

*“be connected, be prudent,
be safe, be engaged”*

DVC(D) Sharing & Engagement in
Staff Monthly Gathering
10th March 2014



UTM is a Big Ship – sailing across a big ocean, on a long journey to a far destination.



*“Perumpamaan orang yang teguh menjalankan hukum-hukum Allah dan orang yang melanggarnya bagaikan sekelompok orang yang berada di **sebuah kapal**. Sebagian berada di atas dan sebagian lagi di bawah. Adapun mereka yang berada di bawah, bila memerlukan air minum, harus naik ke atas melewati orang-orang yang berada di atas, sehingga mereka berkata, “Lebih baik kita lubangi saja kapal ini agar tidak mengganggu saudara-saudara kita yang berada di atas.” Bila mereka yang berada di atas membiarkan niat orang-orang yang berada di bawah, niscaya binasalah mereka semua. Akan tetapi, bila mereka mencegahnya maka akan selamatlah mereka semua.” (HR al-Bukhari).*

Apa Mesej Utama dari Amanat Tahun Baru NC?

- Kita teruskan agenda Pelan Global UTM – dengan semangat *‘Kesepakatan, Keterangkuman, dan Keterlibatan’*
- Mempertingkatkan kebersamaan dan kerja berpasukan dalam usaha kita, dengan sikap *‘Ringan Sama Dijinjing Berat Sama Dipikul’*
- Maka setiap staf mesti merasa dirinya sebahagian dari satu pasukan yang besar, dalam sebuah kapal besar yang sama, dalam perjalanan yang sama, menuju destinasi yang sama.

Entering the Gates of UTM with Attitude and Hope



وَقُلْ رَبِّ زِدْنِي عِلْمًا

My Lord! Increase (advance) me in knowledge
(Taha: 114)

Leaving the Gates of UTM with Aspirations and Intent



وَلِكُلٍّ دَرَجَاتٌ مِّمَّا عَمِلُوا

And to all are degrees (or ranks) according to
their deeds (Al-Anaam: 132)

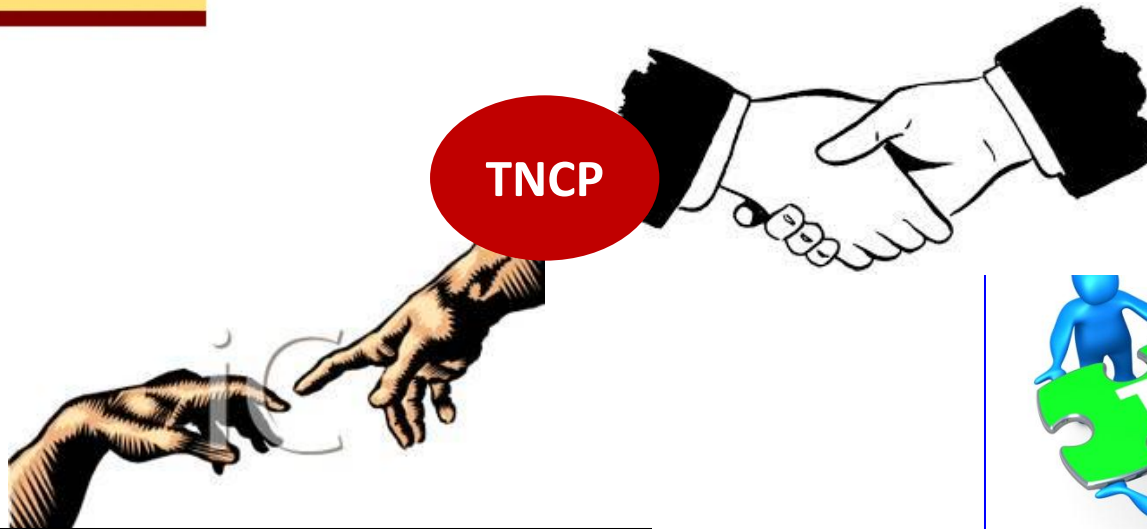
What I intend to share

- How does a TNCP fit into the overall picture of UTM.
- Be a bridge that connects.
- A dollar saved, a dollar earned.
- Be mindful, be safe.
- Be prudent.
- The third mission? Be engaged.

How does the TNCP fit into the Whole Picture of UTM?

The TNCP holds the stewardship of several critical enablers for UTM in its journey for excellence

TNCP's Stewardship

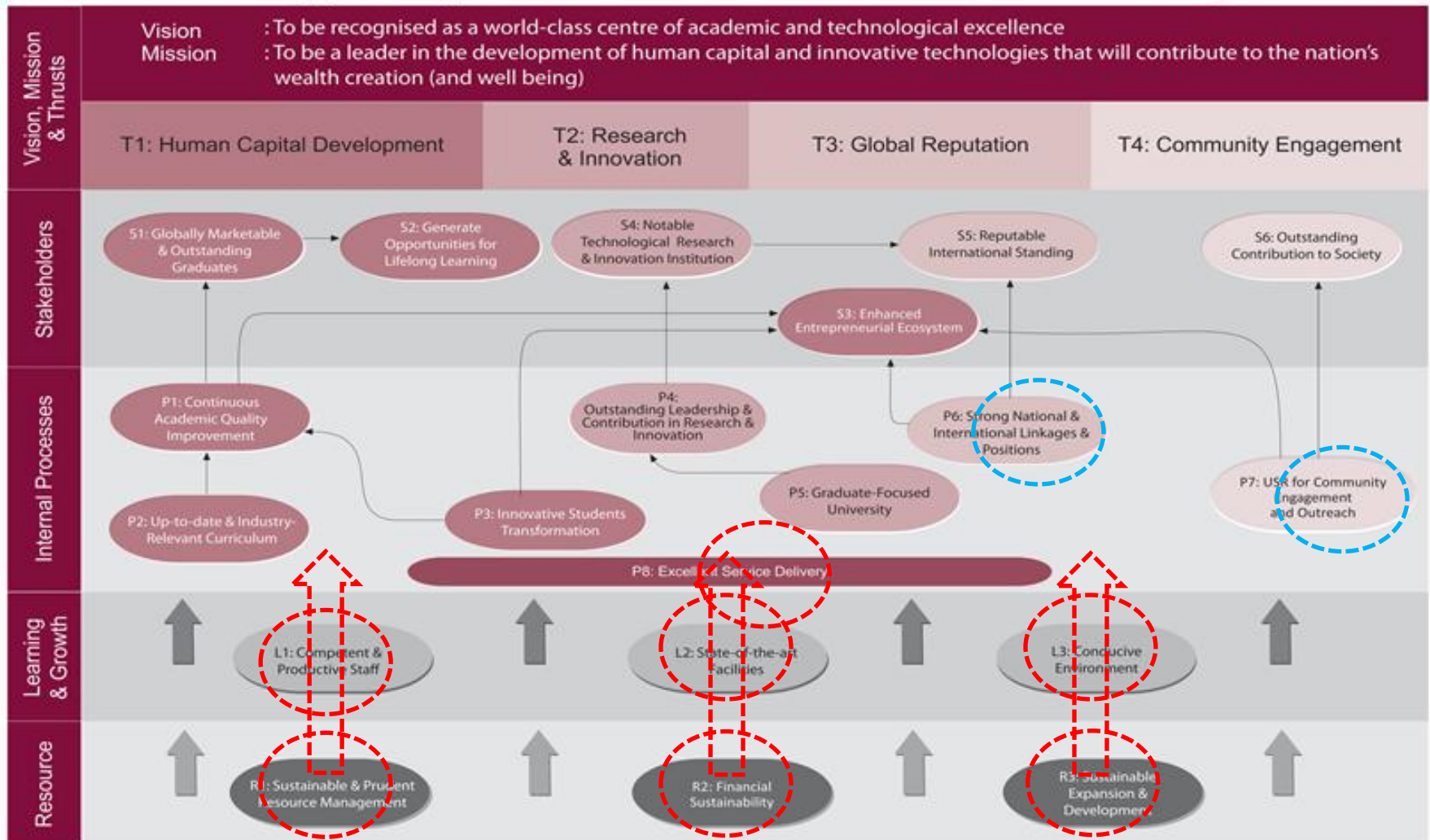


Financial Sustainability; Physical Infrastructure; Digital Infrastructure



Campus Sustainability; OSHE; University-Community Engagement; Industry Linkage; 'Business Development'.

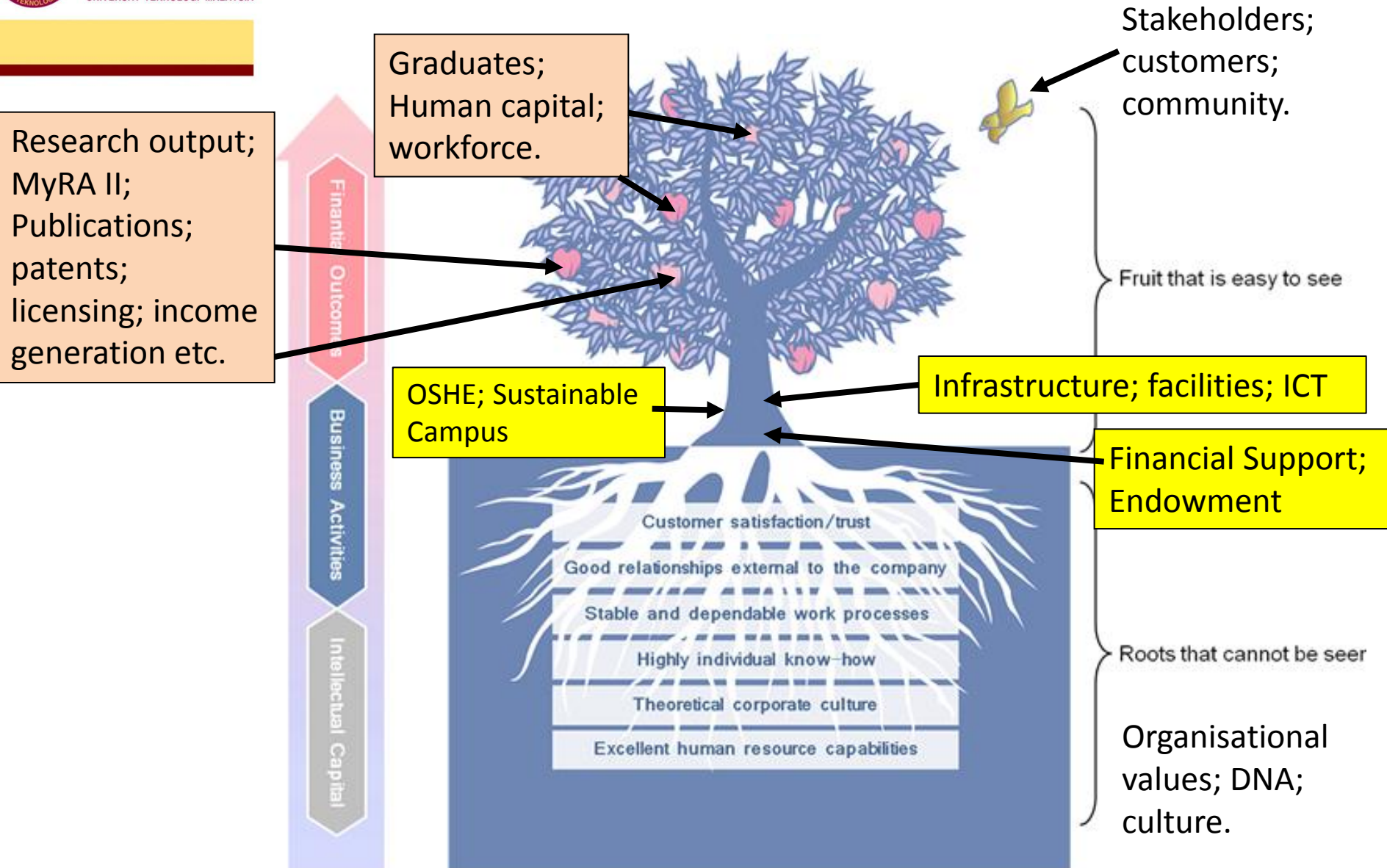
Stewardship of Critical Enablers & Support Systems



TNCP's Portfolios in Key Strategies 2014

Sector	Strategy 2014	Chief Owner
Research and Development	Consolidating UTM status as RU based on MyRA2	DVC PI
Academic	New Academia, enhancing academic eco system and Global reputation	DVC AI
Students	Total Campus Experience and Community Engagement	DVC SAA DVC D
Delivery System and Infrastructure	Enhancing campus infrastructure, ICT and University delivery system	DVC D Registrar PHB CICT Library
Financial Sustainability	Endowment, Financial Sustainability Framework, Assets and Business	DVC D Bursar

The Critical Enablers in Our Organisational Tree





ICT is one the ***Critical Enablers*** for UTM's
Success

Number of ICT Services and Support

Categories of Equipment/Services	Number
1. Number of Desktop/PCs	5,000
2. Number of PC Rental/Leasing	1,200
3. Printers	5,000
4. Scanners	1,000
5. Customers Complaints per Year	2,300
6. Software	28
7. Events (Annual)	200

Our ICT Infrastructure

Network Infrastructure

2006-Internet access JB Campus 135Mbps, KL Campus 32Mbps

2008-Internet access JB Campus 180Mbps, KL Campus 32Mbps

WiFi with 500 AP with 70% coverage, old IEEE802.11a/b/g technology

2012- Cyber campus initiatives

- 519 Mbps Mbps internet gateway in JB
- 61 Mbps internet gateway in KL
- 4 Mbps link for JB-KL
- 100% access for academic and admin buildings
- Total of 927 APs in WiFi college network

Our ICT Infrastructure

■ Network Infrastructure

- ✓ Campus JB (115Mbps-server, 519Mbps-user)
- ✓ Campus KL (61Mbps)
- ✓ JB-KL (4Mbps)
- ✓ MYREN (50Mbps)

■ Network Equipment/Facilities

- ✓ Core switches (7)
- ✓ Distribution switches (38)
- ✓ Access switches (1017)
- ✓ Routers (6)

■ College Network

- ✓ Number of AP for 12 colleges (927 AP)
- ✓ Number of 'bridge AP' (420 AP)
- ✓ Number of wired blocks (15 blocks with a total of ~4000 'network points')

Servers and Storage Size

340 servers (dedicated and virtual servers)

- 226 application servers (physical)
- 114 virtual servers
- Storage Size 80 TBytes

E-mail Infrastructure

- 6 apps servers in JB Campus
- Desknow
- ~5000 users

UTM ICT Ecosystem Review Survey– initial findings Jan2014

SATISFACTION WITH OVERALL ICT SERVICES IN UTM

Respondents	VERY SATISFIED	SATISFIED	DISSATISFIED	Others
Academic Staff	3%	56%	41%	0%
Professional & Management Staff	7%	74%	17%	2%
Support Staff	8%	80%	12%	0%
Postgraduate Students	8%	61%	27%	4%

ICT Services Still Requiring Improvement (priority list)

- 1) Network and Internet access
- 2) Software packages available
- 3) University data entry systems (eLPPT, AIMS2000, GSMS)
- 4) Email
- 5) ICT service web pages
- 6) Research Systems (e.g. RADIS)
- 7) High performance computing
- 8) Teaching & Learning system
- 9) Video Conferencing
- 10) Web page hosting

Some Improvements Expected in our ICT services

1. Policy already in place but need to be communicated; improve awareness; better enforcement.
2. Improve staff competencies: programming; software development; system design etc
3. Strengthen internal structure – committees re-activated; improve internal communication between units; better monitoring; clear reporting etc
4. Pay attention to RFIs

A Bridge over Troubled Water

**Be connected – build bridges to
close the gap between academic and
non-academic staff**

Improve Connection – close the Gap

- Non-Academic staff members are professional employees who **contribute very significantly to the success of UTM** as they **work alongside of faculty and Administration** in realizing the University's mission.
- Many have served through several administrations and numerous leadership changes at the departmental level. **Their input and opinions are vital to many of our decision-making processes.**
- The contribution of non-academic staff **highly impacts the student experience** at UTM. While academic staff support our students academically and in research, our staff make **equally important contributions toward the success of UTM students** through many critical support and operational services.

Improve Connection – close the Gap

- Our Non-Academic staff are NOT second class citizens. We must **close ranks** by fostering strong partnership and common understanding.
- A mindset shift and attitude change is required that will see non-academic staff **valued as professionals** and **as full partners** working alongside of academic staff in achieving the University's mission.
- TNCP's mission to become the bridge between Non-Academic and Academic staff: actively engaging non-academic staff in planning and implementation; empowering them to make decisions; establishing two-way communication, training, and career-development support; cultivating a healthy workplace.

A Dollar Saved, A Dollar Earned

***Saving Energy, Saving Money.
Turning Habits into a Culture.***

Saving Starts at Home

- Leakage means loss; wastefulness;
- Small habits bring big results; ‘turn it off’; ‘use less water’
- Technology vs Human Habit/Culture.
- Energy Management Committee; Energy Managers.
- PHB & Puan Masilah Bandi. *Well Done! Keep Up the Good Work!*

UTM Achievement 2010-2013 highlights

RM6.6 million electric bill reduction

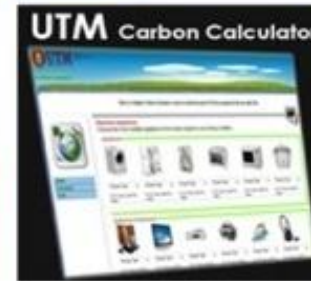
21 million kWh reduction

RM2,126,512 OPTR discount

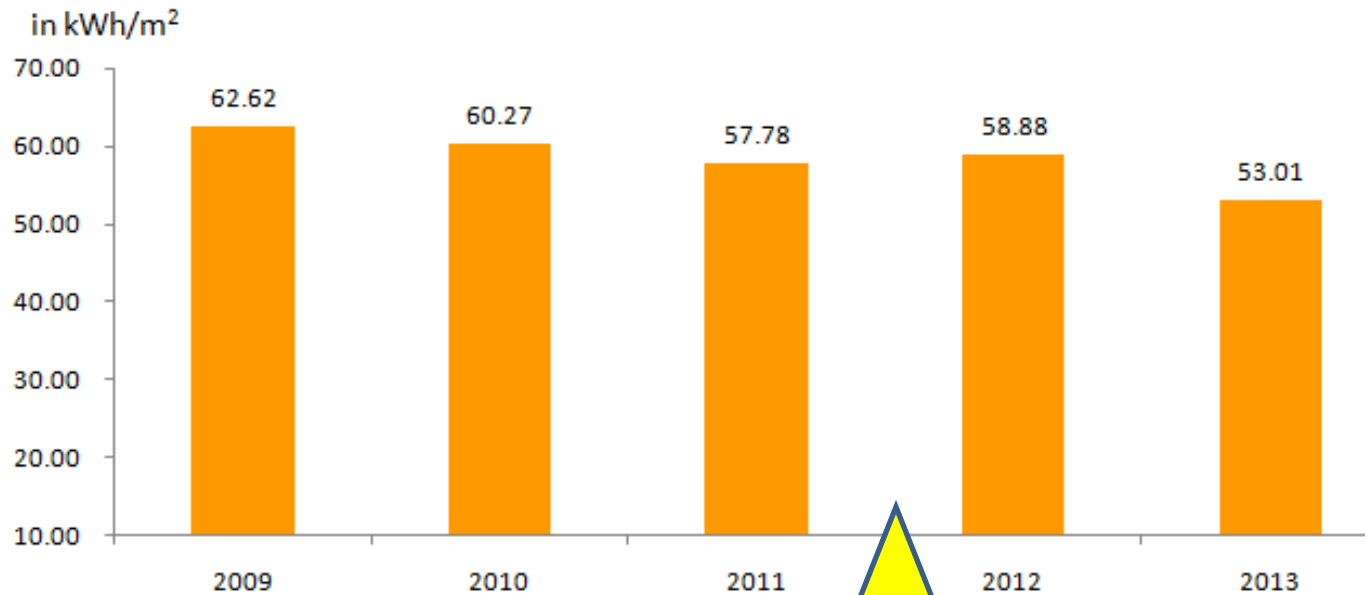
(benchmark year 2009)

Highlights :

- UTM was awarded 'ASEAN Energy Award 2012 in Sep 2012 – Large Building Category' by ASEAN Centre for Energy (ACE)
- UTM is the only university in ASEAN that holds the 2 star Asean Energy Management Accreditation Scheme (AEMAS) Energy Management Gold Standard – award on 29 Jan, 2013.
- UTM was the first organisation who has trained 30 of its staff as Certified Energy Managers
- UTM has saved RM730K in 2010, RM1.05mil in 2011, RM2.2mil in 2012 & RM2.61mil in 2013.
- UTM's proprietary in-house Electrical Billing Management System (EBMS).



UTM Energy Efficiency Index (EEI)



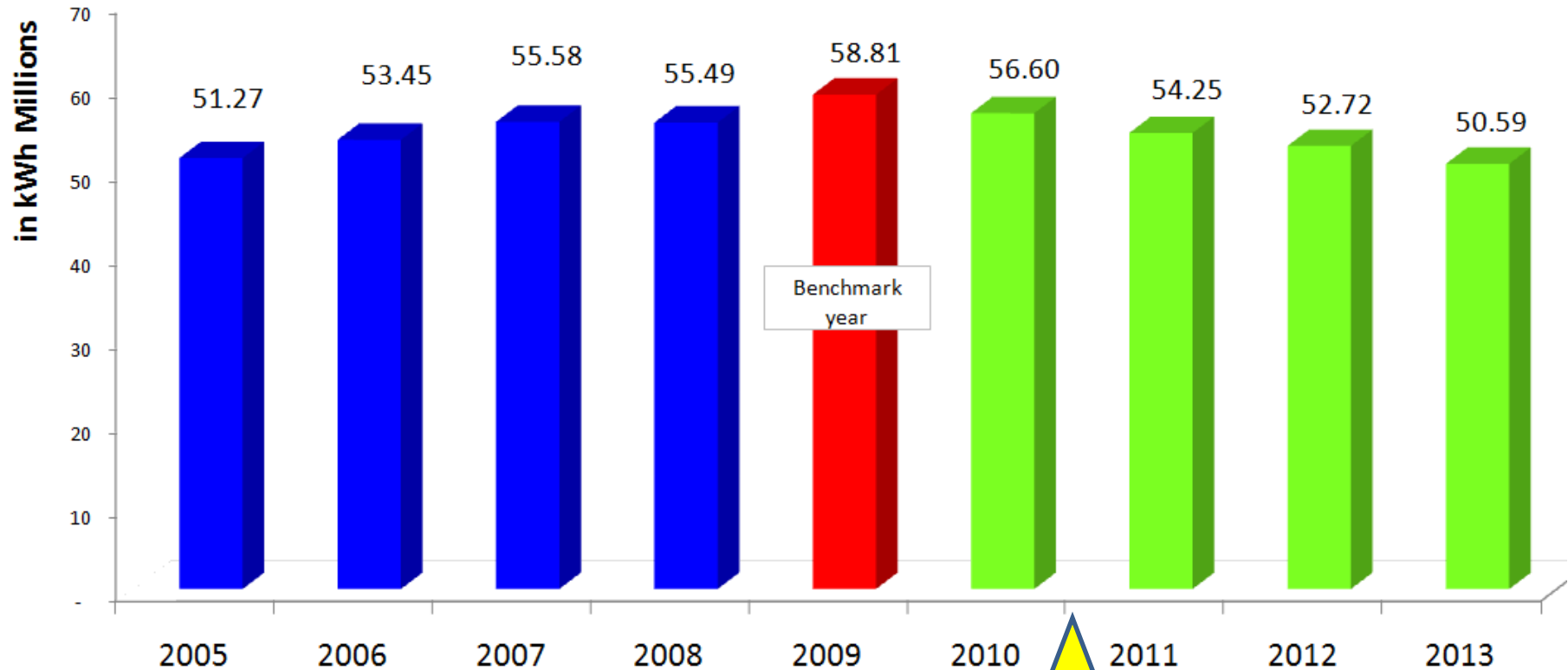
Year	in kWh	GFA (m ²)	EEI	% reduced from 2009
2009	58,810,357	939,163	62.62	
2010	56,602,469	939,163	60.27	-3.75%
2011	54,265,005	939,163	57.78	-7.73%
2012	56,404,905	957,904	58.88	-5.97%
2013	57,241,821	1,079,744	53.01	-15.34%

phb:
GFA include all new
RMK9 buildings

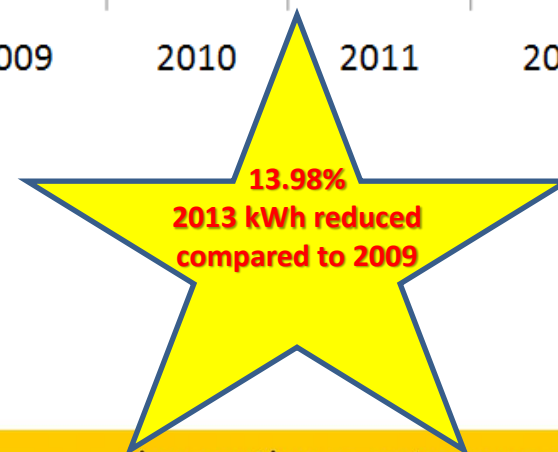
phb: GFA = current +
new building fka+ibd+
stadium+gasteg+Anech

15.34%
EEI 2013 reduced
compared to 2009

Electrical Usage Trend at UTMJB 2005 to 2013 (in kWh)



Tempoh	dalam kWh	Beza dgn 2009 (benchmark)	% saving compared 2009
Jan-Dec 2013	50,590,309	(8,220,048)	-13.98%
Jan-Dec2012	52,722,914	(6,087,443)	-10.35%
Jan-Dec2011	54,254,978	(4,555,379)	-7.75%
Jan-Dec2010	56,602,469	(2,207,888)	-3.75%
Jan-Dec2009	58,810,357		



Be Safe, Stay Safe

***Occupational Safety, Health &
Environment.***

Turning Habits into a Culture.

Attitude towards Safety & Security

- Mindset & Attitude towards Safety First.
- We must build the right culture. The culture starts at home. Unsafe working conditions give rise to potential loss of properties and lives.
- e.g. Fire extinguishers used to keep the door opened.
- e.g. Fire alarm in MJIT building.

Be Prudent

**Prudent Spending.
Financial Sustainability**

Prudent Spending

- Prudent culture.
- Reduced Government funding.
- Sharing the burden : 5% cut across the board.
- Good practices and creative ways of prudent spending.
- Reduce wastage; Recycle.
- JB-KL : transport; video-conferencing.

An Engaged University

Be engaged.

University-Community Engagement

University's 3rd Mission?

- In modern knowledge societies, universities play an increasingly **important role in achieving economic growth and social progress**. Their traditional missions of teaching and research are being broadened to include **Third Mission activities** that facilitate their **engagement with society and industry**.
- While the teaching and research missions of the university are well understood and frequently measured, its Third Mission is yet to be fully examined, and approaches to its measurement developed.

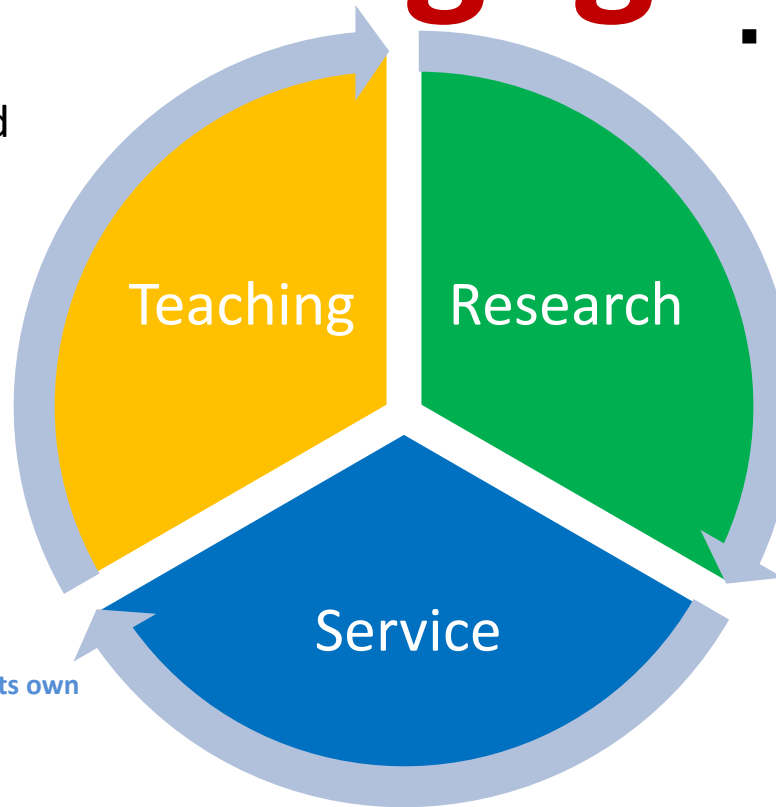
Be Engaged – The UCTC

- *‘Memasyarakat Universiti’* – more engagement with the community; making our impact on the society; knowledge transfer to the public.
- “The real definition of loneliness is life without social responsibility”.
- An engaged scholar; an engaged researcher; producing engaged students.

We Engage

- Service Learning and Integrated Collaborative Innovators

- Embedding sustainable community-based participatory research (CBPR)



Community Engager
each PTJ has its own
Community engager

- Public participatory assessment: CE performance measurement systems

SYNERGISTIC OPPORTUNITIES

A Final Remark

Stay true to our values

Uphold Our Values, Strengthen Our DNA & Protect Our Soul

"KEUNGGULAN TERBILANG"

Bersama kita menjulang; Keunggulan terbilang;
Ke mercu jaya kita usaha; UTM puncak letaknya.

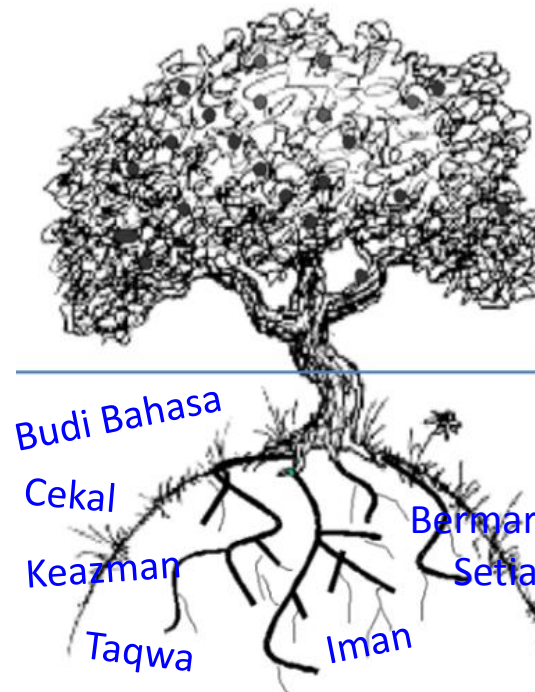
Martabat keilmuan; Cendiakawan beriman;
Cekal bersama takwa; Menara cita-cita.

Kami anak kandung; UTM rimbun bernaung;
Usaha kami bukti cintamu; Dikau persada ilmu.
Keazaman, perjuangan; Takwa dan iman.

Ke arah kecemerlangan;
Perundingan, penulisan
Pengajaran, penyelidikan
Perkhidmatan kepada watan

Disini kami berdiri; Setia pada janji;
Bermaruah berbudi bahasa.
UTM sanjungan bangsa
UTM sanjungan bangsa

Global UTM 2020



Penulisan
Perundingan
Pengajaran
Penyelidikan
Perkhidmatan

**UTM with
a Soul**

UTM DNA

The divine law of Allah is the **foundation** for science and technology. UTM strives with total and unified effort to attain excellence in science and technology for **universal peace and prosperity** in accordance with His will.

Terima Kasih

