



Envision. Innovate. Advance.

TRANSFORMING SARAWAK WITH TECHNOLOGY



Envision. Innovate. Advance.

sains

SARAWAK INFORMATION SYSTEMS SDN BHD

Head Office:

Level 3, Wisma Bapa Malaysia, Petra Jaya
93502 Kuching, Sarawak, MALAYSIA
Tel: (60) 82-444199 Fax: (60) 82-444211
Email: service@sains.com.my

Call Centre:

Tel: (60) 82-236633 Fax: (60) 82-235522
For Business Enquiries:
Tel: (60) 82-426733 Fax: (60) 82-423533
Direct Line: (60) 82-422472

www.sains.com.my

Content

- 4-6 Messages
- 7 SAINS Board of Directors

Innovation in Public Service Delivery

- 9 Public Service Help Line – Talikhidmat 555999
- 10 One Access to Multiple Libraries – Angkasa Library Network
- 11 Pay Bills Online from Anywhere – PayBillsMalaysia.com
- 12 My One Stop Sarawak
- 13 GIS in Our Everyday Life – SIDRA
- 14 Sarawak Monitor – Development Project Monitoring System
- 15 Sarawak Courts Go Hi-tech

Commitment to Service Excellence

- 17 Qualified and Knowledgeable Employee
- 17 After Sales Support Services
- 18 Continuous 24 x 7 Network and Systems Monitoring
- 19 Secured and Well-Managed Data Centre
- 21 SAINS Call Centre
- 22 Standards and Procedures
- 23 Service Level Agreement (SLA) Management and Monitoring
- 24 Customer Feedback Programme
- 25-27 Workshops for Our Customers : Angkasa, LAGIS, e-Recruitment
- 28 SAINS Service Quality Assessment

Expanding Market - Beyond Sarawak

- 31 Nationwide e-Welfare (SPBK) Project Kick-off
- 32-33 e-Government Award Winning Portal – E-Syariah
- 34 e-RIS Project Award by Ministry of Education, Brunei Darussalam
- 34 Angkasa @ His Majesty's Library, Brunei Darussalam

SAINS Reaching Out to the Community

- Rural, Academic, Media, Business
- 36-37 Rural ICT Guided Home-based Technopreneur (RIGHT) Program
- 37 Industrial Placement Program
- 38 Sarawak Open Source Competition
- 38 Chief Minister's Sarawak ICT Media Awards 2007
- 39 Information Management Conference
- 39 Data Centre Seminar
- 40 Pearson VUE Certification



**MESSAGE FROM THE RIGHT HONOURABLE CHIEF MINISTER OF SARAWAK
PEHIN SRI HAJI ABDUL TAIB MAHMUD**

S.B.S., D.K. (JOHOR), D.P., P.S.M., S.S.D.K., S.S.A.P., S.S.S.A., S.P.M.T., S.P.D.K., D.G.S.M., D.P.P.N.,
KT. W.E. (THAILAND), KEPN (INDONESIA), S.P.M.B. (BRUNEI), K.O.U. (KOREA), AO (AUSTRALIA), P.C.D.

The Sarawak Government has made significant progress in recent years in the adoption of ICT as a tool to improve the efficiency and effectiveness of its public administration. This positive impact on the State civil service specifically and State public sector generally, is due in no small part, to the dedicated efforts of SAINS. On the occasion of its 15th Anniversary, therefore, I wish to extend my appreciation and congratulations to the Board of Directors, CEO, Management and all staff of SAINS for a job well done.

SAINS has today achieved a notable measure of recognition in the ICT industry in Malaysia. I understand it has also started to venture overseas with some success. For these I am happy and SAINS deserves encouragement.

The international as well as the national ICT scene is very dynamic. It has changed considerably over the past 16 years. SAINS started as an innovative idea and a bold strategic concept 16 years ago. It was operationalized a year later. I believe the key reason that SAINS has been able to remain relevant and bloom during this period is its ability to adapt, adopt and change. It is my hope that SAINS will continue to cope with rapid technological changes as well as provide the necessary ICT solutions and critical support for further enhancing the service delivery of the Sarawak State Government.

In moving forward, I encourage SAINS to continue to be bold and pioneering in seeking a niche leadership role in the strategic transformation of Sarawak into an information-rich, k-economy and knowledge society. Amongst other things, this would involve SAINS, on one hand, investing increasingly in world class and cutting-edge technologies through international collaborations and, on the other hand, enlarging its participation as a good local corporate citizen in societal development and bridging rural-urban digital divide.

Once Again, Syabas to SAINS and all those involved!


[PEHIN SRI HAJI ABDUL TAIB MAHMUD]
Chief Minister of Sarawak



Envision. Innovate. Advance.



Y.B. DATUK PATINGGI TAN SRI DR GEORGE CHAN HONG NAM

**Deputy Chief Minister of Sarawak
Chairman of Sarawak Information Systems Sdn Bhd**

I have been involved in the "computerization" of the Sarawak State Government since the 1980s. Casting my thoughts back to that period and beyond, I clearly recall the frustration and agony as well as the achievement and joy over every milestone we traveled on this bumpy road. I am particularly mindful that my task as the captain of the team overseeing the transformation of the State Government through ICT adoption was made gradually easier with the founding of SAINS in 1991 and its modest operation beginning in 1992. Subsequently, matters improved further with the establishment of the State Information Technology Council (SITC), the Information Technology Architecture Committee (ITAC) and the ICT Unit of the Chief Minister's Department.

Today, in celebrating the 15th Anniversary of SAINS, it is my pleasure to recognize and thank all those who have been involved with me on this journey for their valuable contributions, without which Sarawak may not be what it is today – the acknowledged leader in public sector computing in Malaysia. In particular, I wish to congratulate all the people in SAINS, especially the CEO and his Management Team, for nurturing the Company into a successful major ICT player in the country.

In casing my thoughts into the future as we mark its 15th Anniversary, I see there are major challenges ahead of SAINS. While the Company was initially established as the in-house ICT provider for the State Government, the decline in State investment on ICT over the past several years, if further sustained, would render its current business model inappropriate. In brief, if SAINS were required to continue providing quality ICT services and support to the State Government, it would necessarily have to derive compensating revenue from other sources.

Although difficult, I do not see this as an impossibility; provided smart corporate restructuring takes place. Towards this end, a SAINS Strategic Review was recently commissioned, and we are awaiting its final recommendations. I fully believe with a sound business model and correct motivation, the current senior team of dedicated staff in the Company would be able to deliver a winning outcome for all stakeholders.





Envision. Innovate. Advance.



MR TEO TIEN HIONG

Managing Director / Chief Executive Officer of Sarawak Information Systems Sdn Bhd

I wrote an article: "SAINS Game Plan in Retrospect" for our 10th Anniversary publication in 2002 in which I reflected on the first 10 years of SAINS. For the 15th Anniversary publication this year, I shall continue with my reflections on our strategic directions over the last five years.

I mentioned in 2002 that our 10th year and beyond were "Out-Reach" years. Indeed, 2003 and 2004 saw us reaching out as good corporate citizen to engage various ICT communities. Apart from being decidedly more active in catering for industrial placements from institutions of higher learning, we embarked on special research collaborations with the then newly established Swinburne University in Kuching. With full encouragement from our Chairman, we also started an Open Source Competition for all university students and other youths. This annual event has since generated wide interest among local ICT students.

Another reach out initiative targeted at youths in rural communities was the "Rural ICT Guided Home-based Technopreneur" or "RIGHT" program. After an extended field trail with the Ministry of Rural Development, this collaborative initiative has now gone full swing and is attracting interest in rural communities. Some of the skills imparted to the youthful Technopreneurs include PC repair, Desktop applications training, e-Commerce, and e-Booking for Home-stay Tourism.

In the years 2005 – 2006, SAINS significantly further extended its business footprint. It made contacts with various potential foreign business partners. Today, the relationship in Brunei is yielding positive tangible results. At the same time on the local front, SAINS took the strategic step to invest in a Data Centre with the view of providing hosting and other critical ICT services to the corporate sector as well as the public sector. This shared service facility, for which SAINS is currently awaiting independent International Certification, will significantly reduce the cost of ICT investment for users.

Similar private sector oriented initiatives will continue in 2007. This year SAINS has taken the lead to host Pearson VUE Certification examinations for all local candidates. With this, all those wishing to sit for professional ICT examinations can do it in Kuching instead of KL or Singapore. Apart from that, value added network services, Internet access and the like will be offered in the coming years.

Meanwhile, I am happy to note that the Federal Audit Department undertook a full audit exercise on SAINS in 2006 and gave us generally high passing marks. Except in policy areas where the Company management is not in control, the Audit Report has been very favourable.



Envision. Innovate. Advance

SAINS Board of Directors



Y.B. Datuk Patinggi Tan Sri Dr George Chan Hong Nam
Chairman, SAINS



Y.Bhg Tan Sri Datuk Amar Haji Abdul Aziz Bin Dato Haji Husain
Deputy Chairman, SAINS



Y.B. Datu Wilson Baya Dandot
Director, SAINS



Y. Bhg. Dato Sri Ahmad Tarmizi Haji Sulaiman
Director, SAINS



Mr Teo Tien Hiong
Managing Director / CEO of SAINS



Envision. Innovate. Advance.

Innovation in Public Service Delivery

From pioneer to premier, SAINS has transformed the ICT landscape in the last 15 years of its operation. Since the beginning in 1992, the team in SAINS has built over 200 software applications and has accumulated a critical mass of knowledge and know-how. In the process, the Sarawak Government has achieved a relatively high level of ICT utilisation and thus is making remarkable progress in raising ICT competency in Sarawak.

SAINS greatest achievement was putting Sarawak onto the ICT radar screen of Malaysia. We are recognised as a benchmark by other States in Malaysia for cost effective deployment and sustainable utilization; with some States Government venturing to replicate our holistic model of ICT development.

In today's society, businesses and communities are continuously looking for more diversified product choices and more responsive services available at a moment's notice anywhere. Injecting innovation into service delivery not only involves an open mind, experience and skill sets, it also involves the right tools and methodologies that will get the job done better and faster. Coupled with these is the need to have a collaborative, customer-centric approach to public service.

In our framework of innovation in public service delivery, we focus on the improvement of Sarawak Government operations and services, and how governments can leverage on ICT to improve handling and delivery of services to their customers and communities.



Your call can make a difference.

Example of case reported on Illegal dumping by the roadside



Public Service Help Line - TALIKHIDMAT 555999

Initiated by the Sarawak Chief Minister's Department, **TALIKHIDMAT** was established in 1996 to serve as a one-stop communication channel for the public to reach government agencies or non-government organisations (NGO) in the State of Sarawak concerning public services. It supplements existing communication facilities provided by the individual agencies and organisations.

It was built with the missions to encourage civic consciousness among members of the public and also to foster closer cooperation and teamwork among agencies for overall community benefits. Talikhidmat can be reached through various communication modes such as telephone, fax, email and via the web.

TALIKHIDMAT one-stop channel to reach the SARAWAK GOVERNMENT is positioned strategically as the platform for bridging the communication gap between the public spread all over Sarawak with any of the various authorised agencies of the Sarawak Government. Such holistic approach in managing public interface with the Government is still generally unseen in Malaysia.

TALIKHIDMAT enables faster and efficient routing of cases to relevant government agencies, allows faster and more effective assigning of cases to officers, and thus ensures speedier response to public complaints.

For the public, TALIKHIDMAT 24x7 telephone and online web services mean they are able to make report anytime. The online service incorporates the added function where they can post, attach photo of incidents, and check on status of pending cases or review resolved cases.

Visit TALIKHIDMAT : <http://talikhidmat.sarawaknet.com.my>

One Access to Multiple Libraries

Angkasa Library Network

Since 2000 when the very first version of **Angkasa Library Management** system was launched in conjunction with the opening of Pustaka Negeri Sarawak, the process of managing of library resources and library functions in the State of Sarawak have been totally transformed via the utilisation of state-of-the-art web-based architecture integrated with multimedia technology for library resource management.

Core to **Angkasa** design is the Union Catalogue model that enabled the viewing, storing and dissemination of bibliographic indexes of multiple library collections within one central repository. Library members can access and manage their library account, make book reservations or borrow, and renew or pay their membership fee from anywhere, anytime.

From the library administration viewpoint, the implementation of Union Catalogue eliminates duplication effort in building collection catalogues, promotes and ensures standardisation of cataloguing and best practices for librarians.

Incorporated in the design of **Angkasa** is the **LibraryNet portal**. It is a one-stop platform for knowledge sharing and learning among librarians and the communities. Positioned as a "knowledge grid" for everyone in Sarawak, **Angkasa** currently connects 16 public, special and academic libraries throughout Sarawak.

Today, there are more than 2 million items being shared among the connected libraries in Sarawak. As of May 2007, there are more than 120,000 registered library members who are currently connected to the system.



Participating libraries in Sarawak currently connected to the LibraryNet Portal

Visit: www.librarynet.com.my

Pay Bills Online from Anywhere

Ever since it was launched in 2000, **PayBills Malaysia** has changed the way we receive and pay bills.

PayBills Malaysia is an aggregator of e-payment service model involving multiple financial institutions and multiple billers. The service simplifies the process of bill distribution and payment. For billers and payees, the Internet mode of payment lowers processing cost and saves time while improves collections. For consumers, there is no traveling time and queuing at payment counters.

During the E-Payment Forum organised by Bank Negara Malaysia (BNM) in November 2005, **PayBills Malaysia** was recognised by speakers at the event as unique and currently the most advanced in Malaysia.

To date, **PayBills Malaysia** has more than 60,000 registered subscribers; offering over 100 types of bills and 8 financial institutions to transact with.

Online payment for Land Rents and Premiums now available on PayBills Malaysia

In 2007, **PayBills Malaysia** extends its service to the Land and Survey Department of Sarawak. The **PayBills Malaysia** service provides an alternative for landowners to pay their land rents and premiums, in addition to the existing payment counters at the Land and Survey Department offices. Landowners can now choose to pay online at their own convenience 24 hours a day and 7 days a week. The service is provided free to subscribers.

The online payment clearly offers compelling advantages over the existing over-the-counter payments. Besides being able to pay their rents and premiums anytime and anywhere, landowners are given an email notification one month before their land rents or premiums are due. This will no doubt help and remind them to pay on time.



From feedbacks gathered during the service launched in Miri on May 26, 2007 by the Second Planning & Resource Management Minister, YB Dato Sri Haji Awang Tengah Ali Hassan, who is also Public Utilities Minister, the business communities such as the lawyers' fraternity welcomes such innovation in public service delivery as it offers tremendous time savings and efficiency in managing their clients' properties from the convenience of their office desks.

Visit : www.paybillsmalaysia.com

My One Stop Sarawak

This online facility deployed in 2002, is the logical extension of the “e” in government public service delivery system, a counterpart of SarawakNet.

Since 2000, SAINS has developed various e-Government applications for the Sarawak State Government. These online e-Government applications are consolidated on this eMOSS portal.

Some of the key services provided in eMOSS are:

- Job Advertisements and Recruitment
- Presentment and Payment of utility bills, assessment bills, land rents and premiums, etc.
- Booking of Public facilities such as civic centres, auditoriums, community halls, sporting complexes or fields, accommodation at National Parks, etc.
- Request for service from the various 26 State Local Councils
- Talikhidmat 555999 – a Public Service Complaint Help Line
- Notification of Tenders, purchasing of tender documents and e-bidding
- News and Announcements
- Government Publication and Directories

Visit: www.myonestopsarawak.com.my or www.emoss.com.my

eMOSS, the acronym for eMyOneStopSarawak, is the Sarawak Government one-stop online service centre for the public.



GIS in Our Everyday Life

Sarawak Interactive Digital Roads Atlas (SIDRA)

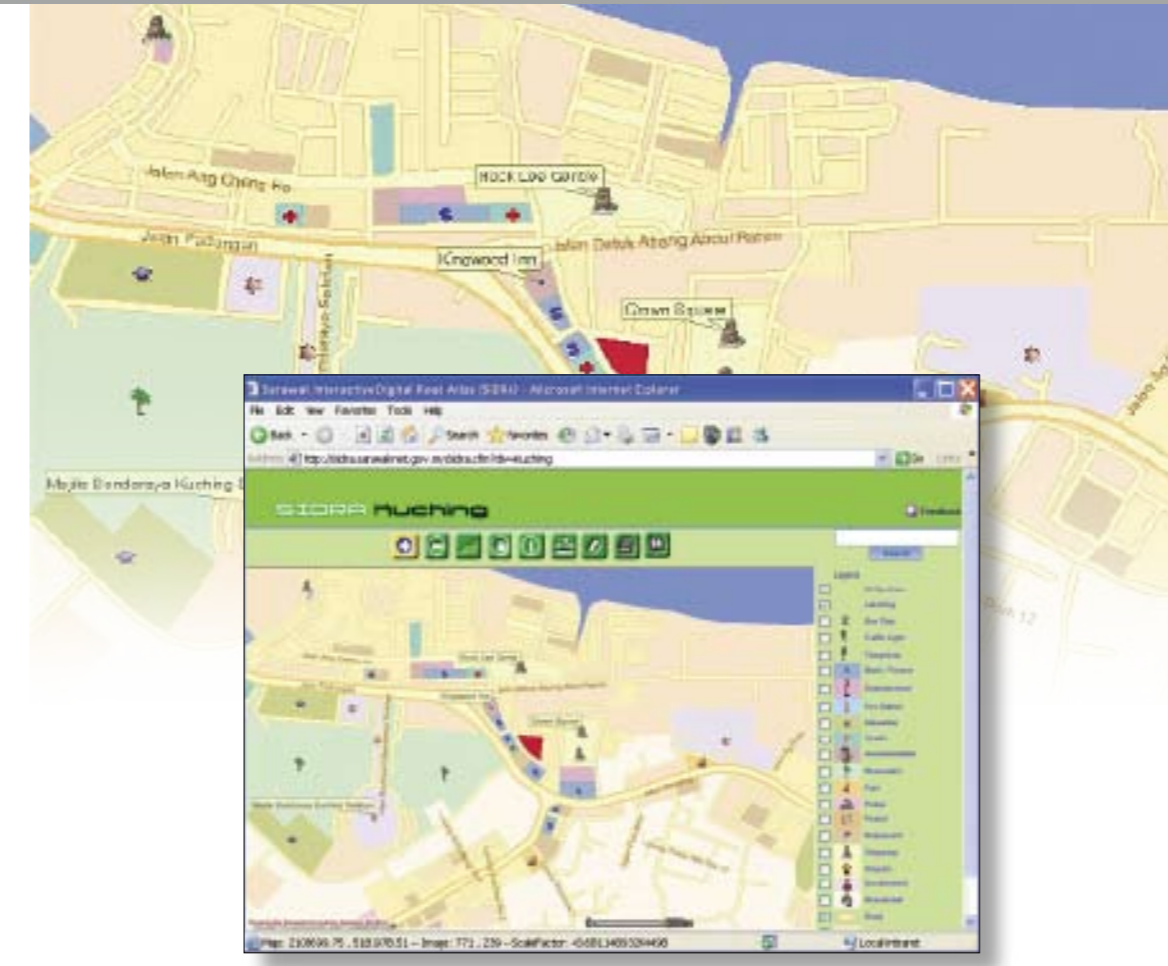
Realising the need for a comprehensive road atlas to support the tourism industry and the local community, Sarawak Interactive Digital Roads Atlas (SIDRA) was conceived in 2002. The Information and Communications Technology Unit (ICTU) of the Chief Minister’s Department worked with SAINS to tap into the recent advances in Geographical Information System (GIS) technology to enable spatial information of Sarawak to be viewable on the Internet by the general public.

SIDRA Application provides standard GIS functionalities where users can zoom-in, zoom-out, identify, pan or print the area of interest. The underlying objective is to make GIS beneficial towards everyday life.

SIDRA works by providing urban information such as street network in interactive spatial format uploaded onto the Internet. This web-based road atlas application allows users to utilise the online map from doing a specific search of a place of interest, to zooming down to a specific spot or building, and even down to measuring the distance to reach the spot.

Using this information, local spots with tourism interest can be located almost instantly. Other landmarks such as government buildings, libraries, and hospitals can be identified together with eateries, recreational grounds, banks, hotels, police stations, and etc.

SIDRA is currently available for Kuching, Miri, Sibul, Bintulu and Mukah Division.



Visit: <http://sidra.sarawaknet.gov.my>

Sarawak Monitor

Development Project Monitoring System

Sarawak Monitor is an application system designed to monitor and facilitate the evaluation of all government development programmes and projects. Y.A.B Pehin Sri Haji Abdul Taib Mahmud, the Chief Minister of Sarawak, launched the newly improved integrated system on July 12, 2005.

Sarawak Monitor allows the State Government to undertake end-to-end management of its development planning, budgeting and implementation monitoring processes.

Starting from project proposal stage, the Development Project Submission System or DPSS simplifies and automates the approval, planning and budgeting processes. Upon approval, the project details is passed over to the project monitoring system, the **Sarawak Monitor**, which monitors its physical implementation work progress and corresponding financial expenditure.

Sarawak Monitor dwelt into project implementation monitoring from high-level management down to activity levels of the implementing agencies on the ground. The system consists of two main components – the consolidated monitoring process at high level to oversee all projects; and the staged monitoring process consisting of several sub-systems to be used by various agencies for in-depth management and monitoring of the projects under their implementation.



Some of the key features include Project Profile, Project Financial Planning, Financial Monitoring, Contractor's Performance Review, Contract Details, Physical Planning and Monitoring, Project Completion Report (PCR).

Both the DPSS and Sarawak Monitor are integrated with SIFBAS (State Integrated Financial, Budgeting and Accounting System) and SCCRS (State Contractors and Consultants Registration System).



Sarawak Courts Go Hi-tech

On February 5, 2007, the courts in Sarawak made judicial history when they launched a digital court system that transforms traditional court case hearing to high-tech virtual hearing with the implementation of video teleconferencing, short messaging system (SMS) and court case tracking system to reduce back-logged cases.

The launch marked Malaysia's first-ever deployment of virtual court hearing and a more efficient court case management system.

Built with web-based capabilities, the system allows the public to view and keep track of court case hearings as scheduled. The system also adopts the short messaging system (SMS) technology to notify and remind advocates with regards to any last minute changes in the scheduling of their cases.



The Chief Justice Of The Federal Court, Malaysia, the Right Honourable Tun Dato' Sri Ahmad Fairuz bin Dato' Sheikh Abdul Halim (third right) was on hand to launch the system at Kompleks Mahkamah Kuching, Petra Jaya, Kuching.

Chief Justice of Malaysia Federal Court, Tun Dato' Sri Ahmad Fairuz bin Dato' Sheikh Abdul Halim, who launched the facility at the Kuching Courthouse Complex, said video conferencing would reduce postponements and expedite proceedings besides saving traveling time and expenses for lawyers.

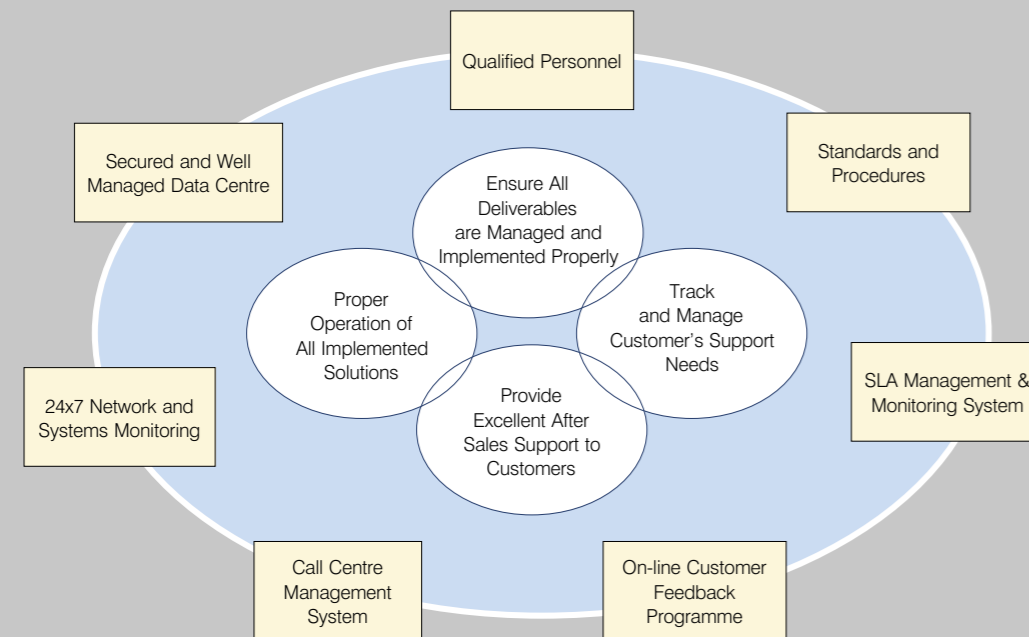
During the demonstration of a video and teleconferencing session with judicial staff in Miri, Sibul and Bintulu, Ahmad Fairuz said Sarawak had created history by becoming the first state in Malaysia to have such facilities.

Followed the launch, the first-ever court proceedings via videoconferencing in the country were conducted in Sarawak on March 16, 2007. Judicial Commissioner David Wong Dak Wah of Kuching High Court conducted the historic court proceedings with the Miri High Court.



Commitment to Service Excellence

At SAINS, we believe that commitment to service excellence is the key to building and maintaining long-term customer partnerships. We strive to give the best customer experience in their dealings and day-to-day business operation with us.



Continuous improvement training programme for Technical Support staffs

Qualified and Knowledgeable Employee

Employees within SAINS are required to maintain certifications and competency in their respective fields. A sample of these include:

- Certified Project Management Professionals
- HP Accredited Systems Engineer (ASE) in ProLaint Servers
- HP Accredited Presales Consultant (APC) in Enterprise Storage Solutions
- HP Master Accredited Systems Engineer (ASE) in High Availability and Clustering Solutions
- Microsoft Certified Professional (MCP) in TCP/IP and Windows Clustering
- CISCO Certified Sales Engineer
- CISCO Certified Network
- 3COM Certified Sales Engineer
- Oracle DBA Certified Trainer
- SUN Certified Engineer

SAINS is also committed to life-long learning and have continuously organised in-house courses. Technology sharing sessions and workshops are also common.

After Sales Support Services

In ensuring returns on investments (ROI) in ICT, we firmly believe in the practice of active and positive uses, usage and utilization. SAINS provides after-sales services to guide and support customers in their day-to-day usage of our systems and solutions. Our Post Project Customer-Care (PPC) Section is dedicated to delivering 24-7 helpdesk support, application and hardware support, and hands-on technical guidance onsite.

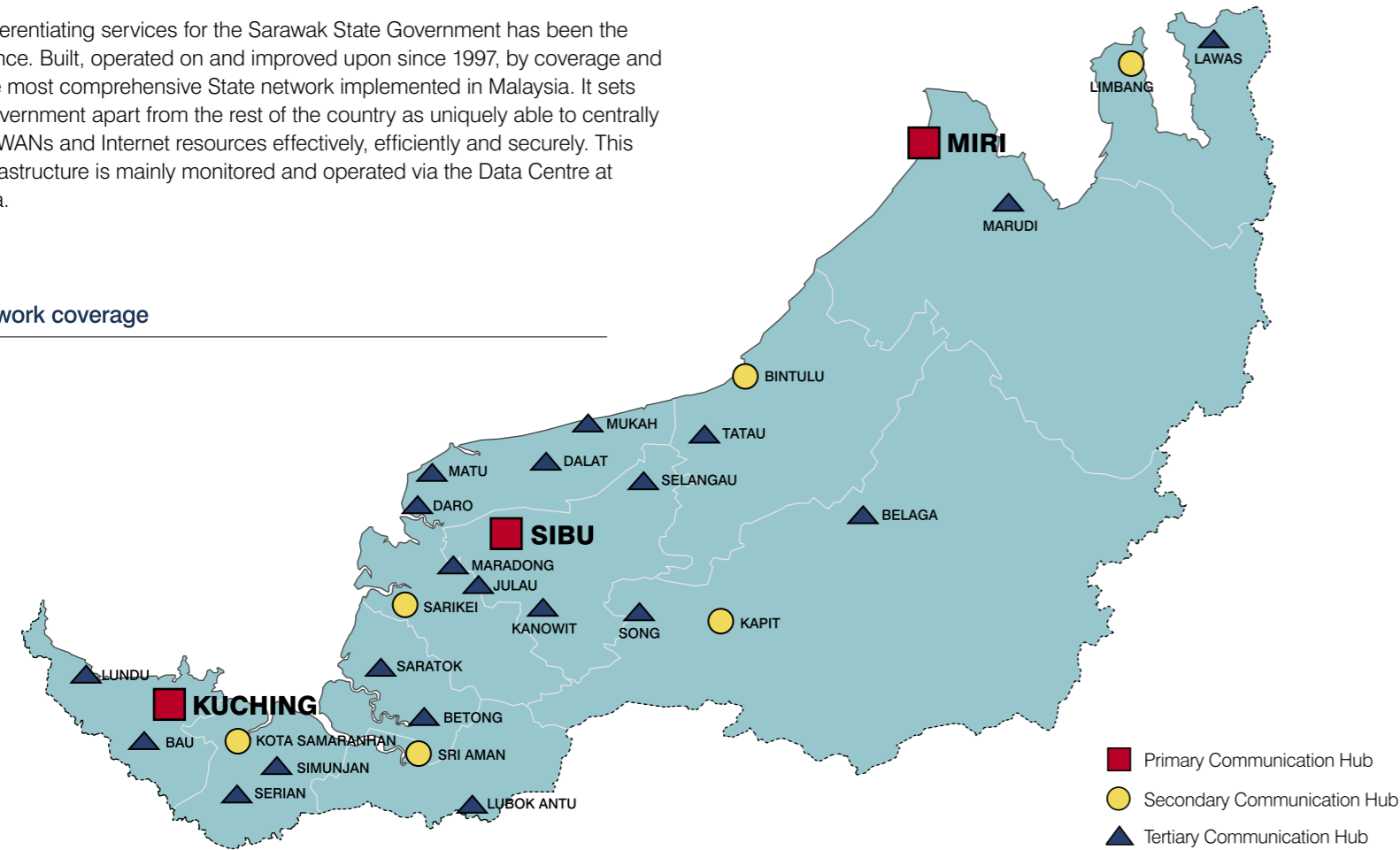


The SAINS Post Project Customer-Care (PPC) team

Continuous 24 x 7 Network and Systems Monitoring

One of SAINS key differentiating services for the Sarawak State Government has been the **SarawakNet** experience. Built, operated on and improved upon since 1997, by coverage and content, it is today the most comprehensive State network implemented in Malaysia. It sets the Sarawak State Government apart from the rest of the country as uniquely able to centrally manage all its LANs, WANs and Internet resources effectively, efficiently and securely. This extensive network infrastructure is mainly monitored and operated via the Data Centre at Wisma Bapa Malaysia.

SarawakNet network coverage



Secured and Well-Managed Data Centre



SAINS Data Centre is currently undergoing certification for ISMS (Information Security Management Standard) British Standard 7799

With the network transmission stabilised and within the reach of every civil servants in Sarawak, the transformation that has critically impacted the organization and service culture of the State Government came from the roll-out of the suites of applications, email communication and content such as news updates, electronic information resources of circulars, treasury instructions, laws, hansards, etc. to transactional activities such as the management of recruitment, leaves, claims, bills payments, performance appraisal, budgeting, accounting, contractors and suppliers, project performance and so on.

Currently, SarawakNet has a user-base of about 16,000 State public sector employees. The Data Centre at Wisma Bapa provides hosting service for nearly 70 critical solutions to the State Government. SAINS' commitment to service excellence means achieving zero downtime. With the comprehensive round-the-clock monitoring provided, any possible or potential downtime is scrutinized seriously and arrested before the problem has any chance of developing.

To ensure high availability of data and high security of ICT systems operation, the purpose-built data centre Data Centre operates a 24x7 end-to-end ICT resources and managed services centre for its customers. All solutions within the Data Centre is supported by:

- A fast and reliable communication network
- 24 x 7 network monitoring by trained professionals
- Redundant power system to manage power outage
- Highly sensitive smoke detectors and fire suppression
- 24 x 7 security surveillance and access control system
- Environmental control system, which include precision air-conditions, humidity & temperature control as well as water detection system for leakage control.

SAINS took the strategic step to invest in a Data Centre to provide managed and shared services to the Sarawak public and private sector. With this, our customers can expect to significantly reduce their upfront ICT investment and operation costs and at the same time enjoy high-availability and protection of their valuable electronic assets.

Data Centre Service for your Business

Data Centre Services	Business Case
1. Enterprise Server & Storage for Business Applications	<ul style="list-style-type: none"> Managed Level of Service at Fixed Operation Cost
2. Disaster Recovery (DR) & Business Continuity <ul style="list-style-type: none"> Hot site Warm site Cold site 	<ul style="list-style-type: none"> How Fast to Recover is your Business Competitive Edge
3. Systems & Desktop Management <ul style="list-style-type: none"> Remote monitoring Server Co-Location 	<ul style="list-style-type: none"> Software updates Server performance Lower TCO
4. Data Backup & Restoration Management	<ul style="list-style-type: none"> Automated Scheduled Backup & Restoration verification Restoration in the event of disaster Offsite Tape Media Storage
5. 24-hr Call Centre & Network Monitoring	<ul style="list-style-type: none"> Non-stop Services and Data availability
6. Business Applications Sharing & Hosting Services	<ul style="list-style-type: none"> Application outsourcing & Server Consolidation Application Pay per use service



Other than the day-to-day operations and maintenance, the shared services in our Data Centre are complemented with our 24x7 SAINS Call Centre.

SAINS Call Centre

SAINS operates a 24x7 Call Centre because we believe no one has to wait to report a problem, raise a concern, or be attended to. Calls or cases can be reported via phone, fax, email or direct to our online submission form. Logged calls are tracked, monitored and managed by our "Call Tracking System" until it is resolved.



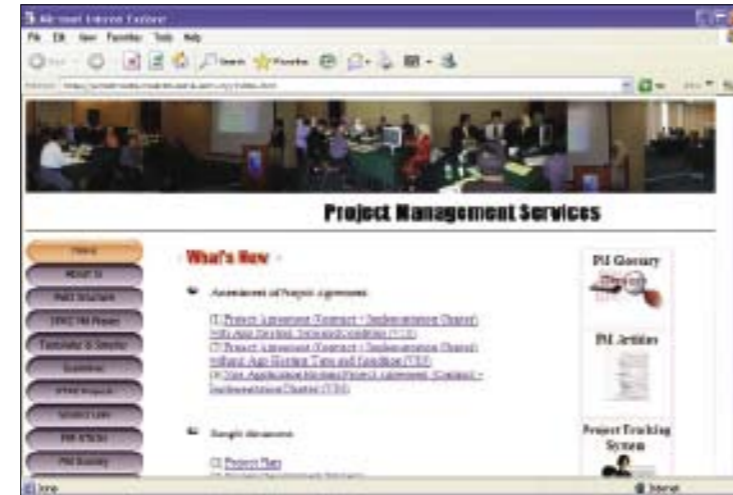
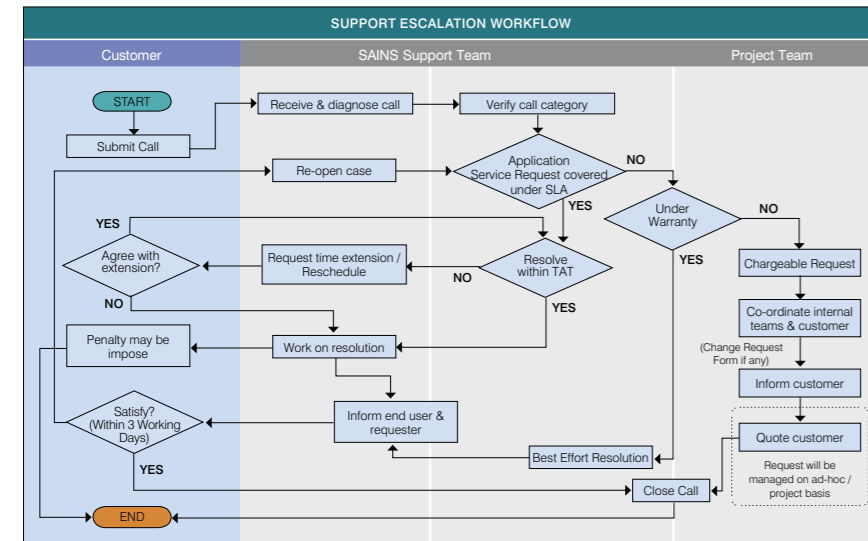
Total Service Calls from Customers and Percentage Solved by Various Sections								
Year	2000	2001	2002	2003	2004	2005	2006	2007 (March)
Total Service Calls	4,901	15,786	15,225	16,782	21,769	21,285	20,699	5,492
Solved by Call Centre	12.5%	17.9%	13.0%	7.1%	16.1%	20.6%	24.3%	20.8%
Solved by Network Technical / Applications Personnel	87.5%	82.1%	87.0%	92.9%	83.9%	79.4%	75.7%	79.2%

Service Calls Solved by Different Sections			
Solved By	Total Service Calls	Solved within SLA Time Requirements	Solved Exceeding SLA Time Requirements
Call Centre	5,032	4,982 (99%)	48 (1%)
Network Personnel	1,810	1,714 (95%)	96 (5%)
Technical Personnel	8,602	7,742 (90%)	860 (10%)
Application Personnel	2,854	2,716 (95%)	138 (5%)
Non-support Related Calls	2,401	NA	NA

Standards and Procedures

Internationally recognised methodologies are adopted, with modifications to fit the local environment and business culture, for better project management and delivery of SAINS' solutions and support services.

Customer Support Workflow



The Project Knowledge Portal for Information Resources and Best Practices



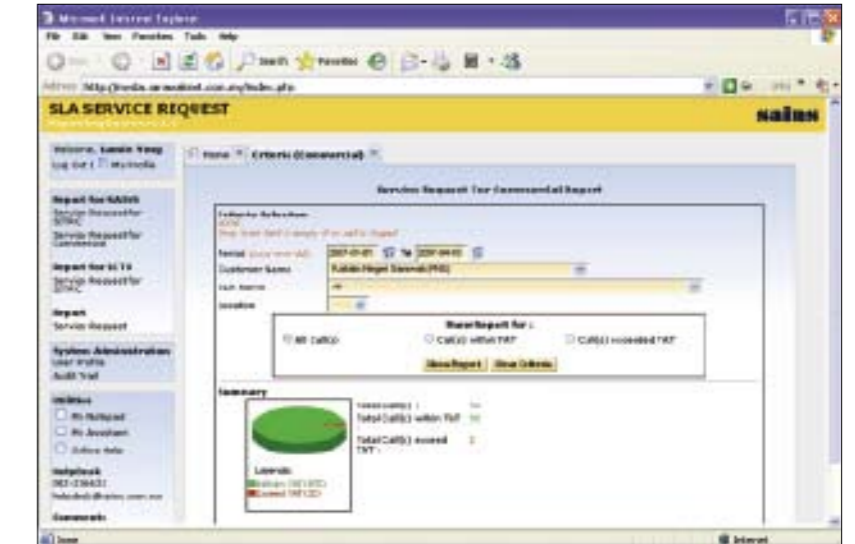
The Software Development Life Cycle (SDLC) Portal for grooming software engineers

Service Level Agreement (SLA) Management and Monitoring

Management and tracking of all customers' after-sales needs are done online. The relevant information is made available to all staffs providing after-sales support. Customer service requirements are periodically reviewed to ensure customer's expectations are met.



Customer Service Contract Information Database



Customer Support Calls Performance Statistics in meeting agreed turn around time (TAT)

Customer Feedback Programme

Customers' comments are often the best indication of the level of satisfaction on services or solutions provided by SAINS. Suggestions for improvement are valuable as they come from actual practitioners.

Online feedback screen is incorporated in all of SAINS software application. Every six months, we evaluate and short-list the best feedbacks for that period. The winner of the best feedbacks will receive a token of our appreciation.



SAINS' CEO, Mr Teo Tien Hiong (second left) presenting a gift to Madam Anna Richard (second right) from Kuching Water Board. Also present were Madam Anna's husband Mr Noel Changgai Bucking (right), who is the Principal Assistant Director with the State Planning Unit, and Head of SAINS Post-Project and Customer Care Section, Madam Jong Ann Chee (left), .



Token of Appreciation for Best Customer Feedback. SAINS' CEO, Mr Teo Tien Hiong (left) presenting a gift to Mr Liaw Soon Eng, the Deputy State Financial Secretary from the State Financial Secretary's Office.



A confluence of librarians and SAINS technologist



Tackling library administration issues together

User Group Workshops for Our Customers

Another of our commitment to service excellence programme is the induction of User Group Workshops. The objectives of the workshops are to have a structured and organised forum to gather feedback and inform users on the latest development in SAINS products and services.

It is also in these sessions that sometimes we learn of the impending changes in our customers' business environment. The workshops provide a highly interactive and collaborative setting where SAINS technologist and key business practitioners come together to identify, exchange, share ideas and practices, and decide collectively what should be in the next version of the product upgrade. This has become a practice SAINS carried in our continuous improvement programme in service excellence.

Angkasa Library System User Workshop

The Angkasa – Library Management Solution User Group Workshop and Sarawak Union Catalogue Meeting was held together with Pustaka Negeri Sarawak on September 13-14, 2006. This is an event SAINS conduct once every two years to bring together all the librarians in the State to share and present to users on latest development and enhancement on the system. Through these workshop sessions, SAINS' development team is able to identify and prioritise the necessary enhancement requirement.

The workshop also act as an avenue for users to learn and comment on the latest update on Angkasa's new features and functions and have joint discussion on issues and trends pertaining to library and knowledge management. The participants are usually a mixture of librarians, CIOs, administrative officers and other invited guests from public lending libraries, academic libraries, special libraries and other resource knowledge centres in the State.

Workshop: LAGIS (Local Authority Geographic Information Systems)

In 2006, an inaugural workshop was held to introduce LAGIS, a new software specially designed for Local Authorities intending to incorporate GIS and mapping technology to their existing property rating, valuation and revenue collection system. LAGIS aim to employ consistent user interface and standardised business processes currently practised by the State land administrators and public utilities.

LAGIS would be a model application that improves productivity by data sharing and reduces geo-data duplication among the Local Authorities. The critical impact and benefit to Local Authorities will be the ability to provide better service with faster approval of building permits and development plans for landowners within their jurisdiction.



Our facilitator in full swing



A key customer sharing valuable business perspective and views

Workshop: e-Recruitment

The e-Recruitment system is one example of a government-to-citizen (G2C) system, which addresses the needs of its citizen; in this case that of the job-seeking population of the community. It was also built in line with the Sarawak State Government's target to achieve full implementation of Electronic Government (EG) in the State Public Service by the end of 2008.

In 2005, SAINS conducted the e-Recruitment workshop for the first time since its launch in 2003. The workshop was attended by a total of 12 government agencies in the State. The workshop's objective was to collect users' feedback on the e-Recruitment online system.

The e-Recruitment system is a government's initiative built to help make the recruitment process of future employees more efficient, effective and faster. Both the employers and the would-be employee benefited greatly from the online job application system.

To date, e-Recruitment has a total of 80,143 registered members who are actively accessing the system or utilising the service. As of 28 June 2007, the system has received a total of 433,745 online applications.



Attentive participants at the eRecruitment workshop

SAINS Service Quality Assessment

What does Federal Audit Say

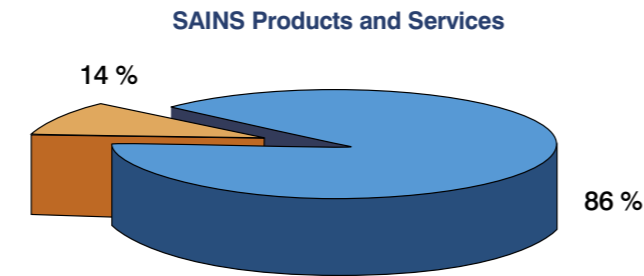
In 2006, the Federal Audit Department carried out a management audit of SAINS.

Excerpt of the Department's report findings include:

- SAINS practices good corporate governance through effective management committees
- Clear Company policies, guidelines and procedures
- Comprehensive Corporate Plan, Marketing Plan & Risk Management Plan
- Finance is properly managed
- Customer service has been well managed

Results of the independent survey carried out by the Federal Auditors on the products and services offered by SAINS indicate the following:

- 86% are very happy or happy with SAINS products and services;
- 93% are happy with the services provided by SAINS personnel;
- 100% are very happy or happy that SAINS has taken actions on logged calls;
- 60% will tell others about SAINS products



■ Satisfied ■ Not Satisfied

What our Customer Says

A recent interview of one of SAINS key customers, Syarikat SESCO Berhad by MetaFI Consultants who were engaged to review SAINS operation, revealed that SAINS systems engineers are committed and responsive.

“When they say they will do something, they will follow through and do it. They have been servicing our SUN Enterprise servers and storage systems for the past 6 years. They have to bid for our tenders just like any other vendors. Together with SUN Microsystems, they have managed to offer what we need at the lowest possible price.”

Syarikat SESCO Berhad

SAINS Strategic Review from external Consultants

“We are very impressed with the achievements and value created by the unique SAINS model. Indeed, there is no Malaysian ICT service provider with comparable breadth of government related software applications and services. We see this success being the result of all the stakeholder groups working synergistically together - the Sarawak State Government’s visionary leadership, the unwavering support of the SAINS Board, the passion and dedication of the CEO and Management, and the cooperation of the State Civil Service. Congratulations!”

MetaFI Consultants.

Expanding Market - Beyond Sarawak

In recent years, SAINS has extended its reach to outside of Sarawak and beyond the Malaysian shore. This is achieved through various strategic business partnerships that SAINS has undertaken. We aimed to go global and seek new markets for our services and solutions.

Tech Inovasi Sdn. Bhd., (formerly known as SAINS Inovasi Sdn. Bhd.) a business partner of SAINS, was formed in mid 2001. Driven by the need and vision to establish a regional presence in West Malaysia, the company moved its entire operations to the heart of Kuala Lumpur at the end of 2001.

Led by a strong team of personnel with diverse experiences and proven track records in ICT development and deployment, both in Peninsular & East Malaysia, Tech Inovasi has created a name for itself through national projects in the country such as e-Syariah, e-Courts and more recently, e-Welfare.

In 2005, SAINS established its presence in Brunei Darussalam. Partnering with a prominent local IT service provider there, ZimacSilicon Technologies (B) Sdn Bhd was established to offer a local presence of technology services and support in the country of Brunei. We are proud to mention in this souvenir book of SAINS 15th Anniversary that our hard work and perseverance in Brunei are beginning to bear fruits. Over the last 12 months, together with our partner, we have successfully secured 3 projects. They are the e-RIS project for Institute Technology Brunei, ANGKASA implementation for His Majesty, the Sultan of Brunei Library, and recently the award of local area network infrastructure project for all the schools in the 4 districts of Brunei.



Encik Inau Edin Nom, the Project Manager from Jabatan Kebajikan Masyarakat Malaysia, briefing the Senior Officers on the Project Background at the National Level Awareness Seminar held at Institute Social Malaysia, 1st March 2007

Jabatan Kebajikan Masyarakat Malaysia's Officers from the East Coast (Kuantan, Trengganu, Pahang) at the Awareness Seminar held in Kuantan, 5th March 2007

Nationwide e-Welfare (SPBK) Project Kick-off

The "Sistem Pengurusan Bantuan Masyarakat" (SPBK) project, also known as the e-Welfare project for the Department of Social Welfare, was officially kicked-off in October 2006.

The system objective is to facilitate the department in their efforts to manage and monitor the recipients of welfare services. The centralised architecture of the system with its consolidated database now allows the Department of Social Welfare to access the same information and profile of recipients across the different States in Malaysia and prevent any duplication in welfare aids distribution.

In March 2007, a National level awareness seminar was held at Institute Social Malaysia and was attended by over 200 senior government officers from both the Ministry and the Department. Another 5 awareness seminars were held consecutively at different locations throughout Malaysia for the whole month of March.



e-Government Award Winning Portal

e-Syariah

In 2002, SAINS was awarded by the Government of Malaysia to implement the e-Syariah project. e-Syariah project is the seventh project under the Electronic Government flagship application of the Multimedia Super Corridor (MSC). The system provides a case and workflow management structure that integrates the processes related to management of cases for the Syariah Courts.

e-Syariah Portal, the online portal for the public and court users was first launched in 2003 and became fully operational in September 2005. It now links 112 Syariah courts throughout Malaysia.

e-Syariah clinched second place for electronic Government portal in a Benchmarking and Comparative study of more than 900 Malaysia Government portals and websites conducted in 2005 by Multimedia Development Cooperation, in which the judges were experts from United States and Japan. Apart from that, in July 2006 in conjunction with the "Telehealth & E-Government Flagship Seminar: Flagship Lessons Learnt, Best Practices & Transformation", E-Syariah was voted the best EG-MSC Flagship Application.



Excerpt from Interview with YAA Datuk Sheikh Ghazali bin Haji Abdul Rahman, Ketua Pengarah, Jabatan Kehakiman Syariah Malaysia (JKSM)

"Users' acceptance on the system is satisfying and very encouraging. It is noted with gladness that all users, from the upper level of JKSM, to officers and staff, has managed to adapt to the system well. This is a matter of changing paradigm and work procedures from manual to electronic. This is also about responding to government's call to expand the usage of ICT, progressively moving into EG, and practice less paper environment.

In my opinion, SAINS was mandated to lead the project. Since the beginning of the project until the end, JKSM and SAINS had worked together well. I could see that since we first started, the works had been done according to schedule. From time to time also, JKSM and the Syariah courts would sit together with SAINS to discuss the work progress, to provide constructive inputs and to ensure the project will succeed in the end. All in all, they delivered a very good performance in all of this."

For the implementation of e-Syariah, MAMPU, representing the Malaysian Government, appointed KPMG as the Project Manager to oversee and direct the implementation by SAINS for Jabatan Kehakiman Syariah Malaysia.

The project was so successfully implemented as compared to all the MSC flagships E-Government project awarded, that it was selected by MAMPU to represent Malaysia in the World Summit Information Society & ICT for Development Platform in Geneva, Switzerland in 2003 as the product to showcase at the Malaysian Pavilion.



Sofian bin Shafie, E-Syariah Project Manager, KPMG Consulting Sdn. Bhd.

Excerpt from Interview with Sofian bin Shafie, KPMG Consulting Sdn. Bhd.

Recognition from UN

"e-Syariah has been well recognised not only within the project itself but also within the other EG projects. This was because e-Syariah was selected to be showcased in a convention in Geneva in November 2003. In the convention, Bhajan and I presented and shared our experiences on how to implement projects within the Government Sector successfully. Members of the UN, especially from the OIC countries, were very impressed with the system. The e-Syariah exhibition booth was also very popular with visitors."

Full Cooperation

"As far as this e-Syariah project is concerned, it is one of my very successful projects. In fact, I am very satisfied and happy; mainly because of the cooperation from various stakeholders especially from Vendor was given almost 100%. And because of that, the project ran very smoothly, there was no major issue, we were on time and within budget. In fact, we are not even exhausted after that project. To top it all, the project was very well accepted by users and they are happy to use the system."

Ahead of Time

"Like any other project, changes to the requirement are normal. The same things occurred in V2. There were many changes taking place at the last minute. So what amazed me was how SAINS managed the last minute changes despite the short time frame given and the expected deliverables. We really appreciated it. We do not know how you do it but together, we planned properly and we did not waste time. Most importantly, we knew the critical paths and implemented them properly."



Angkasa @ Class of 64 Library of His Majesty's Collection, Brunei Darussalam

With the partnership of ZimacSilicon Technologies (B) Sdn. Bhd., Angkasa's implementation in the Class of 64 Library of His Majesty's Collection in Brunei Darussalam has been carried out successfully in January 2007.

The Class of 64 Library was a gift to mark the 60th Birthday of His Majesty by his former classmates from Form 4 Arts 1964, Sultan Omar Ali Saifuddin College (SOASC).

SYSTEM DEMO in conjunction with the presentation ceremony on 7th July 2007 for the Class of 64 Library of His Majesty's Collection located at Maktab SOAS, Bandar Seri Begawan in Brunei Darussalam.

Kebawah Duli Yang Maha Mulia Paduka Seri Baginda Sultan Haji Hassanal Bolkiah Mu'izzadin Waddaulah, Sultan Dan Yang Di-Pertuan Negara Brunei Darussalam (second left) listened attentively while the Project Manager cum Chief Librarian, Puan Nellie binti Dato Paduka Haji Sunny (third left) explaining the functions of the system. Looking on is Minister of Communication cum Project Advisor, Yang Berhormat Pehin Orang Kaya Seri Kerna Dato Seri Setia Haji Awang Abu Bakar bin Haji Apong (left).

e-RIS Project Award by Ministry of Education, Brunei Darussalam

In January 2007, ZimacSilicon Technologies Sdn. Bhd., a business partner of SAINS, signed a project agreement with the Ministry of Education of Brunei Darussalam to upgrade the library service of Institut Teknologi Brunei (ITB).

The contract scope of work include the design, supply, upgrading, installation, migration and commissioning of software and hardware for the implementation of an integrated Electronic Resource and Information Services (e-RIS), involving digitisation work for its archive collection and subscription to online databases.

Signing on behalf of the Ministry of Education was Mr. Lim Jock Cheng, Director of ICT, and witnessed by Dr. Hj. Naemah Binti Hj. Basir, Acting Director of Institute of Technology Brunei. Meanwhile, signing for ZimacSilicon Technologies (ZST) was YB Dato Paduka H. Idris B. H. Abas, Managing Director of ZST, and witnessed by Mas Roslee B. YB DP H. Idris, Director of ZST. The Guest of Honour was Puan Hj Norjum bt JHj Mohamad Yusop, the Timbalan Setiausaha Tetap Perkhidmatan Korporat, Kementerian Pendidikan, Brunei Darussalam.



Exchange of contract: From Left: Mr. Lim Jock Cheng, Puan Hj Norjum binti Hj. Mohamad Yusop, and YB Dato Paduka H. Idris b. H. Abas

SAINS Reaching Out to the Community

As SAINS mature in its business and is increasingly been viewed as a leader in the local Sarawak ICT industry, it is timely for SAINS to reach out to the community and furthermore it is our obligation to the Sarawak State Government, our stakeholders. One of SAINS main core functions is to play an active role in educating the general public and spreading ICT awareness, and eventually assist the State's mission to bridge the rural-urban digital divide. This obligation is what drives SAINS today in its effort to give back to the society that has participated in our growth in the past.

To date, SAINS has initiated a few community ICT programmes with the aim to drive social and business changes in the adoption of technology that can bring direct benefits to communities. These programmes focus on four (4) main community sectors, namely, the rural, academic, media and business communities. The programmes initiated so far are the RIGHT Program, Industry Placement, Open Source Competition, ICT Media Awards, Technical Competency Training, Seminars and Conferences and IT industry Certification for working adults

Being in the ICT industry, SAINS realised that it is crucial to keep abreast with technology, new techniques and new ways of doing things to stay competitive. We understand the demands of businesses and rapid market changes, and that employees need to adapt and learn new skills to have meaningful impact on business bottom line. Therefore, SAINS has positioned itself as part of the skill channelling that the business community can benefit from.

To strengthen ICT knowledge in the business community, SAINS has organised a series of Conferences and Seminars in the last 5 years. From classroom trainings and technical workshops to international conferences, the topics ranges from ICT security and authentication to data and users protection, introducing new business models and, hence, increasing confidence in e-Government and e-commerce participation and implementation. These programmes allow organisation the opportunities to equip their employees with new skills and competencies and experience firsthand how new technology can apply to their area of business and expertise in the future.



Envision. Innovate. Advance.



Rural ICT Guided Home-based Technopreneur (RIGHT) Programme

The Rural ICT Guided Home-based Technopreneur (RIGHT) Programme is one of such initiatives targeted at bridging the rural-urban divide on a sustainable basis. It is observed that both the Federal and the State Governments as well as many NGOs and good corporate citizens have from time to time provided personal computers (PCs) and other ICT peripherals to various rural organisations and communities. However, the outcomes of these initiatives are generally rated as less than successful in terms of meeting their intended objectives. Post implementation studies usually point to a lack of skills and continuity in using the application software in the community. What is not always mentioned, but undoubtedly more significant, is the absence of an associated support and maintenance program after the delivery of the systems, and the inability of the rural community to support the hardware and the operating systems (OS).

With the RIGHT program, the State Government through the constant monitoring and support from SAINS and the Rural Development Ministry, expect to resolve this matter gradually and effectively. The Deputy Chief Minister of Sarawak, Y.B Datuk Patinggi Tan Sri Dr George Chan Hong Nam launched the program on May 6, 2006.

Under the programme, sponsored candidates from rural communities are given subsidised training by SAINS and commissioned back to their respective communities to provide hardware and network support as well as desktop software training and e-commerce solutions. Subsequently, they operate from their homes as self-employed technopreneurs with the safety net of SAINS as technological mentor. SAINS also assists them in getting local contracts, as well as engaged their services for rural projects wherever applicable.

Top & Left : Second batch of RIGHT programme participants during their PC assembling training session.



The RIGHT technopreneurs can be operating anywhere over the vast area of Sarawak. To ease the communication constraints, SAINS provided a RIGHT eCommerce Portal for the RIGHT Technopreneurs and potential candidates to network, promote and create more value to their ICT services.

The first batch, which consisted of five participants, had successfully completed the programme, while the second batch training is currently ongoing. All the RIGHT graduates are now attached to their own hometowns. One of them has successfully opened up an internet service centre in Betong.

The resounding success of RIGHT Programme was also due to the smart partnership with the Ministry of Rural Development, MOBIF, Intel and the full support given by the Ministry of Education.



Budding future technopreneurs



Lim Tian Kiat (standing), Head of Research & Development in SAINS, supervising Ms. Hwong Hui Suan, a trainee from Universiti Putra Malaysia who is currently pursuing her Ijazah Kejuruteraan Sistem Komputer & Komunikasi



Douglas Aseng, Assistant Network Engineer (right) in SAINS Network & System Engineering unit, briefing trainee - Simon Tiong Kung Kiet, a Mechanical and Electrical Engineering student from Tunku Abdul Rahman College

Industrial Placement Programme

Under the Industrial Placement Programme, SAINS has accepted students from various universities such as University Malaysia Sarawak (UNIMAS), Universiti Teknologi Mara (UiTM), Curtin University of Technology, Swinburne University of Technology, Malaysian Multimedia University (MMU) and many more. The trainees are attached to SAINS' various sections appropriate to their field of studies for a period of three to six months for them to gain on-the-job training experiences. Not surprisingly, some of these students are now being employed by SAINS after their graduation.



First Prize winner from the 2006 Sarawak Open Source Competition, Lai Chiong Ching from Curtin University of Technology Sarawak Campus, receiving his prize of RM6000...

Sarawak Open Source Competition

In 2004, SAINS with the support of the State's ICT Unit initiated the first-ever Sarawak Open Source Competition. The now annually-held Competition is hailed as a benchmark for its importance in opening doors for budding software wizards in the State. The Competition, which covers various areas of software development and configuration based on open source systems, is open to all Sarawakians in higher learning institutions throughout Malaysia.

The competition's objectives are to promote public awareness on Open Source Initiatives (OSI), and to encourage participation and contribution to OSI project implementation. Budding software wizards and engineers are encouraged to prove their ability and knowledge by building intelligent systems using cheaper and viable alternative sources. The number of submissions in each competition has been very encouraging and increasing.



The media plays an important role in helping to promote ICT awareness

Chief Minister's Sarawak ICT Media Awards 2007

Up until now, the journalism scene in Sarawak sees very little news publication or broadcasting focusing on ICT. Even though Sarawak is considered as one of the most advanced State in the country where IT is concerned, there have not been enough complementing efforts on the part of the media in Sarawak.

The State had long acknowledged and recognised the importance of the role played by the media in helping to bridge the digital divide. Thus, the inaugural Chief Minister's Sarawak ICT Media Awards 2007 was initiated under the patronage of the Chief Minister of Sarawak, Y.A.B Pehin Sri Haji Abdul Taib Mahmud.

The main objective of the Competition is to encourage journalists and writers in Sarawak to write more on ICT related subject matter for the purpose of promoting and educating the general public on the benefits of ICT usage. SAINS seeks to keep ICT awareness alive among the media practitioners as multipliers of information and knowledge for the people in order that they could pro-actively play their part in the State's ICT growth and progress. The Competition, which is to be held annually, is also an avenue for SAINS to show our appreciation to the members of the media by rewarding them for their invaluable support to ICT development in the State of Sarawak.



A speaker from the Canadian Government sharing his country's IM experience

Information Management Conference

SAINS subsidiary, Stratfos Consulting Sdn Bhd joined forces with the Sarawak State Government to organise an International Information Management (IM) Conference on November 13-17, 2006. The theme for the event was "A Holistic Approach Towards Information Management" in which emphasis was given on providing much needed impetus to the development of IM in the Sarawak State Public Service. The objectives of the conference were to promote awareness among senior government officers on the need and importance of IM, and secure understanding of stakeholders on the complexities, scope and required resources for effective IM.

The speakers of the conference were experts on IM from various public and private agencies in Canada, government agencies in Malaysia, and a higher learning institution. Topics of the conference focused on international approaches and activities involved in the planning and implementation of IM, experiences in IM implementation, IM future planning and initiatives, as well as IM from the academic perspective.

The event, which was divided into a 3-day conference and a 2-day workshop, were attended by over 150 delegates from both government and private agencies of local and international variety.



Mr James Longwood sharing his outsourcing experiences

Data Centre Seminar

On August 3 in 2006, Stratfos Consulting Sdn Bhd had earlier organised a Data Centre Seminar in which international speakers and experts from various industry shared their success stories and viewpoints in the latest outsourcing trend. The Seminar aimed to provide insight on the trends, benefits, issues, experiences and opportunities of Data Centre Outsourcing services to corporate business and government operations. It offered myriad perspective on the architectural and infrastructural aspects of data centre outsourcing and the challenges associated with it.

The key speaker in the Seminar was Mr James Longwood, Research Vice President of Gartner, who delivered an informative topic on "Data Centre Outsourcing - Trends and Best Practices". His insightful delivery covered the global trends in Data Centre Outsourcing; regional players in infrastructure outsourcing; key Data Centre outsourcing best practices; and lessons learned.

The well-received seminar was attended by more than 100 delegates from local councils, statutory bodies, government agencies, healthcare organisations, and utility companies.

Pearson VUE Certification

SAINS is now an Authorised Pearson VUE Testing Center.

In April 2007, SAINS signed an agreement with Pearson VUE, the electronic testing business of Pearson, to provide Information Technology certification exam delivery using the Pearson VUE® Testing System. The Pearson VUE advanced computer-based testing system administers exams for leading IT certification programs such as Microsoft, Cisco Systems®, CompTIA, IBM and others through a global network of quality test centres.

SAINS was honoured to partner with a company whose cutting edge technology will allow us to provide world-class service to our customers and the business community of Sarawak. With this smart partnership, SAINS is committed to offering an alternate choice to candidates who are currently pursuing their IT Certification Program to sit for their certification exams locally.

Online test for Cisco Certification Network Associate (CCNA) examination



Test result processed immediately at SAINS Training Centre



Acknowledgement

SAINS 15th Anniversary 2007 Dinner Event

Invitation Sub-Committee Lead: Angeline Kho **Members:** Atika Abang, Ng Kiang Wan, Vicky Tan, Angeli Ejus Ngiban, Mildred Sakok, Nadia Suhaili, Wendy Barnabas Sato, Lumiin Vong, Grace Huong, Zahrah Bt. Abg. Othman, Veronica Kiu, Leslie Yeo, Henry Kueh

Event Management Lead: Iskandar Zainal **Members:** Leslie Graham Tangai, Hii Saan Chieng, Ronald Ng, Hiew Chi Wang, Nor Shizarin, Nizam Narawi, Ranggau Gom, Sentia Brangking, Mohd Fareed Wajdie Bin Mahmud, Clement Titus, Jacqueline Chong, Alina Eleen Peter, Ariyanti Binti Razali, Peggy Anak Anthony Aman

Chief Minister's Sarawak ICT Media Awards 2007 Sub-Committee Lead: Dinah Samuel **Members:** Henry Kueh, Allen Liew, Samuel Lee Siaw Kang, Iskandar Zainal

Sarawak Open Source Competition 2007 Sub-Committee Shahmat Dahlan, Ellen Then, Grant Than, William Then, Jap Boon Churn

RIGHT Programme Sub-Committee Kueh Boon Yang, Tarmit Kaur, Shimon Belenko

SAINS 15th Anniversary 2007 Souvenir Book

Publication Committee Advisor Teo Tien Hiong **Editorial** Lucy Wong, Dinah Samuel, Yung Thieu Lac **Production Committee** Lucy Wong, Sheila L. Henry, Bong Chee Thin, Yung Thieu Lac, Iskandar Zainal, Sentia Brangking **Design** Yung Thieu Lac **Contributors** Sheila L. Henry, Bong Chee Thin, Iskandar Zainal, Sentia Brangking, Yung Thieu Lac, Busiai Bin Seman, Clive Goh, Dinah Samuel, Kho Thong Kway, Nadia Suhaili, Patsicia Kitan Ak Dominick, Richard Rafael Ras, Tay Eue Kam, Sim Sok Seng, Lim Thian Kiat, Lumiin Vong, Lee Meng Lik, Vincent Ho, Jap Boon Churn, John Ngu, Chin Ching Liang, Wong Leh Yung, Lee Joon Pei, Albert Tang Sing Hong

Published by Sarawak Information Systems Sdn. Bhd. Printed by The Sarawak Press Sdn. Bhd.

Sponsors



ACA-Pacific Technology, Annex Marketing & Services, Aquabalans, Borneo Springs, Datamation, ECS Pericomp, ESRI South Asia, Ingram Micro, Radius International, Techdata Systems, Teletek Sales & Service, Paramount Hotel, Value Systems Distribution, Transnational Insurance Brokers.

The information contained herein is protected and cannot be used or copied without express written permission from SAINS. All information is correct at time of publishing. © 2007 SAINS

SAINS Offices

SUBSIDIARIES

SiliconNet Technologies Sdn. Bhd.

1st Floor & 2nd Floor, Lot 369
Block 10, KCLD
Jalan Tun Ahmad Zaidi Adruce
93150 Kuching, Sarawak
Tel: (60) 82-234008
Fax: (60) 82-232008
Website: www.snt.com.my

Stratfos Consulting Sdn. Bhd.

2nd Floor, Lot 318, Section 9
KTLD Lorong 12, Jalan Rubber
93400 Kuching, Sarawak
Tel: (60) 82-234342
Fax: (60) 82-234454
Website: www.stratfos.com

Silicon Communications Sdn. Bhd.

Unit 15.02, 15th Floor, MCB Plaza
No. 6, Changkat Raja Chulan
50200 Kuala Lumpur
Tel: (60) 3-2715 8648
Fax: (60) 3-2715 9648
Website: www.silicon.com.my

BUSINESS PARTNERS

Tech Innovasi Sdn Bhd

Unit 15.02, 15th Floor, MCB Plaza,
No. 6, Changkat Raja Chulan,
50200 Kuala Lumpur, Malaysia
Tel: (603) 27152000
Fax: (603) 27159648
Website: www.techinnovasi.com.my

ZimacSilicon Technology (B) Sdn Bhd

Lot.20009 Taman Alam,
Jalan Telanai, Beribi,
Gadong, Bandar Seri Begawan
Brunei Darussalam, BE1118
Tel: (673) 2652056
Fax: (673) 2652057
Website: www.zimacsilicon.com.bn

BRANCH OFFICES

Sains Business Centre

Lot 9366, Section 64 KTLD, Jalan Uplands
93620 Kuching, Sarawak
Tel: (60) 82-426733 Fax: (60) 82-423533

Sains Call Centre

Ground Floor, Lot 369, Block 10, KLCD
Jalan Tun Ahmad Zaidi Adruce
93150 Kuching, Sarawak
Tel: (60) 82-236633 Fax: (60) 82-235522

Sains Training Centre

Ground Floor, Lot 369, Block 10, KLCD
Jalan Tun Ahmad Zaidi Adruce
93150 Kuching, Sarawak
Tel: (60) 82-239004 Fax: (60) 82-235522

Betong Office

Tingkat Bawah, Blok C,
Kompleks Pejabat Kerajaan Negeri,
95700 Betong, Sarawak
Tel: (60) 83-472811

Bintulu Office

No. 87, 2nd Floor, Parkcity Commercial Square
Jalan Tun Ahmad Zaidi
97008 Bintulu, Sarawak
Tel: (60) 86-314518 Fax: (60) 86-314519

Kapit Office

No.2, 2nd Floor, Jalan Temenggong Koh,
96800 Kapit. Sarawak
Contact No.: 019-858 7416

Limbang Office

Bangunan Limbang Plaza,
Tingkat 4 (LDC Office),
98700 Limbang, Sarawak.
Tel: (60) 85-211 488 Fax: (60) 85 211 488

Miri Office

Lot 791, 2nd Floor, Jalan Bintang Jaya 4
Bintang Jaya Commercial Centre
98000 Miri, Sarawak
Tel: (60) 85-431213 Fax: (60) 85-431211

Mukah Office

Tingkat Bawah
Bangunan Pejabat Daerah Mukah
Jalan Kubu 1
96400 Mukah, Sarawak
Tel: (60) 84-872 987 Fax: (60) 84-873 987

Sarikei Office

1st Floor, Sublot 3, Lot 1799 Block 36 Sarikei
Land District, No. 5, Lorong Mutiara 2,
Jalan Bersatu, 96100 Sarikei
Tel: (60) 84-651132 Fax: (60) 84-651132

Sibu Office

No. 29, 2nd Floor, Taman Damai
Jalan Tun Haji Openg
96000 Sibu, Sarawak
Tel: (60) 84-349148 Fax: (60) 84-349149

