GTB IT Induction Program Overview

01

GTB IT Org Chart

02

IT Support Coverage

03

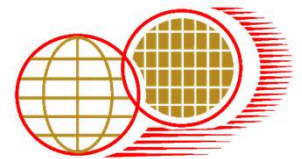In-house Application Overview
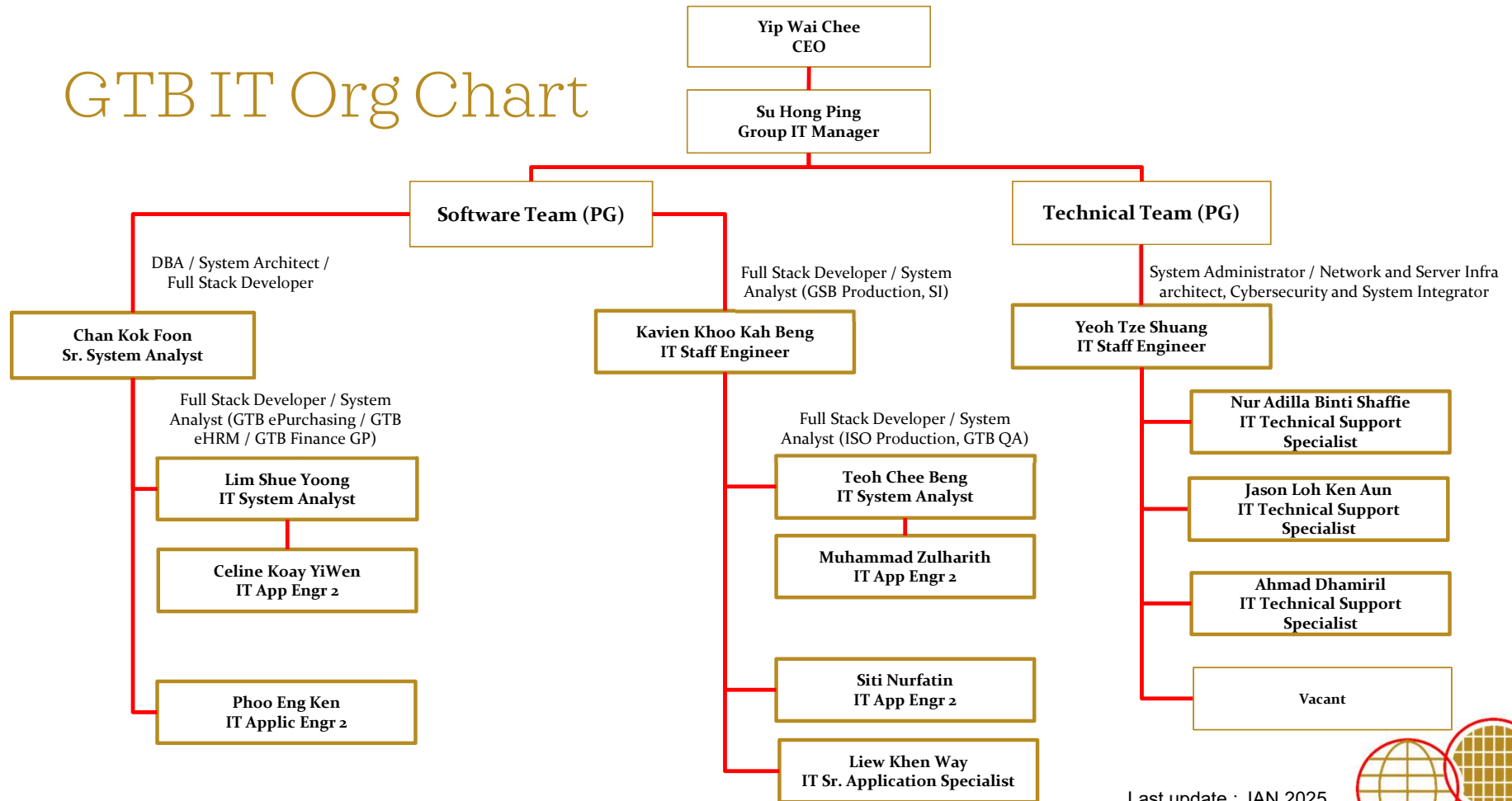
04

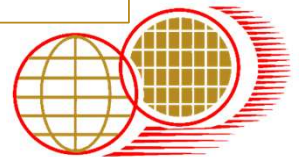IT portal

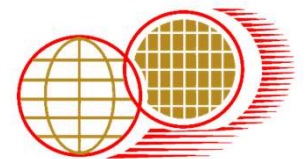**05**

IT procedure

06

Overview IT Policy

GTB IT Org Chart

Yip Wai Chee
CEO

Su Hong Ping
Group IT Manager

Software Team (PG)

Technical Team (PG)

DBA / System Architect / Full Stack Developer

Chan Kok Foon
Sr. System Analyst

Full Stack Developer / System Analyst (GTB ePurchasing / GTB eHRM / GTB Finance GP)

Lim Shue Yoong
IT System Analyst

Celine Koay YiWen
IT App Engr 2

Phoo Eng Ken
IT Applic Engr 2

Full Stack Developer / System Analyst (GSB Production, SI)

Kavien Khoo Kah Beng
IT Staff Engineer

Full Stack Developer / System Analyst (ISO Production, GTB QA)

Teoh Chee Beng
IT System Analyst

Muhammad Zulharith
IT App Engr 2

Siti Nurfatin
IT App Engr 2

Liew Khen Way
IT Sr. Application Specialist

System Administrator / Network and Server Infra architect, Cybersecurity and System Integrator

Yeoh Tze Shuang
IT Staff Engineer

Nur Adilla Binti Shaffie
IT Technical Support Specialist

Jason Loh Ken Aun
IT Technical Support Specialist

Ahmad Dhamiril
IT Technical Support Specialist

Vacant

Last update : JAN 2025

IT Support Coverage

GSB | GMSB

ISOCHEM

Technical
Software
24 x 7

ISO2

ISO2.1

In-house Application Overview

eBiZOS

eStore
- Receiving
- Material Requisition
- Store Adjustment Memo
- Material Quality Check

eManufacturing
- Planning
- Die Inventory
- GALT
- Move Lot
- Packing List
- Shipment

ePurchasing
- Raise PR & PO
- Online supplier portal

eHRM
- Leave application
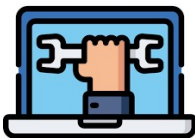- Training
- Payroll
- Attendance

eIPQC
- Process quality check
- Equipment measurement data integration

eSOS
- Exercise Employee share option scheme

eService
- IT Support request
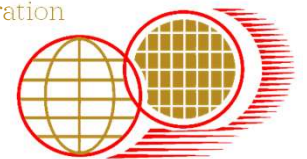- IT related Item purchase request

eFacility
- Office, production and building related support request.

ePMCAL
- Machine preventive maintenance tracking
- Equipment calibration tracking

IT Portal (http://www.isotech.com.my/gmtportal|http://192.168.201.5/gmtportal)

- Web application directory for GTB.

- Web application directory for ISO and ISOCHEM subsidiaries.

- Forms and general documents directory.

GSB/GMSB/GKL/GMT Web Application

- eBizOS - eManufacturing
- eBizOS - ePurchasing/eStore (GSB/GMSB/GKL)
- eBizOS - eHRM (GSB/GMSB)
- ESOS - Employee Share Option Scheme
- Dashboard

- MIS eService Portal (GSB/GMSB/GKL)
- eDistribution Portal (GSB/GMSB/GKL)
- eFacility Portal (GSB)
- IPQC / eRecording

ISO Technology Web Application

- eBizOS - eManufacturing (ISO Technology)
- eBizOS - eManufacturing (ISO Chemical)
- eBizOS - eManufacturing (OBU)
- eBizOS - ISO eManufacturing
- eBizOS - eHRM

- MIS eService Portal (ISO)
- eDistribution Portal (ISO)
- eDistribution Portal (ISOCHEM)
- eFacility Portal (ISO)
- IPQC / eRecording
- ISO IPQC / eRecording

New User Account Application
- ISO eBizOS
- User Application

Procedure & Policy
- MIS Do and Don'ts
- System Procedure
- IT Policy
- Induction Program

Application Forms
- Reverse Transaction Form (ISO)
- Email Application Form (ISO)
- Internet Application Form (ISO)
- eStore Adjustment Form (GSB/GMSB)
- Reverse Transaction Form (GSB/GMSB)

Bulletin Board

ACCOUNT INACTIVE PROCEDURE

Not login above 30 days
- Account will be inactive
- Raise eService if require to activate

Password expired
- Account will be inactive every 90 days upon password

- Company announce or information.

Outlook Web Access

Off Office Duty Roster

Contact / Feedback MIS

- Off office hour on duty list.
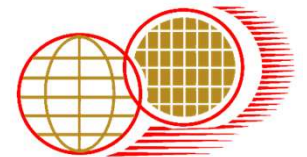
IT Procedure (General)
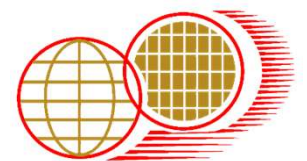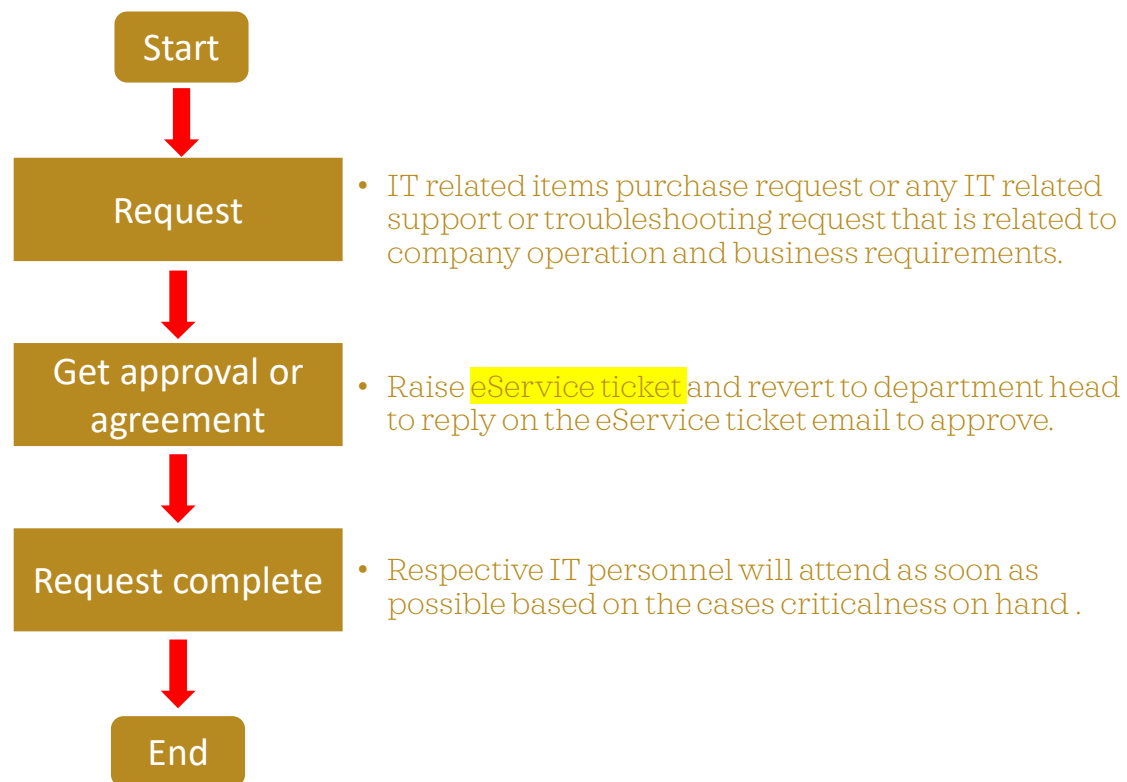
```
       Start
         │
         ▼
     Request              • IT related items purchase request or any IT related
                            support or troubleshooting request that is related to
                            company operation and business requirements.
         │
         ▼
  Get approval or         • Raise eService ticket and revert to department head
    agreement               to reply on the eService ticket email to approve.
         │
         ▼
 Request complete         • Respective IT personnel will attend as soon as
                            possible based on the cases criticalness on hand .
         │
         ▼
        End
```

IT Procedure (General)

Outlook Web Access

Off Office Duty Roster

Contact / Feedback MIS
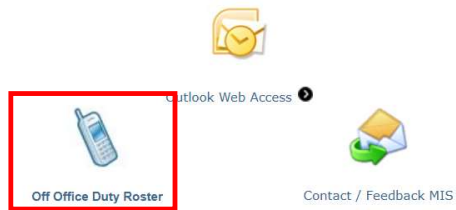
(Last Update 28 June 2018)

Step 3:
- Please refer to duty roster if you require urgent attention due to criticalness during office hour or off office hour.

Flowchart

```
START
  │
Problem found
  │
User manage to resolve? ──Yes──┐
  │ No                          │
Login to eService               │
  │                             │
During working hours? ──Yes──┐  │
  │ No                       │  │
Manager Approve? ──No──►     │  │
  │ Yes                      │  │
Call Respective Support based │ │
on "Off-Office Duty Roster"   │ │
  │                           │ │
Response? ──No──► Contact Manager
  │ Yes                       │ │
Manage to solve problem? ──No─┘ │
  │ Yes                         │
Close eService                  │
  │                             │
END ◄───────────────────────────┘
```

Step 1:
- Goto GMTPortal
- Access to MIS eService

GSB/GMSB/GKL/GMT Web Application

- ▪ eBizOS - eManufacturing ❿
- ▪ eBizOS - ePurchasing/eStore (GSB/GMSB/GKL) ❿
- ▪ eBizOS - eHRM (GSB/GMSB) ❿
- ▪ ESOS - Employee Share Option Scheme ❿
- ▪ MIS eService Portal (GSB/GMSB/GKL) ❿
- ▪ eDistribution Portal (GSB/GMSB/GKL) ❿
- ▪ eFacility Portal (GSB) ❿
- ▪ IPQC / eRecording ❿

Step 2:
- Goto service log book to raise support request.
- Fill up the request details.

WHAT IS MY IP ADDRESS?
192.168.200.20

Comp Name:

MIS User Login:

| User | |
| Password | |

Sign In

▫ **Service Log Book**
▫ MIS Off Office Hour Duty Roster & Support Flow
▫ System Requisition
▫ Feedback/Suggestion

Software Support Contact :
GSB : 04-8194 135/184
ISO : 04-6367 115/119
GKL/GK2 : 03-78750631 105/120

Your service partner of choice.

IT Procedure (Software Requisition / SRF)

```
┌──────────┐
│  Start   │
└────┬─────┘
     │
     ▼
┌──────────┐
│ Request  │        • New system or existing system enhancement request
└────┬─────┘          due to operation or business needs.
     │
     ▼
┌──────────┐        • Pre-requisite: Compile existing system flow VS new expected system flow.
│   Get    │        • Review and assess the impact together with stakeholder across the GTB
│ approval │          subsidiaries to get approval and agreement.
│ or       │        • Once agreement and approval obtain from stakeholder, raise SRF.
│agreement │
└────┬─────┘
     │
     ▼
┌──────────┐        • Respective IT personnel will attend as soon as possible based on the SRF
│ Request  │          criticalness and projects on hand.
│ complete │        • Normally, IT personnel will require 2 weeks time for review and
└────┬─────┘          assessment depend on the requirements or changes complication. More
     │                times is require if is more complex.
     ▼              • Respective IT personnel will propose the solution (in phases if is require)
┌──────────┐          before any development and deployment.
│   End    │        • Requestor require to buyoff during UAT before go live.
└──────────┘
```

IT Procedure
(Software Requisition)

Outlook Web Access

Off Office Duty Roster

Contact / Feedback MIS

Step 3:
- Please refer to duty roster if you require urgent attention due to criticalness during office hour.

Start

Access to
http://www.isotech.com.my/gmtportal
Or
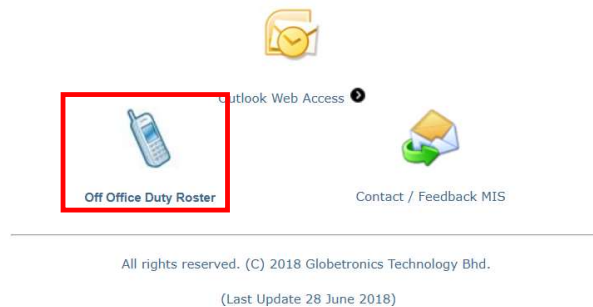http://192.168.201.5/gmtportal

Click on "eService Portal"

Click on "System Requisition"

Fill up at the information with details justification

Submit "System Requisition Form"

Get Approval

End

Step 1:
- Goto GMTPortal
- Access to MIS eService

GSB/GMSB/GKL/GMT Web Application

- eBizOS - eManufacturing
- eBizOS - ePurchasing/eStore (GSB/GMSB/GKL)
- eBizOS - eHRM (GSB/GMSB)
- ESOS - Employee Share Option Scheme
- MIS eService Portal (GSB/GMSB/GKL)
- eDistribution Portal (GSB/GMSB/GKL)
- eFacility Portal (GSB)
- IPQC / eRecording

Step 2:
- Goto system Requisition to raise SRF.
- Fill up the request details.

WHAT IS MY IP ADDRESS?
192.168.20.29
Comp Name:

MIS User Login:
User
Password

Sign In

- Service Log Book
- MIS Off Office Hour Duty Roster & Support Flow
- System Requisition
- Feedback/Suggestion

Software Support Contact :
GSB : 04-8194 135/184
ISO : 04-6367 115/119
GKL/GK2 : 03-78750631 105/120

Your service partner of choice.

IT Procedure (Data Changes / RTF)

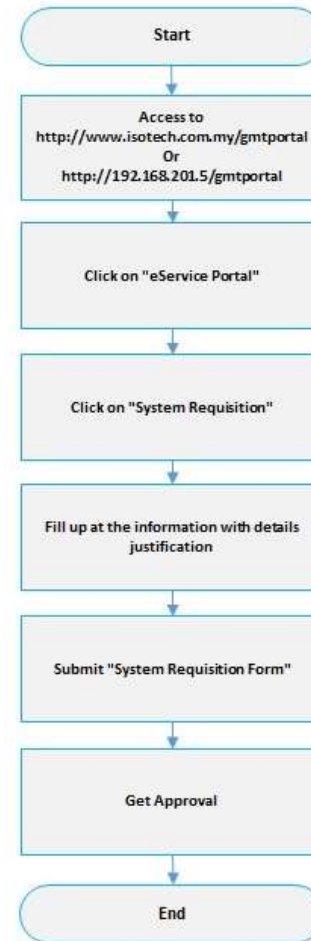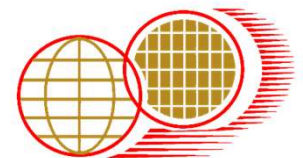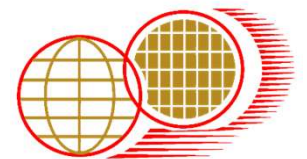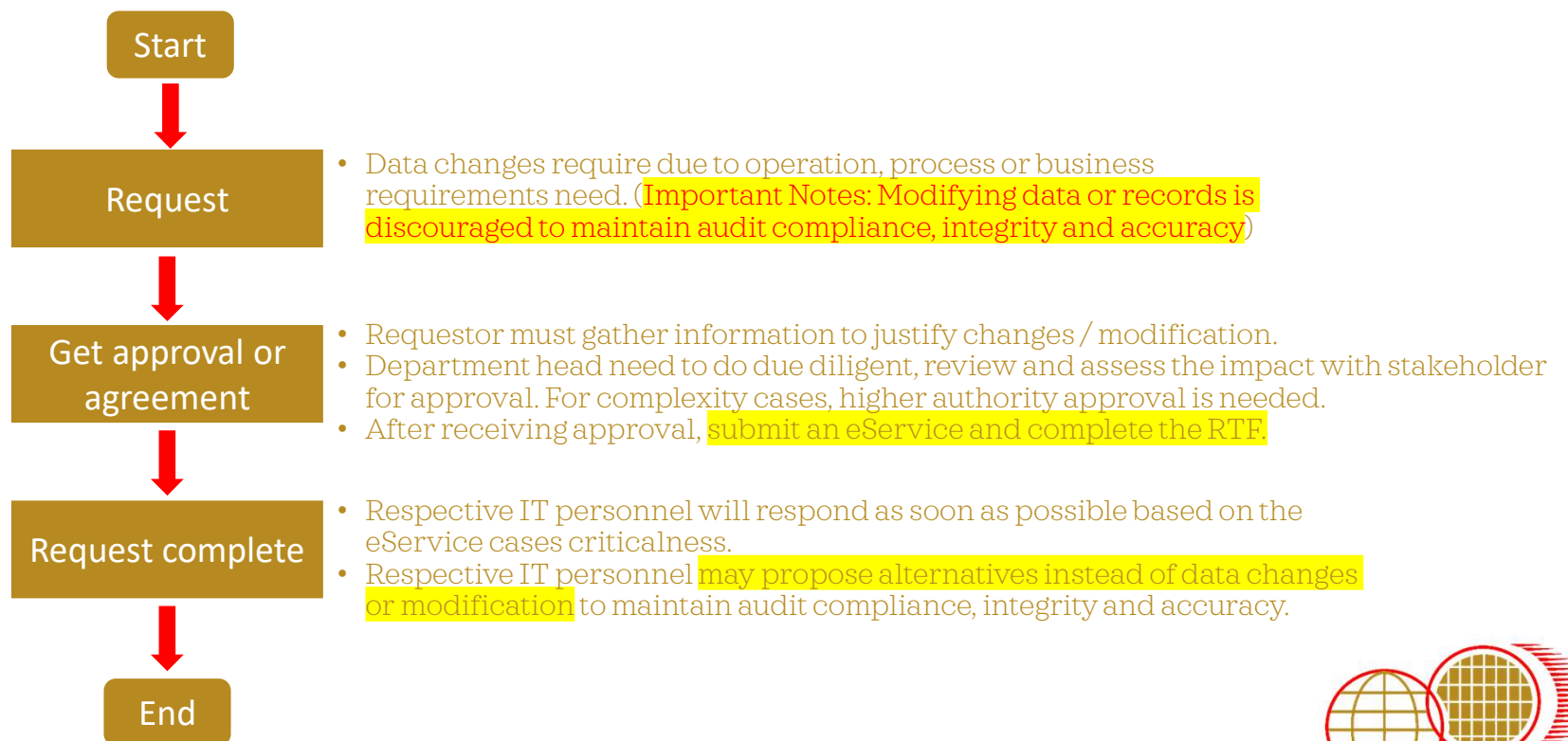**Start**

↓

Request
- Data changes require due to operation, process or business requirements need. (Important Notes: Modifying data or records is discouraged to maintain audit compliance, integrity and accuracy)

↓

Get approval or agreement
- Requestor must gather information to justify changes / modification.
- Department head need to do due diligent, review and assess the impact with stakeholder for approval. For complexity cases, higher authority approval is needed.
- After receiving approval, submit an eService and complete the RTF.

↓

Request complete
- Respective IT personnel will respond as soon as possible based on the eService cases criticalness.
- Respective IT personnel may propose alternatives instead of data changes or modification to maintain audit compliance, integrity and accuracy.

↓

End

IT Procedure
(Data Changes / RTF)

Step 4:
- Fill in the form and have stakeholder to physical sign the form. If stakeholder is not available to sign during office or off office hour. Have them to reply with approval via email with the attached SRF.
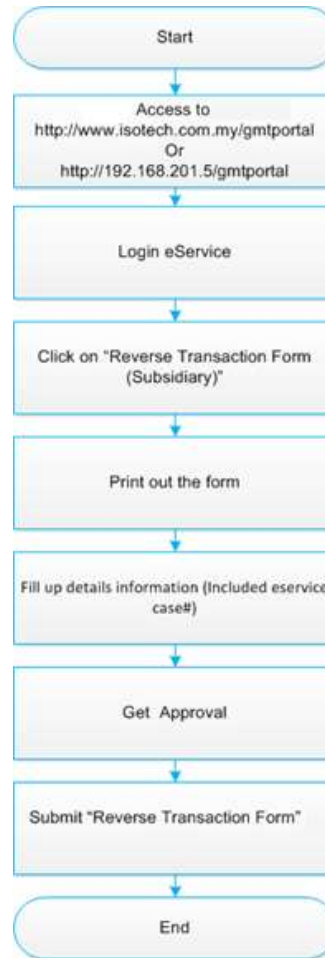
REVERSE TRANSACTION FORM			
Date:	Requestor:	Product Group:	eService Case No.:
Part Code	Quantity	GALT	Reason/Corrective Action
Dept Manager	Production Manager	Planning & Supply Chain Manager/Director	Business & Operation Director/Vice President	Action Taken By

Outlook Web Access

Off Office Duty Roster

Contact / Feedback MIS

Step 5:
- Please refer to duty roster if you require urgent attention due to criticalness during office hour or off office hour.

Flowchart

- Start
- Access to http://www.isotech.com.my/gmtportal Or http://192.168.201.5/gmtportal
- Login eService
- Click on "Reverse Transaction Form (Subsidiary)"
- Print out the form
- Fill up details information (Included eservice case#)
- Get Approval
- Submit "Reverse Transaction Form"
- End

Step 1:
- Goto GMTPortal
- Access to MIS eService

GSB/GMSB/GKL/GMT Web Application

- eBizOS - eManufacturing
- eBizOS - ePurchasing/eStore (GSB/GMSB/GKL)
- eBizOS - eHRM (GSB/GMSB)
- ESOS - Employee Share Option Scheme
- MIS eService Portal (GSB/GMSB/GKL)
- eDistribution Portal (GSB/GMSB/GKL)
- eFacility Portal (GSB)
- IPQC / eRecording

Step 2:
- Goto service log book to raise support request.
- Fill up the request details.

WHAT IS MY IP ADDRESS?
192.168.20.29

Comp Name:

MIS User Login:
User
Password

Sign In

- Service Log Book
- MIS Off Office Hour Duty Roster & Support Flow
- System Requisition
- Feedback/Suggestion

Software Support Contact :
GSB : 04-8194 135/184
ISO : 04-6367 115/119
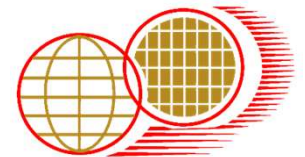GKL/GK2 : 03-78750631 105/120

Your service partner of choice.

Step 3:
- Download the form from GMTPortal.

Application Forms
- Reverse Transaction Form (ISO)
- Email Application Form (ISO)
- Internet Application Form (ISO)
- eStore Adjustment Form (GSB/GMSB)
- Reverse Transaction Form (GSB/GMSB)

Off Office Duty Roaster

Lelvel 1 Software On Call Person

Current Work Week

Level 1 Technical On Call Person

Current WW :34

eBizOS Support :PHOO ENG KEN

Technical Support :AHMAD DHAMIRIL

Level 1

eBizOS Support	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52
PHOO ENG KEN	M	B1	M	B1	M	B1	B1	M	M	B1	B1	M	B2	B1	M	B2	B1	M	B2	B1	M	B2	B1	M	B2	B1	**M**	B2	B1	M	B2	B1	M	B2	B1	M	B2	B1	M	B2	B1	M	B2	B1	M
ZULHARITH	B1	M	B1	M	B1	M	M	B1	B1	M	B2	B1	M	B2	B1	M	B2	B1	M	B1	M	B2	B1	M	B2	B1	B1	M	B2	B1	M	B2	B1	M	B2	B1	M	B2	B1	M	B2	B1	M	B2	B1
FATIN									M	B2	B1	M	B2	B1	M	M	B2	B2	B1	M	B2	B1	M	B2	B1	M	B2	B1	M	B2	B1	M	B2	B1	M	B2	B1	M	B2	B1	M	B2	B1	M	B2

Level 1

Technical Support	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52
YEAP MING HAN	M	B2	B1	M	B2	B1	M	M	B2	M	B2	B1	M	B2	B1	M	B2	B1	M	B2	B1	M	B2	B1	M	B2	**B1**	M	B2	B1	M	B2	B1	M	B2	B1	M	B2	B1	M	B2	B1	M	B2	B1
JASON LOH KEN AUN	B1	M	B2	B1	M	B2	B1	B2	M	B1	M	B2	B1	M	B2	B1	M	B2	B1	M	B2	B1	M	B2	B1	M	**B2**	B1	M	B2	B1	M	B2	B1	M	B2	B1	M	B2	B1	M	B2	B1	M	B2
AHMAD DHAMIRIL	B2	B1	M	B2	B1	M	B2	B1	B1	B2	B1	M	B2	B1	M	B2	B1	M	B2	B1	M	B2	B1	M	B2	B1	**M**	B2	B1	M	B2	B1	M	B2	B1	M	B2	B1	M	B2	B1	M	B2	B1	M

Level 2

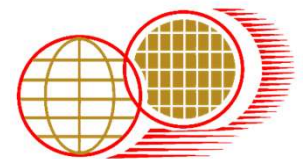		8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52
YEOH TZE SHUANG	M	B5	B4	B3	B2	B1	M	B5	B4	B3	B2	B1	M	B5	B4	B3	B2	B1	M	B5	B4	B3	B2	B1	M	B5	**B4**	B3	B2	B1	M	B5	B4	B3	B2	B1	M	B5	B4	B3	B2	B1	M	B5	B4
CHAN KOK FOON	B1	M	B5	B4	B3	B2	B1	M	B5	B4	B3	B2	B1	M	B5	B4	B3	B2	B1	M	B5	B4	B3	B2	B1	M	**B5**	B4	B3	B2	B1	M	B5	B4	B3	B2	B1	M	B5	B4	B3	B2	B1	M	B5
SU HONG PING	B2	B1	M	B5	B4	B3	B2	B1	M	B5	B4	B3	B2	B1	M	B5	B4	B3	B2	B1	M	B5	B4	B3	B2	B1	**M**	B5	B4	B3	B2	B1	M	B5	B4	B3	B2	B1	M	B5	B4	B3	B2	B1	M
LIM SHUE YOONG	B3	B2	B1	M	B5	B4	B3	B2	B1	M	B5	B4	B3	B2	B1	M	B5	B4	B3	B2	B1	M	B5	B4	B3	B2	B1	M	B5	B4	B3	B2	B1	M	B5	B4	B3	B2	B1	M	B5	B4	B3	B2	B1
KAVIEN KHOO	B4	B3	B2	B1	M	B5	B4	B3	B2	B1	M	B5	B4	B3	B2	B1	M	B5	B4	B3	B2	B1	M	B5	B4	B3	B2	B1	M	B5	B4	B3	B2	B1	M	B5	B4	B3	B2	B1	M	B5	B4	B3	B2
TEOH CHEE BENG	B5	B4	B3	B2	B1	M	B5	B4	B3	B2	B1	M	B5	B4	B3	B2	B1	M	B5	B4	B3	B2	B1	M	B5	B4	**B3**	B2	B1	M	B5	B4	B3	B2	B1	M	B5	B4	B3	B2	B1	M	B5	B4	B3

Level 2 On Call Person
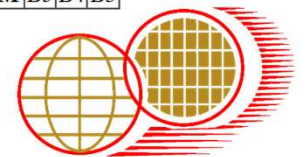
Overview IT Policy (Do)

√ Access to MIS Portal to view all the system, application form & procedure.

√ Retrieve your password at eBizOS system main page if you forgot your password.

√ Raise eService to report any software or hardware issue.

√ Follow Off-Office Hours Duty Roster if support is needed after working hours.

√ Raise System Requisition for system enhancement / development

√ Raise Reverse Transaction if any data amendment is needed

√ Raise Email and Internet Application for new email & internet account

√ Practice good housekeeping of Microsoft Outlook Online folder and Personal Folders.

√ Make sure no paper clip and staple bullet attached to recycle paper when printing.
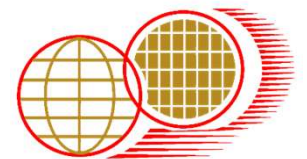
Overview IT Policy (Don't)

× Don't use sharp object to remove stuck paper on printer.

× Employees are strictly prohibited from installing any games, pirated, illegal or non-job related software.

× No abuse on internet and email usage. e.g. chatting, virus spreading, personal business activities, porno graphic material, leaking confidential material and hacking activities. If violate, warning letter will be issued.

× Company email is for company business related purpose and not for personal interest used, doing so will resulting high chances of spam or virus attack and congested bandwidth and not enough email storage spaces.

× Personal belonging such laptop , tablet , pen drive are not allow to be bring into premises

The END

Technology that
department wish to adopt.

GAP

Department objective
that wish to achieve

We assist your transformation by closing the gap.