.

✓ Pengiraan secara automatik setelah markah dimasukkan.

✓ Telus kerana sesi rundingan bersama PPP adalah wajib.

✓ Proses Kerja dipercepatkan kerana tidak melibatkan penyerahan borang fizikal.

✓ Menjimatkan ruang simpanan di bilik fail.

Mesti Buat!

✓ Patuhi Jadual Perlaksanaan yang disediakan.

✓ Tukar kata laluan ePrestasi anda bagi mengelakkan kejadian yang tidak diingini.

✓ Jangan berikan kata laluan kepada PPP, sila taipkan sendiri semasa sesi rundingan.

ePrestasi akan lebih menarik jika kami dapat dengar...

✓ Apakah yang anda fikirkan tentang ePrestasi?

✓ Bagaimana ianya boleh ditambahbaik?

✓ Apakah idea anda untuk menjadikan antaramuka ePrestasi lebih gempak?

Majukan pandangan anda kepada kami melalui ICT ServiceDesk.

JADUAL PELAKSANAAN PENGURUSAN PENILAIAN PRESTASI

Disember/Januari
Perancangan Kerja Tahunan Jabatan

Disember/Januari
Penetapan Rancangan Kerja Bhg/Unit

Januari
Penetapan Sasaran Kerja Tahunan Pegawai Yang Dinilai (PYD)

Januari-Jun
Perlaksanaan Kerja & Pengesahan

Jun-Julai
Kajian Semula Pertengahan Tahun

Julai-Disember
Perlaksanaan Kerja & Pengesahan

Januari-Februari
Penyediaan Laporan Penilaian Prestasi Tahunan (LNPT)

Mac-April
Panel Pembangunan Sumber Manusia (PPSM)

Penyampaian Keputusan Prestasi & Penyimpanan Borang LNPT

LISTEN TO THE STAKE-HOLDERS

By Assoc Prof Dr Haji Mohd Ibrahim Safawi Mohd Zain

The UNIMAS Customer Satisfaction Online (UNIMAS CSO) is one of the modules proposed by Quality Assurance Dvision (QAD) in 2008. It is an online service that collects and receives students' written feedbacks/complaints/suggestions/appreciations on the services provided by Universiti Malaysia Sarawak (UNIMAS).

All written feedbacks will be forwarded to responsible Liaison Officers (LOs) appointed by faculties, institutes, divisons and centres. In general, feedbacks/complaints/suggestions/appreciations received will be analyzed and necessary action will be taken.

The UNIMAS CSO has been monumental in gauging users' response to the university's services and provides a systematic and focus way to enhance services provided by UNIMAS.

Usability statistic from June until September 2012

- Pending
- Completed
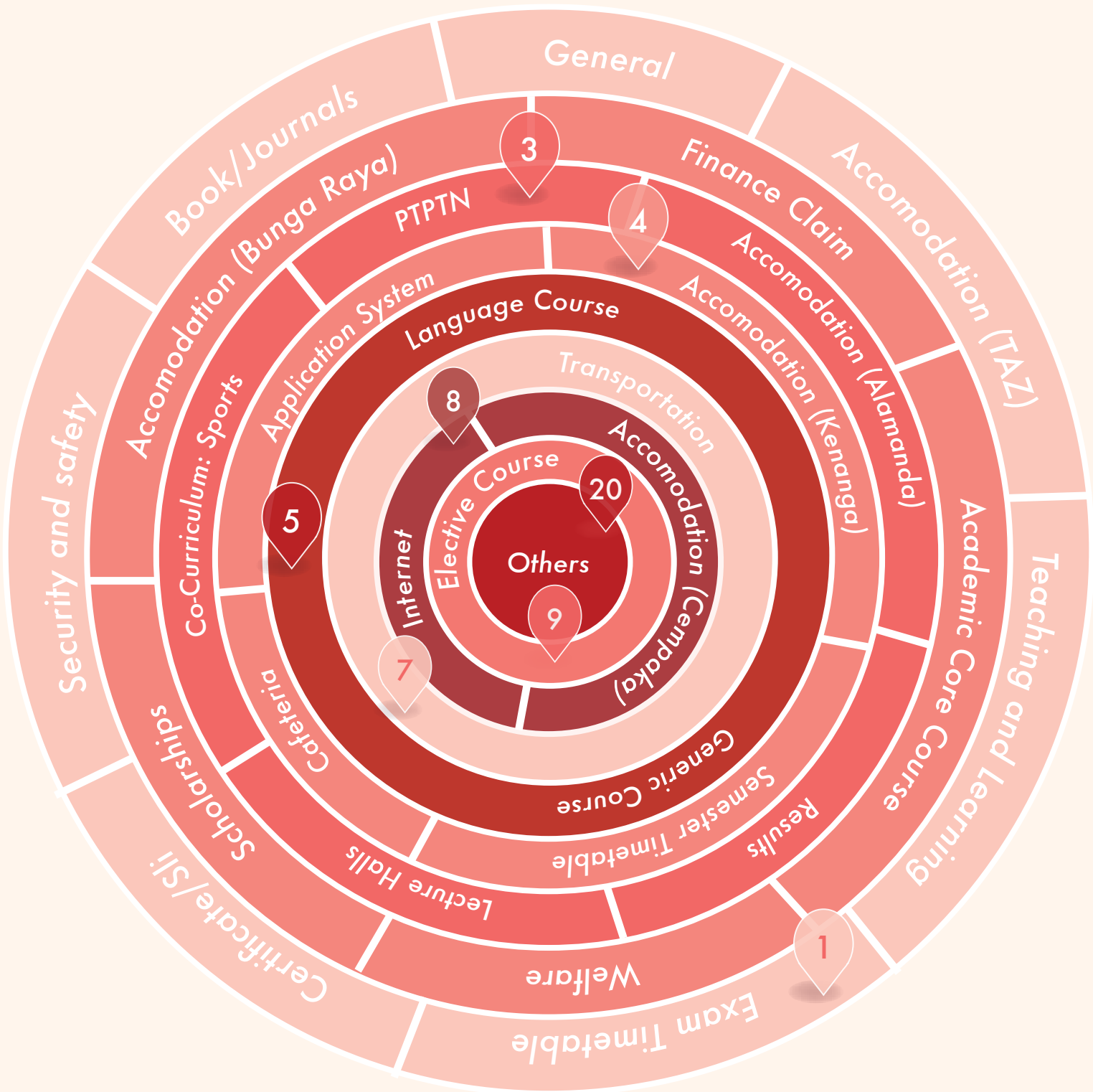- Received

Month	%
June	30%
July	10%
August	6%
September	61%
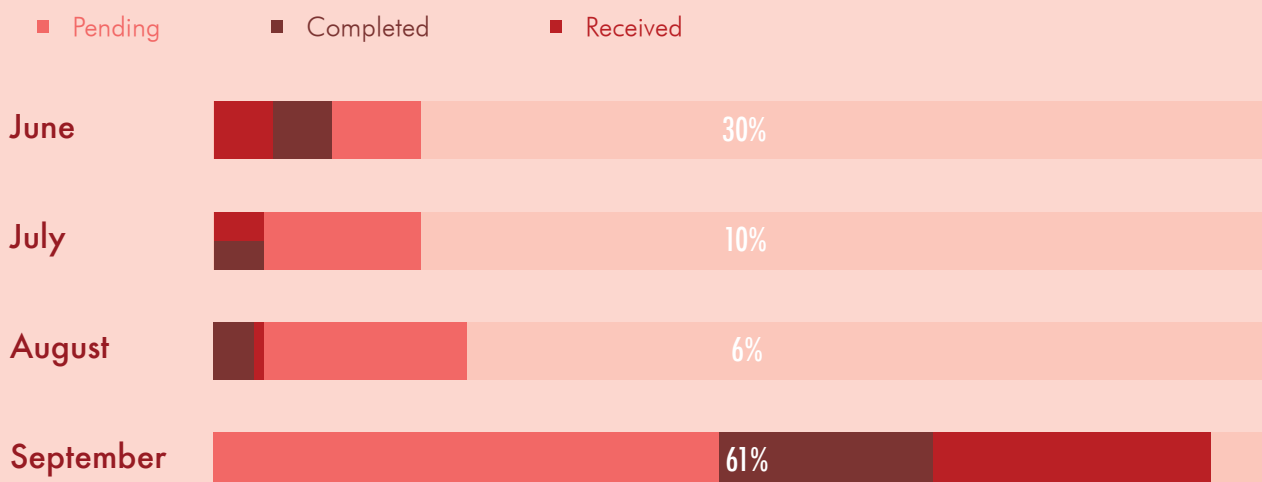
$$\% \text{ Completed} = \frac{\text{Issue completed current month}}{(\text{Pending previous month} + \text{Input received current month})}$$

Number of Responses by Students per Issue (June - Sept 2012)

General

Book/Journals

Accomodation (Bunga Raya)

PTPTN

3

Finance Claim

4

Accomodation (Alamanda)

Accomodation (Kenanga)

Accomodation (TAZ)

Application System

Language Course

Transportation

Accomodation

Security and safety

Accomodation

Co-Curriculum: Sports

8

Elective Course

20

Internet

Others

Teaching and Learning

5

9

Academic Core Course

Scholarships

7

Cafeteria

Accomodation (Cempaka)

Results

Certificate/Sijil

Lecture Halls

Semester Timetable

Generic Course

Welfare

Exam Timetable

1

The top 5 issues are:

Difficulty with elective course registration

Improving internet services on campus

Condition of the hostel infrastructure

The availability of transportation provided by the university

Difficulty with generic course registration

Getting feedback via social media

Another medium from which QAD has been able to gain feedback is via the university's social media pages notably through the official Facebook page.

One clear example that QAD wishes to highlight to all relevant parties in UNIMAS is the issue of safety for students crossing the main highway. The following are comments from UNIMAS Official Facebook concerning this issue.

Indeed, there is a serious need for the university to engage the Samarahan Council on the need to provide some safety measures for the sake of students.

Based on risk methodology, the expected value for the risk is given in the table below:

Risk Description	Estimated Impact Of Its Occurrence	Probability Of Its Occurrence	Expected Value
Students killed or paralyzed	RM55,000.00	10%	RM5,500.00

However, a much bigger risk at stake is the accountability issue and public perception that UNIMAS would only handle the issue when and if an accident happened.

Due to the matter raised through social media and prompt actions by university officials, plans are in place to put up a proper crossing for students to use.

Listen, not just hearing

It is important for all parties to handle their customers, internal or external in a professional manner. It is important that all heads of departments identify who their customers are, both internal and external. The next step would be to recognise their needs and requirements so that appropriate actions could be taken to assist them. With respect to quality service, it is also important to inform our customers on limitations and capabilities of the services offered.

Quality is also a matter of managing the customers' expectations and perceptions. And in UNIMAS, with the use of an ICT system like CSO, change is focused and quantitative.

DROP box

#1 RESEARCH IN THE CLOUD

UNIMAS researchers can now focus solely on their research work with less worry on the cost of acquiring hardware and expertise to manage their ICT resources.

MYREN Cloud will be able to fulfil the researchers' needs for small/mid range servers or portal use particularly during the initial phase of research; for data collection.

MYREN is launching its cloud services called MYREN-Cloud as a means to assist researchers, who are strapped with financial constraints when it comes to ICT hardware and software needs. MYREN-Cloud is in its final stages of testing (at the time of writing) and is slated to be fully operational in April 2013.

MYREN-Cloud currently provides three main features: (1) Platform-as-a-Service, (2) Compute-as-a-Service, (3) Storage-as-a-Service.

MYREN-Cloud's Platform-as-a-Service is able to accommodate flavors of Windows and Linux. Offering WAMP (Windows, Apache, MySQL, PHP, Perl & Phyton) and also LAMP (Linux, Apache, MySQL, PHP, Perl & Phyton). Compute-as-a-Service comes with 3 types of very powerful server configuration, regardless of the operating system the researcher choose to run.

Storage-as-a-Service provides virtual drive function where sizing is for 10,000 users in MYREN, each with 50GB storage. It works similarly to what Google Drive or Drop Box has to offer, with the exception that all data will be stored on servers that are located in Malaysia. This is a major plus point for using MYREN-Cloud, as researchers are concern with safe-guarding their intellectual property and would prefer having their material located locally.

In view of this, UNIMAS would be drafting guidelines for using MYREN-Cloud to support and to encourage it's researchers to use the services provided by MYREN

For further information on these services, please visit the MYREN website at *cloud.myren.net.my* or contact RIMC.

LEARNING FROM THE BEST

#2

The UNIMAS Global Outreach Program (GOP) was initiated in mid-2012 and the pioneer group comprised of ten (10) delegates, mainly from the Centre for Information & Communication Technology Services (CICTS).

On the 11th December 2012, the group visited the Center for Information System of Seoul National University, Gwanak Campus.

Discussion held revolved around the administration of the university's ICT facilities and services.

SNU merges both local governments funding with self generated income (research, alumni, etc). SNU ICT staffs hold a more management role than maintenance. Most ICT services are outsourced to local companies, monitored by the ICT team at SNU.

In comparison, SNU's ICT budget for the year 2012 was about ten times more then that allocated by UNIMAS. This has enabled SNU to provide a high quality and more favourable services to users.

ON THE
MOVE

e-PANGKAT

The e-Pangkat system is ready and already in used. The system would assist the university's management in the promotion exercise for the academics.

NETWORK UPGRADE FOR KUCHING CAMPUS

The Faculty of Medicine and Health Sciences (Kuching Campus) network infrastructure connectivity to Samarahan Campus has been upgraded from a 4 Mbps leased line to Metro-E 6 Mbps.

ISMS
Dare for WORLD CLASS Data Centre!

INFORMATION SECURITY MANAGEMENT SYSTEM (ISMS)

An internal audit of services and systems at the Centre for Information and Communication Technology Services (CICTS) has been completed and it is expected that another round of audit will be conducted in April 2013, as part of the Centre's initiative to gain the MS ISO/IEC 27001:2007 status.

THE WEBOMETRICS COMPETITION

2013 will see the introduction of The UNIMAS Webometrics Award. University microsites will be evaluated twice a year – May & December, and awards will be given for the best in three categories of microsites – Academic, Non-Academic and Research. A cash prize, competition trophy and certificates will be given away to the winners.

AND THE WINNER IS!....

UNIMAS WIKIPEDIA

The UNIMAS Wikipedia will be ready for use in April 2013, offering a means for UNIMAS citizens to chronicle, organise and archive information that relates to the university.

ON THE
MOVE

DASAR KESELAMATAN ICT (DKICT)

The DKICT UNIMAS was passed on 14th November 2012, as part of the MS ISO/IEC 27001:2007. All consultants or vendors who deal with ICT assets are required to sign a DKICT UNIMAS compliance form. Briefings are conducted at CICTS.
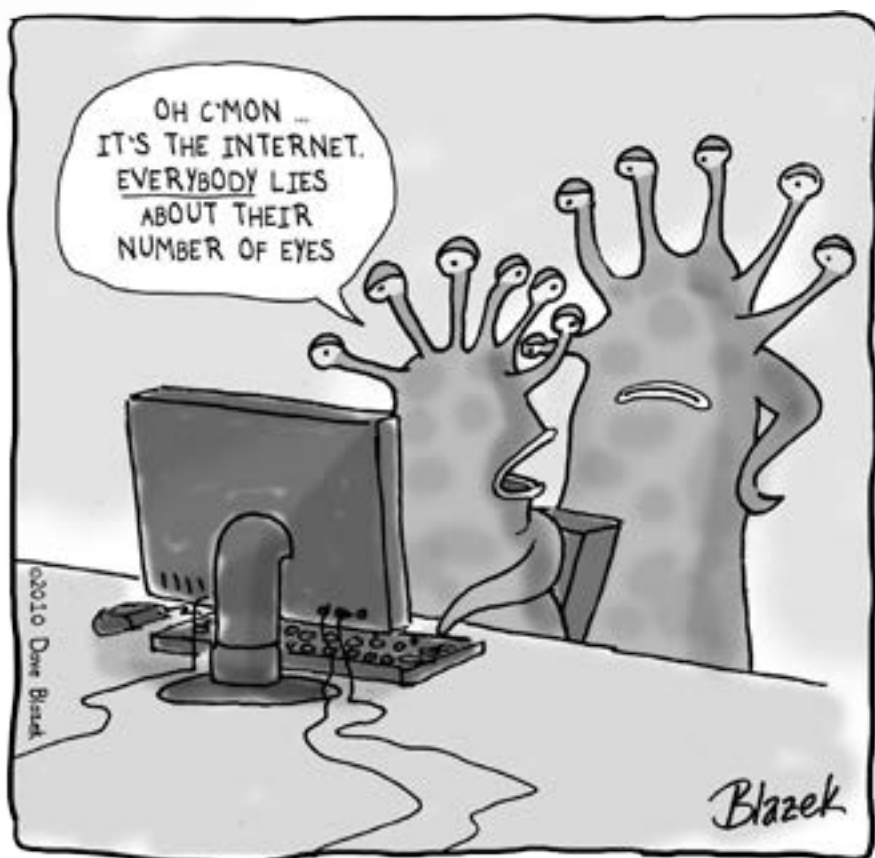
E-BIDDING

In the interest of shortening time for processing vendors' bids and handling documents for procurement purposes, UNIMAS will introduce the use of e-Bidding in April 2013.

ONLINE APPLICATION FORM FOR INTERNATIONAL UNDERGRADUATES

International students can now apply for the undergraduate courses online. The online form is accessible via :

https://iadweb.unimas.my/IADOnlineApp.

OH C'MON ... IT'S THE INTERNET. EVERYBODY LIES ABOUT THEIR NUMBER OF EYES

Global Outreach Programme - South Korea

CICTS Extreme Make Over 2013

ICT TRAINING CALENDAR 2013

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
JAVA/SQL/PHP Training	■			■		■						
Oracle RAC & Dataguard				■								
PeopleSoft Technical Updates				■								
Knowledge Sharing	■	■		■	■		■	■		■	■	
Technical Updates			■		■				■			
Introduction to the Spring Framework 3 and Spring Web Flow 2	■											
BCM Awareness Briefing	■											
CICTS Bersama MAP		■							■			
eClinic System Refresher Course		■										
VMware Technology Updates				■								
ICT Seminar			■				■					
Introduction to HTML, CSS & Javascript			■									
Joomla! Workshop for Microsite Administrators				■								
Speedminer/ Business Intelligence Workshop				■		■						
JAVA Optimization and Performance Tuning					■							
nVision								■				
WIKI Training			■									

For more information, please contact Technical Evaluation & Training Unit, CICTS +60 (82) 583871 psmaclean@cicts.unimas.my