



الجامعة الإسلامية العالمية ماليزيا  
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA  
يُونَيْتِي اِسْلَامًا اِنْبَارًا اِيْحْسَانًا مِلْدَسِيَا

**ASSET MANAGEMENT INFORMATION SYSTEM (AMIS)**  
**FOR**  
**INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA (IIUM)**  
**GAMBANG, PAHANG**

**DOCUMENT : TRAINING MANUAL BY SCENARIOS (E-SERVICES)**  
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## RELEASE AND REVISION RECORD

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|                  |          |               |            |            |                       |

## ABBREVIATION

|              |   |
|--------------|---|
| <b>MTSB</b>  | Microcorp Technology Sdn Bhd              |
| <b>OR</b>    | Observation Report                        |
| <b>PC</b>    | Personal Computer                         |
| <b>QA</b>    | Quality Assurance                         |
| <b>AMIS</b>  | Asset Management Information System       |
| <b>KPAG</b>  | Konsesi Pusat Asasi Gambang Sdn Bhd       |
| <b>SMMSB</b> | Service Master Malaysia Sdn Bhd           |
| <b>IIUM</b>  | International Islamic University Malaysia |

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## 1.0 INTRODUCTION

This document serves as the guide for the user of Asset Management Information System (AMIS) which contains step-by-step instruction on how to operate the system and to give clear understanding of the system.

## 2.0 OVERVIEW

The main process of AMIS consists of the following modules of ARCHIBUS; Corrective Maintenance and Preventive Maintenance.

The processes in this module are represented in the following scenarios:

- Corrective Maintenance
  - Scenario 1 - Create Service Request

### 3.0 CORRECTIVE MAINTENANCE ACTIVITIES BY SCENARIOS

#### 3.1 Scenario 1 - Create Service Request

##### 3.1.1 Requestor Create Service Request

**Sign In As Requestor**



| No. | Steps  |
|-----|--|
| 1.  | Open your web browser and go to the following URL:<br><a href="http://amis-cfsiium.com/archibus">http://amis-cfsiium.com/archibus</a>              |
| 2.  | Sign using the username and password as assigned to user. E.g.:<br><br><b>Role: REQUESTOR</b><br><br>Username: REQUESTOR<br><br>Password: afm12345 |

## Create Service Request

| No. | Steps  |
|-----|--|
| 3.  | In the process navigator, click on <b>Building Operations &gt; On Demand Work &gt; Complaint &gt; Report Problem</b> task.   |
| 4.  | <p><b>Report Problem</b> form will be displayed. In <b>Report Problem</b> form, fill necessary information in the necessary fields:</p> <ul style="list-style-type: none"> <li>• Building Code</li> <li>• Floor Code</li> <li>• Room Code</li> <li>• Describe the location</li> <li>• Equipment Code (<b>Note:</b> if problem includes Equipment)</li> </ul> |

## Create Service Request

**Report Problem**

Equipment Code:   
You can enter the Equipment Code if you know it.  
[List Request for Equipment](#)

**Problem**

Service Category: **FM**  
Work Trade: **ELECTRICAL**  
Problem Type\*: **Lighting**

**Description**

Description\*: **Lighting not working**

**Workflow**  
Response required within 24 Hours  
Completion required within 2 Days  
Workflow Steps:  
On status of Requested: Edit and Approve is required by OPS DISPATCHER (ACP)  
Request will be dispatched to SUPERVISOR TEAM

[Submit](#) [Add Documents](#) [Cancel](#)

No.

Steps

- Service Category
- Work Trade
- Problem Type

Click on *Submit* button to submit Service Work Request.

**Building Operations Console**

Show: All | Site: | Building: | Floor: | Problem Type: | More | Clear | Filter | Recent

Group By: Status

0 selected

|                          | Work Request Code | Problem Type                     | Problem Type Description   | Location                                  |
|--------------------------|-------------------|----------------------------------|----------------------------|---|
| <input type="checkbox"/> | 1150001358        | FM/ELECTRICAL/ELEC01             | Lighting                   | RESIDENTIAL COLLEGE AND HOSTEL            |
| <input type="checkbox"/> | 1150001331        | FM/CIVIL/CIV16                   | Water Supply               | RESIDENTIAL COLLEGE AND HOSTEL            |
| <input type="checkbox"/> | 1150001327        | FM/HOUSEKEEPING/CLEAN01          | Cleaning Services          | RESIDENTIAL COLLEGE AND HOSTEL            |
| <input type="checkbox"/> | 1150001321        | CUSTODIAL/HOUSEKEEPING/CLEAN01   | Cleaning Services          | GUARD HOUSE                               |
| <input type="checkbox"/> | 1150001309        | CUSTODIAL/HOUSEKEEPING/CLEAN02   | Hygiene Services           | MASJID CENTER OF FOUNDATION STUDIES (CFS) |
| <input type="checkbox"/> | 1150001308        | SECURITY/SECURITY SERVICES/SEC01 | Security Patrolling type-1 | RESIDENTIAL COLLEGE AND HOSTEL            |
| <input type="checkbox"/> | 1150001307        | CUSTODIAL/HOUSEKEEPING/CLEAN01   | Cleaning Services          | GUARD HOUSE                               |
| <input type="checkbox"/> | 1150001302        | CUSTODIAL/HOUSEKEEPING/CLEAN01   | Cleaning Services          | GUARD HOUSE                               |
| <input type="checkbox"/> | 1150001301        | CUSTODIAL/HOUSEKEEPING/CLEAN01   | Cleaning Services          | GUARD HOUSE                               |
| <input type="checkbox"/> | 1150001300        | CUSTODIAL/HOUSEKEEPING/CLEAN01   | Cleaning Services          | GUARD HOUSE                               |

Total records: 92

5. Click on **Building Operations > On Demand Work > Complaint > Building Operations Console**

6. **Building Operations Console** screen will be displayed. The lists of submitted Work Request are displayed in this screen.

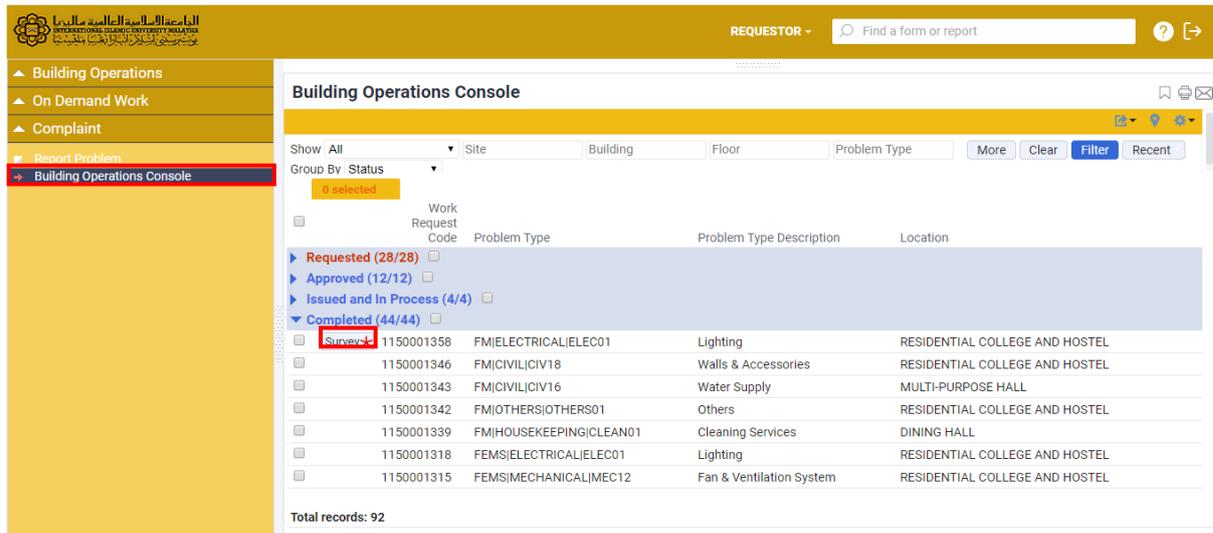
### 3.1.2 Requestor Answer Satisfaction Rating Survey

**Sign In As Requestor**

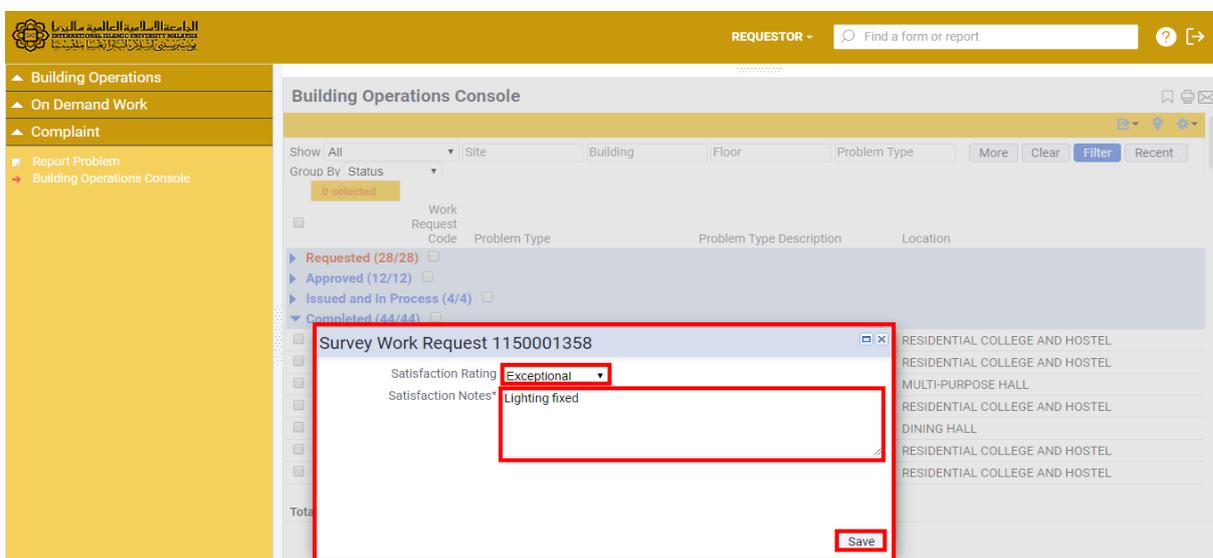


| No. | Steps  |
|-----|--|
| 1.  | Open your web browser and go to the following URL:<br><a href="http://amis-cfsium.com/archibus" style="color: blue; text-decoration: underline;">http://amis-cfsium.com/archibus</a> |
| 2.  | Sign in using the username and password as assigned to user. E.g.:<br><b>Role: REQUESTOR</b><br>Username: REQUESTOR<br>Password: afm12345  |

### Request Answer Satisfaction Rating Survey



| No. | Steps   |
|-----|---|
| 3.  | In the process navigator, click on <b>Building Operations &gt; On Demand Work &gt; Complaint &gt; Building Operations Console</b> task. |
| 4.  | In <b>Building Operations Console</b> , under <b>Completed</b> , click on <b>Survey</b> button.   |



|    |   |
|----|---|
| 5. | <p><b>Survey Work Request</b> pop up pane will be displayed. In <b>Survey Work Request</b> pop up pane, fill information in the necessary fields:</p> <ul style="list-style-type: none"> <li>• Satisfaction Rating</li> <li>• Satisfaction Notes</li> </ul> <p>Click on <b>Save</b> button to save the rating survey.</p> |
|----|---|