

## **SAINS 15th ANNIVERSARY**

### **Envision. Innovate. Advance**



#### **projects in focus :**

Soothe Your Trouble Managing Office Asset  
LAGIS rollout in Local Councils  
e-RIS project completed for Institute Technology Brunei

#### **highlight of current affairs :**

SAINS 15th Anniversary  
Connecting To The Penans Community In Lusong Laku  
RIGHT Technoprenuer Programme Graduates  
Wi-Fi for Public Access @ Pustaka Negeri Sarawak

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## CEO's Message



The 15th Anniversary of SAINS celebrated on 17th July 2007 is an important milestone in the progressive growth and development of the Company. In this issue of Jendela, I wish to put on record our appreciation to the top leadership of the State for reiterating their past and present strong support of SAINS as well as their continued interest in its future roadmap during their 15th Anniversary dinner addresses.

"Envision. Innovate. Advance". This was the theme selected for celebrating the 15th Anniversary event. They are also key concepts that we constantly keep on our radar screen as the Company went about fulfilling its primary mission pertaining to the ICT needs and expectations of the Sarawak State Public Service, and maturing into what it is today – a significant ICT player in the Country. In a nutshell, it can be fairly said that the relatively rapid and orderly growth of SAINS over its first 15 years was substantially due to the importance placed on visioning, strategic planning as well as an innovative approach of developing and delivering holistic ICT utilization to the Government of Sarawak and advancing on its synergy to tap opportunities beyond.

The recognition together with challenge by the YAB Ketua Menteri in his dinner address for SAINS to actively pursue the synergy of tapping opportunities beyond the State Government is noted. This direct reemphasis by the YAB Ketua Menteri of a policy direction originally encouraged by him several years earlier is significant. Everyone in SAINS is delighted to accept it as further motivation for pursuing an approved strategic bearing. To the State Government, it should clarify any remnant individual doubts regarding the "approved" business scope of SAINS and its "correct" role vis-à-vis the ICT agenda of the State public sector.

Apart from its originally established commitment to effectively and efficiently meet the ICT needs of the State Government, and the more recent ventures beyond as encouraged by the YAB Ketua Menteri, the Chairman of SAINS in delivering his address during the dinner elaborated on an emerging third angle of focus for the Company. This is the new area of corporate social responsibility that SAINS will increasingly take up. The critical mass of management and technical ICT skills, infrastructure, together with associated solutions created by SAINS over the past one and a half decade has positioned the Company well to play a crucial role in bridging the digital divide in Sarawak as well as contributing to the development of its knowledge economy and k-society.

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## Soothe Your Trouble Managing Office Asset



For the last few years, SAINS has been working on a corporate asset information repository solution for managing and tracking office assets in line with auditing and regulatory requirements.

To date, we have various Sarawak Government agencies such as Ministry of Social Development & Urbanisation, Ministry of Planning and Resource Management, State ICT Unit of Chief Minister Department, Dewan Bandaraya Kuching Utara (DBKU) and Pustaka Negeri Sarawak (Pustaka) using the solution to record and manage their office assets such as their computers, vehicles, office furniture and multitude of office equipments ranging from photo-copiers, cameras, mobile phones, projectors, laminators to vacuum cleaners, movable fans, etc.

The Asset Management System (AMS) is a multi-users, multi-offices, web-based centralised database management system.

The system facilitates the management of assets with the objective of capturing information on assets and the

tracking of the assets through the entire assets life cycle of asset registration, assignment or allocation, transfer, stock checking, maintenance and eventually disposal or reported lost.

The system aims to assist organisation to better manage the allocation, distribution and productive use of its assets. An average organisation like PUSTAKA or DBKU has thousands of assets items to keep track and manage by the administration and finance section.

According to Cyprian Rossem, a staff with PUSTAKA, the process of recording and managing asset information was time consuming before AMS was implemented. This was due to the tedious process of locating the items compared to having a manageable system like AMS.

Cyprian also added that the functions of AMS are easy to understand and user-friendly. AMS enables productive and team collaborative effort among the various sections using the system because it standardizes processes and provides a centralized and consistent source of information. The



Cyprian with a SAINS Team Member

Building Management Unit and Finance Unit are using the system in PUSTAKA. The Finance Unit is able to retrieve information on allocation or reallocation of the assets. This will facilitate easy verification of assets in the event of auditing.

"I feel the system is a good system to use. To learn the system, we only took one day, as it is a user-friendly system. It does reduce our time to check assets", said Puan Haspidawati Bujang, PUSTAKA's assistant accountant.

AMS provides 2 types of module, to simplify capturing of the assets information according to their attributes. Customer has a choice of using the Generic Asset Management Module and/or Specialised Asset Management Module.

The asset master file can be configured to store additional information such as those pertaining to supplier, warranty, insurance, maintenance history and related cost, and in the event of an asset lost, reference information to police report lodged before the asset can be written off and the record can be taken out of the active asset registry.

In the case of PUSTAKA, AMS is integrated with StAFS (Standard Accounting and Financial System). Fixed Assets data in StAFS can be exported to AMS directly and this eliminates double registration.

Apart from the screen interface being customised for either Bahasa Malaysia or English language, AMS has the following features to suit individual organization:

1. Attached image or picture of the asset for easy identification
2. Email notification to users for new asset registered as well as asset disposed
3. Generation of reports with format based on the Federal government template
4. Generation of Physical Asset Count Report assist supervisors to verify and check physical conditions of assets in their respective offices

With the growing number of agencies and the maturity of users using the system, it is expected that AMS would be enhanced to cater to customers' needs through customers' feedbacks in the future. This effort would benefit all parties involved.

The Asset tag generated from AMS



For more information on Asset Management System, please visit SAINS website and download brochure : [http://www.sains.com.my/sains/brochures/Brochure\\_AMS.pdf](http://www.sains.com.my/sains/brochures/Brochure_AMS.pdf)

## LAGIS rollout in Local Councils

Geographic Information System (GIS) today enjoys wider usage in business processes that works with information that is tied to a spatial or geographical location. Simply put, GIS combines layers of information about a place to give you a better understanding of the place.

From earlier systems that produced mainly maps, GIS is moving very quickly into new and many different value-adding types of applications. Nowadays, it is not only used by geographers, to understand physical distribution of geographic components, but also by engineers, planners, surveyors, architects, etc

### GIS Intelligence in Local Government

LAGIS is an integrated geospatial system build by SAINS that uses GIS technology to combine information and applications of Local Government with a graphical component. It offers “quick-start” solution and ready-to-use framework consistent with standard business processes and practices of Local Government.

LAGIS provides functionalities for users to manage, share and utilize departmental geospatial data real-time in a fast, secure and easy manner. The benefits are faster response and improved decision-making and hence improvement in the quality and delivery of services to customers.

### Customer Reference sites under Development

In Sarawak, some of the major Local Authorities that have started use of some form of GIS are:

- Dewan Bandaraya Kuching Utara (DBKU)**  
DBKU started using GIS since year 2001. They have detailed base map for Kuching such as Parcel Lots, Rivers, Roads and Road Furniture, Soil Suitability Layer, and City Landmarks. GIS has assisted DBKU in their daily work processes especially for planning and asset management.
- Sibu Municipal Council (SMC)**  
SMC started using GIS since year 2005. They have established a GIS unit under their engineering section to maintain their Rating Wards, Grass Cutting Maintenance Zone, Roads and Traffic Lights and Parking Lots

### Modular Development and Deployment

#### 1 Map Management

- Act as core module to store and manage the entire base map layer for LAGIS application
- Allow map searching, viewing, overlay and query of geo-database information through an easy to use Graphic User Interface (GUI)
- Users can add comments and graphical notation to the map
- Extract and print maps and report easily

#### 2 Enforcement Management

- Able to prepare enforcement duty roster according to facilities in each zoning areas
- The system can display, browse, track enforcement related information such as history of illegal parking, advertisement regulation, hawkers licensing, etc by zones
- To view and monitor legal action of each of the zoning areas

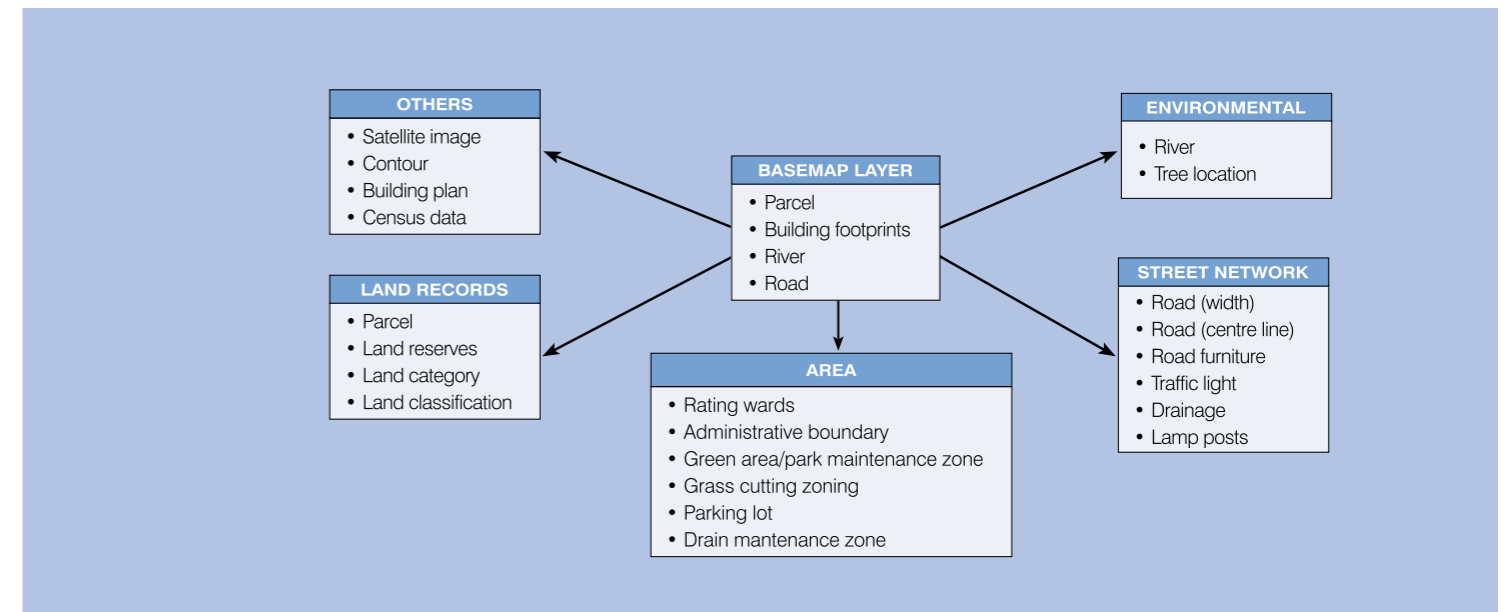
#### 3 Zoning Management

- To manage and update zoning systems used in Local Council such as rating wards zoning, enforcement zoning, grass cutting zoning, and parking areas zoning
- Graphical view of the various zoning boundary to assist in planning, resource allocation and scheduling, etc

#### 4 Facility Management

- Track and monitor facilities and assets belonging to the Local Council such as parks, libraries, community halls, stadiums, swimming pools, markets and hawker stalls, etc.
- Fast look-up and easy information update of the asset or facility such as locality, dimensions, last date of maintenance, repair costing, etc
- Information provided can be viewed on the map with tabular information related to individual asset or facility
- Enable analysis of maintenance and repairs history and hence better management of maintenance schedule

### LAGIS data model consist of 6 main categories:



#### 5 Building Plan Management

- Maintain and track approved plans, subdivision plan, engineering plan and Occupational Permit (OP)
- Store and organize submitted plan in digital format
- Facilitate faster verification of illegal structures under jurisdiction of the Local Council

#### 6 Road Furniture Management

- To locate, update and maintain road furniture inventory information such as road names, road signage, directional signage, other signboards, banners and advertisements
- Additional road attributes such as length of road, road maintenance, road drainage, traffic lights, lamp posts, tree and landscaping, etc. can be added

#### 7 Parking Management

- To view information such as gazetted parking zones and parking lots within each zone
- All parking venues will be mapped into spatial layer with information such as lot number, warden in-charge, etc
- Analysis on parking revenue and analysis of demand and supply of parking facilities
- To ease parking administration, duty roster preparation and parking zone coverage

#### 8 Public Request Management

- Design to better manage public requests, feedbacks and complaints in relation to the Local Council's services to the community
- Immediate view of the reference site on the map to assist in identifying problem
- Enable details of request with site reference to be routed instantly to the relevant action officer
- Review history of request at similar locations

#### 9 Public Health Management

- Support the administration and management of public health
- Query health licensing and permit information from the mapped area
- Plan, schedule and manage contractors for services such as waste disposal, grass cutting, drain clearing, recycling centre etc
- Resource allocation and scheduling for tasks such as health inspection for vector control, license renewal related to eateries and food markets cleanliness, etc

#### 10 Rating and Valuation Management

- Simplify administration of rating wards boundaries and Local Council's boundaries
- View properties information such as ownership, land title of household, conditions and lease terms, lot number and size
- View valuation information such as chargeable rate for each property type
- Fast and easy search of property database details; service type, assessment bill, outstanding amount, rebate information, owner profile, etc
- Analyze and manage assessment rates revenue by area and collections
- Modeling functions and tools for comparative analysis of rating, valuation and assessment of property

For more information on LAGIS, please visit SAINS website and download the brochure :  
[www.sains.com.my/sains/brochures/Brochure\\_LAGIS2007.pdf](http://www.sains.com.my/sains/brochures/Brochure_LAGIS2007.pdf)

## e-RIS Project completed for Intitute Teknologi Brunei



The implementation of Electronic Resource and Information Services project, also known as e-RIS, for a renowned educational institution in the country of Brunei was successfully completed recently. The project, which took about 9 months to complete, consisted of designing and implementing a Digital Media Collection Management System (DMCS) as an extension of Institut Teknologi Brunei (ITB) library system.

Institut Teknologi Brunei (ITB), situated at Kampung Tungku, adjacent to Universiti Brunei Darussalam, was established in October 1995 to expand the provision of technical education in Brunei Darussalam. The e-RIS project provided the students and lecturers from the School of Engineering and the School of Business Management & Information Technology access to the library collections via the internet anytime and anywhere.

DMCS is a web-based system, which provides functionalities for cataloging, searching and viewing of digitized image, audio and video collections. One of the services

provided to ITB by SAINS is the data conversion of ITB's internal publications, reports, past year's papers, conference proceedings, photographs, lecturers' research papers, digitizing audio from cassette tape and digitizing video from VHS tape to DVD format. A total of 62,000 pages of materials and 70-hours of audio and video were digitized.

Dr Hajah Naemah, the Acting Director of ITB, in her project kick-off address said that libraries today no longer offer traditional based services but libraries are extending beyond the physical walls of a building, by including materials via electronic means. Therefore, through the implementations of this project, ITB students and other registered users will be provided with online access to these digitized resources. She added "This upgrade shows the significant need for libraries personnel to undergo continuous training in order for them to become adaptable to any crucial developments taking place in the Information and Library world".

**Clockwise from right:**  
ITB Chief Library, Hajah Pusparaini Binti Haji Thani;  
Server Backup training;  
DMCS training (Digital Media Collection Management System)



SAINS together with our Brunei partner, ZimacSilicon Technologies Sdn. Bhd. (ZST) provided ITB's IT technicians and librarians the necessary hands-on training to operate the digitizing equipment supplied and necessary skills to continue their collection development on DMCS. At each stage of the implementation, the technical staff from ZST assisted our SAINS team to install the Network, Server and Storage and Backup equipment as part of the hands-on knowledge transfer given to ensure they are capable to provide immediate local support services to our Brunei customers.

According to ITB Chief Library, Hajah Pusparaini Binti Haji Thani, the library is very proud to have embarked on this project. "Our vendor is very professional and organized. The system meets our requirement for the library".

ITB Librarian, Hajah Noraidah Binti Haji Madin believes the library will have a very good system. "I am very satisfied

with our vendor's performance. They are able to organize the whole project efficiently and implement it on time. One notable difference that makes this system easy to learn is that the implementers understand our work and have experience in managing digitized library collection. They also have proper heading for every digitized ITB's library items" said Puan Hajah Noraidah.

According to Senior Lab Technician of ITB, Pengiran Mohammad Zapari Bin Pengiran Abdullah, "the training, handholding and knowledge transfer given by ZimacSilicon Technologies Sdn. Bhd. is very focused and easy to understand by our team. The hands-on practical is very good and well taught".

In moving forward, YB Dato Paduka H. Idris B. H. Abas, the managing director of ZST hopes that this system can become an invaluable asset to all local learning institutions as it accelerates the learning process for students.



**We Are Online With Betong**

**21 July 2007**

Pehin Sri Abdul Taib Mahmud, Chief Minister of Sarawak in Betong participating in the video conference with Mr. Teo Tien Hiong, CEO of SAINS at Wisma Bapa Malaysia during the Expo & Pameran Pembangunan Bahagian Betong in conjunction with the launching of the Betong State Complex.



**Left:** Clive Goh, SilicoNet Technologies Sdn Bhd team showing the public on the Paybills Services.  
**Far Left:** Datuk Amar Wilson Baya Dandot, State Secretary of Sarawak viewing the Paybills Service online.

**Visit from Kedah State Economic Planning Unit to SAINS**



**15 March 2007**

**Above Left:** Briefing by the CEO of SAINS, Mr. Teo Tien Hiong to the 12 members Kedah ICT Delegation lead by Kedah ICT EXCO, YB Dato Ir. Haji Nawawi Haji Ahmad.

**Above Right:** The Kedah ICT team visiting SAINS Data Centre and briefed by the SAINS operation team at Wisma Bapa Malaysia.

**Left:** Visit to one of SAINS branch office for briefing by the GIS team on Sarawak Monitor project.



**Ministry of Science, Technology & Innovation, (MOSTI) Malaysia visit SAINS Data Centre at Wisma Bapa Malaysia.**

**29 May 2007**

Mr. Teo Tien Hiong, CEO of SAINS (centre) with Puan Gayah Gulam Haidar, Cik Susilawati Shukur, Encik Ragumaran A/L Gurusamy, Encik Misrun Timin, Encik Habib Mansor, Encik Adam Tumiran and Encik Awang Suhaili from MOSTI and JKSM (Jabatan Kehakiman Syariah Malaysia) (Left to Right)

**Mampu Visit To Call Centre**



**01 November 2007**

The team from MAMPU KL being briefed by SAINS Call Centre team on the solution used to managed Talikhidmat

**Right:** (left to right standing) Encik Azman Mohd Yusof, Puan Marshitah Mohamed, Puan Sarimah Saflan, Encik Zaimy Shaari.



**Sarawak Energy Berhad and SAINS Visit to SUN Microsystems Solution Center**

**02 August 2007**

Sarawak Energy Group Managing Director, Datuk Amar Tan Sri Abdul Aziz Husain, and the Group General Manager, Corporate Affairs, Encik Zuraimy Kushaili, along with the Group IT Team paid a formal visit to SUN Solution Center at SUN regional office in Singapore to get the latest technical refresh update and a look into benchmarking with big corporations like SUN on how they run their company. One key interest area is the shared services concept.

Part of their agenda is also to have an insight into how SUN runs their Global Data Center and Customer Call Center.



**Far Left:** Donald Chen, SUN Solution Center Manager briefing the visitors on SUN's latest hardware.

## SAINS 15TH ANNIVERSARY – Milestones, Achievements and Aspirations



Envision. Innovate. Advance.

Sarawak Information Systems Sdn Bhd (SAINS) celebrated its 15th Anniversary in Kuching on 17th July 2007. The anniversary dinner was held at a local hotel for the company's invited dignitaries and customers, as well as SAINS staff.

It was an honour that our Chief Minister of Sarawak, YAB Pehin Sri Haji Abdul Taib Mahmud was able to join us in celebrating the occasion.

The Chief Minister in his speech congratulates the Board of Directors, Management and Staff of SAINS for their continuous effort towards improvement and excellence in service delivery. He was impressed to see that the team has built an organization that is very focus in its aims and

established a clear pattern of development that spells lots of promises and potentials for SAINS.

In the short history of the company, SAINS, with the visionary leadership of YAB Chief Minister, the guidance of its Board of Directors and Chairman of SAINS, Datuk Patinggi Tan Sri Dr. George Chan, the entrepreneurial drive of its CEO, Mr. Teo Tien Hiong, and the strong commitment of its management team, has propelled Sarawak from one of the least ICT enabled States in Malaysia to become the most advanced. Over the last 10 years, this lead has increased considerably in all aspects of Public Sector computing despite the relatively large size of the State, its difficult geography and scattered population centres.

In executing its core responsibility to provide for the computerization needs and holistic ICT utilization within the Sarawak State Government, after the initial 5 years of laying the foundation (infrastructure, info-structure and human resource re-skilling) and developing the IT blue-print for the State, SAINS worked on and delivered an average of 20 ICT solutions a year to a total of 168 ICT solutions by year 2006.

"SAINS had laid a strong foundation which enables you to study new applications that promise potential clients further ICT development. SAINS must venture beyond the shore of Sarawak to look for more business opportunities as they have the capabilities to develop advanced information systems through 15 years of successful endeavours", said the Chief Minister.

To further optimize SAINS resources and value-creation for the State, a policy decision by our stakeholders in 1999 usher the expansion of SAINS business outside the Sarawak State Government to include the Federal Government, other state governments, private and multinational corporations as well as community as a whole. The last 5 years saw the enlargement of this business component to some 30% of SAINS total revenue.

"The volume of commercial applications and other systems in public sector can be developed in many areas which offer SAINS an area to promote its services", said Pehin Sri Haji Abdul Taib Mahmud. In his speech that night, the Chief Minister also touched on exploring more commercial applications of ICT in areas of combating crimes, e-tourism and tele-health.

The Deputy Chief Minister, Datuk Patinggi Tan Sri George Chan, who is also Chairman of SAINS, in his address thank the Chief Minister for entrusting the responsibility of State ICT development to him and the Board of Directors, past and present. While acknowledging SAINS notable measure of recognition in the ICT industry in Malaysia, he cautioned that the ICT industry is an extremely dynamic one and in order for SAINS to sustain its growth and continue at its

current level of productivity, it must be prepared to adapt to its constantly changing environment as well as to adopt bold strategies to meet challenges ahead.

In this aspect, he added that the Board of Directors of SAINS has commissioned a team of consultants to undertake a strategic review on the future direction, positioning and appropriate re-structuring of the company. "The next step is to present and deliberate on the study recommendations with our Chief Minister for possible adoption," said the Deputy Chief Minister.

Notwithstanding the future growth direction of SAINS, the Chairman of SAINS affirmed that SAINS would still continue its reach-out programmes to educate the importance of ICT to energize socio-economic development in line with contributing to the development of the State ICT vision of a knowledge-based economy.

That night, Datuk Patinggi Tan Sri George Chan presented the Rural ICT Guided Home-based Technopreneur (RIGHT) programme certificates to 11 participants from the rural districts of Lawas, Limbang, Matu, Saratok, Sibul, Merapok, Betong, Asajaya, Simunjan, Serian and Padawan. The RIGHT programme was initiated by CEO of SAINS, Mr. Teo Tien Hiong in support of Sarawak State Government's goal to narrow the rural urban digital divide on a sustainable basis.

Besides proving ICT development programmes for the youth in the rural communities, SAINS aims to promote ICT awareness and education via the media industry in Sarawak. An award initiated under the patronage of the Chief Minister was created to encourage journalist, writers and broadcasters in Sarawak to write and publish more ICT related subject matter especially on its usage and benefits.

A total of 7 entries for the three different print media of English, Bahasa Malaysia and Chinese were received for the inaugural Chief Minister ICT Media Award 2007. The Chief Minister, YAB Pehin Sri Haji Abdul Taib Mahmud, that night presented the award for the best English category



Pehin Sri Abdul Taib Mahmud with the Media Awards Winner (from right) Bong Siak Boon from Sin Chew Daily, Nancy Nais Hsiao Phing from News Strait Times, Peter Ahwa Bernard Sawat from Rakan Sarawak. Also in the picture (from left) is CEO of SAINS, Mr. Teo Tien Hiong and Datuk Patinggi Tan Sri Dr. George Chan.



Winner for Open Source Competition: Pehin Sri Abdul Taib Mahmud with the winning team from Curtin University of Technology, Sarawak Campus.

to Nancy Nais from New Straits Times Press for her piece on "Sarawak Creates Legal History via Video Link". Meanwhile, the best Bahasa Malaysia category winner for the Chief Minister ICT Media Award was Peter Ahwa Ak. Bernard Sarawak from Rakan Sarawak with his write up on "Sarawak Negeri Paling Komited Majukan ICT" and Best Chinese category winner was Bong Siak Boon from Sin Chew Daily, with an article titled "The Controversial Teletower". Each winner brings home a prize money of RM1,000.00 with a Media Award Certificate from the Chief Minister of Sarawak.

The guest of honour, YAB Pehin Sri Haji Abdul Taib Mahmud also presented prizes to winners of Sarawak Open Source Competition 2007 that night. The competition, held annually, is open to all Sarawakians in higher learning institutions in Malaysia; where budding software engineers show-case and prove their ability and knowledge by building intelligent and commercially viable software using cheaper alternative of Open Source systems.

A total of 11 teams from UNIMAS (University Malaysia, Sarawak), Curtin University of Technology and Swinburne University of Technology, Sarawak campuses participated in 2007 Sarawak Open Source Competition.

The 3rd Place was won by Swinburne University for Interactive White Board System - written notes from electronic white board can be copied, printed, saved and downloaded to a computer for later user. They won a cash prize of RM500.00

The 2nd Place was won by UNIMAS for Wireless Water Pollution Sensor Network – use for data collection on water pollution using wireless network. The team won a cash prize of RM1,500.00

The 1st Place and winner of 2007 Sarawak Open Source Competition went to Curtin University for Reprogrammable Intelligent Battery Charger – auto battery charger that is intelligent enough to charge automatically when the battery is out of power. The winning team received a cash prize of RM3,000.00

Another of SAINS reach-out programmes is to facilitate and strengthen ICT knowledge in the local ICT business community. SAINS Chairman, during the dinner, accepted SAINS appointment as the local authorized Pearson VUE Testing Centre, an International IT testing and Certification organization that administers computer-based testing for leading multi-nationals IT companies such as Microsoft, CISCO Systems, IBM and others. This testing centre in Kuching will enable IT professionals to seek certification for various ICT qualifications locally instead of traveling to Kuala Lumpur.

SAINS would like to thank its stakeholders and all its customers for their continuing support, commitment and contribution to the development of ICT in the country. Lets meet again in 5 years time, in 2012, to mark our next major milestone, reflect on our achievements and chart our next growth path.

## Connecting To The Penans Community In Lusong Laku



**Clockwise from left:** Going through a logging road to Lusong Laku; Aerial view of Lusong Laku Clinic; Solar panels generating electricity power for communication; Anthony (far left) with Penan Computer Club members; Dr. Andrew Kiyu, Sarawak State Deputy Director of Health then, (3rd from Left) and writer Leslie Graham Tangai (3rd from Right) with Penan children of Lusong Laku.

In early December 2006, I was given a once-in-a-lifetime opportunity to travel and experience, with a team of officers from State Planning Unit and Sarawak Health Department, to visit a village called Lusong Laku, in the interior of Sarawak, located about 200 kilometers away from Bintulu.

There is no proper access road leading up to Lusong Laku. The only mode of transportation is via bumpy and treacherous logging routes.

The team was welcomed by Anthony Alas, a Medical Assistant stationed at Klinik Kesihatan of Lusong Laku. The clinic is one of the rural clinics and rural libraries, which benefited under the government-funded Universal Service Provision (USP) on-going project.

Briefly, the main objective of the USP project is to bridge the digital divide between the rural and the urban folks through provision of basic communication service and Internet access. The main communication system is via Very Small Aperture Terminal (VSAT) or commonly known as satellite, which is powered by solar energy, to provide 64 Kbps Uplink / 256 Kbps Downlink with Internet facility.

A basic telephone facility is also provided along with a generator set to supply the main power source to the ICT equipment, which includes Personal Computers (PC) with

basic office software, printer, scanner, LCD projector, and Uninterrupted Power Supply (UPS).

Anthony finds the USP project very useful because the latest information on health care is now instantly available to him through the internet. This is very important as he needs to provide good medical care to his patients. The USP system has also enabled him to send monthly reports on his clinic activities to his supervisors in Kapit Divisional Health Office, without having to make the arduous journey there.

Apart from his primary task of giving medical care to the Penan community, Anthony, in his free time, teaches the local folks what information technology has to offer. They may not have high technology facilities and modern infrastructure like in urban towns and cities but it did not hinder them from moving forward into the digital information age. Thanks to him, Lusong Laku is now placed in the map of the 'connected'.

Anthony said that he enjoyed the challenge of getting the Penan children interested in IT by offering free classes on simple word processing as well as Internet surfing. The Penan children were quick and eager to learn. "We should maximize the use of the communication technology provided to narrow the gaps between our two worlds and I am glad that this is happening in the Penan community".

## RIGHT Technoprenuer Programme Graduates



**Congratulations!**  
 (Back Row) RIGHT Programme Graduates  
 (Front Row) Teo Tien Hiong (Center) CEO of SAINS with Encik Hamsein Atar from Ministry of Rural Development (3rd left) and RIGHT programme facilitators

The second batch of nine participants of the Rural ICT Guide Home-base Technoprenuer (RIGHT) programme completed their 6 months ICT course with SAINS recently.

The sponsored participants attended their training at SAINS training centre in Kuching. The candidates were also exposed to the various aspects of SAINS operations, first hand.

RIGHT is an effective approach to target rural youths throughout Sarawak to be equipped with ICT knowledge for business and to support rural ICT adoption. RIGHT programme was formed in support of the goal of the Sarawak State Government to bridge the rural urban digital divide on a sustainable basis.

The CEO of SAINS, Mr. Teo Tien Hiong, the creator of the RIGHT programme, mentioned at the graduation ceremony that SAINS team of facilitators have performed their duties well and will continue their task in creating a generation of youth dedicated to serve the rural communities. The graduates can now competently reach out to their respective rural communities to provide the relevant IT training and technical services in a sustainable and meaningful way.

According to one of the candidate, Annesia Beatrice Yakub from Kampung Long Tengoa, Lawas, she expressed her gratitude to SAINS for giving her the IT knowledge and skills. "Now I learn how to install and fix personal computers and its peripherals which before this I have no idea at all about computing", she said happily.

Another candidate, Ceasar Jack Edward, 25 years old, mentioned that he was very grateful to be sponsored by SAINS and the Ministry of Rural Development for the RIGHT programme because his passion for working with computers has become a reality and he believes the skills he has learned for the past 6 months will allow him to help the people in his village at Padawan.

"My friends in my kampung usually look for me whenever they have problems with their personal computers", said Ceasar.

Juliet Jenuin and Mohd Al-Azhar, both 21 years old, said they will start their IT business on a small scale by providing training and repairing personal computers at their respective villages of Desa Pabahanan, Limbang and Kampung Sebagean, Simunjan.



**2nd Batch RIGHT programme candidates**  
 Clockwise from above left :  
 Annesia Beatrice Yakub, Ceasar Jack Edward, Juliet Jenuin and Mohd. Al-Azhar Bin Semawi

SAINS facilitators will continue to monitor the graduates' progress from time to time, to impart their experience and knowledge, to offer advices when needed and to make sure the graduates are updated with the latest development on ICT.

For the successful graduates, they feel they are well equipped to start their own business with SAINS helping them. According to Teo Tien Hiong, SAINS will contribute some used personal computers to help the candidates start up their businesses.

Shukor Mahmud, who joined the first intake of RIGHT programme, mentioned that with the guidance of SAINS, he managed to set up his own IT business in his village in Betong. He named it "My Betong IT Solution" and started business operation in October 2007.

"I really thank SAINS for motivating and supporting me to set up this business. It is always my dream to open this business for the people in Betong to provide them with Internet and computer services and giving the students here hands-on computer skills", said Shukor.

Business opportunities for the RIGHT graduates include providing computer repairs services, scanning and printing services, sales of computer accessories, providing Internet skills and word processing classes and many others. In

Shukor's case, he even ventured out to buy second-hand PCs from companies and reconditioned them for retail sale at his business centre.

In addition to providing the RIGHT training at much reduced cost and contributing time as adviser and mentor, SAINS also assists them in getting local contracts and engaged their services for rural projects wherever available.

Other than Betong, the programme has so far produced budding technopreneurs from rural districts of Lawas, Limbang, Sibul, Asajaya, Serian, Samarahan, Padawan, Simunjan, Merapok, Matu and Saratok.

For more information on RIGHT programme, visit: <http://www.right.sarawak.gov.my>



**Right:** Mr. Teo Tien Hiong, CEO of SAINS (sitting) with (left to right): Shukor Mahmud, RIGHT graduate, Kueh Boon Yang, RIGHT Facilitator and Mr. Hamsein Atar from Ministry of Rural Development at the launching of the Internet Access Centre in Betong.

# Wi-Fi for Public Access @ Pustaka Negeri Sarawak

Contribution by Wan Mazli bin Wan Razali, Head of Information and Communication Technology (Pustaka Negeri Sarawak)



The availability of wireless network has brought many advantages to Pustaka, especially in improving information access services to our registered library members. Once you have experienced Wi-Fi, you'll be hooked on the freedom and mobility.



The public should take advantage of the wireless facilities provided at Pustaka Negeri in Kuching and at the regional library of Pustaka Miri. This service is provided inline with the government initiative to increase computer literacy in the State. All registered members in Pustaka can surf the internet free of charge during opening hours of the library.

The first thing you'll need to do is make sure you have an appropriate laptop with Wi-Fi adapter. Almost every new laptop sold in recent years comes with Wi-Fi built-in, Windows and Macs alike.

## Some of the advantages of Wi-Fi at Pustaka can be summed up as below:

- **Convenience:** The wireless nature of such networks allows our library members to access library information and the Internet from nearly any convenient location within Pustaka. With the increasing library members owning laptop computers, this is particularly relevant.
- **Mobility:** Users can move around in Pustaka without having to worry where is the nearest network point to plug in. Our network connects multiples wireless access point (WAP or AP) to provide seamless and wireless communication much like "roaming" within Pustaka.
- **Comfort:** Library users shall no longer have to wait for their turns to use the desktop computers provided in the Business Information Services (BIS) or Multimedia gallery (MMG) areas as they can use their own laptops.
- **Free Internet:** Pustaka members can surf the internet for free. This free service is extended to both wireless and wired users.

Furthermore, with our recent upgrading of Pustaka's Internet leased line to a dedicated 2mbps line, members

can now enjoy faster internet access and we will definitely see an increase in the usage of Internet from the members. Currently, Pustaka Negeri Kuching and Pustaka Miri have more than 138,000 registered members.

The newly installed wireless network connection in the library is equipped to provide a secure environment and protection against virus and intrusion. SAINS and our IT team have set up separate domains for the network and we segregate the public access from the administration part of the library.

A library user from Pustaka Negeri Kuching, Abang Hafizzul Qayyum, mentioned that he has been a library member here for the past 4 years. "I prefer to do my studying here because I can surf the internet for my research and go through the reference books here. Everything is here for me", said Abang Hafizzul.

For more information, interested reader can contact the Sarawak State Library at:  
Tel : 6082-442000  
E-mail: [librarian@sarawaknet.gov.my](mailto:librarian@sarawaknet.gov.my)



# WE VALUE YOUR FEEDBACK

## BEST FEEDBACK WINNER 2006 (II)

Mr. Yee Wui Men, Senior Programmer from Kuching Water Board received a gift from Mr. Teo Tien Hiong, CEO of SAINS, for his feedback on Help Desk Call Tracking System (CATS). His suggestion to SAINS is to provide customers having SLA (Service Level Agreement) with login identification so that contact information need not be keyed in for every case lodged online with the Call Centre system. The system should also provide monthly reports on the number of calls made for each application and a breakdown of the type of problems reported.



## BEST FEEDBACK WINNER 2007 (I)

Mr. Watt Lanyau Entaban, Administration Officer from Chief Minister Department received a gift from Mr. Teo Tien Hiong, CEO of SAINS, for his feedback on SIFBAS (Standard Integrated Financial, Budgeting and Accounting System). He suggested that the system highlights cancelled items during search enquiry and listing for faster processing.



## Your Feedback is important to us!

To ensure that we continuously provide good services to our customers, SAINS welcome your feedback/comment/suggestion.

The best feedback / suggestion submitted before the next issue will be awarded a **surprise gift**. The winner will be announced in our next issue of Jendela IT.

**Email your feedback to:** [feedback@sains.com.my](mailto:feedback@sains.com.my)

- you may submit online via [http://www.sarawaknet.gov.my/feedback\\_form/servlet/GetServices](http://www.sarawaknet.gov.my/feedback_form/servlet/GetServices)
- you may submit more than one feedback

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

Public Service Help Line

Provided by Sarawak Government



**TALIKHIDMAT**  **555999**

(24 Hours Statewide)

Make a complaint  
Report a problem  
Request for service or information  
Give suggestion or compliment

**Your call can make a difference**