



**KERAJAAN MALAYSIA**

**MANUAL PENGGUNA**

**MODUL SOLMAN**

***Job Scheduling Management (JSM)***

**Gambaran Keseluruhan**

**Modul SOLMAN JSM**

**Versi 2.0**

For

**JABATAN AKAUNTAN NEGARA MALAYSIA**

***iGFMAS PROJECT***



## PINDAAN DOKUMEN

Dokumen ini telah dipinda dengan keterangan berikut:

| No | Versi | Tarikh      | Dikemaskini Oleh | Catatan                                              |
|----|-------|-------------|------------------|------------------------------------------------------|
| 1  | 0.1   | 1 Jan 2018  | Shahul Hameed    | Penyediaan manual pengguna                           |
| 2  | 0.2   | 7 Mar 2018  | Shahul Hameed    | Pengesahan Ketua Modul                               |
| 3  | 0.3   | 27 Jul 2018 | Shafie Mohd Noor | Penyeragaman untuk terbitan                          |
| 4  | 0.4   | 6 Aug 2018  | Shahul Hameed    | Pengemaskinian selepas bengkel semakan               |
| 5  | 1.0   | 23 Nov 2018 | Shafie Mohd Noor | Pengemaskinian untuk pengesahan dan terbitan pertama |
| 6  | 1.1   | 27 Sep 2019 | Noor Hadia Army  | Kemaskini muka hadapan dan footer manual pengguna    |
| 7  | 2.0   | 27 Sep 2019 | Shafie Mohd Noor | Pengemaskinian untuk pengesahan dan terbitan kedua   |

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## 1.0 PENGENALAN

Solution Manager (SOLMAN) adalah salah satu aplikasi untuk menguruskan dan memantau aplikasi SAP. SOLMAN mengandungi beberapa modul, antaranya:-

- i. *Service Desk*
- ii. *Job Scheduling Management (JSM)*

JSM adalah *standard* praktis yang akan diguna pakai oleh organisasi untuk memastikan penggunaan sistem secara optimum dan ia merupakan elemen penting dalam tadbir urus teknologi maklumat. JSM merangkumi:-

- i. *Pre-scheduled job*
- ii. *iGFMAS Job Request*

Manual pengguna ini bertujuan memberi panduan berkaitan modul JSM sahaja.

### 1.1. PRE-SCHEDULED JOB

#### 1.1.1. Latar Belakang

Pelaksanaan *background job* secara berpusat dapat mengurangkan larian *job* yang tidak terkawal dan seterusnya memberi kesan ke atas prestasi *server*. Ia juga dapat mengelakkan pertindihan larian *job* yang sama yang dilarikan oleh individu berbeza.

Semua *job* yang telah dikenalpasti akan dikonfigurasi terlebih dahulu berdasarkan keperluan dan kesesuaian *job* yang hendak dijadualkan. Ia dikenali sebagai *pre-scheduled job* yang terdiri daripada proses-proses dan laporan-laporan.

*Pre-scheduled job* akan diuruskan oleh pihak BPTM, atas keperluan dan permohonan pengguna.

#### 1.1.2. Objektif

Objektif utama *Pre-scheduled Job* adalah untuk menjadualkan atau menyusun atur *job* dalam sistem SAP iGFMAS agar penggunaan *server* dapat dioptimumkan bagi memastikan: -

- i. Sumber sistem berpusat yang dikongsi oleh 80,000 pengguna digunakan secara optimum
- ii. *Service level agreement (SLA)* untuk *background process* dapat dipantau dengan betul
- iii. Tatacara menangani kesalahan berstruktur/ sistematik dan didokumentasikan
- iv. Kesalahan yang dibuat oleh pengguna dikurangkan
- v. Semua *job* yang dilarikan dipantau dengan betul

## 1.2. **JOB REQUEST**

### 1.2.1. **Latar Belakang**

Pengguna di Pejabat Perakaunan (AO) boleh membuat permohonan janaan laporan di SAP GUI secara *background* melalui iGFMAS *Job Request*.

Jenis permohonan adalah seperti berikut: -

- i. Permohonan Baharu
- ii. Kemaskini
- iii. Hapus

### 1.2.2. **Objektif**

Objektif utama *Job request* adalah untuk membolehkan pengguna di Pejabat Perakaunan (AO) untuk memohon janaan laporan mengikut keperluan, bagi situasi berikut: -

- i. Tidak terdapat dalam *pre-scheduled job* di SAP GUI
- ii. Larian *job* tidak berjaya ataupun *timeout* (melebihi 10 minit)
- iii. *Spool* sudah dihapuskan (melebihi 7 hari)



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## PINDAAN DOKUMEN

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| No | Versi | Tarikh      | Dikemaskini Oleh | Catatan                                              |
|----|-------|-------------|------------------|------------------------------------------------------|
| 1  | 0.1   | 5 Feb 2018  | Shahul Hameed    | Penyediaan manual pengguna                           |
| 2  | 0.2   | 7 Mac 2018  | Shahul Hameed    | Pengesahan Ketua Modul                               |
| 3  | 0.3   | 27 Jul 2018 | Shafie Mohd Noor | Penyeragaman untuk terbitan                          |
| 4  | 0.4   | 7 Jan 2019  | Shahul Hameed    | Pengemaskinian selepas bengkel semakan               |
| 5  | 1.0   | 10 Jan 2019 | Shafie Mohd Noor | Pengemaskinian untuk pengesahan dan terbitan pertama |
| 6  | 1.1   | 27 Sep 2019 | Noor Hadia Army  | Kemaskini muka hadapan dan footer manual pengguna    |
| 7  | 2.0   | 27 Sep 2019 | Shafie Mohd Noor | Pengemaskinian untuk pengesahan dan terbitan kedua   |

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## 2.0 GAMBARAN KESELURUHAN iGFMAS SERVICE DESK

*Solution Manager (SOLMAN)* adalah salah satu aplikasi untuk menguruskan dan memantau aplikasi SAP. SOLMAN mengandungi beberapa modul, antaranya: -

- i. *Service Desk*
- ii. *Job Scheduling Management (JSM)*

Manual pengguna ini bertujuan memberi panduan berkaitan modul *Service Desk* sahaja dan akan digunakan oleh pengguna di PTJ dan Pejabat Perakaunan (AO).

### 2.1. PENGENALAN KEPADA iGFMAS SERVICE DESK

SOLMAN - iGFMAS Service Desk merupakan aplikasi berdasarkan WEB yang digunakan untuk menguruskan aduan, permohonan akses dan pertanyaan pengguna iGFMAS. Fasiliti yang dikenali sebagai ***Knowledge Article (KnowA)*** merupakan kemudahan untuk membantu pengguna mendapatkan penyelesaian **SEBELUM** aduan/pertanyaan dilaporkan di iGFMAS Service Desk.

Aduan/ pertanyaan yang dilaporkan oleh pengguna di iGFMAS Service Desk dinamakan sebagai **Insiden**. Pasukan Khidmat Nasihat di Pejabat Perakaunan dan Ibu Pejabat JANM bertanggungjawab memberi bantuan dan penyelesaian bagi setiap Insiden yang telah diwujudkan.

iGFMAS Service Desk boleh dicapai melalui tiga (3) cara iaitu melalui:

1. Portal iGFMAS (<https://1gfmashelpdesk.anm.gov.my>)
2. Portal iGFMAS Service Desk (<https://1gfmassupport.anm.gov.my>)
3. SAP GUI

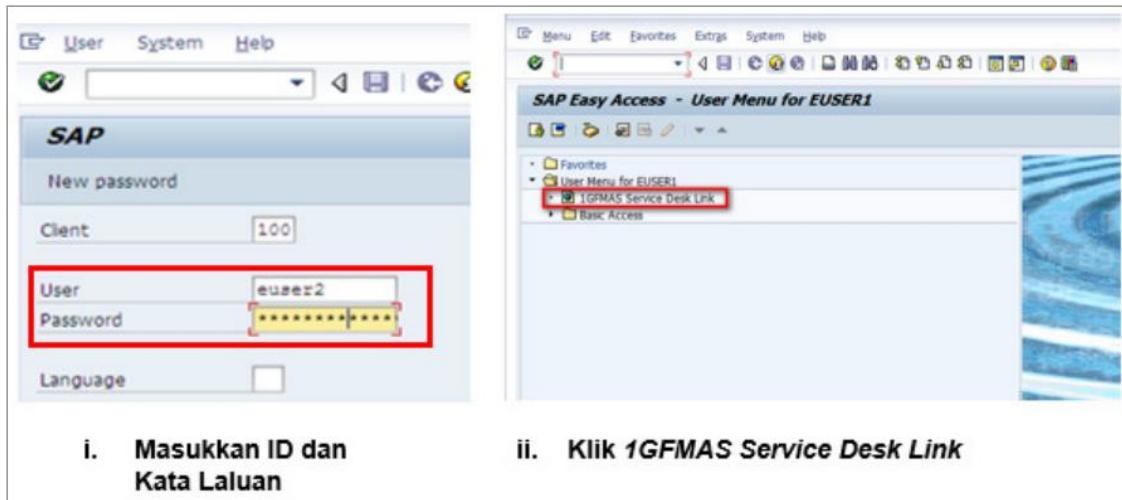
1. Portal iGFMAS (<https://1gfmas.anm.gov.my>)



2. Portal iGFMAS Service Desk (<https://1gfmassupport.anm.gov.my>)



### 3. SAP GUI



## 2.2. OBJEKTIF IGFMAS SERVICE DESK

Objektif iGFMAS Service Desk ini bertujuan memberi panduan kepada pengguna di PTJ dan Pejabat Perakaunan berkaitan tanggungjawab dan tindakan yang perlu diambil sekiranya terdapat pertanyaan atau ralat semasa menggunakan sistem iGFMAS.

## 2.3. PENGGUNA IGFMAS SERVICE DESK

Pengguna bagi iGFMAS Service Desk ini terbahagi kepada dua (2) kumpulan iaitu:

i. Pelapor (*End User*)

Merangkumi semua pengguna di Kementerian, Jabatan dan Pusat Tanggungjawab (PTJ) yang menghadapi kesulitan/ ralat semasa menggunakan iGFMAS atau mempunyai sebarang aduan/ pertanyaan berkaitan iGFMAS.

ii. Pasukan Khidmat Nasihat di Pejabat Perakaunan (*First Level Support*)

Merangkumi pegawai yang dilantik sebagai *First Level Support* di Pejabat Perakaunan yang bertanggungjawab dalam menyelesaikan sebarang aduan/ pertanyaan atau ralat yang dihadapi oleh pelapor.

## 2.4. TINDAKAN DAN TANGGUNGJAWAB PENGGUNA IGFMAS SERVICE DESK

Pengguna hanya dibenarkan untuk mengemaskini status Insiden sekiranya diperlukan berdasarkan status semasa Insiden tersebut. Pengguna dilarang mengemaskini status Insiden sekiranya Insiden sedang dalam tindakan kumpulan pengguna yang lain. Ini bertujuan bagi melancarkan prosespengurusan Insiden.

## I. Pelapor (*End User*)

- a. Sebelum log Insiden di iGFMAS Service Desk, pengguna bertanggungjawab untuk:
  - i. Mendapatkan cadangan penyelesaian bagi setiap masalah/ pertanyaan yang dihadapi di KnowA;
  - ii. Sekiranya cadangan penyelesaian tidak ditemui, pengguna perlu merujuk kepada *Onsite Focal-points* (EEU dan UKPP) masing-masing; dan
  - iii. Sekiranya masih tiada penyelesaian, pengguna perlu log Insiden di iGFMAS Service Desk.
- b. Semasa/ setelah log Insiden di iGFMAS Service Desk, pengguna bertanggungjawab untuk:
  - i. Mewujudkan Insiden dengan maklumat lengkap bagi aduan/ pertanyaan yang dihadapi;
  - ii. Melampirkan *Evidence File* (dokumen bukti ralat) menggunakan EPSS sebagai bukti (sekiranya perlu);
  - iii. Mengemaskini dan memberi maklumbalas ke atas Insiden yang berstatus *Customer Action* dalam tempoh tujuh (7) hari dengan mengemaskini status kepada *Customer Response*; dan
  - iv. Mengemaskini dan memberi maklum balas ke atas Insiden yang berstatus *Proposed Solution* dalam tempoh tujuh (7) hari dengan mengemaskini status kepada *Customer Verification* sekiranya aduan masih belum selesai atau *Confirmed* sekiranya aduan telah selesai.

## II. Pasukan Khidmat Nasihat di Pejabat Perakaunan (*First Level Support*)

Pasukan Khidmat Nasihat di Pejabat Perakaunan adalah bertanggungjawab ke atas perkara berikut:

- a. Menyemak dan memberi pengesahan terimaan (aku terima) bagi Insiden yang berstatus *New* dengan mengemaskini status kepada *In Process*.
- b. Melampirkan KnowA sebagai cadangan penyelesaian (sekiranya ada).
- c. Memohon maklumat tambahan daripada pelapor (sekiranya perlu) dengan mengemaskini status kepada *Customer Action*.
- d. Mengemaskini dan memberi maklum balas ke atas Insiden yang berstatus *Customer Response* dan *Customer Verification* sekiranya Message Processor dan Support Team ID adalah dari Pasukan Khidmat Nasihat di Pejabat Perakaunan.
- e. Menyalurkan Insiden berkaitan permohonan pengemaskinian ID pengguna dan peranan kepada *Local Administrator* (LA) di Pejabat Perakaunan masing-masing.
- f. Menyalurkan Insiden kepada Pegawai Petugas (*Message Processor*) di Pejabat Perakaunan masing-masing untuk tindakan penyelesaian di peringkat *First Level Support*.

- g. Memberi penyelesaian ke atas Insiden yang dilaporkan dengan mengemaskini status kepada *Proposed Solution*.
- h. Menutup Insiden berstatus *Customer Action* dan *Proposed Solution* yang melebihi tujuh (7) hari tanpa sebarang maklumbalas dan pengemaskinian status Insiden oleh pelapor.
- i. Menyalurkan Insiden kepada Pasukan Khidmat Nasihat di Ibu Pejabat JANM (*Second Level Support*) sekiranya tiada cadangan penyelesaian dengan mengemaskini status kepada *Sent to Helpdesk HQ*.
- j. Memantau semua aduan/ pertanyaan yang dihadapi oleh Pelapor (*End User*) sehingga aduan/ pertanyaan dan ralat dapat diselesaikan atau penambahbaikan dicadangkan.

## 3.0 LANGKAH-LANGKAH PENGGUNAAN iGFMAS SERVICE DESK

### 3.1. PENGGUNA MEMPUNYAI ADUAN/ PERTANYAAN/ RALAT

- a. Sebelum log Insiden di iGFMAS Service Desk, pengguna bertanggungjawab untuk:
  - i. Mendapatkan cadangan penyelesaian bagi setiap masalah/ pertanyaan yang dihadapi di KnowA;
  - ii. Sekiranya cadangan penyelesaian tidak ditemui, pengguna perlu merujuk kepada *Onsite Focal-points* (EEU dan UKPP) masing-masing; dan
  - iii. Sekiranya masih tiada penyelesaian, pengguna perlu log Insiden di iGFMAS Service Desk.
  
- b. Semasa/ setelah log Insiden di iGFMAS Service Desk, pengguna bertanggungjawab untuk:
  - i. Mewujudkan Insiden dengan maklumat lengkap bagi aduan/ pertanyaan yang dihadapi;
  - ii. Melampirkan *Evidence File* (dokumen bukti ralat) menggunakan EPSS sebagai bukti (sekiranya perlu);

### 3.1.1. Pengguna Menghadapi Aduan/ Pertanyaan/ Ralat di Sistem iGFMAS

#### Contoh scenario: -

Pengguna melakukan transaksi mendaftar Pesanan Kerajaan melalui Portal iGFMAS. Semasa klik 'Simpan', terdapat ralat seperti dalam skrin di bawah. Mesej ralat adalah "Kod Kumpulan PTJ & PTJ Dipertanggung tidak wujud dalam ZMMM001".

1. Skrin Ralat – Kod Kumpulan PTJ & PTJ Dipertanggung tidak wujud dalam ZMMM001 dipaparkan.

The screenshot shows a web browser window for the iGFMAS Portal. The URL is https://qaseuro1.anm.gov.my:50443/in/portal?Nav. The main menu includes Tugasan, Data Induk, Waran, Baucar Jurnal, Perolehan, Pengurusan Arahan Pembayaran, Terimaan, Panjar, Perakaunan Aset, Inventori, ABC, BW / BI, Laporan, and several sub-menus like Pesanan Kerajaan, Tanggungan Kontrak Kerajaan, Perubahan Tanggungan Pesanan / Kontrak Kerajaan, Waran Perjalanan Udara Awam, Penerimaan Bekalan & Perkhidmatan, and Arahan Pengurangan Kuantiti Bekalan.

The central panel displays a form titled "DAFTAR PESANAN KERAJAAN (BEKALAN & PERKHIDMATAN)". A yellow callout box highlights the error message: "Ralat yang dipaparkan: Kod Kumpulan PTJ & PTJ Dipertanggung tidak wujud dalam ZMMM001". Below the message are buttons for Simpan, Semak Data, Hantar, Lulus, Kuri, Set Semula, and Muncul. The "UTAMA" section contains fields for Jenis Dokumen (P3), Nombor Dokumen, Tarikh Dokumen (28.07.2016), Kod Pejabat Perakaunan (1102), Kod Pegawai Pengawal Pembayar (B6), Kod Kumpulan PTJ & PTJ Pembayar (24010101), Kod Pembekal (6000000000), Perihal (PEMBELIAN AKSESORI KERETA), Kategori Pembelian (PEROLEHAN BIASA), and Subutarga / Pembelian Runcit. To the right, there are sections for KERAJAAN (BEKALAN & PERKHIDMATAN) showing KEMENTERIAN KEWANGAN, KETUA SETIAUSAHA PERBENDAHARAAN, and BAHAGIAN PENTADBIRAN - CAWANGAN KEWANGAN - KEMENTERIAN KEWANGAN, along with TASKA TASNEEM TASKA TASNE.

Ralat yang dipaparkan diatas: -

Kod Kumpulan PTJ & PTJ Dipertanggung tidak wujud dalam ZMMM001

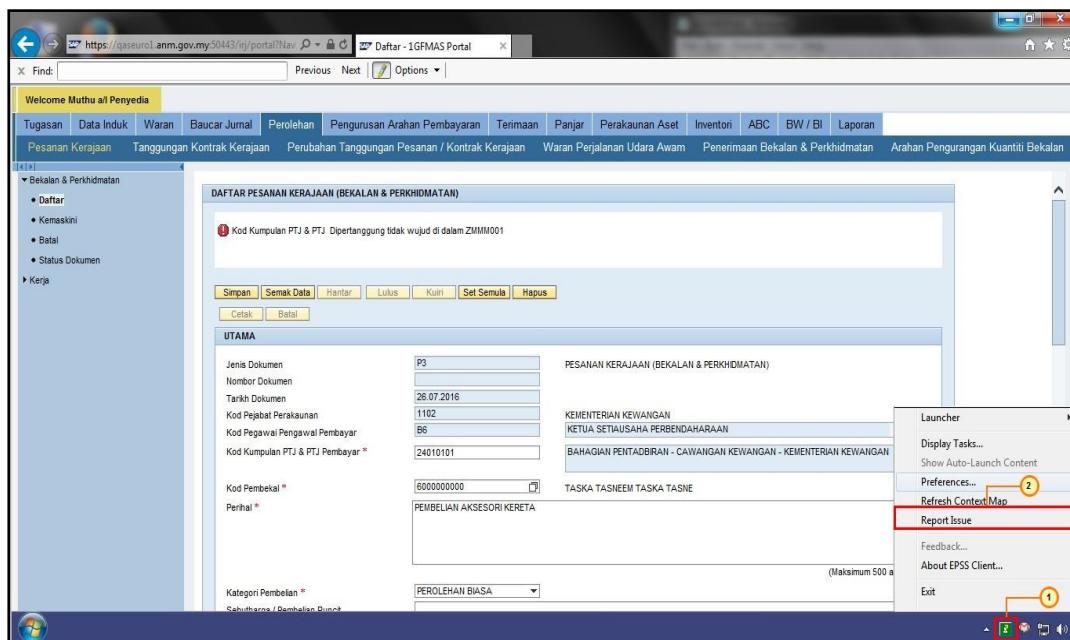
### 3.1.2. Pengguna Mewujudkan *Evidence File*

Setelah skrin ralat dipaparkan, Pengguna perlu menggunakan *Electronic Performance Support Suite* (EPSS)  untuk mewujudkan *Evidence File* sebagai bukti ralat untuk dilampirkan dalam iGFMAS Service Desk.

1. Skrin Ralat - Kod Kumpulan PTJ & PTJ Dipertanggung tidak wujud dalam ZMMM001 dipaparkan.

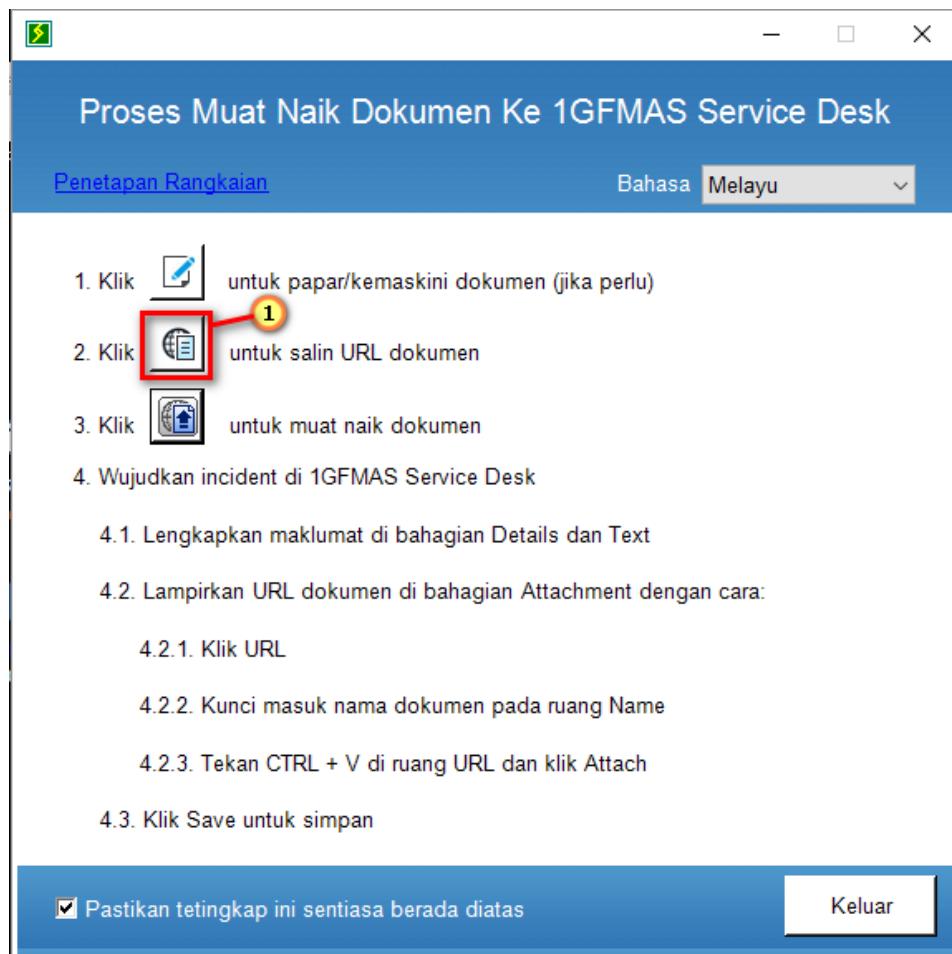
#### NOTA PENTING: -

- Sila pastikan perisian EPSS di *install* terlebih dahulu, dengan merujuk pegawai Teknikal di pejabat masing-masing.
- Sila rujuk dokumen *Epiplex (Epiplex Animation)* untuk mengetahui semua fungsi EPSS Client, termasuk “Report Issue” and “Cue Card”.



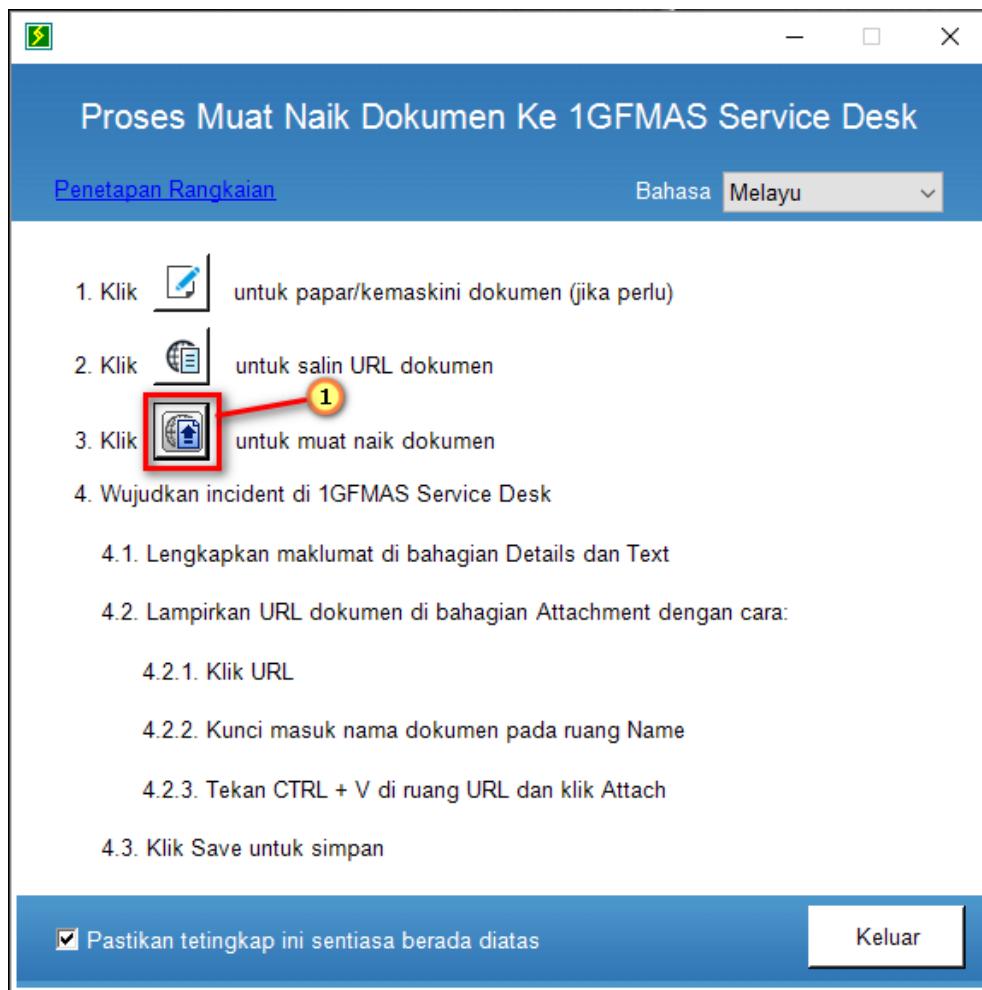
| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                                                                                                         | Catatan                                                                                        |
|-----|-----------------------|------------------|------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| 1   | EPSS                  |                  | Klik kanan ikon EPSS.<br><br>Klik kanan ikon EPSS untuk “Report Issue”.<br>Klik kiri ikon EPSS untuk “Cue Card”. |                                                                                                |
| 2   | Report Issue          |                  | Klik Report Issue.                                                                                               | Setelah ditekan Report Issue, Proses Muat Naik Dokumen ke iGFMAS Service Desk akan dipaparkan. |

2. Skrin **Proses Muat Naik Dokumen Ke iGFMAS Service Desk** dipaparkan.



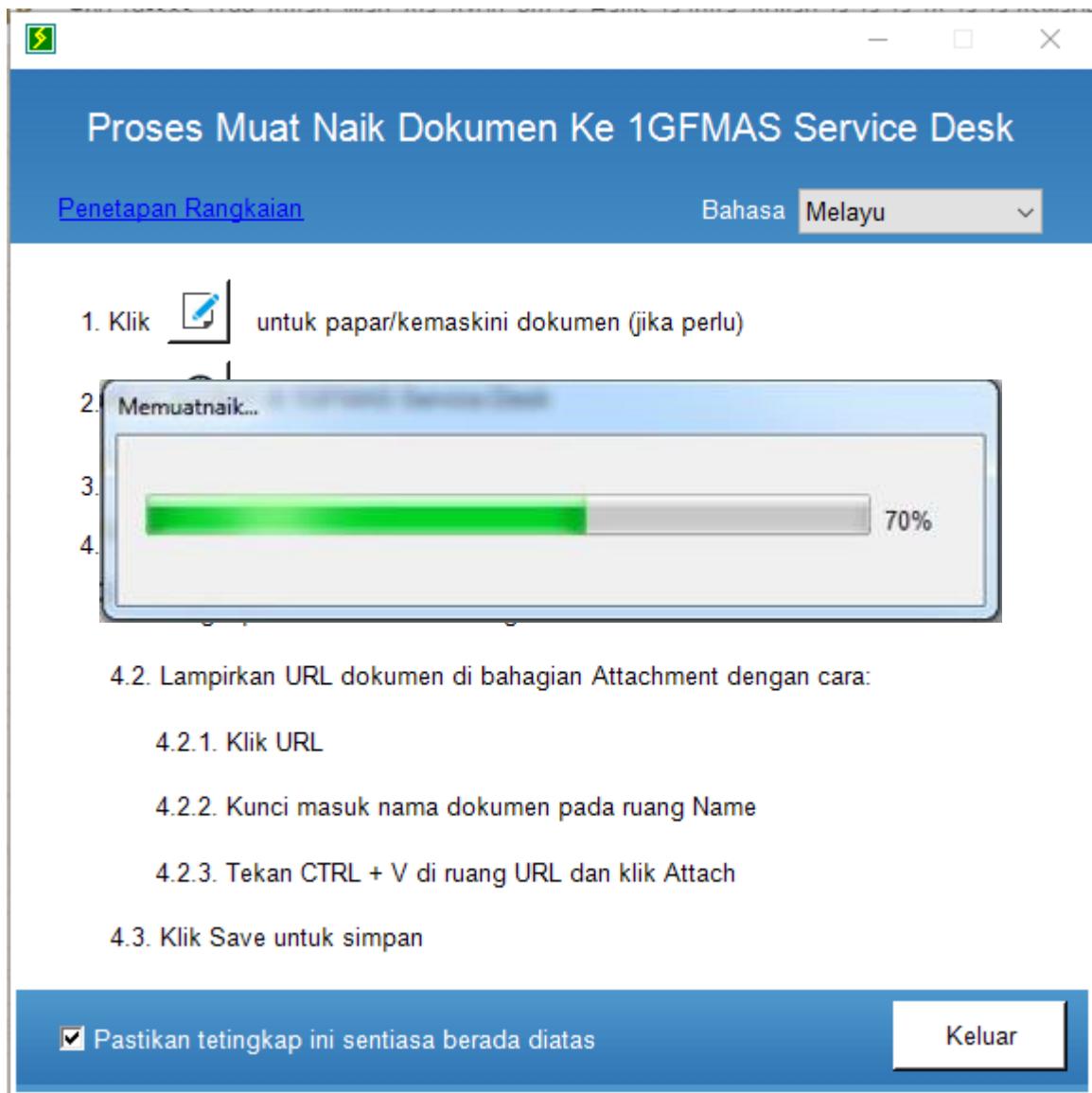
| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan | Catatan                                                                                                                                                                                                                                                               |
|-----|-----------------------|------------------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   |                       |                  | Klik     | <p><i>Evidence URL ini akan dilampirkan dalam iGFMAS Service Desk ketika Pengguna mewujudkan Incident baru.</i></p> <p><b>PERHATIAN:</b> - Sila paste URL kepada Notepad/ Microsoft Word sekiranya pengguna hendak melakukan kerja lain melibatkan Copy (Ctrl+C).</p> |

3. Skrin **Proses Muat Naik Dokumen ke iGFMAS Service Desk** dipaparkan.

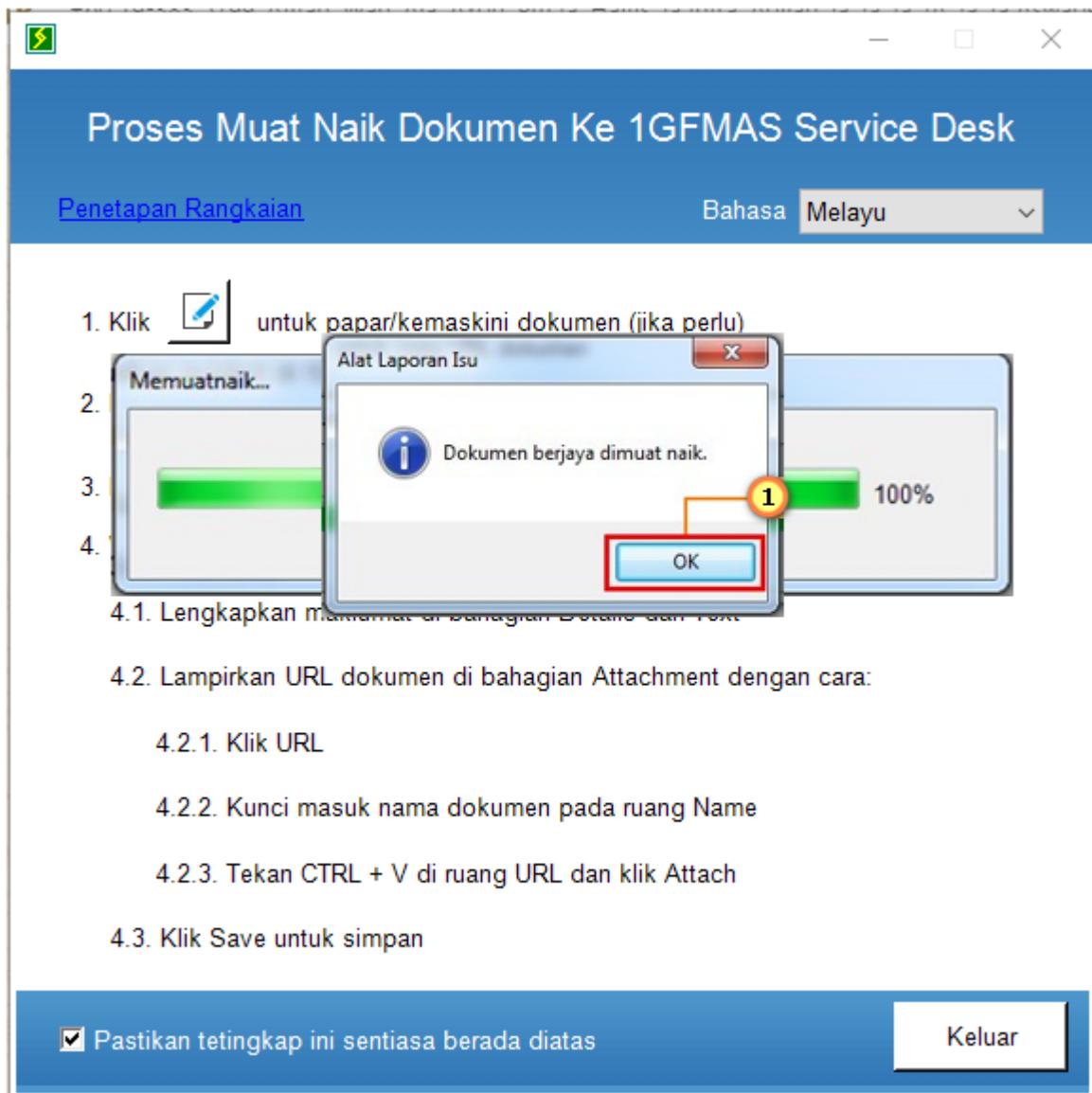


| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan | Catatan                                                               |
|-----|-----------------------|------------------|----------|-----------------------------------------------------------------------|
| 1   |                       |                  |          | Dokumen akan dimuat naik ke server Epiplex untuk rujukan semua pihak. |

4. Skrin **Proses Muat Naik Dokumen ke iGFMAS Service Desk** dan proses muat naik dipaparkan.

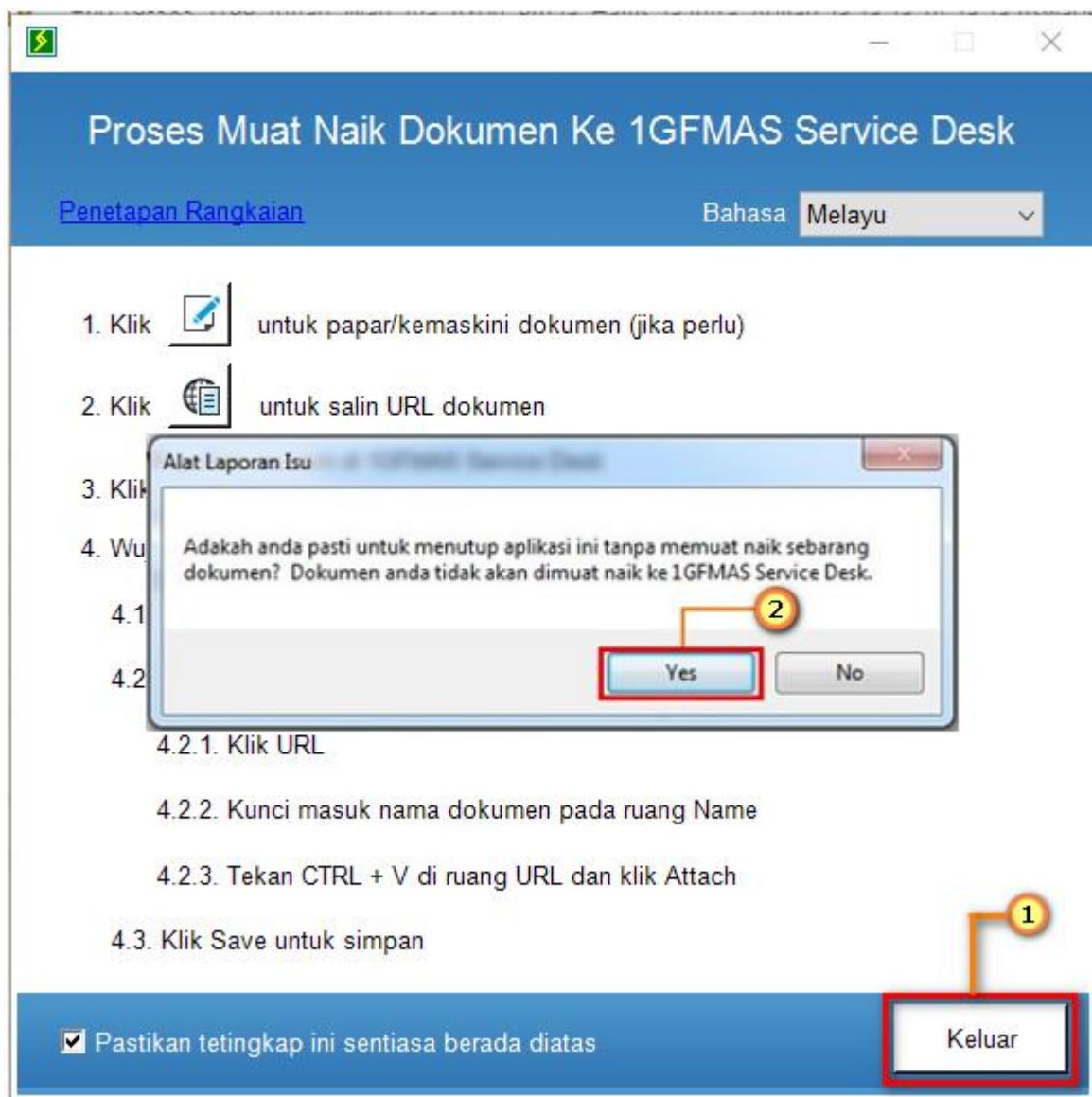


5. Skrin **Proses Muat Naik Dokumen Ke iGFMAS Service Desk** dipaparkan.



| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan | Catatan                                        |
|-----|-----------------------|------------------|----------|------------------------------------------------|
| 1   | OK                    |                  | Klik OK  | Dokumen berjaya dimuat naik ke server Epiplex. |

6. Skrin **Proses Muat Naik Dokumen ke iGFMAS Service Desk** dipaparkan.



| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan    | Catatan                                                                            |
|-----|-----------------------|------------------|-------------|------------------------------------------------------------------------------------|
| 1   | Keluar                |                  | Klik Keluar |                                                                                    |
| 2   | Yes                   |                  | Klik Yes    | Dokumen telah dimuat naik ke server <i>Epiplex</i> . Anda boleh menutup skrin ini. |

## 3.2. TINDAKAN PENGGUNA/ PELAPOR – SEMAK KNOWA & WUJUD INSIDEN

### 3.2.1. Log Masuk iGFMAS Service Desk

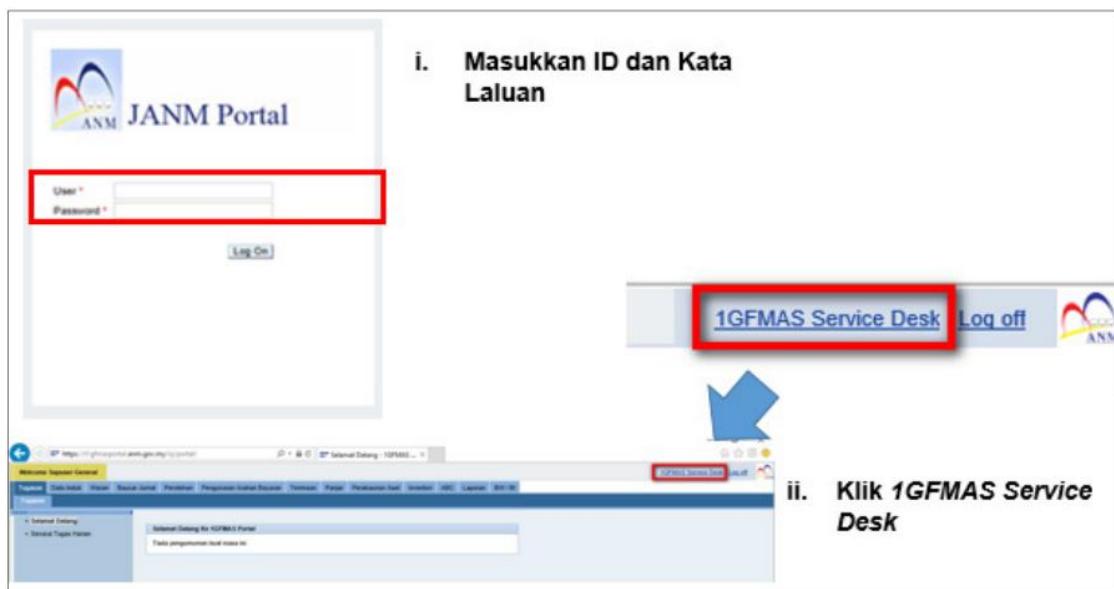
iGFMAS Service Desk boleh dicapai melalui tiga (3) cara iaitu melalui:

1. Portal iGFMAS (<https://1gfmas.anm.gov.my>)
2. Portal iGFMAS Service Desk (<https://1gfmassupport.anm.gov.my>)
3. SAP GUI

#### 1. Portal iGFMAS (<https://1gfmas.anm.gov.my>)

##### NOTA PENTING: -

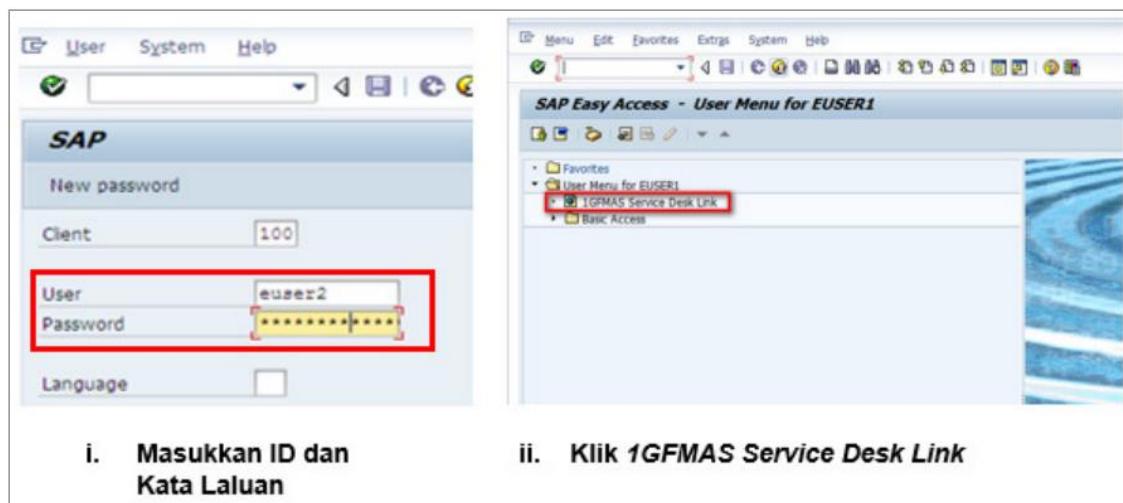
- Manual Pengguna ini akan menggunakan cara ini untuk log masuk ke iGFMAS Service Desk.



2. Portal iGFMAS Service Desk (<https://1gfmassupport.anm.gov.my>)



3. SAP GUI

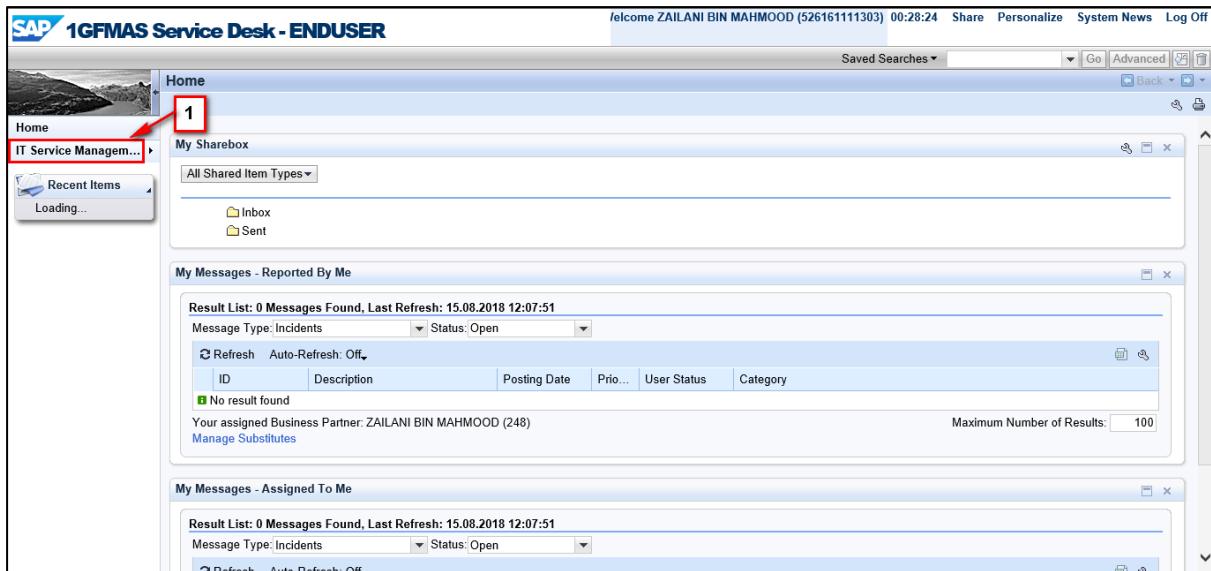


i. Klik hyperlink **iGFMAS Service Desk**.

The screenshot shows a web-based application interface for document management. At the top, there's a navigation bar with links like 'Baucar Jurnal', 'Perolehan', 'Pengurusan Arah Pembayaran', etc. On the far right of the top bar, there's a 'iGFMAS Service Desk' link with a red circle around it. Below the navigation bar, there's a sub-menu with items like 'Kontrak Kerajaan', 'Perubahan Tanggungan Pesanan / Kontrak Kerajaan', etc. The main content area is titled 'DAFTAR PESANAN KERAJAAN (BEKALAN & PERKHIDMATAN)'. It contains several input fields: 'Jenis Dokumen' (P3), 'Tarikh Dokumen' (28.07.2016), 'Kod Pejabat Perakaunan' (1102), 'Kod Pegawai Pengawal Pembayar' (B6), 'Kod Kumpulan PTJ & PTJ Pembayar' (24010101). To the right, there are sections for 'PESANAN KERAJAAN (BEKALAN & PERKHIDMATAN)' (KEMENTERIAN KEWANGAN, KETUA SETIAUSAHA PERBENDAHARAAN, BAHAGIAN PENTADBIRAN - CAWANGAN KEWANGAN - KEMENTERIAN KEWANGAN) and 'TASKA TASNEEM TASKA TASNE' (PEMBELIAN AKSESORI KERETA). There are also dropdowns for 'Kategori Pembelian' (PEROLEHAN BIASA) and 'Sebutharga / Pembelian Runcit'. At the bottom left, there are buttons for 'Simpan', 'Semak Data', 'Hantar', 'Lulus', 'Kuiri', 'Set Semula', and 'Hapus'. At the bottom right, there's a note '(Maksimum 500 aksara)'.

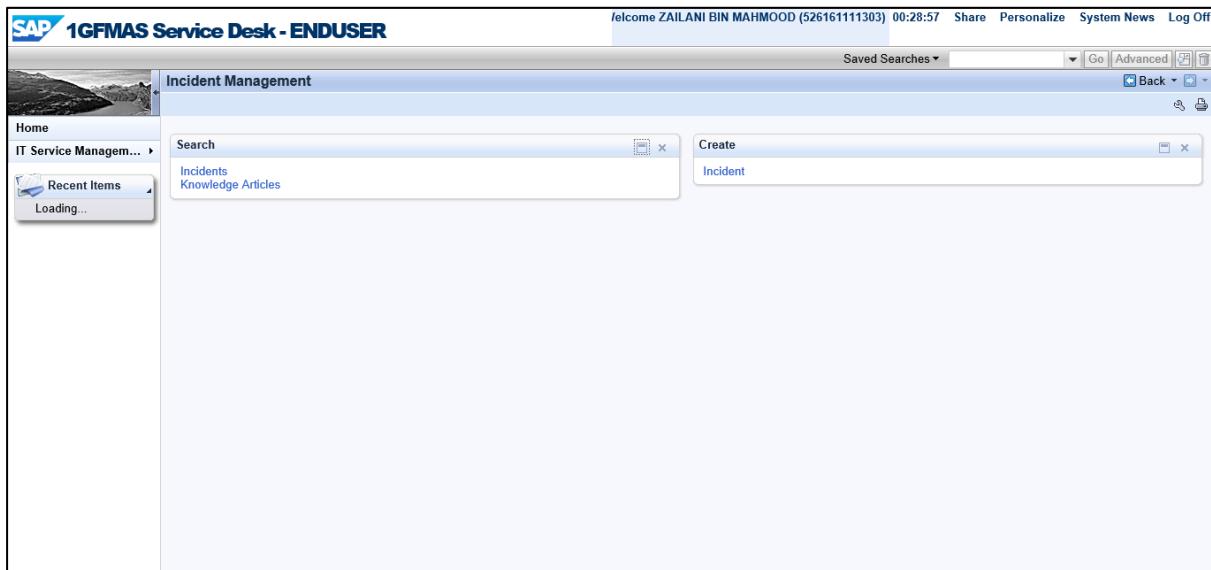
| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                                    | Catatan                                                    |
|-----|-----------------------|------------------|---------------------------------------------|------------------------------------------------------------|
| 1   | iGFMAS Service Desk   |                  | Klik hyperlink <b>iGFMAS Service Desk</b> . | Pengguna akan terus ke skrin iGFMAS Service Desk - [Home]. |

- ii. Skrin **Home** dipaparkan.



| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                          | Catatan |
|-----|-----------------------|------------------|-----------------------------------|---------|
| 1   | IT Service Management |                  | Klik <b>IT Service Management</b> |         |

- iii. Skrin **IT Service Management** dipaparkan.

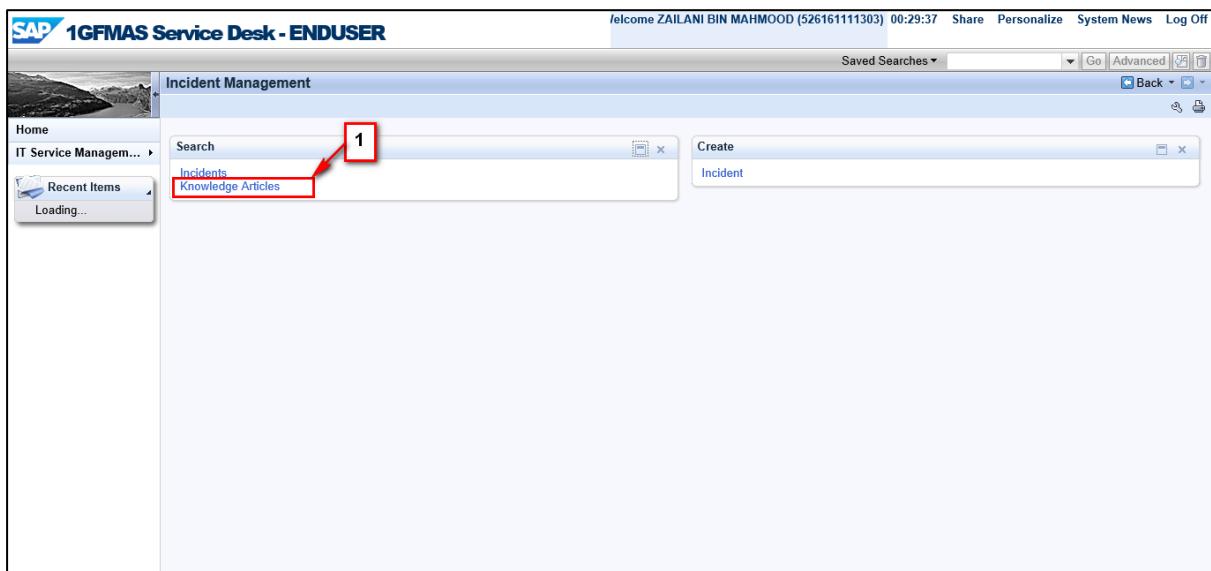


### 3.2.2. Merujuk **Knowledge Article (KnowA)**

*Knowledge Article (KnowA)* merupakan sumber rujukan dalam talian yang membantu pengguna iGFMAS mendapatkan penyelesaian sebelum aduan/pertanyaan dilaporkan.

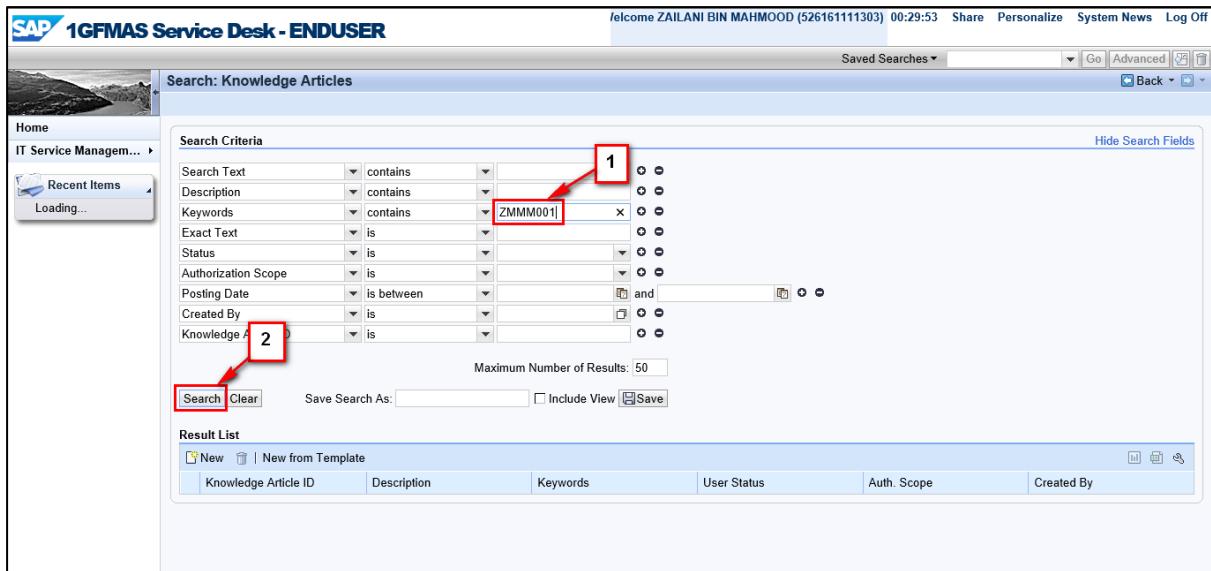
Pengguna mencari penyelesaian melalui *Knowledge Article (KnowA)*.

1. Skrin **IT Service Management** dipaparkan.



| No. | Nama Medan/<br>Butang       | Mandatori<br>(M) | Tindakan                         | Catatan |
|-----|-----------------------------|------------------|----------------------------------|---------|
| 1   | Search - Knowledge Articles |                  | Klik <b>Knowledge Articles</b> . |         |

2. Skrin **Search: Knowledge Articles** dipaparkan.



| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                                                                                                                                                                                                                                                                                                                        | Catatan                                                                                                              |
|-----|-----------------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| 1   | Keywords              |                  | Klik pada medan <b>Keywords</b><br>Masukkan kata kunci ( <i>keyword</i> ) yang diperolehi dari mesej ralat.<br>Merujuk kepada senario di para 2.1.1, mesej ralat adalah “ <b>Kod Kumpulan PTJ &amp; PTJ Dipertanggung tidak wujud dalam ZMMM001</b> ”. Contoh kata kunci ( <i>keyword</i> ) tersebut adalah “ <b>ZMMM001</b> ”. | Bagi ralat, medan <i>description</i> akan memaparkan mesej ralat seperti di Portal iGFMAS Service Desk atau SAP GUI. |
| 2   | Search                |                  | Klik <b>Search</b> .                                                                                                                                                                                                                                                                                                            |                                                                                                                      |

**NOTA:** -

- Pengguna boleh membuat carian menggunakan medan *Keywords* ataupun *Description*.
- Merujuk kepada senario di para 2.1.1, mesej ralat adalah “**Kod Kumpulan PTJ & PTJ Dipertanggung tidak wujud dalam ZMMM001**”.
  - Contoh *Keywords* adalah “**ZMMM001**”
  - Contoh *Description* adalah “**Kod Kumpulan PTJ & PTJ Dipertanggung**”

3. Skrin **Search: Knowledge Articles** dipaparkan.

The screenshot shows the SAP 1GFMAS Service Desk interface. The top navigation bar includes 'Welcome ZAILANI BIN MAHMOOD (526161111303) 00:27:49 Share Personalize System News Log Off'. Below the header, there's a 'Saved Searches' dropdown and a 'Go Advanced' link. The main area is titled 'Search: Knowledge Articles' with a note: 'Language was not specified and therefore set to logon language: English'. The 'Search Criteria' section contains fields for 'Search Text', 'Description', 'Keywords', 'Exact Text', 'Status', 'Authorization Scope', 'Posting Date', 'Created By', and 'Knowledge Article ID'. A 'Maximum Number of Results' input field is set to 50. Below these are 'Search' and 'Clear' buttons, and options to 'Save Search As...' and 'Include View Save'. The 'Result List' section displays '2 Knowledge Articles Found'. It includes a toolbar with 'New', 'New from Template', and other icons. Two rows of search results are shown:

| Knowledge Article ID | Description                                                      | Keywords | User Status | Auth. Scope    | Created By   |
|----------------------|------------------------------------------------------------------|----------|-------------|----------------|--------------|
| 600000012            | Kod Kumpulan PTJ dan PTJ Dipertanggung tidak wujud dalam ZMMM001 | ZMMM001  | Published   | Knowledge A... | 761118017630 |
| 6000000111           | Kod Kumpulan PTJ dan PTJ Dipertanggung tidak wujud dalam ZMMM001 | ZMMM001  | Published   | Knowledge A... | 761118017630 |

| No. | Nama Medan/<br>Butang                     | Mandatori<br>(M) | Tindakan                 | Catatan |
|-----|-------------------------------------------|------------------|--------------------------|---------|
| 1   | <i>Result List → Knowledge Article ID</i> |                  | Klik <b>6000000111</b> . |         |

4. Skrin **ZKnowledge Article** dipaparkan.

The screenshot shows the SAP iGFMAS Service Desk - ENDUSER interface. The title bar displays 'SAP 1GFMAS Service Desk - ENDUSER'. The main content area is titled 'ZKnowledge Article: 6000000111, Kod Kumpulan PTJ dan PTJ Dipertanggung'. The left sidebar shows 'Recent Items' with one item: '6000000111 Kod...'. The main panel has tabs for 'Details' (selected) and 'Edit'. Under 'General Data', there is an ID field (6000000111), a Description field ('Kod Kumpulan PTJ dan PTJ Dipertanggung tidak wujud dalam ZMMM001'), and a Keywords field ('ZMMM001'). Under 'Subject', four categories are listed: Category 1: Aplikasi, Category 2: Perolehan, Category 3: Pesanan Kerajaan, and Category 4: Bekalan & Perkhidmatan - Daftar. The 'Notes' section contains a note about a bug in the system and instructions for reporting it. The 'Attachments' tab shows no results found. At the bottom, there is a 'Upload Document From Local Hard Disk:' input field with 'Browse...' and 'Upload' buttons.

Sekiranya **Knowledge Article (KnowA)** tidak dapat menyelesaikan masalah atau **Knowledge Article** tidak dijumpai, Pengguna perlu mewujudkan **Incident**.

### 3.2.3. Mewujudkan *Incident: Status "New"*

Pengguna (*End User*) merangkumi semua pengguna di Kementerian, Jabatan dan Pusat Tanggungjawab (PTJ) yang menghadapi kesulitan/ ralat semasa menggunakan iGFMAS atau mempunyai sebarang aduan/ pertanyaan berkaitan iGFMAS.

Semasa/ setelah log Insiden di *iGFMAS Service Desk*, pengguna bertanggungjawab untuk:  
Mewujudkan Insiden dengan maklumat lengkap bagi aduan/pertanyaan yang dihadapi;

- i. Melampirkan *Evidence File* (dokumen bukti ralat) menggunakan EPSS sebagai bukti (sekiranya perlu);
- ii. Mengemaskini dan memberi maklumbalas ke atas Insiden yang berstatus *Customer Action* dalam tempoh tujuh (7) hari dengan mengemaskini status kepada *Customer Response*; dan
- iii. Mengemaskini dan memberi maklum balas ke atas Insiden yang berstatus *Proposed Solution* dalam tempoh tujuh (7) hari dengan mengemaskini status kepada *Customer Verification* sekiranya aduan masih belum selesai atau *Confirmed* sekiranya aduan telah selesai.

**1. Klik IT Service Management**

SAP 1GFMAS Service Desk - ENDUSER

ZKnowledge Article: 6000000111, Kod Kumpulan PTJ dan PTJ Dipertanggung

Home  
IT Service Management... **1**

Recent Items  
6000000111 Kod...

ID: 6000000111  
Description: Kod Kumpulan PTJ dan PTJ Dipertanggung tidak wujud dalam ZMMM001  
Keywords: ZMMM001

Category 1: Aplikasi  
Category 2: Perolehan  
Category 3: Pesanan Kerajaan  
Category 4: Bekalan & Perkhidmatan - Daftar

Notes  
Text Type: Solution Description

Ralat ini disebabkan kod Kumpulan PTJ & PTJ Tanggung tiada di dalam table ZMMM001.  
Masalah ini boleh diselesaikan dengan cara:-  
1) Pastikan kod Kumpulan PTJ & PTJ Tanggung dikuncemasuk dengan tepat.  
2) Jika kod Kumpulan PTJ & PTJ Tanggung telah dikuncemasuk dengan tepat tetapi ralat yang sama masih dipaparkan, sila log aduan dengan menyatakan ralat dan kod Kumpulan PTJ

Attachments Attachment URL With Template Advanced  
No result found  
Upload Document From Local Hard Disk: Browse... Upload

Change History Display Period  
Action Change Level New Value Old Value Changed By Changed On Changed At

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                          | Catatan |
|-----|-----------------------|------------------|-----------------------------------|---------|
| 1   | IT Service Management |                  | Klik <b>IT Service Management</b> |         |

**2. Skrin IT Service Management dipaparkan.**

SAP 1GFMAS Service Desk - ENDUSER

Incident Management

Home  
IT Service Management... **1**

Recent Items  
6000000111 Kod...

Search  
Incidents Knowledge Articles

Create  
**1** Incident

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan               | Catatan |
|-----|-----------------------|------------------|------------------------|---------|
| 1   | Create - Incident     |                  | Klik <b>Incident</b> . |         |

3. Skrin **ZIncident: New** dipaparkan.

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                                                                                 | Catatan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----|-----------------------|------------------|------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Description: *        | M                | Masukkan perihal/ rujukan masalah yang ingin dilaporkan.                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|     | Reported by: *        | M                |                                                                                          | Data ini adalah dijana secara <b>automatik</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 2   | Support Team ID: *    | M                | Klik  | <p>Klik  untuk membuat <b>carian Support Team ID</b> dengan menggunakan singkatan Pejabat Perakaunan.</p> <p><b>ATAU</b></p> <p>Masukkan <b>Business Partner (BP) Support Team ID</b> bagi Pejabat Perakaunan masing-masing. Sebagai contoh: <b>156</b>. Apabila kekunci <i>Enter</i> ditekan, nombor <i>Business Partner</i> akan bertukar kepada nama <i>Business Partner</i>, sebagai contoh <b>"1102MOF"</b></p> <p><b>(Kaedah ini akan terus ke Langkah 2.2.3 - iv)</b></p> |

4. Skrin **Search Partners – Webpage Dialog** dipaparkan.

Search Criteria

Search for: All Accounts

|                    |          |                     |                                  |
|--------------------|----------|---------------------|----------------------------------|
| Role               | is       | Organizational Unit | <input type="button" value="+"/> |
| Name 1 / Last Name | contains |                     | <input type="button" value="+"/> |
| City               | is       |                     | <input type="button" value="+"/> |
| Account ID         | contains |                     | <input type="button" value="+"/> |

Maximum Number of Results: 50

Result List

| ID | Name | Phone | Street | City | Region | Country |
|----|------|-------|--------|------|--------|---------|
|----|------|-------|--------|------|--------|---------|

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                              | Catatan |
|-----|-----------------------|------------------|---------------------------------------|---------|
| 1   | Name 1/ Last Name     |                  | Klik <input type="button" value="▼"/> |         |
| 2   | Name 1/ Last Name     |                  | Klik <b>contains</b>                  |         |

5. Skrin **Search Partners – Webpage Dialog** dipaparkan.

The screenshot shows the SAP Fiori search dialog for partners. The search criteria are set to find accounts where the name contains 'MOF'. The search button is highlighted with a red box labeled '2'. The result list shows one account found, '1102MOF KEM KEWANGAN', which is highlighted with a red box labeled '3'.

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                                                     | Catatan                                                                                                                                                                                                                                                              |
|-----|-----------------------|------------------|--------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Name 1/ Last Name     |                  | Masukkan singkatan Pejabat Perakaunan, sebagai contoh "MOF". | Masukkan singkatan Pejabat Perakaunan, sebagai contoh "MOF", untuk mencari <i>Business Partner (BP) Support Team</i> bagi Pejabat Perakaunan masing-masing.                                                                                                          |
| 2   | Search                | M                | Klik <b>Search</b>                                           |                                                                                                                                                                                                                                                                      |
| 3   | Result List → Name    |                  | Klik <b>1102MOF</b> .                                        | Klik pada baris <b>Business Partner (BP) Support Team</b> ID bagi Pejabat Perakaunan masing-masing. Sebagai contoh: <b>1102MOF</b> . Apabila diklik, nama <i>Business Partner</i> (sebagai contoh "156 - 1102MOF"), akan dimasukkan sebagai <i>Support Team ID</i> . |

6. Skrin **ZIncident: New** dipaparkan.

The screenshot shows the SAP iGFMAS Service Desk interface for creating a new incident. The main title is 'ZIncident: New'. At the top, there are three error messages: 'Make an entry in field 'Urgency'', 'Make an entry in field 'Type of Complain'', and 'Make an entry in field 'Kod Kumpulan PTJ & PTJ''. The 'Type of Complain' field is highlighted with a red box labeled '1'. Below it, a dropdown menu is open, showing several options, with 'KEMENTERIAN KEWANGAN MALAYSIA' highlighted with a red box labeled '2'. Other visible fields include 'Description' (Kod kump PTJ tidak wujud dalam ZMMM001), 'Reported by' (ZAILANI BIN MAHMOOD), 'Support Team ID' (1102MOF), 'Message Processor', 'Pejabat Perakaunan', 'Kementerian' (highlighted with a red box), 'Pegawai Pengawal', 'Kod Kumpulan PTJ & PTJ', 'Processing Data', 'Status' (New), 'Urgency' (highlighted with a red box), 'Priority' (4: Low), 'Category 2', 'Category 3', 'Category 4', 'Type of Complain' (highlighted with a red box), 'SAP Component', 'Related Problem', 'Related Request for Change', and 'Related Knowledge Article'.

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                                    | Catatan                                                             |
|-----|-----------------------|------------------|---------------------------------------------|---------------------------------------------------------------------|
| 1   | Kementerian: *        | M                | Klik ▾                                      | Senarai Kementerian akan dipaparkan.                                |
| 2   | Kementerian: *        | M                | Pilih <b>KEMENTERIAN KEWANGAN MALAYSIA.</b> | Pilih Kementerian. Contoh:<br><b>KEMENTERIAN KEWANGAN MALAYSIA.</b> |

7. Skrin **ZIncident: New** dipaparkan.

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                                               | Catatan                                                                             |
|-----|-----------------------|------------------|--------------------------------------------------------|-------------------------------------------------------------------------------------|
| 1   | Pegawai Pengawal: *   | M                | Klik ▾                                                 | Senarai Pegawai Pengawal dibawah Kementerian yang dipilih akan dipaparkan           |
| 2   | Pegawai Pengawal: *   | M                | Pilih <b>B6 - KETUA SETIAUSAHA PERBENDAHARAAN, MOF</b> | Pilih Pegawai Pengawal.<br>Contoh: <b>B6 - KETUA SETIAUSAHA PERBENDAHARAAN, MOF</b> |

**8. Skrin **ZIncident: New** dipaparkan.**

The screenshot shows the 'ZIncident: New' screen in SAP Service Manager. The main area contains fields for Description, Reported by, Support Team ID, Pejabat Perakaunan, and various categories and complain types. A red box labeled '1' points to the dropdown menu for 'Kod Kumpulan PTJ & PTJ' under 'Pejabat Perakaunan'. The 'Processing Data' section shows Status as New, Urgency as Low, and Priority as 4: Low. The 'Relationships' section includes fields for Related Problem, Related Request for Change, and Related Knowledge Article.

| No. | Nama Medan/<br>Butang   | Mandatori<br>(M) | Tindakan | Catatan                                                                                               |
|-----|-------------------------|------------------|----------|-------------------------------------------------------------------------------------------------------|
| 1   | Kod Kumpulan PTJ & PTJ: | M                | Klik ▾   | Senarai Kod Kumpulan PTJ & PTJ dibawah Kementerian dan Pengawal Pengawal yang dipilih akan dipaparkan |

9. Skrin **ZIncident: New** dipaparkan.

The screenshot shows the SAP Fiori interface for creating a new incident. At the top, there are three mandatory fields: Urgency, Type of Complain, and Kod Kum. A red box labeled '1' highlights the 'Kod Kum' dropdown menu, which lists various codes starting with 24010101. The main form contains sections for Description, Reported by, Support Team ID, Message Processor, Pejabat Perakaunan, Kementerian, Pegawai Pengawal, Processing Data, Status, Urgency, Priority, and several relationship fields like SAP Component and Relationships.

| No. | Nama Medan/<br>Butang   | Mandatori<br>(M) | Tindakan                | Catatan                                                    |
|-----|-------------------------|------------------|-------------------------|------------------------------------------------------------|
| 1   | Kod Kumpulan PTJ & PTJ: | M                | Pilih <b>24010101</b> . | Pilih Kod Kumpulan PTJ & PTJ.<br>Contoh: <b>24010101</b> . |

**NOTA:**

- Terdapat 2 kaedah:
  - Pengguna klik dan memilih Kementerian → Pegawai Pengawal → Kod Kumpulan PTJ & PTJ (satu per satu),

**ATAU**

- Pengguna klik dan terus memilih “Kod Kumpulan PTJ & PTJ”. Maklumat “Kementerian” dan “Pegawai Pengawal” akan diisi secara automatik.

**10. Skrin **ZIncident: New** dipaparkan.**

The screenshot shows the 'ZIncident: New' form. At the top, there are three validation error messages: 'Make an entry in field 'Urgency'', 'Make an entry in field 'Type of Complain'', and 'Make an entry in field 'Category' 3''. The 'General Data' section contains fields for ID, Description, Reported by, Support Team ID, Message Processor, Pejabat Perakaunan, Kementerian, Pegawai Pengawal, and Kod Kumpulan PTJ & PTJ. The 'Processing Data' section includes fields for Status, Urgency (with a dropdown menu), and Priority. The 'Category' section has four dropdown menus for Category 1 to 4. The 'Type of Complain' section has a dropdown for Type of Complain. The 'SAP Component' section has a dropdown for SAP Component. The 'Relationships' section includes fields for Related Problem, Related Request for Change, and Related Knowledge Article. Red boxes and numbers 1 and 2 highlight specific fields: number 1 highlights the 'Urgency' dropdown in the 'Processing Data' section, and number 2 highlights the 'Medium' option in the same dropdown.

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                | Catatan                                                                      |
|-----|-----------------------|------------------|-------------------------|------------------------------------------------------------------------------|
| 1   | Urgency: *            | M                | Klik ▾                  |                                                                              |
| 2   | Urgency: *            | M                | Pilih 3: <b>Medium.</b> | Pilih <i>urgency</i> yang bersesuaian dengan <i>Incident</i> yang dilaporkan |

11. Skrin **ZIncident: New** dipaparkan.

The screenshot shows the SAP 1GFMAS Service Desk interface. The main title bar says 'SAP 1GFMAS Service Desk - ENDUSER'. The top navigation bar includes 'Saved Searches', 'Go', 'Advanced', 'Log Off', and other links. Below the title bar, there's a message bar with '5 Messages' and some error messages: 'Make an entry in field 'Type of Complain'', 'Make an entry in field 'Category 3'', and 'Make an entry in field 'Category 2''. The main content area is titled 'ZIncident: New'. It has tabs for 'Details' and 'Edit'. Under 'General Data', there are fields for ID, Description (containing 'Ked kump PTJ tidak wujud dalam ZMMM001'), Reported by (ZAILANI BIN MAHMOOD), Support Team ID (1102MOF), Message Processor, Pejabat Perakaunan, Kementerian (KEMENTERIAN KEWANGAN MALAYSIA), Pegawai Pengawal (B6 - KETUA SETIAUSAHA PERBENDAHARAAN, MC), and Kod Kumpulan PTJ & PTJ (24010101). Under 'Category', there are four dropdown menus: Category 1 (selected 'Aplikasi'), Category 2, Category 3 (selected 'Authorization'), and Category 4 (selected 'ICT WebMethods'). Under 'Type of Complain', there is a dropdown menu. Under 'SAP Component', there is a dropdown menu. Under 'Processing Data', there are fields for Status (New), Urgency (Medium), and Priority (4: Low). Under 'Relationships', there are fields for Related Problem, Related Request for Change, and Related Knowledge Article.

| No. | Nama Medan/ Butang | Mandatori (M) | Tindakan                | Catatan                                                |
|-----|--------------------|---------------|-------------------------|--------------------------------------------------------|
| 1   | Category 1:*       | M             | Klik ▾.                 |                                                        |
| 2   | Category 1:*       | M             | Pilih <b>Aplikasi</b> . | Rujuk penerangan <b>Category</b> seperti di Lampiran 1 |

**NOTA:**

- Terdapat 2 kaedah:
  - Pengguna klik dan memilih medan **Category 1** → **Category 2** → **Category 3** → **Category 4** (jika perlu), mengikut turutan **Category**.

**ATAU**

- Pengguna klik dan terus memilih medan **Category 3**. Medan **Category 1** dan **Category 2** akan diisi secara automatik.
- Penerangan mengenai **Category** adalah seperti di Lampiran 1.

**12.** Skrin **ZIncident: New** dipaparkan.

The screenshot shows the 'ZIncident: New' screen in SAP GUI. At the top, there are three validation errors:

- ① Make an entry in field 'Type of Complain'
- ② Make an entry in field 'Category 3'
- ③ Make an entry in field 'Category 2'

The 'Category' section contains the following fields:

- \* Category 1: Aplikasi (highlighted with a red box labeled 1)
- \* Category 2: (highlighted with a red box labeled 2)
- \* Category 3: Panjar Pengurusan Arahan Pembayaran Perakuanan Aset
- \* Category 4: Perolehan

The 'Type of Complain' section lists:

- \* Type of Complain: SAPGUI - 1GFMAS Service Desk
- SAPGUI - Accounts Assets

The 'SAP Component' section is empty.

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                 | Catatan                                        |
|-----|-----------------------|------------------|--------------------------|------------------------------------------------|
| 1   | Category 2: *         | M                | Klik ▾.                  |                                                |
| 2   | Category 2: *         | M                | Pilih <b>Perolehan</b> . | Rujuk penerangan <b>Category</b> di Lampiran 1 |

**13.** Skrin **ZIncident: New** dipaparkan.

The screenshot shows the **ZIncident: New** form. In the **Category** section, the dropdown menu is open, with the first item 'Aplikasi' highlighted. A red box labeled '1' points to the dropdown arrow. In the **Type of Complain** section, the dropdown menu is also open, with the item 'Pesanan Kerajaan' highlighted. A red box labeled '2' points to the dropdown arrow. The top status bar shows three messages: 'Make an entry in field "Type of Complain"', 'Make an entry in field "Category 3"', and 'Obligatory text "Description" not maintained'.

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                        | Catatan                                                                           |
|-----|-----------------------|------------------|---------------------------------|-----------------------------------------------------------------------------------|
| 1   | Category 3:*          | M                | Klik ▾.                         |                                                                                   |
| 2   | Category 3:*          | M                | Pilih <b>Pesanan Kerajaan</b> . | ia merupakan submenu bagi Category 2.<br>Rujuk penerangan Category di Lampiran 1. |

**14.** Skrin **ZIncident: New** dipaparkan.

The screenshot shows the **ZIncident: New** form. In the **Category** section, the dropdown menu is open, with the item 'Bekalan & Perkhidmatan' highlighted. A red box labeled '1' points to the dropdown arrow. In the **Type of Complain** section, the dropdown menu is also open, with the item 'Bekalan & Perkhidmatan - Batal' highlighted. A red box labeled '2' points to the dropdown arrow. The top status bar shows two messages: 'Make an entry in field "Type of Complain"' and 'Obligatory text "Description" not maintained'.

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                                           | Catatan                                                                           |
|-----|-----------------------|------------------|----------------------------------------------------|-----------------------------------------------------------------------------------|
| 1   | Category 4:           |                  | Klik ▾.                                            |                                                                                   |
| 2   | Category 4:           |                  | Pilih <b>Bekalan &amp; Perkhidmatan - Daftar</b> . | ia merupakan submenu bagi Category 3.<br>Rujuk penerangan Category di Lampiran 1. |

15. Skrin **Zincident: New** dipaparkan.

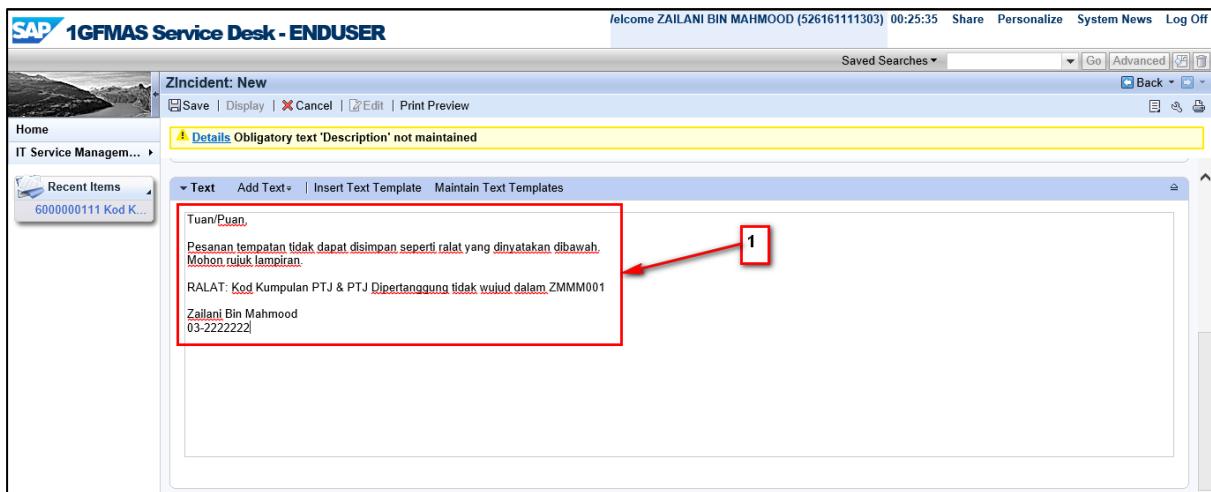
The screenshot shows the 'Zincident: New' form. At the top, there are two error messages: 'Make an entry in field 'Type of Complain'' and 'Details Obligatory text 'Description' not maintained'. The main area is divided into sections: 'General Data', 'Category', 'Type of Complain', 'SAP Component', 'Processing Data', 'Relationships', and 'Related Problem'. The 'Type of Complain' section is highlighted with a red box and arrow 1, showing 'Aplikasi' selected. A dropdown menu below it also shows 'Aplikasi' highlighted with a red box and arrow 2.

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan              | Catatan                                                                                                |
|-----|-----------------------|------------------|-----------------------|--------------------------------------------------------------------------------------------------------|
| 1   | Type of Complain: *   | M                | Klik ▾.               |                                                                                                        |
| 2   | Type of Complain: *   | M                | Pilih <b>Aplikasi</b> | ia merupakan jenis masalah yang dihadapi Pengguna.<br>Rujuk penerangan Type of Complain di Lampiran 2. |

**NOTA:**

- Penerangan mengenai **Type of Complain** adalah seperti di Lampiran 2.

**16.** Skrin **ZIncident: New** dipaparkan.



| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                                                                                                                                                                                                                                                                                                       | Catatan                                                                                              |
|-----|-----------------------|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| 1   | <i>Text</i>           |                  | <p>Masukkan maklumat ataupun penerangan mengenai masalah, sebagai contoh: -</p> <p><b>Tuan/ Puan,</b><br/> <b>Pesanan tempatan tidak dapat disimpan seperti ralat yang dinyatakan dibawah. Mohon rujuk lampiran.</b><br/> <b>RALAT: Kod Kumpulan PTJ &amp; PTJ Dipertanggung tidak wujud dalam ZMMM001</b></p> | <p>Ia merujuk kepada perihal masalah yang dihadapi.</p> <p>Nyatakan dengan jelas dan terperinci.</p> |

17. Skrin **Zincident: New** dipaparkan.

**Zincident: New**

Save | Display | Cancel | Edit | Print Preview

**Details** Obligatory text 'Description' not maintained

Lelaki dan perempuan  
03-2222222

Attachments Attachment URL With Template Advanced

No result found

Upload Document From Local Hard Disk: Browse... Upload

Related Knowledge Articles New New from Template Edit List Suggest Knowledge Articles

Insert

| Action | ID | Description | Category | Priority |
|--------|----|-------------|----------|----------|
|        |    |             |          |          |

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                      | Catatan |
|-----|-----------------------|------------------|-------------------------------|---------|
| 1   | URL                   |                  | Klik pada butang <b>URL</b> . |         |

18. Skrin **New URL -- Webpage Dialog** dipaparkan.

**Zincident: New**

Save | Display | Cancel | Edit | Print Preview

**Details**

General Data

ID: K

\* Description: K

\* Reported by: Z

\* Support Team ID: 1

Message Processor:

Pejabat Perakaunan:

\* Kementerian: K

\* Pegawai Pengawal: B

\* Kod Kumpulan PTJ & PTJ: 2

Create URL

\* Name: Kod Kump PTJ tidak wujud dalam ZMMM001

\* URL: http://epnacd068:8080/IssueReport

Processing Data

\* Status: New

\* Urgency: Medium

Priority: 4: Low

Category

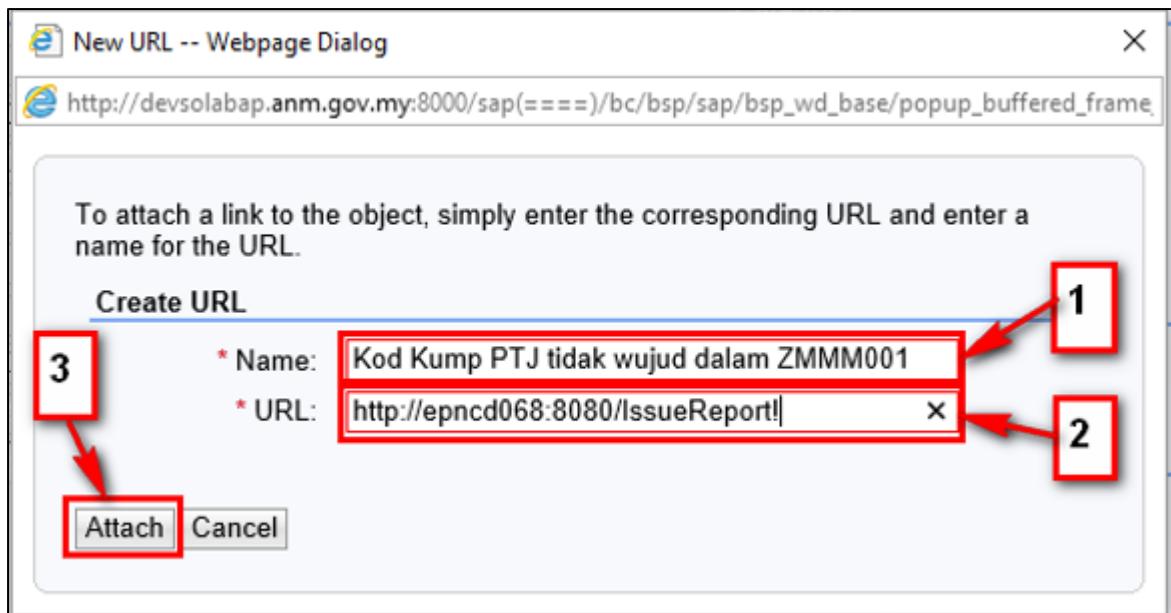
To attach a link to the object, simply enter the corresponding URL and enter a name for the URL.

Attach Cancel

Related Problem: \_\_\_\_\_

Related Request for Change: \_\_\_\_\_

Related Knowledge Article: \_\_\_\_\_



| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                                                                                                       | Catatan                                                                                                                                                                                                                                                                                |
|-----|-----------------------|------------------|----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Name: *               | M                | Dalam petak Name: *, masukkan nama fail bagi URL, sebagai contoh <b>Kod Kump PTJ tidak wujud dalam ZMMM001</b> | Masukkan nama fail yang bersesuaian.<br><br><b>PERHATIAN:</b> - nama fail perlu mengambarkan ralat yang dilampirkan.                                                                                                                                                                   |
| 2   | URL: *                | M                | Tekan cursor dalam petak URL: *, dan tekan <b>Paste (Ctrl + V)</b> .                                           | URL yang dilampirkan adalah <i>Evidence</i> URL yang disalin daripada Proses Muat Naik Dokumen Ke iGFMAS Service Desk.<br><br><b>PERHATIAN:</b> -Jika anda sudah copy URL tersebut ke aplikasi lain (Contoh: Notepad/ Microsoft Word), anda perlu copy and paste URL tersebut ke sini. |
| 3   | Attach                |                  | Klik <b>Attach</b> untuk kepilkan fail bagi URL berkaitan.                                                     | <b>PERHATIAN:</b> - Untuk memastikan URL itu berfungsi, klik hyperlink URL untuk membuka <i>Evident file</i> dari EPSS Server.                                                                                                                                                         |

**19.** Skrin **ZIncident: New** dipaparkan.

The screenshot shows the SAP iGFMAS Service Desk interface. At the top, it says "SAP 1GFMAS Service Desk LEVEL 1". The title bar includes the user "AZLI BIN MOHAMAD KHAIRUDDI (800126115205) 00:29:56", "Share", "Personalize", "System News", and "Log Off". Below the title bar, there are buttons for "Saved Searches", "Go", "Advanced", and "Back". The main area is titled "ZIncident: 8000052313, Kod kump PTJ tidak wujud dalam ZMMM001". It has tabs for "Details" and "Edit". Under "General Data", there are fields for ID (8000052313), Description (Kod kump PTJ tidak wujud dalam ZMMM001), Reported by (ZAILANI BIN MAHMOOD), Support Team ID (1102MOF KEM KEWANGAN), Message Processor (1102MOF), Pejabat Perakaunan (1102MOF), Kementerian (KEMENTERIAN KEWANGAN MALAYSIA), Pegawai Pengawal (B6 - KETUA SETIAUSAHA PERBENDAHARAAN, MOF), and Kod Kumpulan PTJ & PTJ (24010101). Under "Category", it lists Category 1: Aplikasi, Category 2: Perolehan, Category 3: Pesanan Kerajaan, and Category 4: Bekalan & Perkhidmatan - Daftar. There are also sections for "Type of Complain", "SAP Component", and "Relationships". At the bottom, there are buttons for "Text Log", "Description", "Language: All entries", "Maximum Lines: 30", and "Text Type: All entries". A red box labeled "1" points to the "Save" button in the top toolbar.

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                                                    | Catatan                                                                         |
|-----|-----------------------|------------------|-------------------------------------------------------------|---------------------------------------------------------------------------------|
| 1   | Save                  | M                | Klik <b>Save</b> untuk menjana Nombor Incident di medan ID. | Nombor <i>Incident</i> akan digunakan sebagai rujukan <i>Incident</i> tersebut. |

**NOTA:** -

- Sekiranya Pengguna klik *Log Off*, sesi aplikasi iGFMAS Service Desk akan tamat dan perlu *Log On* semula.**
- Sekiranya Pengguna menutup tab browser iGFMAS Service Desk, pengguna tidak perlu *Log On* semula.**

### 3.2.4. Notifikasi Emel dihantar kepada *First Level Support*

1. Skrin **Notifikasi Emel** - [8000052313: Kod Kump PTJ tidak wujud dalam ZMMM001] dipaparkan.

No.: 8000052313

Prioriti: 4: *Low*

Status: *New*

*Support Team:* KEM KEWANGAN 1102MOF

Telefon:

Email: [seksyenperundingan\\_bamof@anm.gov.my](mailto:seksyenperundingan_bamof@anm.gov.my)

Keterangan: Kod kump PTJ tidak wujud dalam ZMMM001

Mohon kerjasama tuan/ puan untuk mengambil tindakan ke atas insiden tersebut.

Sila pilih salah satu link/ kaedah di bawah untuk capaian ke Insiden:

1. 1GFMAS Service Desk <https://1gfmassupport.anm.gov.my> atau
2. 1GFMAS Portal <https://1gfmas.anm.gov.my> (klik 1GFMAS Service Desk *link*) atau
3. SAP GUI (klik 1GFMAS Service Desk *link*)

Sekian, terima kasih.

Unit Khidmat Pelanggan, JANM

### 3.3. TINDAKAN FIRST LEVEL SUPPORT – AKUTERIMA & PROSES INSIDEN

Pasukan Khidmat Nasihat di Pejabat Perakaunan merupakan *First Level Support* yang bertanggungjawab ke atas perkara berikut:

- Menyemak dan memberi pengesahan terimaan (aku terima) bagi Insiden yang berstatus *New* dengan mengemaskini status kepada *In Process*.

#### 3.3.1. Mengemaskini *Incident*: Status *New* → *In Process*

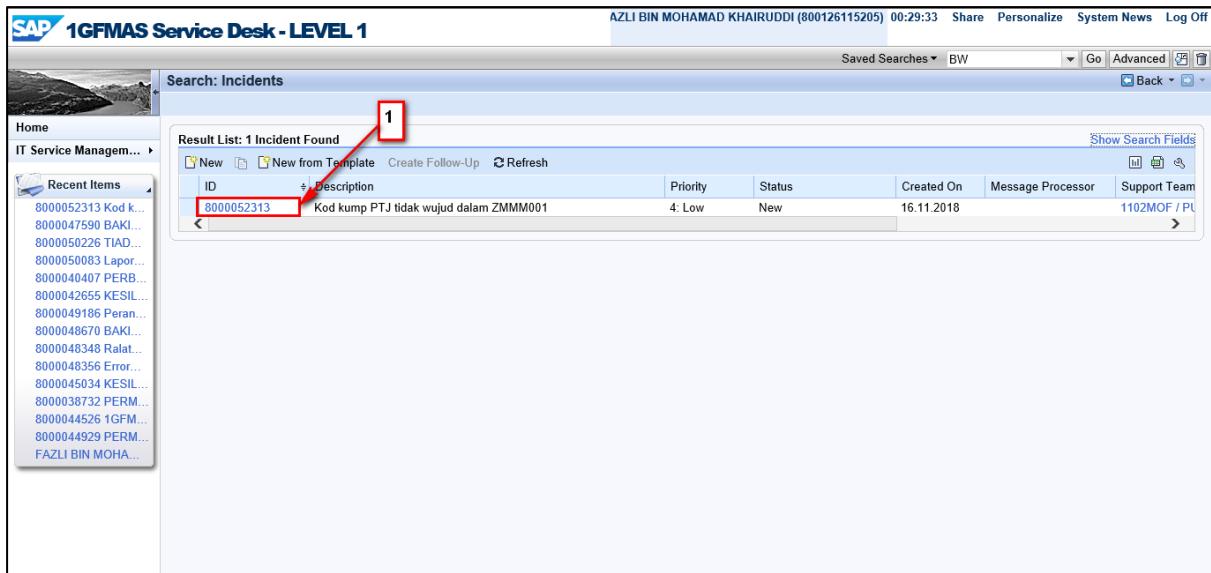
##### 1. Log On ke Portal iGFMAS Service Desk

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                                         | Catatan |
|-----|-----------------------|------------------|--------------------------------------------------|---------|
| 1   | User: *               | M                | Masukkan user-ID, sebagai contoh "800126115205". |         |
| 2   | Password: *           | M                | Masukkan password, sebagai contoh "*****".       |         |
| 3   | Log On                | M                | Klik <b>Log On</b> .                             |         |

## 2. Skrin **Home** dipaparkan

| No. | Nama Medan/<br>Butang                   | Mandatori<br>(M) | Tindakan                     | Catatan                                                     |
|-----|-----------------------------------------|------------------|------------------------------|-------------------------------------------------------------|
| 1   | <b>My Sharebox →<br/>Inbox → PP_MOF</b> |                  | Klik pada link <b>PP_MOF</b> | Pilih Inbox mengikut Pejabat Perakaunan (PP) masing-masing. |

3. Skrin **Search: Incidents** dipaparkan.



| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                 | Catatan                                         |
|-----|-----------------------|------------------|--------------------------|-------------------------------------------------|
| 1   | Result List → ID      |                  | Klik <b>8000052313</b> . | Klik pada <i>Incident</i> yang hendak diproses. |

4. Skrin **Zincident** dipaparkan.

SAP 1GFMAS Service Desk - LEVEL 1

Zincident: 8000052313, Kod kump PTJ tidak wujud dalam ZMMM001

Save | Display | Cancel | **Edit** | Print Preview

**General Data**

- ID: 8000052313
- \* Description: Kod kump PTJ tidak wujud dalam ZMMM001
- \* Reported by: ZAILANI BIN MAHMOOD
- \* Support Team ID: 1102MOF
- Message Processor: **1102MOF** (highlighted with a red box)
- Pejabat Perakaunan: 1102MOF
- \* Kementerian: KEMENTERIAN KEWANGAN MALAYSIA
- \* Pegawai Pengawal: B6 - KETUA SETIAUSAHA PERBENDAHARAAN, MC
- \* Kod Kumpulan PTJ & PTJ: 24010101

**Category**

- \* Category 1: Aplikasi
- \* Category 2: Perolehan
- \* Category 3: Pesanan Kerajaan
- Category 4: Bekalan & Perkhidmatan - Daftar

**Type of Complain**

- \* Type of Complain: Aplikasi

**SAP Component**

SAP Component: [empty]

**Processing Data**

- \* Status: New
- \* Urgency: Medium
- \* Priority: 4: Low

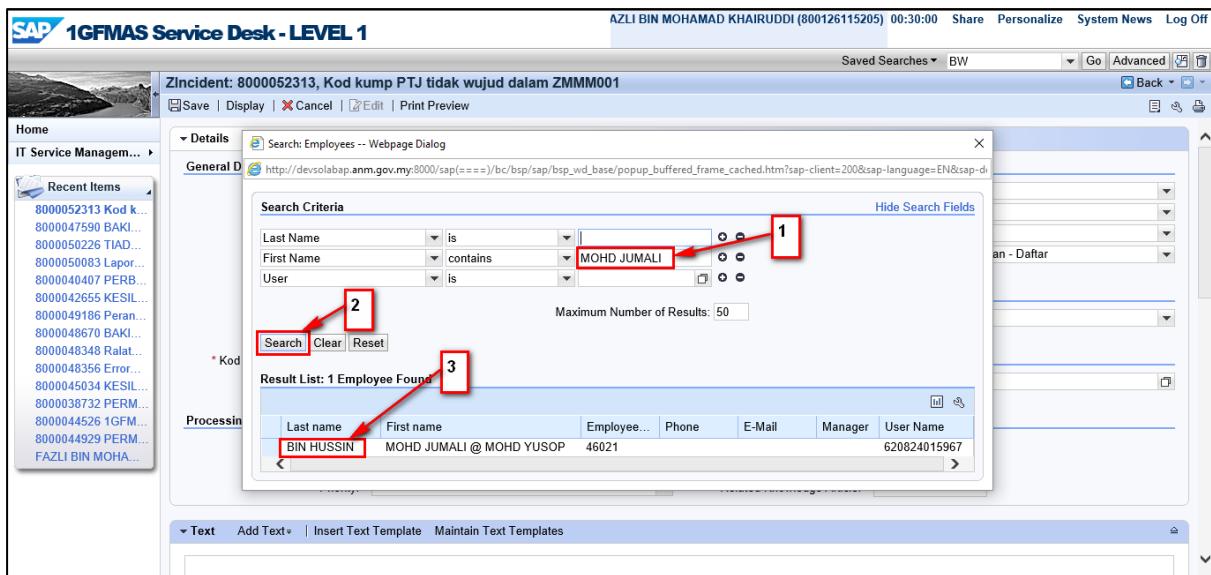
**Relationships**

- Related Problem: [empty]
- Related Request for Change: [empty]
- Related Knowledge Article: [empty]

Text Add Text | Insert Text Template Maintain Text Templates

| No. | Nama Medan/<br>Butang     | Mandatori<br>(M) | Tindakan                                                                                                                                                                                                                                                                                                                                         | Catatan                                                                                                                                                                                                                                                                                                                                                                                |
|-----|---------------------------|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | <i>Edit</i>               | M                | Klik <b>Edit</b> .                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                        |
| 2   | <i>Message Processor:</i> |                  | Klik <br><br>Klik  untuk membuat carian <i>Business Partner</i> (BP) pegawai dalam <i>First Level Support Team</i> yang bertanggungjawab keatas setiap <i>Incident</i> . | <b>ATAU</b><br>Masukkan Nombor <i>Business Partner</i> (BP) pegawai dalam <i>First Level Support Team</i> . Sebagai contoh:<br><b>46021</b> . Apabila kekunci Enter ditekan, nombor <i>Business Partner</i> akan bertukar kepada nama <i>Business Partner</i> , sebagai contoh " <b>MOHD JUMALI @ MOHD YUSOP BIN HUSSIN</b> ".<br><b>(Kaedah ini akan terus ke Langkah 2.3.1 - vi)</b> |

5. Skrin **Search Employees – Webpage Dialog** dipaparkan.



| No. | Nama Medan/<br>Butang           | Mandatori<br>(M) | Tindakan                                                                                             | Catatan                                                                                                                                                                                                                                                                                                             |
|-----|---------------------------------|------------------|------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | <i>First Name</i>               |                  | Masukkan nama pegawai dalam <i>First Level Support Team</i> , sebagai contoh “ <b>MOHD JUMALI</b> ”. | Masukkan nama pegawai dalam <i>First Level Support Team</i> , sebagai contoh “ <b>MOHD JUMALI</b> ”, untuk mencari <i>Business Partner</i> (BP) pegawai tersebut.                                                                                                                                                   |
| 2   | Search                          | M                | Klik <b>Search</b>                                                                                   |                                                                                                                                                                                                                                                                                                                     |
| 3   | <i>Result List → First Name</i> |                  | Klik baris <b>BIN HUSSIN - MOHD JUMALI @ MOHD YUSOP</b> .                                            | Klik pada baris Nama pegawai <i>First Level Support Team</i> .<br>Sebagai contoh: <b>BIN HUSSIN - MOHD JUMALI @ MOHD YUSOP - 46021</b> .<br>Apabila diklik, nama <i>Business Partner</i> pegawai (sebagai contoh " <b>MOHD JUMALI @ MOHD YUSOP BIN HUSSIN</b> ", akan dimasukkan sebagai <i>Message Processor</i> . |

6. Skrin **ZIncident** dipaparkan.

SAP 1GFMAS Service Desk - LEVEL 1

ZIncident: 8000052313, Kod kump PTJ tidak wujud dalam ZMMM001

Save | Display | Cancel | Edit | Print Preview

**General Data**

- ID: 8000052313
- \* Description: Kod kump PTJ tidak wujud dalam ZMMM001
- \* Reported by: ZAILANI BIN MAHMOOD
- \* Support Team ID: 1102MOF
- Message Processor: MOHD JUMALI @ MOHD YUSOP BIN HUSSIN
- Pejabat Perakaunan: 1102MOF
- \* Kementerian: KEMENTERIAN KEWANGAN MALAYSIA
- \* Pegawai Pengawal: B6 - KETUA SETIAUSAHA PERBENDAHARAAN, MC
- \* Kod Kumpulan PTJ & PTJ: 24010101

**Category**

- \* Category 1: Aplikasi
- \* Category 2: Perolehan
- \* Category 3: Pesanan Kerajaan
- Category 4: Bekalan & Perkhidmatan - Daftar

**Type of Complain**

- \* Type of Complain: Aplikasi

**SAP Component**

**Processing Data**

- \* Status: New
- \* Urgency: New
- \* Priority: In Process

**Relationships**

- Related Problem: [ ]
- Related Request for Change: [ ]
- Related Knowledge Article: [ ]

Text Add Text | Insert Text Template Maintain Text Templates

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                  | Catatan |
|-----|-----------------------|------------------|---------------------------|---------|
| 1   | Status: *             | M                | Klik                      |         |
| 2   | Status: *             |                  | Pilih <b>In Process</b> . |         |

7. Skrin **ZIncident** dipaparkan.

SAP 1GFMAS Service Desk - LEVEL 1

ZIncident: 8000052313, Kod kump PTJ tidak wujud dalam ZMMM001

Save | Display | Cancel | Edit | Print Preview

**Text**

Tuan/Puan,  
Isu telah diterima dan dalam tindakan pegawai bertugas.  
-First Level Support

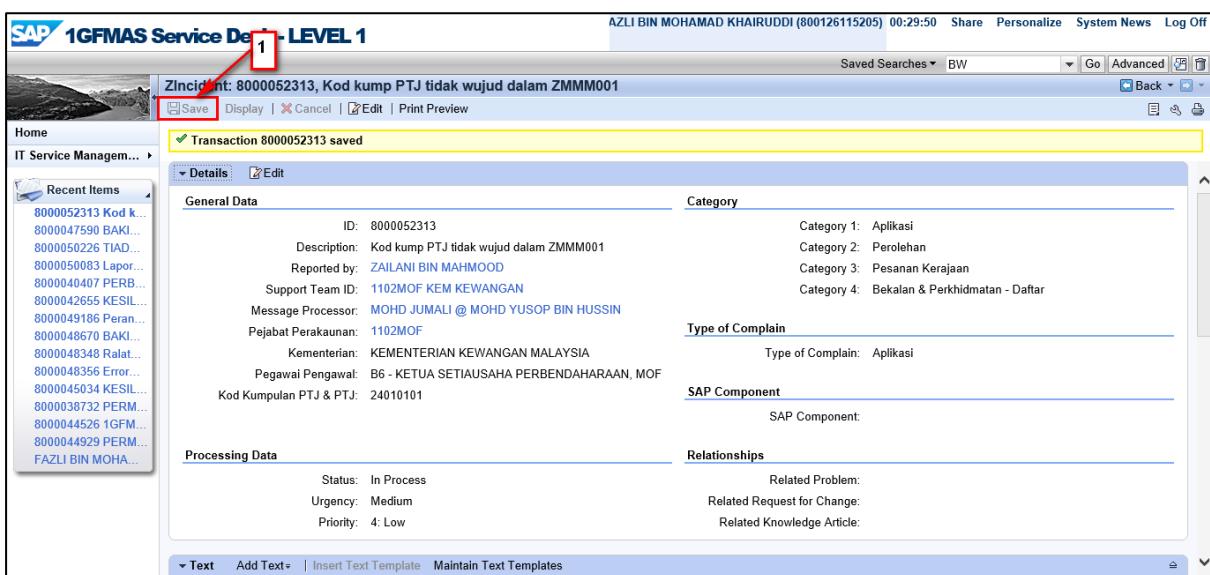
**Text Log**

Description: 16.11.2018 12:43:21 ZAILANI BIN MAHMOOD

Language: All entries Maximum Lines: 30 Text Type: All entries

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                                                                                                                                                          | Catatan                                                                                                                                                                     |
|-----|-----------------------|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Text                  | M                | Masukkan maklumbalas terhadap <i>Incident</i> tersebut, sebagai contoh: -<br><b>Tuan/ Puan,</b><br><b>Isu telah diterima dan dalam tindakan pegawai bertugas.</b> | Masukkan ayat berikut jika status <i>Incident</i> adalah dari "New" ke "In Process"<br><b>Tuan/ Puan,</b><br><b>Isu telah diterima dan dalam tindakan pegawai bertugas.</b> |

8. Skrin **Zincident** dipaparkan.



The screenshot shows the SAP iGFMAS Service Desk interface with the title bar 'SAP 1GFMAS Service Desk LEVEL 1'. A red box labeled '1' highlights the 'Save' button in the top toolbar. The main area displays an incident record with the ID 'Zincident: 8000052313, Kod kump PTJ tidak wujud dalam ZMMM001'. A yellow message bar at the top states 'Transaction 8000052313 saved'. The details section shows general data like ID, description, reporter, and category, along with processing data and relationships. The bottom navigation bar includes 'Text', 'Add Text', 'Insert Text Template', and 'Maintain Text Templates'.

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan           | Catatan |
|-----|-----------------------|------------------|--------------------|---------|
| 1   | Save                  | M                | Klik <b>Save</b> . |         |

**NOTA:** -

- Sekiranya Pengguna klik **Log Off**, sesi aplikasi iGFMAS Service Desk akan tamat dan perlu **Log On** semula.
- Sekiranya Pengguna menutup **tab browser** iGFMAS Service Desk, pengguna tidak perlu **Log On** semula.

### 3.3.2. Notifikasi Emel dihantar kepada *First Level Support Message Processor*

1. Skrin **Notifikasi Emel** - [8000052313: Kod Kump PTJ tidak wujud dalam ZMMM001] dipaparkan.

No. : 8000052313

Prioriti: 4: *Low*

Status: *In Process*

Message Processor: MOHD JUMALI @ MOHD YUSOP BIN HUSSIN

Telefon: +603888210001654

Email: jumali@anm.gov.my

Keterangan: Kod kump PTJ tidak wujud dalam ZMMM001

Mohon kerjasama tuan/ puan untuk mengambil tindakan ke atas insiden tersebut.

Sila pilih salah satu link/ kaedah di bawah untuk capaian ke Insiden :

1. 1GFMAS *Service Desk* <https://1gfmassupport.anm.gov.my> atau
2. 1GFMAS Portal <https://1gfmas.anm.gov.my> (klik 1GFMAS *Service Desk link*) atau
3. SAP GUI (klik 1GFMAS *Service Desk link*)

Sekian, terima kasih.

Unit Khidmat Pelanggan, JANM

### 3.4. TINDAKAN FIRST LEVEL SUPPORT MESSAGE PROCESSOR – MOHON MAKLUMAT TAMBAHAN

Pasukan Khidmat Nasihat di Pejabat Perakaunan merupakan *First Level Support* yang bertanggungjawab ke atas perkara berikut:

- Memohon maklumat tambahan daripada pelapor (sekiranya perlu) dengan mengemaskini status kepada *Customer Action*.

#### 3.4.1. Mengemaskini *Incident: Status in Process* → *Customer Action*

1. Skrin Portal iGFMAS Service Desk dipaparkan.



| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                                         | Catatan |
|-----|-----------------------|------------------|--------------------------------------------------|---------|
| 1   | User: *               | M                | Masukkan user-ID, sebagai contoh "620824015967". |         |
| 2   | Password: *           | M                | Masukkan password, sebagai contoh "*****".       |         |
| 3   | Log On                | M                | Klik <b>Log On</b> .                             |         |

2. Skrin **Home** dipaparkan.

**My Messages - Reported By Me**

Result List: 0 Messages Found, Last Refresh: 19.11.2018 17:34:22  
Message Type: Incidents Status: Open

No result found

Your assigned Business Partner: MOHD JUMALI @ MOHD YUSOP BIN HUSSIN (46021)  
Manage Substitutes

Maximum Number of Results: 100

**My Messages - Assigned To Me**

Result List: 1 Message Found, Last Refresh: 19.11.2018 17:34:22  
Message Type: Incidents Status: Open

1

| ID         | Description                      | Posting Date | Prio... | User Status | Category                                                                  |
|------------|----------------------------------|--------------|---------|-------------|---------------------------------------------------------------------------|
| 8000052313 | Kod kump PTJ tidak wujud dala... | 16.11.2018   | 4: Low  | In Process  | Aplikasi > Perolehan > Pesanan Kerajaan > Bekalan & Perkhidm; KEMENTER... |

Your assigned Business Partner: MOHD JUMALI @ MOHD YUSOP BIN HUSSIN (46021)  
Manage Substitutes

Maximum Number of Results: 100

| No. | Nama Medan/<br>Butang         | Mandatori<br>(M) | Tindakan                      | Catatan |
|-----|-------------------------------|------------------|-------------------------------|---------|
| 1   | My Messages<br>Assigned to Me | -                | Klik pada <b>8000052313</b> . |         |

3. Skrin **ZIncident** dipaparkan.

**SAP 1GFMAS Service Desk - LEVEL 1**

ZIncident: 8000052313, Kod kump PTJ tidak wujud dalam ZMMM001

Save | Display | Cancel | **Edit** | Print Preview

**General Data**

- ID: 8000052313
- Description: Kod kump PTJ tidak wujud dalam ZMMM001
- Reported by: ZAILANI BIN MAHMOOD
- Support Team ID: 1102MOF KEM KEGAWANGAN
- Message Processor: MOHD JUMALI @ MOHD YUSOP BIN HUSSIN
- Pejabat Perakaunan: 1102MOF
- Kementerian: KEMENTERIAN KEWANGAN MALAYSIA
- Pegawai Pengawal: B6 - KETUA SETIAUSAHA PERBENDAHARAAN, MOF
- Kod Kumpulan PTJ & PTJ: 24010101

**Type of Complain**

- Type of Complain: Aplikasi

**SAP Component**

- SAP Component:

**Processing Data**

- Status: In Process
- Urgency: Medium
- Priority: 4: Low

**Relationships**

- Related Problem:
- Related Request for Change:
- Related Knowledge Article:

**Text Log**

Description

Language: All entries Maximum Lines: 30 Text Type: All entries

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan           | Catatan |
|-----|-----------------------|------------------|--------------------|---------|
| 1   | Edit                  | M                | Klik <b>Edit</b> . |         |

4. Skrin **ZIncident** dipaparkan.

**SAP 1GFMAS Service Desk - LEVEL 1**

ZIncident: 8000052313, Kod kump PTJ tidak wujud dalam ZMMM001

Save | Display | Cancel | **Edit** | Print Preview

**Processing Data**

- \* Status: In Process
- \* Urgency: Medium
- \* Priority: 4: Low

**Relationships**

- Related Problem:
- Related Request for Change:
- Related Knowledge Article:

**Text Log**

Tuan/Puan,  
Sila nyatakan kod kumpulan PTJ & PTJ Dipertanggung yang hendak digunakan dan kemaskini status kepada Customer Response.]

1

**Text Log**

Description

Language: All entries Maximum Lines: 30 Text Type: All entries

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                                                                                                                                                                                                                                                                    | Catatan |
|-----|-----------------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 1   | <i>Text</i>           |                  | <p>Masukkan permohonan maklumat tambahan yang diperlukan daripada pelapor, sebagai contoh: -</p> <p><b>Tuan/ Puan,</b></p> <p><b>Sila nyatakan kod kumpulan PTJ &amp; PTJ Dipertanggung yang hendak digunakan dan kemaskini status kepada <i>Customer Response</i>.</b></p> |         |

5. Skrin **Zincident** dipaparkan.

The screenshot shows the SAP iGFMAS Service Desk interface. The main title is "Zincident: 8000052313, Kod kumpul PTJ tidak wujud dalam ZMMM001". The "Processing Data" section is expanded, showing the following fields:

- Status: In Process
- Urgency: In Process
- Priority: Customer Action

A red box labeled "1" points to the "Status" dropdown menu, and another red box labeled "2" points to the "Customer Action" option within that menu. The status bar at the bottom of the screen also displays the message: "Sila nyatakan kod kumpulan PTJ & PTJ Dipertanggung yang hendak digunakan dan kemaskini status kepada Customer Response."

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                       | Catatan              |
|-----|-----------------------|------------------|--------------------------------|----------------------|
| 1   | <i>Status: *</i>      | M                | Klik                           |                      |
| 2   | <i>Status: *</i>      |                  | Pilih <b>Customer Action</b> . | Pilih dalam senarai. |

**NOTA:**

- Aduan akan dianggap telah selesai dan akan ditutup jika tiada maklumbalas diterima daripada Pengguna dalam tempoh **7 hari (Incident masih berstatus Customer Action).**

6. Skrin **Zincident** dipaparkan.

The screenshot shows the SAP iGFMAS Service Desk interface. At the top, there's a navigation bar with links like Home, IT Service Management, Incident, and a search bar. Below the navigation bar is a toolbar with buttons for Save, Display, Cancel, Edit, and Print Preview. A red box highlights the 'Save' button, and a red arrow points to it. The main area displays an incident record with various details: ID: 8000052313, Description: Kod kump PTJ tidak wujud dalam ZMMM001, Reported by: ZAILANI BIN MAHMOOD, Support Team ID: 1102MOF KEM KEWANGAN, Message Processor: MOHD JUMALI @ MOHD YUSOP BIN HUSSIN, Pejabat Perakaunan: 1102MOF, Kementerian: KEMENTERIAN KEWANGAN MALAYSIA, Pegawai Pengawal: B6 - KETUA SETIAUSAHA PERBENDAHARAAN, MOF, Kod Kumpulan PTJ & PTJ: 24010101. There are tabs for General Data, Category, Type of Complain, SAP Component, Processing Data, and Relationships. At the bottom, there are buttons for Text, Add Text, Insert Text Template, and Maintain Text Templates.

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan           | Catatan |
|-----|-----------------------|------------------|--------------------|---------|
| 1   | Save                  | M                | Klik <b>Save</b> . |         |

**NOTA:** -

- Sekiranya Pengguna klik **Log Off**, sesi aplikasi iGFMAS Service Desk akan tamat dan perlu **Log On** semula.
- Sekiranya Pengguna menutup **tab browser** iGFMAS Service Desk, pengguna tidak perlu **Log On** semula.

### 3.4.2. Notifikasi Emel dihantar kepada Pengguna

1. Skrin **Notifikasi Emel** - [8000052313: Kod Kump PTJ tidak wujud dalam ZMMM001] dipaparkan.

No.: 8000052313

Prioriti: 4: *Low*

Status: *Customer Action*

Dilaporkan Oleh: ZAILANI BIN MAHMOOD

Telefon:

Email: zailani.btpnkel@moe.gov.my

Keterangan: Kod kump PTJ tidak wujud dalam ZMMM001

Mohon kerjasama tuan/ puan untuk mengambil tindakan ke atas insiden tersebut.

Sila pilih salah satu link/ kaedah di bawah untuk capaian ke Insiden:

1. 1GFMAS *Service Desk* <https://1gfmassupport.anm.gov.my> atau
2. 1GFMAS Portal <https://1gfmas.anm.gov.my> (klik 1GFMAS *Service Desk link*) atau
3. SAP GUI (klik 1GFMAS *Service Desk link*)

Sekian, terima kasih.

Unit Khidmat Pelanggan, JANM

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                | Catatan |
|-----|-----------------------|------------------|-------------------------|---------|
| 1   | <i>Hyperlink</i>      |                  | Klik <b>Hyperlink</b> . |         |

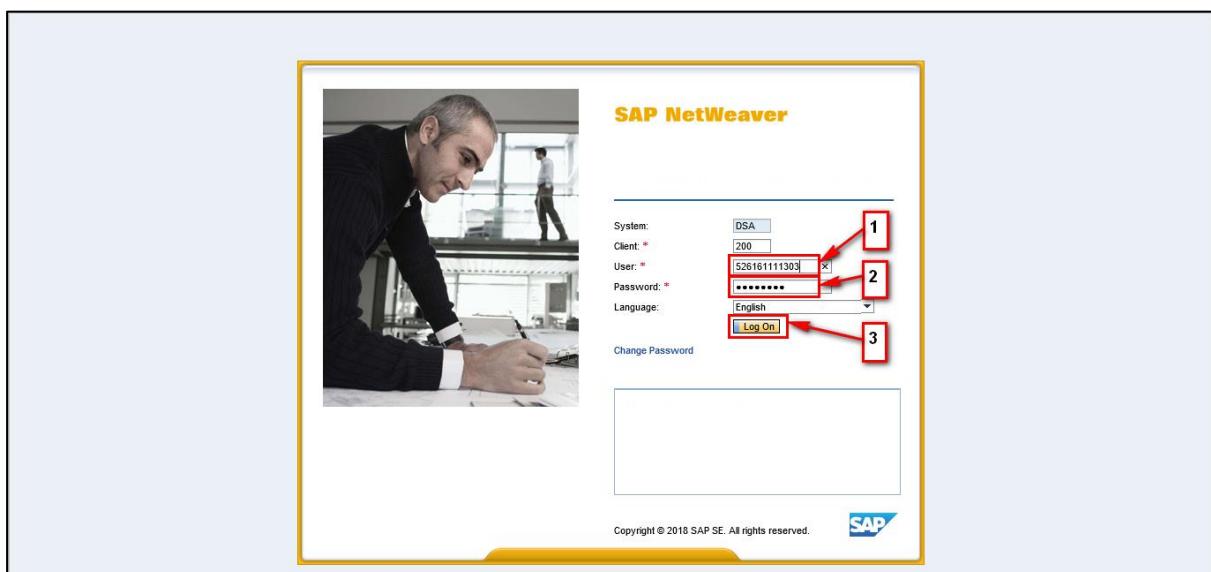
### 3.5. TINDAKAN PENGGUNA/ PELAPOR – SEDIA MAKLUMAT TAMBAHAN

Semasa/ setelah log Insiden di iGFMAS Service Desk, pengguna bertanggungjawab untuk:

- Mengemaskini dan memberi maklumbalas ke atas Insiden yang berstatus *Customer Action* dalam tempoh tujuh (7) hari dengan mengemaskini status kepada *Customer Response*

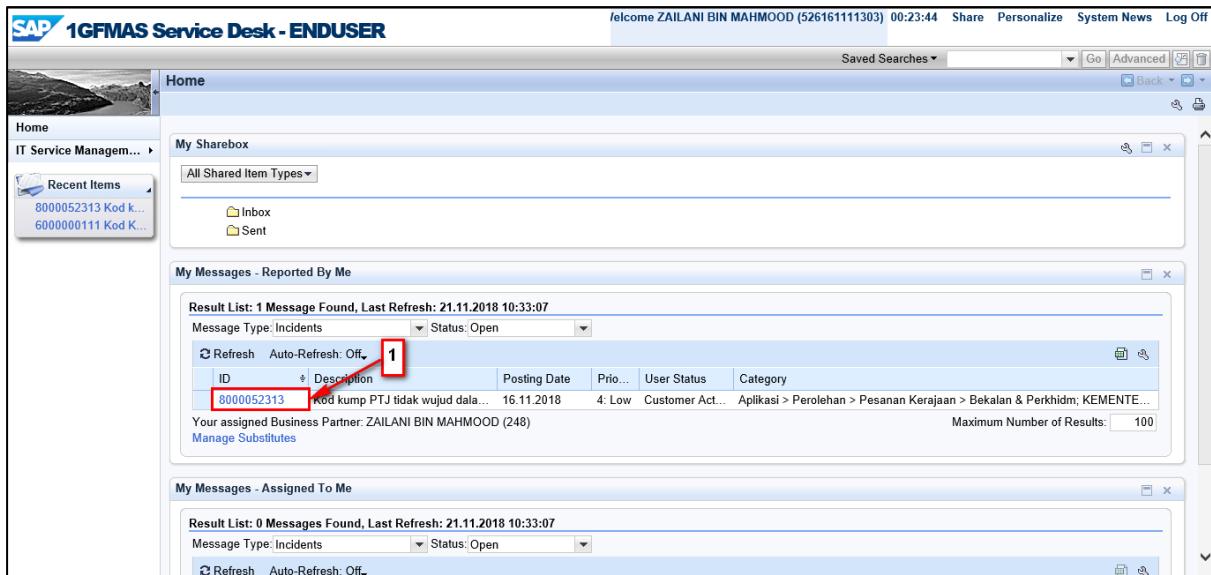
#### 3.5.1. Mengemaskini *Incident*: Status *Customer Action* → *Customer Response*

- Skrin **Portal iGFMAS Service Desk** dipaparkan.



| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                                      | Catatan |
|-----|-----------------------|------------------|-----------------------------------------------|---------|
| 1   | User: *               | M                | Masukkan data, sebagai contoh "526161111303". |         |
| 2   | Password: *           | M                | Masukkan data, sebagai contoh "*****".        |         |
| 3   | Log On                | M                | Klik <b>Log On</b> .                          |         |

2. Skrin **Home** dipaparkan.



| No. | Nama Medan/<br>Butang           | Mandatori<br>(M) | Tindakan              | Catatan |
|-----|---------------------------------|------------------|-----------------------|---------|
| 1   | My Messages –<br>Reported by Me |                  | Klik pada 8000052313. |         |

3. Skrin **ZIncident** dipaparkan.

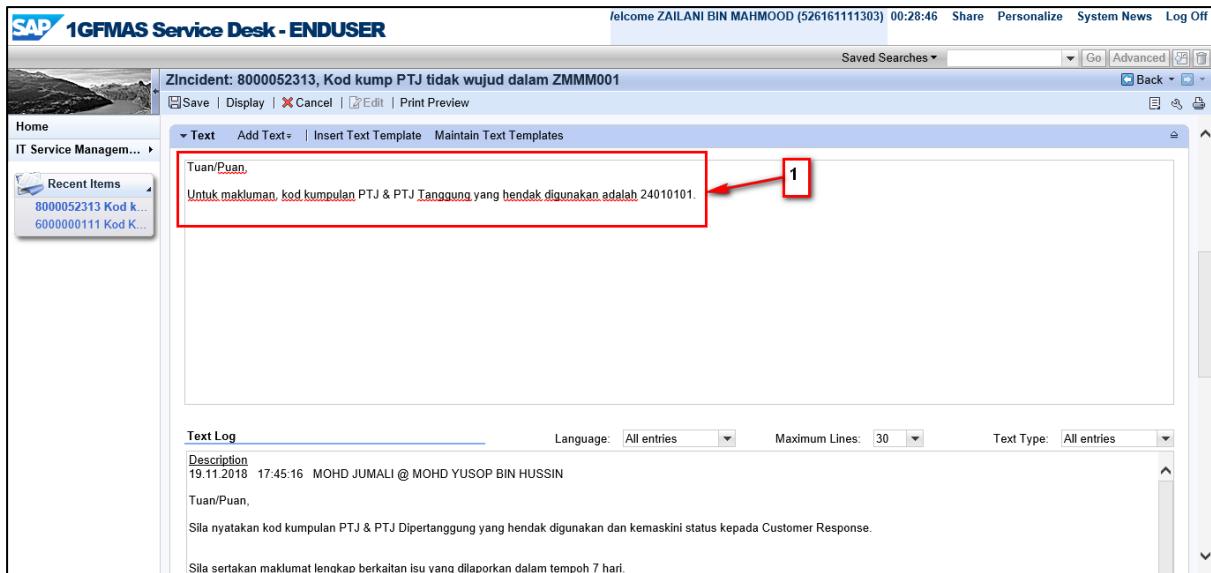
The screenshot shows the SAP 1GFMAS Service Desk - ENDUSER interface. The main title bar says "SAP 1GFMAS Service Desk - ENDUSER". The top navigation bar includes "Saved Searches", "Go", "Advanced", "Log Off", and other links. The main content area is titled "ZIncident: 8000052313, Kod kump PTJ tidak wujud dalam ZMMM001". It has tabs for "Save", "Display", "Cancel", and "Edit" (which is highlighted with a red box and labeled 1). Below this is a "Details" tab with "General Data" and "Category" sections. The "General Data" section contains fields like ID, Description, Reported by, Support Team ID, Message Processor, Pejabat Perakaunan, Kementerian, Pegawai Pengawal, and Kod Kumpulan PTJ & PTJ. The "Category" section lists four categories: Aplikasi, Perolehan, Pesanan Kerajaan, and Bekalan & Perkhidmatan - Daftar. To the right are sections for "Type of Complain" (set to Aplikasi), "SAP Component" (empty), and "Relationships" (with fields for Related Problem, Request for Change, and Knowledge Article). At the bottom are buttons for "Text", "Add Text", "Insert Text Template", and "Maintain Text Templates". Callouts with numbers 1, 2, and 3 point to the "Edit" button, the SAP Component dropdown, and the "Status" dropdown respectively.

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                         | Catatan              |
|-----|-----------------------|------------------|----------------------------------|----------------------|
| 1   | Edit                  |                  | Klik <b>Edit</b> .               |                      |
| 2   | Status: *             | M                | Klik ▾.                          |                      |
| 3   | Status: *             |                  | Pilih <b>Customer Response</b> . | Pilih dalam senarai. |

**NOTA:**

- Aduan akan dianggap telah selesai dan akan ditutup jika tiada maklumbalas diterima daripada Pengguna dalam tempoh **7 hari (Incident masih berstatus Customer Action)**.

4. Skrin **ZIncident** dipaparkan.



| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                                                                                                                                                                        | Catatan                                                                                              |
|-----|-----------------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| 1   | Text                  |                  | <p>Masukkan maklumbalas, sebagai contoh: -</p> <p><b>Tuan/ Puan,</b><br/> <b>Untuk makluman, kod kumpulan PTJ &amp; PTJ Tanggung yang hendak digunakan adalah 24010101.</b></p> | <p>Ia merujuk kepada perihal masalah yang dihadapi.</p> <p>Nyatakan dengan jelas dan terperinci.</p> |

5. Skrin **Zincident** dipaparkan.

The screenshot shows the SAP iGFMAS Service Desk - ENDUSER interface. At the top, there's a header with the SAP logo, the service name, and user information. Below the header, a message box displays 'Zincident # 8000052313, Kod kump PTJ tidak wujud dalam ZMMM001'. Underneath this, there are several buttons: 'Save' (highlighted with a red box and labeled '1'), 'Display', 'Cancel', 'Edit', and 'Print Preview'. A success message 'Transaction 8000052313 saved' is shown in a yellow box. The main area is titled 'Details' and contains sections for 'General Data', 'Category', 'Type of Complain', 'SAP Component', 'Processing Data', and 'Relationships'. Each section has various fields filled with data. At the bottom of the form, there are buttons for 'Text', 'Add Text...', 'Insert Text Template', and 'Maintain Text Templates'.

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan           | Catatan |
|-----|-----------------------|------------------|--------------------|---------|
| 1   | Save                  | M                | Klik <b>Save</b> . |         |

**NOTA:** -

- Sekiranya Pengguna klik **Log Off**, sesi aplikasi iGFMAS Service Desk akan tamat dan perlu **Log On** semula.
- Sekiranya Pengguna menutup **tab browser** iGFMAS Service Desk, pengguna tidak perlu **Log On** semula.

### 3.5.2. Notifikasi Emel dihantar kepada *First Level Support Message Processor*

1. Skrin **Notifikasi Emel** - [8000052313: Kod Kump PTJ tidak wujud dalam ZMMM001] dipaparkan.

No.: 8000052313

Prioriti: 4: *Low*

Status: *Customer Response*

Message Processor: MOHD JUMALI @ MOHD YUSOP BIN HUSSIN

Telefon: +603888210001654

Email: jumali@anm.gov.my

Keterangan: Kod kump PTJ tidak wujud dalam ZMMM001

Mohon kerjasama tuan/ puan untuk mengambil tindakan ke atas insiden tersebut.

Sila pilih salah satu link/kaedah di bawah untuk capaian ke Insiden :

1. 1GFMAS *Service Desk* <https://1gfmassupport.anm.gov.my> atau
2. 1GFMAS Portal <https://1gfmas.anm.gov.my> (klik 1GFMAS *Service Desk link*) atau
3. SAPGUI (klik 1GFMAS *Service Desk link*)

Sekian, terima kasih.

Unit Khidmat Pelanggan, JANM

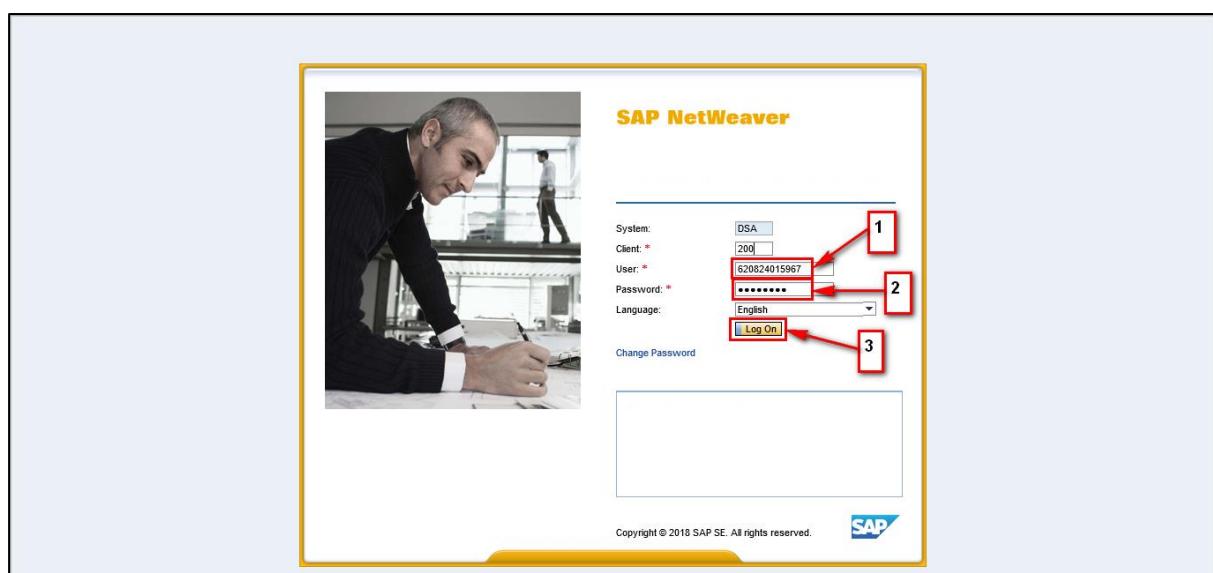
| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                       | Catatan |
|-----|-----------------------|------------------|--------------------------------|---------|
| 1   | <i>Hyperlink</i>      |                  | Klik <b><i>Hyperlink</i></b> . |         |

### 3.6. TINDAKAN FIRST LEVEL SUPPORT MESSAGE PROCESSOR – SEDIA CADANGAN PENYELESAIAN

Pasukan Khidmat Nasihat di Pejabat Perakaunan merupakan *First Level Support* bertanggungjawab ke atas perkara berikut:

- Melampirkan KnowA sebagai cadangan penyelesaian (sekiranya ada).
- Memberi penyelesaian ke atas Insiden yang dilaporkan dengan mengemaskini status kepada *Proposed Solution*.

1. Skrin **Portal iGFMAS Service Desk** dipaparkan.



| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                                         | Catatan |
|-----|-----------------------|------------------|--------------------------------------------------|---------|
| 1   | User: *               | M                | Masukkan user-ID, sebagai contoh "620824015967". |         |
| 2   | Password: *           | M                | Masukkan data, sebagai contoh "*****".           |         |
| 3   | Log On                | M                | Klik <b>Log On</b> .                             |         |

### 3.6.1. Merujuk Knowledge Article (KnowA)

1. Skrin **Home** dipaparkan.

**My Messages - Reported By Me**

Result List: 0 Messages Found, Last Refresh: 19.11.2018 17:34:22

Message Type: Incidents Status: Open

| ID              | Description | Posting Date | Prio... | User Status | Category |
|-----------------|-------------|--------------|---------|-------------|----------|
| No result found |             |              |         |             |          |

Your assigned Business Partner: MOHD JUMALI @ MOHD YUSOP BIN HUSSIN (46021) Maximum Number of Results: 100

**My Messages - Assigned To Me**

Result List: 1 Message Found, Last Refresh: 19.11.2018 17:34:22

Message Type: Incidents Status: Open

| ID         | Description                            | Posting Date | Prio... | User Status | Category                                                                                        |
|------------|----------------------------------------|--------------|---------|-------------|-------------------------------------------------------------------------------------------------|
| 8000052313 | Kod kump PTJ tidak wujud dalam ZMMM001 | 16.11.2018   | 4: Low  | In Process  | Aplikasi > Perolehan > Pesanan Kerajaan > Bekalan & Perkhidmatan: KEMENTERIAN KEWANGAN MALAYSIA |

Your assigned Business Partner: MOHD JUMALI @ MOHD YUSOP BIN HUSSIN (46021) Maximum Number of Results: 100

| No. | Nama Medan/<br>Butang                   | Mandatori<br>(M) | Tindakan                      | Catatan |
|-----|-----------------------------------------|------------------|-------------------------------|---------|
| 1   | <i>My Messages -<br/>Assigned to Me</i> |                  | Klik pada <b>8000052313</b> . |         |

2. Skrin **ZIncident** dipaparkan.

**ZIncident: 8000052313, Kod kump PTJ tidak wujud dalam ZMMM001**

**Edit** Print Preview

**General Data**

ID: 8000052313  
Description: Kod kump PTJ tidak wujud dalam ZMMM001  
Reported by: ZAILANI BIN MAHMOOD  
Support Team ID: 1102MOF KEM KEWANGAN  
Message Processor: MOHD JUMALI @ MOHD YUSOP BIN HUSSIN  
Pejabat Perakuan: 1102MOF KEMENTERIAN KEWANGAN MALAYSIA  
Kementerian: KEMENTERIAN KEWANGAN MALAYSIA  
Pegawai Pengawal: B6 - KETUA SETIAUSAHA PERBENDAHARAAN, MOF  
Kod Kumpulan PTJ & PTJ: 24010101

**Type of Complain**

Type of Complain: Aplikasi

**SAP Component**

SAP Component:

**Processing Data**

Status: Customer Response  
Urgency: Medium  
Priority: 4: Low

**Relationships**

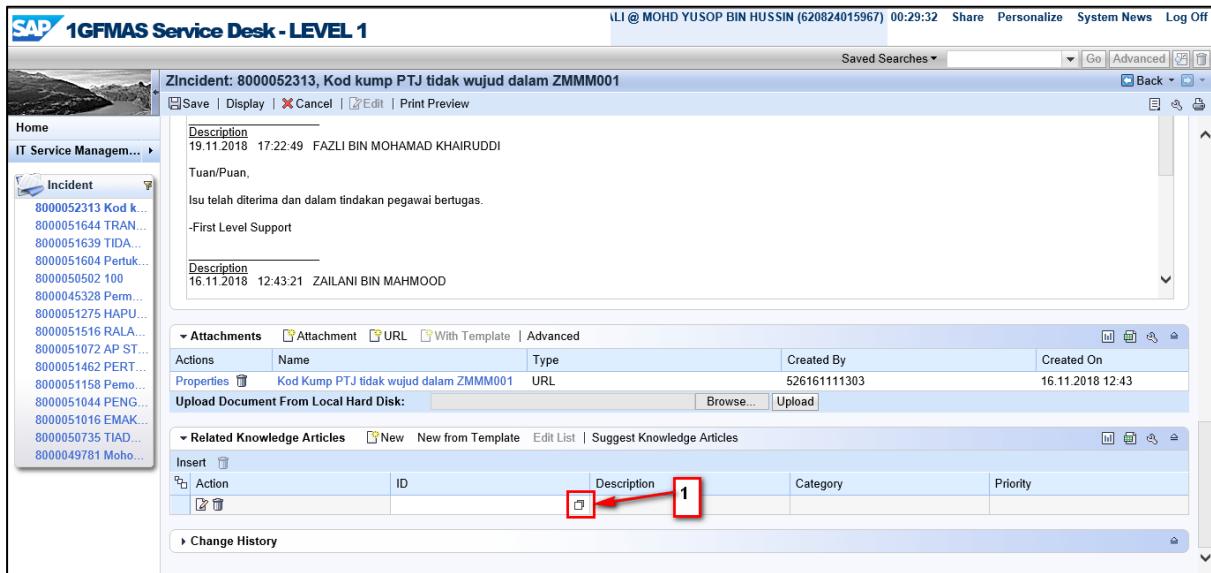
Related Problem:  
Related Request for Change:  
Related Knowledge Article:

**Text Log**

Language: All entries Maximum Lines: 30 Text Type: All entries

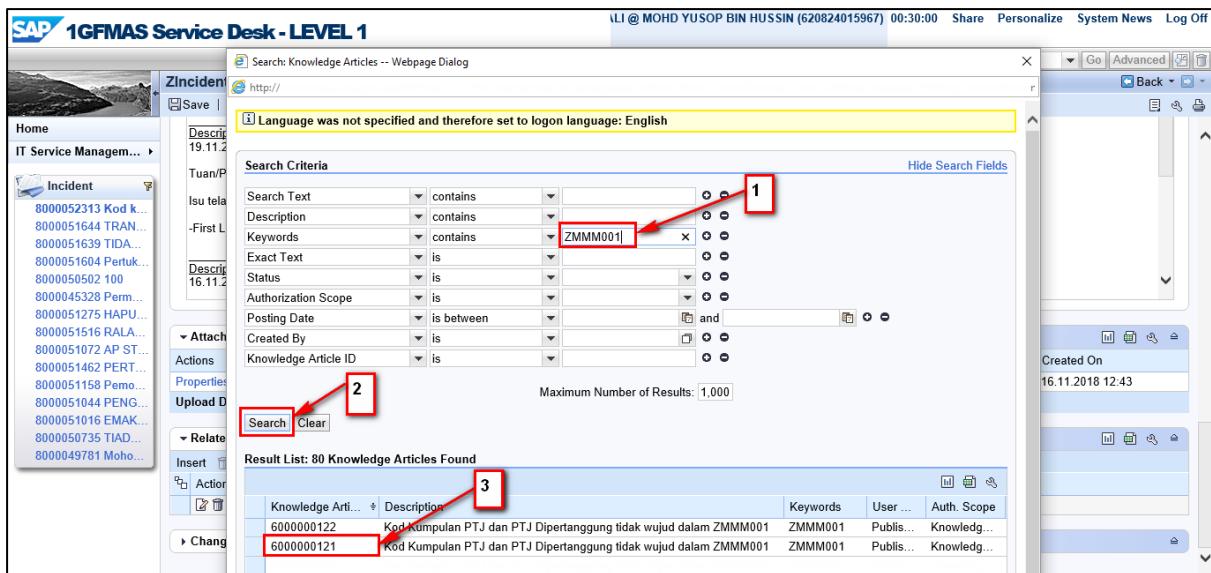
| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan           | Catatan |
|-----|-----------------------|------------------|--------------------|---------|
| 1   | Edit                  |                  | Klik <b>Edit</b> . |         |

3. Skrin **Zincident** dipaparkan.



| No. | Nama Medan/<br>Butang          | Mandatori<br>(M) | Tindakan                                                                                   | Catatan                                                     |
|-----|--------------------------------|------------------|--------------------------------------------------------------------------------------------|-------------------------------------------------------------|
| 1   | Related Knowledge Article → ID |                  | Klik  . | Tindakan ini adalah untuk membuat carian Knowledge Article. |

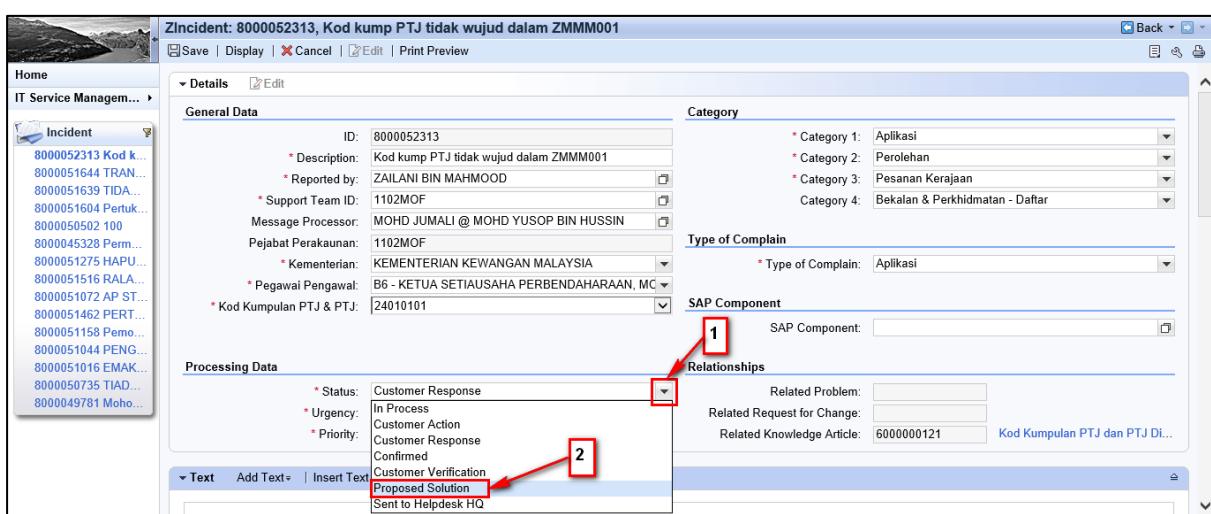
4. Skrin **Search: Knowledge Articles -- Webpage Dialog** dipaparkan.



| No. | Nama Medan/<br>Butang                 | Mandatori<br>(M) | Tindakan                                       | Catatan |
|-----|---------------------------------------|------------------|------------------------------------------------|---------|
| 1   | Keyword                               |                  | Masukkan kata kunci, sebagai contoh "ZMMM001". |         |
| 2   | Search                                |                  | Klik <b>Search</b> .                           |         |
| 3   | Result List →<br>Knowledge Article ID |                  | Klik <b>6000000122</b> .                       |         |

3.6.2. Mengemaskini Incident: Status Customer Response → Proposed Solution

1. Skrin **Zincident** dipaparkan.



| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                         | Catatan              |
|-----|-----------------------|------------------|----------------------------------|----------------------|
| 1   | Status: *             | M                | Klik                             |                      |
| 2   | Status: *             |                  | Pilih <b>Proposed Solution</b> . | Pilih dalam senarai. |

**NOTA:**

- Aduan akan dianggap telah selesai dan akan ditutup jika tiada maklumbalas diterima daripada Pengguna dalam tempoh **7 hari** (**Incident** masih berstatus **Proposed Solution**).

2. Skrin **ZIncident** dipaparkan.

The screenshot shows the SAP iGFMAS Service Desk interface. The main title bar reads "SAP 1GFMAS Service Desk - LEVEL 1". The top menu includes "Home", "IT Service Management", "Incident", "Zincident: 8000052313, Kod kump PTJ tidak wujud dalam ZMMM001", "Save", "Display", "Cancel", "Edit", "Print Preview", "Status: Proposed Solution", "Urgency: Medium", "Priority: 4: Low", "Related Request for Change", "Related Knowledge Article: 6000000121", and "Kod Kumpulan PTJ dan PTJ Di...". The main content area displays a text box with the following content:

Tuan/Puan,  
Didapati tuan/puan menggunakan kod kumpulan PTJ & PTJ Dipertanggung yang salah semasa kuncimasuk 'Line Item' Daftar Pesanan Kerajaan iaitu 22010101.  
Sila gunakan kod yang betul iaitu 24010101.

A red box highlights the text "Didapati tuan/puan menggunakan kod kumpulan PTJ & PTJ Dipertanggung yang salah semasa kuncimasuk 'Line Item' Daftar Pesanan Kerajaan iaitu 22010101. Sila gunakan kod yang betul iaitu 24010101.", and a red number "1" is placed in the top right corner of this box.

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                                                                                                                                                                                                                                                                                         | Catatan |
|-----|-----------------------|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 1   | Text                  |                  | <p>Masukkan cadangan penyelesaian, sebagai contoh</p> <p><b>Tuan/ Puan,</b><br/><b>Didapati tuan/ puan menggunakan kod kumpulan PTJ &amp; PTJ Dipertanggung yang salah semasa kuncimasuk 'Line Item' Daftar Pesanan Kerajaan iaitu 22010101. Sila gunakan kod yang betul iaitu 24010101.</b></p> |         |

3. Skrin **Zincident** dipaparkan.

The screenshot shows the SAP iGFMAS Service Desk interface. At the top, it says "SAP 1GFMAS Service Desk - LEVEL 1". The main area is titled "Zincident 8000052313, Kod kump PTJ tidak wujud dalam ZMMM001". Below this, there are two toolbars: one at the top with "Save", "Display", "Cancel", "Edit", and "Print Preview"; and another at the bottom with "Text", "Add Text+", "Insert Text Template", and "Maintain Text Templates". The main content area is divided into sections: "General Data" (ID: 8000052313, Description: Kod kump PTJ tidak wujud dalam ZMMM001, Reported by: ZAILANI BIN MAHMOOD, Support Team ID: 1102MOF KEM KEWANGAN, Message Processor: MOHD JUMALI @ MOHD YUSOP BIN HUSSIN, Pejabat Perakaunan: 1102MOF, Kementerian: KEMENTERIAN KEWANGAN MALAYSIA, Pegawai Pengawal: B6 - KETUA SETIAUSAHA PERBENDAHARAAN, MOF, Kod Kumpulan PTJ & PTJ: 24010101), "Category" (Category 1: Aplikasi, Category 2: Perolehan, Category 3: Pesanan Kerajaan, Category 4: Bekalan & Perkhidmatan - Daftar), "Type of Complain" (Type of Complain: Aplikasi), "SAP Component" (SAP Component: SAP Component), "Processing Data" (Status: Proposed Solution, Urgency: Medium, Priority: 4: Low), and "Relationships" (Related Problem: Related Request for Change: Related Knowledge Article: 6000000121, Kod Kumpulan PTJ dan PTJ Di...).

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan           | Catatan |
|-----|-----------------------|------------------|--------------------|---------|
| 1   | Save                  |                  | Klik <b>Save</b> . |         |

**NOTA:** -

- Sekiranya Pengguna klik **Log Off**, sesi aplikasi iGFMAS Service Desk akan tamat dan perlu **Log On** semula.
- Sekiranya Pengguna menutup **tab browser** iGFMAS Service Desk, pengguna tidak perlu **Log On** semula.

### 3.6.3. Notifikasi Emel dihantar kepada Pengguna

1. Skrin **Notifikasi Emel** - [8000052313: Kod Kump PTJ tidak wujud dalam ZMMM001] dipaparkan.

No.: 8000052313

Prioriti: 4: *Low*

Status: *Proposed Solution*

Dilaporkan Oleh: ZAILANI BIN MAHMOOD

Telefon:

Email: zailani.btpnkel@moe.gov.my

Keterangan: Kod kump PTJ tidak wujud dalam ZMMM001

Mohon kerjasama tuan/ puan untuk mengambil tindakan ke atas insiden tersebut.

Sila pilih salah satu link/ kaedah di bawah untuk capaian ke Insiden:

1. 1GFMAS *Service Desk* <https://1gfmassupport.anm.gov.my> atau
2. 1GFMAS Portal <https://1gfmas.anm.gov.my> (klik 1GFMAS *Service Desk link*) atau
3. SAP GUI (klik 1GFMAS *Service Desk link*)

Sekian, terima kasih.

Unit Khidmat Pelanggan, JANM

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                | Catatan |
|-----|-----------------------|------------------|-------------------------|---------|
| 1   | <i>Hyperlink</i>      |                  | Klik <b>Hyperlink</b> . |         |

### 3.7. TINDAKAN PENGGUNA/ PELAPOR – SAH CADANGAN PENYELESAIAN

Semasa/ setelah log Insiden di iGFMAS Service Desk, pengguna bertanggungjawab untuk:

- Mengemaskini dan memberi maklum balas ke atas Insiden yang berstatus *Proposed Solution* dalam tempoh tujuh (7) hari dengan mengemaskini status kepada *Customer Verification* sekiranya aduan masih belum selesai atau *Confirmed* sekiranya aduan telah selesai.

#### 3.7.1. Scenario 1: *Incident Berjaya Diselesaikan – Cadangan Penyelesaian Yang Diberikan Berjaya Menyelesaikan Aduan Pelapor*

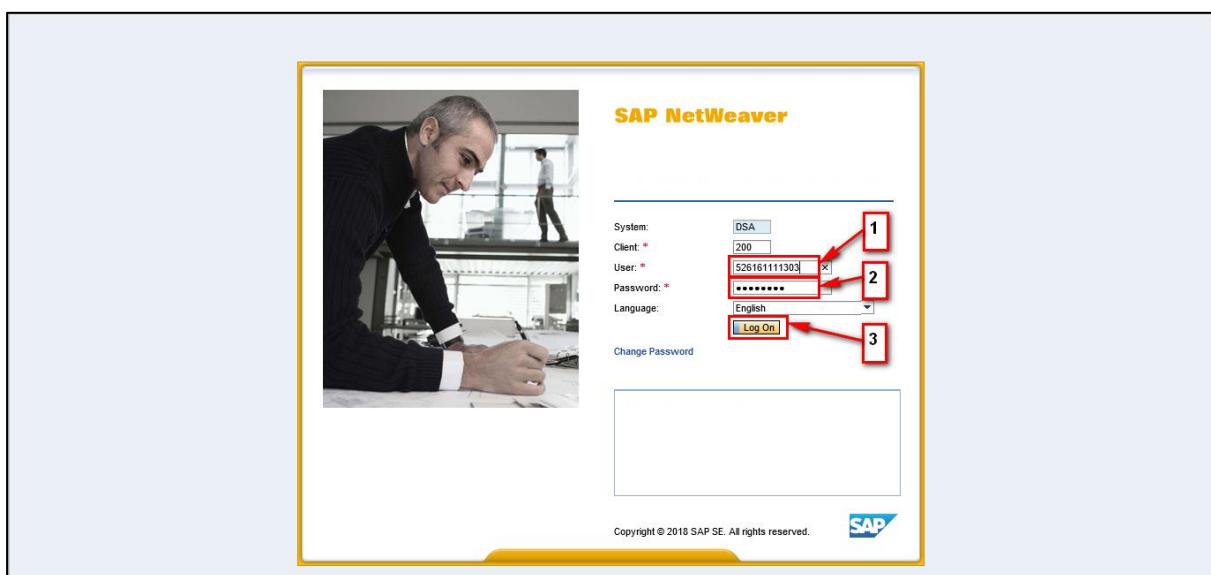
Tindakan Pelapor: Mengemaskini *Incident*: Status *Proposed Solution* → *Confirmed* (rujuk Langkah 2.9.2)

**Scenario 2: *Incident gagal diselesaikan – cadangan penyelesaian yang diberikan tidak berjaya menyelesaikan aduan pelapor***

Tindakan Pelapor: Mengemaskini *Incident*: Status *Proposed Solution* → *Customer Verification* (rujuk Langkah 2.7.2)

#### 3.7.2. Mengemaskini *Incident*: Status *Proposed Solution* → *Customer Verification*

1. Skrin Portal iGFMAS Service Desk dipaparkan.



| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                                      | Catatan |
|-----|-----------------------|------------------|-----------------------------------------------|---------|
| 1   | User: *               | M                | Masukkan data, sebagai contoh "526161111303". |         |
| 2   | Password: *           | M                | Masukkan katalaluan, sebagai contoh "*****".  |         |
| 3   | Log On                | M                | Klik <b>Log On</b> .                          |         |

2. Skrin **Zincident** dipaparkan.

The screenshot shows the SAP iGFMAS Service Desk interface for managing incidents. The main title is 'Zincident: 8000052313, Kod kump PTJ tidak wujud dalam ZMM001'. The top navigation bar includes 'Saved Searches', 'Go Advanced', 'Back', 'Print Preview', 'Home', 'IT Service Management...', and 'Logout'. The main content area is divided into sections: 'General Data', 'Category', 'Type of Complain', 'SAP Component', 'Relationships', and 'Processing Data'. In the 'Processing Data' section, there is a dropdown menu for 'Status' with options: 'Proposed Solution', 'Customer Response', 'Confirmed', 'Customer Verification', and 'Proposed Solution'. Red boxes with numbers 1, 2, and 3 are overlaid on the screen to highlight specific controls: 1 points to the 'Edit' button in the top toolbar; 2 points to the 'SAP Component' dropdown in the Category section; 3 points to the 'Customer Verification' option in the 'Status' dropdown menu.

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                             | Catatan              |
|-----|-----------------------|------------------|--------------------------------------|----------------------|
| 1   | Edit                  | M                | Klik <b>Edit</b> .                   |                      |
| 2   | Status: *             | M                | Klik ▾.                              |                      |
| 3   | Status: *             |                  | Pilih <b>Customer Verification</b> . | Pilih dalam senarai. |

3. Skrin **Zincident** dipaparkan.

Zincident: 8000052313, Kod kump PTJ tidak wujud dalam ZMMM001

Status: Customer Verification  
Urgency: Medium  
Priority: 4: Low

Relationships

Tuan/Puan,  
Pesanan tempatan masih tidak berjaya disimpan dengan ralat yang sama walaupun telah menggunakan kod kumpulan PTJ & PTJ Tanggung 24010101.

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                                                                                                                                                                                                                                                                                    | Catatan                                                                                              |
|-----|-----------------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| 1   | Text                  |                  | <p>Masukkan maklumbalas setelah melaksanakan cadangan penyelesaian yang diberikan, sebagai contoh: -</p> <p><b>Tuan/ Puan,</b><br/><b>Pesanan tempatan masih tidak berjaya disimpan dengan ralat yang sama walaupun telah menggunakan kod kumpulan PTJ &amp; PTJ Tanggung 24010101.</b></p> | <p>ia merujuk kepada perihal masalah yang dihadapi.</p> <p>Nyatakan dengan jelas dan terperinci.</p> |

4. Skrin **Zincident** dipaparkan.

The screenshot shows the SAP iGFMAS Service Desk - ENDUSER interface. At the top, there's a header with the SAP logo and the title '1GFMAS Service Desk - ENDUSER'. Below the header, a message bar says 'Zincident: 8000052313 Kod kump PTJ tidak wujud dalam ZMMM001' and 'Transaction 8000052313 saved'. The main content area is titled 'Details' and contains sections for 'General Data', 'Category', 'Type of Complain', 'SAP Component', 'Processing Data', and 'Relationships'. The 'General Data' section includes fields like ID, Description, Reported by, Support Team ID, Message Processor, Pejabat Perakaunan, Kementerian, Pegawai Pengawal, and Kod Kumpulan PTJ & PTJ. The 'Category' section lists four categories: Aplikasi, Perolehan, Pesanan Kerajaan, and Bekalan & Perkhidmatan - Daftar. The 'Type of Complain' section shows 'Aplikasi'. The 'SAP Component' section shows 'SAP Component'. The 'Processing Data' section shows Status: Customer Verification, Urgency: Medium, and Priority: 4: Low. The 'Relationships' section shows Related Problem, Related Request for Change, and Related Knowledge Article. At the bottom, there are buttons for Text, Add Text, Insert Text Template, and Maintain Text Templates.

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan           | Catatan |
|-----|-----------------------|------------------|--------------------|---------|
| 1   | Save                  | M                | Klik <b>Save</b> . |         |

**NOTA:** -

- Sekiranya Pengguna klik **Log Off**, sesi aplikasi iGFMAS Service Desk akan tamat dan perlu **Log On** semula.
- Sekiranya Pengguna menutup **tab browser** iGFMAS Service Desk, pengguna tidak perlu **Log On** semula.

### 3.7.3. Notifikasi Emel dihantar kepada 1st Level Support Message Processor

1. Skrin **Notifikasi Emel** - [8000052313: Kod Kump PTJ tidak wujud dalam ZMMM001] dipaparkan.

|                                                                                     |                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No. : 8000052313<br>Prioriti: 4: <i>Low</i><br><i>Status: Customer Verification</i> | Message Processor: MOHD JUMALI @ MOHD YUSOP BIN HUSSIN<br>Telefon: +603888210001654<br>Email: jumali@anm.gov.my | Keterangan: Kod kump PTJ tidak wujud dalam ZMMM001<br><br>Mohon kerjasama tuan/ puan untuk mengambil tindakan ke atas insiden tersebut.<br><br>Sila pilih salah satu link/ kaedah di bawah untuk capaian ke Insiden :<br><br>1. 1GFMAS <i>Service Desk</i> <a href="https://1gfmassupport.anm.gov.my">https://1gfmassupport.anm.gov.my</a> atau<br>2. 1GFMAS <i>Portal</i> <a href="https://1gfmas.anm.gov.my">https://1gfmas.anm.gov.my</a> (klik 1GFMAS <i>Service Desk</i> link) atau<br>3. SAP GUI (klik 1GFMAS Service Desk link)<br><br>Sekian, terima kasih.<br>Unit Khidmat Pelanggan, JANM |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                       | Catatan |
|-----|-----------------------|------------------|--------------------------------|---------|
| 1   | <i>Hyperlink</i>      |                  | Klik <b><i>Hyperlink</i></b> . |         |

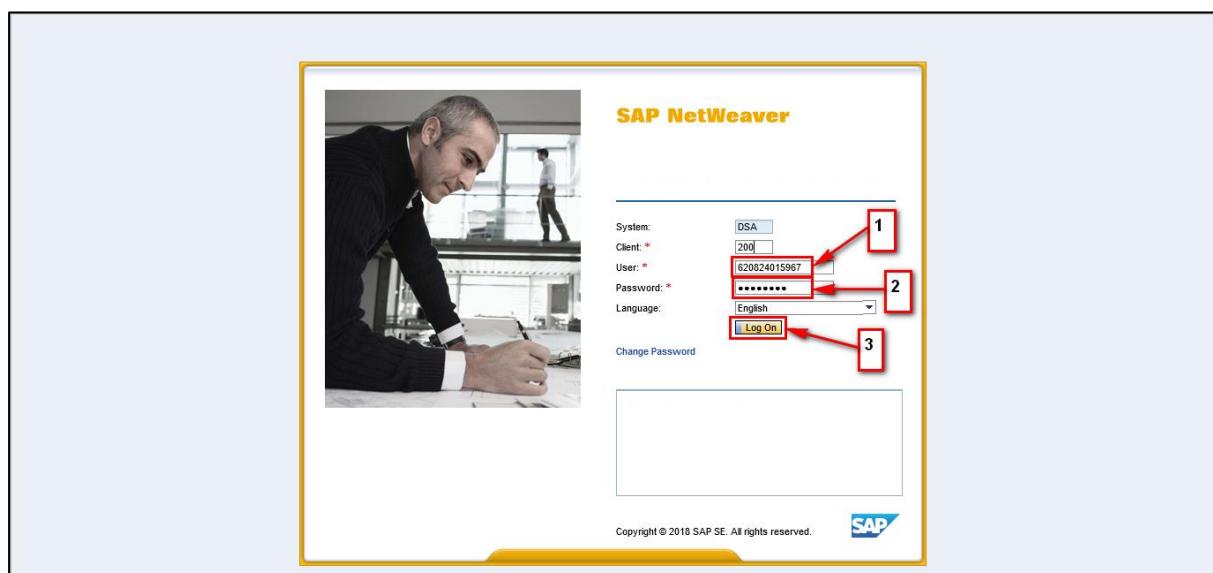
### 3.8. TINDAKAN FIRST LEVEL SUPPORT MESSAGE PROCESSOR – SALUR INSIDEN KEPADA SECOND LEVEL SUPPORT

Pasukan Khidmat Nasihat di Pejabat Perakaunan merupakan *First Level Support* yang bertanggungjawab ke atas perkara berikut:

- Menyalurkan Insiden kepada Pasukan Khidmat Nasihat di Ibu Pejabat JANM (*Second Level Support*) sekiranya tiada cadangan penyelesaian dengan mengemaskini status kepada *Sent to Helpdesk HQ*.

#### 3.8.1. Mengemaskini *Incident: Status Customer Verification* → *Sent to Helpdesk HQ*

- Skrin **Portal iGFMAS Service Desk** dipaparkan.



| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                                         | Catatan |
|-----|-----------------------|------------------|--------------------------------------------------|---------|
| 1   | User: *               | M                | Masukkan user ID, sebagai contoh "620824015967". |         |
| 2   | Password: *           | M                | Masukkan data, sebagai contoh "*****".           |         |
| 3   | Log On                | M                | Klik <b>Log On</b> .                             |         |

2. Skrin **Zincident** dipaparkan.

SAP 1GFMAS Service Desk - LEVEL 1

Zincident: 8000052313, Kod kump PTJ tidak wujud dalam ZMMM001

Save | Display | Cancel | **Edit** | Print Preview

**General Data**

- ID: 8000052313
- \* Description: Kod kump PTJ tidak wujud dalam ZMMM001
- \* Reported by: ZAILANI BIN MAHMOOD
- \* Support Team ID: 1102MOF
- Message Processor: MOHD JUMALI @ MOHD YUSOP BIN HUSSIN
- Pejabat Perakaunan: 1102MOF
- \* Kementerian: KEMENTERIAN KEWANGAN MALAYSIA
- \* Pegawai Pengawal: B6 - KETUA SETIAUSAHA PERBENDAHARAAN, MC
- \* Kod Kumpulan PTJ & PTJ: 24010101

**Category**

- \* Category 1: Aplikasi
- \* Category 2: Perolehan
- \* Category 3: Pesanan Kerajaan
- Category 4: Bekalan & Perkhidmatan - Daftar

**Type of Complain**

- \* Type of Complain: Aplikasi

**SAP Component**

SAP Component: [empty]

**Processing Data**

- \* Status: Customer Verification
- \* Urgency: Medium
- \* Priority: 4: Low

**Relationships**

- Related Problem: [empty]
- Related Request for Change: [empty]
- Related Knowledge Article: 6000000121 Kod Kumpulan PTJ dan PTJ Di...

**Text** Add Text | Insert Text Template | Maintain Text Templates

| No. | Nama Medan/<br>Butang     | Mandatori<br>(M) | Tindakan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Catatan |
|-----|---------------------------|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 1   | <i>Edit</i>               | M                | Klik <b>Edit</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |         |
| 2   | <i>Support Team ID: *</i> | M                | Klik <br><br>Klik  untuk membuat <b>carian</b><br><b>“Second Level” Support Team</b> dengan menggunakan singkatan Pejabat Perakaunan “HQ”<br><b>ATAU</b><br>Masukkan <b>Business Partner</b> (BP) “Second Level” Support Team, sebagai contoh: - <b>181</b> . Apabila kekunci <i>Enter</i> ditekan, nombor Business Partner akan bertukar kepada nama Business Partner, sebagai contoh “ <b>HQ JANM IBU PEJABAT JANM</b> ”<br><b>(Kaedah ini akan terus ke Langkah 2.8.1 - v).</b> |         |

3. Skrin **Search Partners – Webpage Dialog** dipaparkan.

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan             | Catatan |
|-----|-----------------------|------------------|----------------------|---------|
| 1   | Name 1/ Last Name     | O                | Klik ▾               |         |
| 2   | Name 1/ Last Name     | O                | Klik <b>contains</b> |         |

4. Skrin **Search Partners – Webpage Dialog** dipaparkan.

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                                                             | Catatan                                                                                                                                                                                                                                                                  |
|-----|-----------------------|------------------|----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Name 1/ Last Name     | O                | Masukkan singkatan "Second Level Support Team", sebagai contoh "HQ". | Masukkan singkatan "Second Level Support Team", sebagai contoh "HQ", untuk mencari Business Partner (BP) Second Level Support Team.                                                                                                                                      |
| 2   | Search                | M                | Klik <b>Search</b>                                                   |                                                                                                                                                                                                                                                                          |
| 3   | Result List → Name    |                  | Klik <b>HQ JANM IBU PEJABAT JANM</b>                                 | Klik pada baris <b>Business Partner (BP) Support Team</b> , sebagai contoh: <b>181 - HQ JANM IBU PEJABAT JANM</b><br>Apabila diklik, nama <i>Business Partner</i> (sebagai contoh " <b>HQ JANM IBU PEJABAT JANM</b> "), akan dimasukkan sebagai <i>Support Team ID</i> . |

## 5. Skrin **ZIncident** dipaparkan

The screenshot shows the ZIncident application interface. On the left, there is a list of incidents with various IDs. The main area displays a detailed view of an incident with the following fields:

- General Data:**
  - ID: 8000052313
  - Description: Kod kump PTJ tidak wujud dalam ZMMM001
  - Reported by: ZAILANI BIN MAHMOOD
  - Support Team ID: HQ JANM
  - Message Processor: MOHD JUMALI @ MOHD YUSOP BIN HUSSIN
  - Pejabat Perakaunan: 1102MOF
  - Kementerian: KEMENTERIAN KEWANGAN MALAYSIA
  - Pegawai Pengawal: B6 - KETUA SETIAUSAHA PERBENDAHARAAN, MC
  - Kod Kumpulan PTJ & PTJ: 24010101
- Category:** Category 1: Aplikasi, Category 2: Perolehan, Category 3: Pesanan Kerajaan, Category 4: Bekalan & Perkhidmatan - Daftar
- Type of Complain:** Type of Complain: Aplikasi
- SAP Component:** SAP Component: [dropdown]
- Relationships:** Related Problem: [dropdown], Related Request for Change: [dropdown], Related Knowledge Article: 6000000121, Kod Kumpulan PTJ dan PTJ Di...
- Processing Data:** Status: Customer Verification, Urgency: In Process, Priority: Customer Action, Customer Response, Confirmed, Customer Verification, Proposed Solution. A dropdown menu is open, with the option "Sent to Helpdesk HQ" highlighted and selected.

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                           | Catatan                                                     |
|-----|-----------------------|------------------|------------------------------------|-------------------------------------------------------------|
| 1   | Status: *             | M                | Klik                               |                                                             |
| 2   | Status: *             |                  | Pilih <b>Sent to Helpdesk HQ</b> . | Pilih dalam senarai.                                        |
| 3   | Message Processor     | M                |                                    | <b>Message Processor</b> akan dikosongkan secara automatik. |

6. Skrin **ZIncident** dipaparkan



| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                                                                                                                                                                           | Catatan                                                                                              |
|-----|-----------------------|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| 1   | <i>Text</i>           |                  | <p>Masukkan maklumat/ arahan untuk tindakan selanjutnya, sebagai contoh: -</p> <p><b>Tuan/ Puan,</b><br/> <b>Dipanjangkan aduan pengguna untuk semakan dan tindakan lanjut</b></p> | <p>Ia merujuk kepada perihal masalah yang dihadapi.</p> <p>Nyatakan dengan jelas dan terperinci.</p> |

7. Skrin **Zincident** dipaparkan

The screenshot shows the SAP iGFMAS Service Desk interface. At the top, it says "SAP 1GFMAS Service Desk - LEVEL 1". Below that, there's a message: "Zincident: 8000052313, Kod kump PTJ tidak wujud dalam ZMMM001". In the top right, there are links for "Saved Searches", "Go", "Advanced", "Back", and "Log Off". The main area is titled "Zincident: 8000052313" with a red box around the "Save" button. Below this, a message says "Transaction 8000052313 saved". There are two tabs: "Details" (selected) and "Edit". Under "General Data", there are fields for ID (8000052313), Description (Kod kump PTJ tidak wujud dalam ZMMM001), Reported by (ZAILANI BIN MAHMOOD), Support Team ID (HQ JANM IBU PEJABAT JANM), Message Processor (Pejabat Perakaunan: 1102MOF), Kementerian (KEMENTERIAN KEWANGAN MALAYSIA), Pegawai Pengawal (B6 - KETUA SETIAUSAHA PERBENDAHARAAN, MOF), and Kod Kumpulan PTJ & PTJ (24010101). To the right, under "Category", are four categories: Aplikasi, Perolehan, Pesanan Kerajaan, and Bekalan & Perkhidmatan - Daftar. Below "General Data" is a section for "Type of Complain" (Aplikasi) and "SAP Component" (SAP Component). Under "Processing Data", there are fields for Status (Sent to Helpdesk HQ), Urgency (Medium), and Priority (4: Low). To the right, under "Relationships", are fields for Related Problem, Related Request for Change, and Related Knowledge Article (6000000121). At the bottom, there are buttons for "Text", "Add Text", "Insert Text Template", and "Maintain Text Templates".

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan           | Catatan |
|-----|-----------------------|------------------|--------------------|---------|
| 1   | Save                  | M                | Klik <b>Save</b> . |         |

**NOTA:** -

- Sekiranya Pengguna klik **Log Off**, sesi aplikasi iGFMAS Service Desk akan tamat dan perlu **Log On** semula.
- Sekiranya Pengguna menutup **tab browser** iGFMAS Service Desk, pengguna tidak perlu **Log On** semula.

### 3.8.2. Notifikasi Emel dihantar kepada 2<sup>nd</sup> Level Support

1. Skrin **8000052313: Kod Kump PTJ tidak wujud dalam ZMMM001 - Message (Plain Text)** dipaparkan

|                                                                                   |                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No. : 8000052313<br>Prioriti: 4: <i>Low</i><br><i>Status: Sent to Helpdesk HQ</i> | Support Team: IBU PEJABAT JANM HQ JANM<br>Telefon:<br>Email: helpdeskbptm@anm.gov.my | Keterangan: Kod kump PTJ tidak wujud dalam ZMMM001<br><br>Mohon kerjasama tuan/puan untuk mengambil tindakan ke atas insiden tersebut.<br><br>Sila pilih salah satu link/ kaedah di bawah untuk capaian ke Insiden :<br><br>1. 1GFMAS Service Desk <a href="https://1gfmassupport.anm.gov.my">https://1gfmassupport.anm.gov.my</a> atau<br>2. 1GFMAS Portal <a href="https://1gfmas.anm.gov.my">https://1gfmas.anm.gov.my</a> (klik 1GFMAS Service Desk link) atau<br>3. SAP GUI (klik 1GFMAS <i>Service Desk link</i> )<br><br>Sekian, terima kasih.<br>Unit Khidmat Pelanggan, JANM |
|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                       | Catatan |
|-----|-----------------------|------------------|--------------------------------|---------|
| 1   | <i>Hyperlink</i>      |                  | Klik <b><i>Hyperlink</i></b> . |         |

### 3.9. TINDAKAN PENGGUNA/ PELAPOR – SAH CADANGAN PENYELESAIAN

Semasa/ setelah log Insiden di iGFMAS Service Desk, pengguna bertanggungjawab untuk:

- Mengemaskini dan memberi maklum balas ke atas Insiden yang berstatus *Proposed Solution* kepada *Confirmed* sekiranya aduan telah selesai.

#### 3.9.1. Notifikasi Emel diterima oleh Pengguna daripada *Second Level Support*

1. Skrin Notifikasi Emel - [8000052313: Kod Kump PTJ tidak wujud dalam ZMMM001] dipaparkan.

No.: 8000052313

Prioriti: 4: *Low*

Status: *Proposed Solution*

Dilaporkan Oleh: ZAILANI BIN MAHMOOD

Telefon:

Email: zailani.btpnkel@moe.gov.my

Keterangan: Kod kump PTJ tidak wujud dalam ZMMM001

Mohon kerjasama tuan/ puan untuk mengambil tindakan ke atas insiden tersebut.

Sila pilih salah satu link/kaedah di bawah untuk capaian ke Insiden:

1. 1GFMAS Service Desk <https://1gfmassupport.anm.gov.my> atau
2. 1GFMAS Portal <https://1gfmas.anm.gov.my> (klik 1GFMAS Service Desk *link*) atau
3. SAP GUI (klik 1GFMAS Service Desk *link*)

Sekian, terima kasih.

Unit Khidmat Pelanggan, JANM

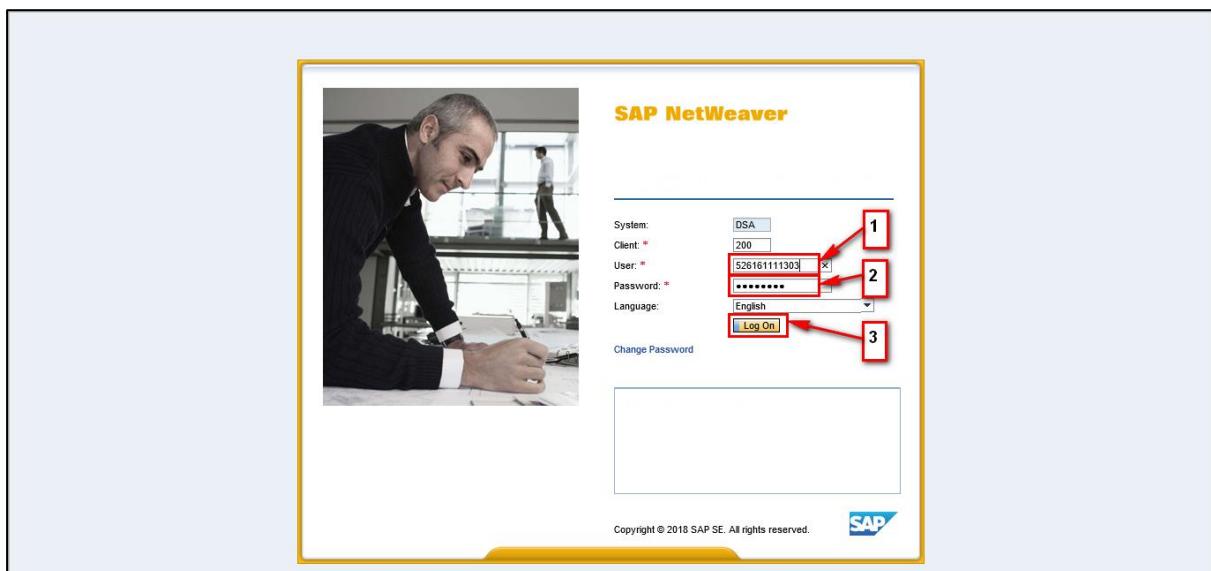
| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan               | Catatan |
|-----|-----------------------|------------------|------------------------|---------|
| 1   | <i>Hyperlink</i>      |                  | <b>Klik Hyperlink.</b> |         |

### 3.9.2. Mengemaskini *Incident: Status Confirmed*

**PERHATIAN: -**

Pengguna perlu mengemaskini semua medan lain terlebih dahulu sebelum menukar status kepada *Confirmed*. Sekiranya pengguna terus menukar status kepada *Confirmed*, semua tindakan lain TIDAK BOLEH DILAKUKAN.

1. Skrin Portal iGFMAS Service Desk dipaparkan



| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                                      | Catatan |
|-----|-----------------------|------------------|-----------------------------------------------|---------|
| 1   | User: *               | M                | Masukkan data, sebagai contoh "526161111303". |         |
| 2   | Password: *           | M                | Masukkan data, sebagai contoh "*****".        |         |
| 3   | Log On                | M                | Klik <b>Log On</b> .                          |         |

2. Skrin **Zincident** dipaparkan.

**Zincident: 8000052313, Kod kump PTJ tidak wujud dalam ZMMM001**

Save | Display | Cancel | **Edit** | Print Preview

**General Data**

- ID: 8000052313
- Description: Kod kump PTJ tidak wujud dalam ZMMM001
- Reported by: ZAILANI BIN MAHMOOD
- Support Team ID: HQ JANM IBU PEJABAT JANM
- Message Processor: Pejabat Perakaunan: 1102MOF
- Kementerian: KEMENTERIAN KEWANGAN MALAYSIA
- Pegawai Pengawal: B6 - KETUA SETIAUSAHA PERBENDAHARAAN, MOF
- Kod Kumpulan PTJ & PTJ: 24010101

**Type of Complain**

- Type of Complain: Aplikasi

**SAP Component**

- SAP Component:

**Processing Data**

- Status: Proposed Solution
- Urgency: Medium
- Priority: 4: Low

**Relationships**

- Related Problem:
- Related Request for Change:
- Related Knowledge Article: 6000000121 Kod Kumpulan PTJ dan PTJ Di...

**Text Log**

Description

Language: All entries Maximum Lines: 30 Text Type: All entries

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan           | Catatan |
|-----|-----------------------|------------------|--------------------|---------|
| 1   | Edit                  | M                | Klik <b>Edit</b> . |         |

3. Skrin **Zincident** dipaparkan.

**Zincident: 8000052313, Kod kump PTJ tidak wujud dalam ZMMM001**

Save | Display | Cancel | **Edit** | Print Preview

**Text Log**

Tuan/Puan,  
Pesanan tempatan telah berjaya disimpan.

Description

21.11.2018 16:27:06 IASHAHUL

Tindakan penyelesaian telah diambil. Sila semak dan sahkan.  
Mohon kerjasama memberi maklumbalas dalam tempoh 7 hari.  
Jika tiada maklumbalas diterima selepas tempoh tersebut, aduan ini dianggap  
telah selesai dan akan ditutup.

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                                                                                                                                                         | Catatan                                                                                              |
|-----|-----------------------|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| 1   | <i>Text</i>           |                  | <p>Masukkan maklumbalas setelah aduan berjaya diselesaikan, sebagai contoh: -</p> <p><b>Tuan/ Puan,</b><br/> <b>Pesanan tempatan telah berjaya disimpan.</b></p> | <p>Ia merujuk kepada perihal masalah yang dihadapi.</p> <p>Nyatakan dengan jelas dan terperinci.</p> |

4. Skrin **Zincident** dipaparkan

The screenshot shows the SAP iGFMAS Service Desk interface. The main title bar says "SAP 1GFMAS Service Desk - ENDUSER". Below it, the sub-title is "Zincident: 8000052313, Kod kump PTJ tidak wujud dalam ZMMM001". The top navigation bar includes "Home", "IT Service Management", "Recent Items" (with entries "8000052313 Kod K...", "6000000111 Kod K..."), and "Saved Searches". The main content area is titled "Details" and contains several tabs: "General Data", "Category", "Type of Complain", "SAP Component", and "Processing Data". In the "Processing Data" tab, there is a dropdown menu for "Status" with the following options: "Proposed Solution", "Customer Response", "Confirmed", "Customer Verification", and "Proposed Solution". A red box labeled "1" is over the dropdown arrow, and a red arrow labeled "2" points to the "Confirmed" option. Other fields in the "Processing Data" tab include "Urgency" (set to "Customer Response") and "Priority" (set to "Customer Verification"). To the right of the "Processing Data" tab, there are sections for "Related Items", "Related Problem", "Related Request for Change", and "Related Knowledge Article". The bottom of the screen has buttons for "Text", "Add Text", "Insert Text Template", and "Maintain Text Templates". A message "Tuan/Puan." is visible at the bottom left.

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                 | Catatan |
|-----|-----------------------|------------------|--------------------------|---------|
| 1   | Status: *             | M                | Klik ▾.                  |         |
| 2   | Status: *             |                  | Pilih <b>Confirmed</b> . |         |

5. Skrin **Zincident** dipaparkan.

The screenshot shows the SAP iGFMAS Service Desk interface. At the top, it says 'SAP 1GFMAS Service Desk - ENDUSER'. Below that, there's a message: 'Zincident: 8000052313, Kod kump PTJ tidak wujud dalam ZMMM001'. The main area is titled 'Details' and contains several sections: 'General Data', 'Category', 'Type of Complain', 'SAP Component', 'Processing Data', and 'Relationships'. In the 'General Data' section, there are fields for ID (8000052313), Description (Kod kump PTJ tidak wujud dalam ZMMM001), Reported by (ZAILANI BIN MAHMOOD), Support Team ID (HQ JANM), Message Processor (1102MOF), Pejabat Perakaunan (KEMENTERIAN KEWANGAN MALAYSIA), Kementerian (B6 - KETUA SETIAUSAHA PERBENDAHARAAN, MC), and Kod Kumpulan PTJ & PTJ (24010101). The 'Category' section lists four categories: Aplikasi, Perolehan, Pesanan Kerajaan, and Bekalan & Perkhidmatan - Daftar. The 'Type of Complain' section shows Type of Complain as Aplikasi. The 'SAP Component' section has an empty field. The 'Processing Data' section includes Status (Confirmed), Urgency (Medium), and Priority (4: Low). The 'Relationships' section shows Related Problem, Related Request for Change, and Related Knowledge Article (6000000121). At the bottom, there are buttons for Text Log, Language (All entries), Maximum Lines (30), and Text Type (All entries). The 'Save' button is highlighted with a red box and the number '1' above it.

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan           | Catatan |
|-----|-----------------------|------------------|--------------------|---------|
| 1   | Save                  | M                | Klik <b>Save</b> . |         |

**NOTA:** -

- Sekiranya Pengguna klik **Log Off**, sesi aplikasi iGFMAS Service Desk akan tamat dan perlu **Log On** semula.
- Sekiranya Pengguna menutup **tab browser** iGFMAS Service Desk, pengguna tidak perlu **Log On** semula.

**3.9.3. Notifikasi Emel dihantar kepada Pengguna, *First Level Support Message Processor/ Second Level Support Message Processor***

1. Skrin **Notifikasi Emel** - [8000052313: Kod Kump PTJ tidak wujud dalam ZMMM001] dipaparkan.

- a. Email kepada **Pengguna**.

No.: 8000052313

Prioriti: 4: *Low*

Status: *Confirmed*

Dilaporkan Oleh: ZAILANI BIN MAHMOOD

Telefon:

Email: zailani.btpnkel@moe.gov.my

Keterangan: Kod kump PTJ tidak wujud dalam ZMMM001

Mohon kerjasama tuan/ puan untuk mengambil tindakan ke atas insiden tersebut.

Sila pilih salah satu link/ kaedah di bawah untuk capaian ke Insiden:

1. 1GFMAS *Service Desk* <https://1gfmassupport.anm.gov.my> atau
2. 1GFMAS Portal <https://1gfmas.anm.gov.my> (klik 1GFMAS *Service Desk* *link*) atau
3. SAP GUI (klik 1GFMAS *Service Desk* *link*)

Sekian, terima kasih.

Unit Khidmat Pelanggan, JANM

- b. Email kepada **First Level Support / Second Level Support Message Processor.**

No. : 8000052313

Prioriti: 4: Low

Status: Confirmed

Message Processor: MOHD JUMALI @ MOHD YUSOP BIN HUSSIN

Telefon: +603888210001654

Email: jumali@anm.gov.my

Keterangan: Kod kump PTJ tidak wujud dalam ZMMM001

Mohon kerjasama tuan/puan untuk mengambil tindakan ke atas insiden tersebut.

Sila pilih salah satu link/ kaedah di bawah untuk capaian ke Insiden :

1. 1GFMAS Service Desk <https://1gfmassupport.anm.gov.my> atau
2. 1GFMAS Portal <https://1gfmas.anm.gov.my> (klik 1GFMAS Service Desk link) atau
3. SAP GUI (klik 1GFMAS Service Desk link)

Sekian, terima kasih.

Unit Khidmat Pelanggan, JANM

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                    | Catatan |
|-----|-----------------------|------------------|-----------------------------|---------|
| 1   | <a href="#">Link</a>  |                  | Klik <a href="#">Link</a> . |         |

### 3.10. SHAREBOX

Sharebox adalah kemudahan yang diwujudkan untuk membantu Pasukan Khidmat Nasihat di Pejabat Perakaunan dan Kementerian dalam menguruskan Insiden-Insiden di bawah Pejabat Perakaunan masing-masing.

Terdapat dua (2) kategori sharebox yang disediakan, iaitu:

#### I. Sharebox untuk Pasukan Khidmat Nasihat di Pejabat Perakaunan (*First Level Support*)

- a. Semua Pasukan Khidmat Nasihat di setiap Pejabat Perakaunan mempunyai sharebox yang berasingan mengikut Pejabat Perakaunan masing-masing. Sharebox tersebut boleh didapati melalui *Home > My Sharebox > Inbox > PP*\_singkatan nama Pejabat Perakaunan (contoh: *PP\_MOF*). Akses kepada sharebox ini diberikan kepada Pegawai di UKP/ UKPP di setiap Pejabat Perakaunan berdasarkan *Business Partner ID Pengguna*.
- b. Setiap sharebox untuk *First Level Support* mengandungi senarai Insiden berstatus *New* dan *In Process* khusus untuk Pejabat Perakaunan tersebut sahaja. Sharebox ini diwujudkan bertujuan memudahkan *First Level Support* di setiap Pejabat Perakaunan mengambil tindakan segera bagi setiap Insiden baharu yang diterima.

Sebagai contoh sharebox *PP\_MOF* mengandungi semua Insiden berstatus *New* dan *In Process* bagi Pejabat Perakaunan MOF. Sharebox ini hanya dapat diakses oleh *First Level Support* di UKP MOF sahaja.

#### II. Sharebox untuk Kementerian

Sharebox untuk Kementerian mengandungi senarai Insiden yang dilaporkan oleh pengguna bagi sesuatu Kementerian dari semua Pejabat Perakaunan. Sharebox ini boleh didapati melalui *Home > My Sharebox > Inbox > ALL\_KEM*\_singkatan nama Kementerian (contoh: *ALL\_KEM\_MOF*). Akses kepada sharebox ini diberikan berdasarkan *Business Partner ID Pengguna*.

### 3.10.1. Sharebox untuk First Level Support

1. Semua *First Level Support* di setiap Pejabat Perakaunan akan menerima Sharebox yang berasingan mengikut Pejabat Perakaunan masing-masing. Sharebox tersebut boleh didapatkan melalui *My Sharebox > Inbox > <PP\_Pejabat Perakaunan>*, sebagai contoh: - PP\_MOF.
2. Setiap Sharebox untuk *First Level Support* mengandungi senarai *Incident* berstatus ‘New’ dan ‘In Process’ khusus untuk Pejabat Perakaunan tersebut sahaja. Sharebox ini diwujudkan bertujuan memudahkan *First Level Support* di setiap Pejabat Perakaunan mengambil tindakan segera bagi setiap *Incident* baharu yang diterima.
3. Sebagai contoh Sharebox PP\_MOF mengandungi semua *Incident* berstatus New dan In Process bagi Pejabat Perakaunan MOF. Sharebox ini hanya dapat diakses oleh *First Level Support* di PP MOF sahaja.
4. Skrin **Home** dipaparkan.

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                | Catatan |
|-----|-----------------------|------------------|-------------------------|---------|
| 1   | PP_MOF                |                  | Klik link <b>PP_MOF</b> |         |

5. Skrin **Search: Incidents** dipaparkan.

The screenshot shows the SAP 1GFMAS Service Desk interface. The title bar reads "SAP 1GFMAS Service Desk - LEVEL 1". The main area is titled "Search: Incidents" and displays a result list for 4 incidents. The columns include ID, Description, Priority, Status, Created..., Message..., Support Team, Category, Last Ch..., and Lock S. The "Support Team" column is highlighted with a red box and an arrow pointing to it from the number 1 in the top right corner. The incident details are as follows:

| ID         | Description                            | Priority | Status | Created... | Message... | Support Team        | Category    | Last Ch... | Lock S |
|------------|----------------------------------------|----------|--------|------------|------------|---------------------|-------------|------------|--------|
| 8000052315 | Kod kump PTJ tidak wujud dalam ZMMM001 | 4: Low   | New    | 21.11.2018 |            | 1102MOF / PUTRAJAYA | Aplikasi... | 21.11.2018 |        |
| 8000052314 | sistem                                 | 4: Low   | New    | 21.11.2018 |            | 1102MOF / PUTRAJAYA | Aplikasi... | 21.11.2018 |        |
| 8000052311 | Permohonan Pertukaran Keluar Pengguna  | 4: Low   | New    | 12.08.2018 |            | 1102MOF / PUTRAJAYA | Authoriz... | 21.11.2018 |        |
| 8000052310 | Kemaskini Had Kuasa                    | 4: Low   | New    | 12.08.2018 |            | 1102MOF / PUTRAJAYA | Authoriz... | 21.11.2018 |        |

| No. | Nama Medan/<br>Butang             | Mandatori<br>(M) | Tindakan                                                                        | Catatan |
|-----|-----------------------------------|------------------|---------------------------------------------------------------------------------|---------|
| 1   | <i>Result List → Support Team</i> |                  | Senarai <i>Incident</i> dibawah <i>Support Team</i> tersebut akan disenaraikan. |         |

### 3.10.2. Sharebox untuk Kementerian

1. Sharebox untuk Kementerian mengandungi senarai *Incident* yang dilaporkan oleh pengguna bagi sesuatu Kementerian dari semua Pejabat Perakaunan. Sharebox ini boleh didapati melalui My Sharebox > Inbox > ALL\_KEM\_XXXXX (XXXXXX adalah singkatan nama Kementerian).
2. Skrin **Home** dipaparkan.

The screenshot shows the SAP 1GFMAS Service Desk interface. In the top right corner, the user is identified as 'IJI @ MOHD YUSOP BIN HUSSIN (620824015967) 00:29:58'. The main window displays 'My Sharebox' with a list of shared items. One item, 'ALL\_KEM\_MOF', is highlighted with a red box and a red arrow pointing to it. The table below provides details for this item:

| ID         | Description                      | Posting Date | Prio... | User Status | Category                                                                    |
|------------|----------------------------------|--------------|---------|-------------|-----------------------------------------------------------------------------|
| 8000052315 | Kod kump PTJ tidak wujud dala... | 21.11.2018   | 4: Low  | New         | Aplikasi > Data Induk > Aset - Pewujudan Data Induk Aset Tet; JABATAN PE... |
| 8000052314 | sistem                           | 21.11.2018   | 4: Low  | New         | Aplikasi > Data Induk > Aset - Paparan Data Induk Aset; JABATAN PERDAN...   |

| No. | Nama Medan/<br>Butang | Mandatori<br>(M) | Tindakan                       | Catatan |
|-----|-----------------------|------------------|--------------------------------|---------|
| 1   | ALL_KEM_MOF           |                  | Klik link <b>ALL_KEM_MOF</b> . |         |

3. Skrin **Search: Incidents** dipaparkan.

The screenshot shows the SAP 1GFMAS Service Desk interface. At the top, it says "SAP 1GFMAS Service Desk - LEVEL 1". Below that is a toolbar with "Saved Searches", "Go", "Advanced", "Back", and other options. The main area is titled "Search: Incidents" and shows a "Result List: More Than 50 Incidents Found". The table has columns: ID, Description, Priority, Status, and Category. The Category column is highlighted with a red border. The list contains many entries, each with a unique ID and a brief description. The status for most entries is "Confirmed". The Category column contains long text descriptions of various system errors or configurations.

| No. | Nama Medan/<br>Butang         | Mandatori<br>(M) | Tindakan | Catatan                                                                             |
|-----|-------------------------------|------------------|----------|-------------------------------------------------------------------------------------|
| 1   | <i>Result List → Category</i> |                  |          | Senarai <i>Incident</i><br>dibawah<br>Kementerian<br>tersebut akan<br>disenaraikan. |

### 3.11. LAPORAN

#### 3.11.1. Laporan untuk *First Level Support*

1. Laporan ini digunakan oleh *First Level Support* untuk tujuan pemantauan berkala secara bulanan.
2. Terdapat tiga (3) jenis laporan yang disediakan iaitu: -
  - a. Laporan *Incident* iGFMAS Diaku Terima dan Diproses
  - b. Laporan Ageing *Incident* iGFMAS Belum Selesai
  - c. Prestasi Tempoh Penyelesaian *Incident* iGFMAS Berdasarkan *Priority*
3. Laporan ini boleh diakses melalui **SAP GUI PSA400** berikut: -
  - a. Laporan *Incident* iGFMAS Diaku Terima dan Diproses (kod transaksi: ZRSVC100)
  - b. Laporan Ageing *Incident* iGFMAS Belum Selesai (kod transaksi: ZRSVC500)
  - c. Prestasi Tempoh Penyelesaian *Incident* iGFMAS Berdasarkan *Priority* (kod transaksi: ZRSVC600)
4. Berikut adalah langkah-langkah menjana laporan tersebut.
  - a. Laporan *Incident* iGFMAS Diaku Terima dan Diproses (kod transaksi: ZRSVC100)

**LAPORAN INCIDENT 1GFMAS DIAKUTERIMA DAN DIPROSES**

Tempoh Masa  
Tempoh Incident Diterima (MMYYYY) 042018

Pilihan  
Pejabat Perakaunan        

Dalam Tempoh 30 Minit     

Melebihi Tempoh 30 Minit     

Partner Name 1

| Partner | Name 1                                  |
|---------|-----------------------------------------|
| 155     | JABATAN PERDANA MENTERI                 |
| 156     | KEM KEWANGAN                            |
| 157     | KEM PENGANGKUTAN                        |
| 158     | KEM KERJA RAYA                          |
| 159     | KEM KOMUNIKASI DAN MULTIMEDIA           |
| 160     | KEM PERTAHANAN                          |
| 161     | KEM KESIHATAN                           |
| 162     | KEM PERTANIAN DAN INDUSTRI ASAS TANI    |
| 163     | KEM PENDIDIKAN                          |
| 164     | KEM DALAM NEGERI                        |
| 165     | KEM LUAR NEGERI                         |
| 166     | KEM PERUSAHAAN PERLADANGAN DAN KOMODITI |
| 167     | KEM KEMAJUAN LUAR BANDAR DAN WILAYAH    |
| 168     | KEM SUMBER ASLI DAN ALAM SEKITAR        |
| 169     | KEM PERDAGANGAN ANTARABANGSA & INDUSTRI |
| 170     | KPDNKK                                  |
| 171     | KEM TENAGA, TEKNOLOGI HIJAU DAN AIR     |
| 172     | KEM SAINS, TEKNOLOGI DAN INOVASI        |
| 173     | KEM PELANCONGAN DAN KEBUDAYAAN          |
| 174     | KEM WILAYAH PERSEKUTUAN                 |
| 175     | KPKT                                    |

51 Entries found

*Output:-*

| LAPORAN INCIDENT 1GFMAS DIAKUTERIMA DAN DIPROSES                   |                   |                                                                                                                                    |           |                                            |                                                       |
|--------------------------------------------------------------------|-------------------|------------------------------------------------------------------------------------------------------------------------------------|-----------|--------------------------------------------|-------------------------------------------------------|
| Laporan : SVC200<br>Kod Transaksi: ZRSVC100<br>Pengguna : IASHAHUL |                   | KERAJAAN MALAYSIA<br>LAPORAN INCIDENT 1GFMAS DIAKU TERIMA DAN DIPROSES OLEH KEM KEWANGAN<br>BAGI TAHUN 2018<br>SEHINGGA 30.04.2018 |           |                                            | Tarikh: 21.11.2018<br>Masa: 17:37:32<br>Muka Surat: 1 |
|                                                                    |                   | Incident Diaku Terima<br>Dalam Tempoh 15 Minit                                                                                     |           | Incident Diproses Dalam<br>Tempoh 30 Minit |                                                       |
| Bulan                                                              | Bilangan Incident | Bil                                                                                                                                | Peratus % | Bil                                        | Peratus %                                             |
| Januari                                                            | 168               | 168                                                                                                                                | 100.00    | 75                                         | 44.64                                                 |
| Februari                                                           | 120               | 120                                                                                                                                | 100.00    | 70                                         | 58.33                                                 |
| Mac                                                                | 128               | 128                                                                                                                                | 100.00    | 70                                         | 54.69                                                 |
| April                                                              | 50                | 50                                                                                                                                 | 100.00    | 24                                         | 48.00                                                 |
| Mei                                                                | 0                 | 0                                                                                                                                  |           | 0                                          |                                                       |
| Jun                                                                | 0                 | 0                                                                                                                                  |           | 0                                          |                                                       |
| Julai                                                              | 0                 | 0                                                                                                                                  |           | 0                                          |                                                       |
| Ogos                                                               | 0                 | 0                                                                                                                                  |           | 0                                          |                                                       |
| September                                                          | 0                 | 0                                                                                                                                  |           | 0                                          |                                                       |
| Oktober                                                            | 0                 | 0                                                                                                                                  |           | 0                                          |                                                       |
| November                                                           | 0                 | 0                                                                                                                                  |           | 0                                          |                                                       |
| Disember                                                           | 0                 | 0                                                                                                                                  |           | 0                                          |                                                       |
| JUMLAH                                                             | 466               | 466                                                                                                                                | 100.00    | 239                                        | 51.415                                                |

JABATAN AKUANTUN NEGARA MALAYSIA @1GFMAS

b. Laporan Ageing Incident iGFMAS Belum Selesai (kod transaksi: ZRSVC500)

LAPORAN AGEING INCIDENT 1GFMAS BELUM SELESAI

Tempoh Masa  
Tempoh Incident Belum Selesai (MMYYYY) 042018

Pilihan  
 Pejabat Perakaunan   
 Semua Pejabat Perakaunan

Restrictions

| Partner | Name 1                                  |
|---------|-----------------------------------------|
| 147     | JANM SARAWAK                            |
| 148     | JANM CAW SRI AMAN                       |
| 149     | JANM CAW SIBU                           |
| 150     | JANM CAW MIRI                           |
| 151     | JANM CAW LIMBANG                        |
| 152     | JANM CAW SARIKEI                        |
| 153     | JANM CAW KAPIT                          |
| 154     | JANM CAW BINTULU                        |
| 155     | JABATAN PERDANA MENTERI                 |
| 156     | KEM KEWANGAN                            |
| 157     | KEM PENGANGKUTAN                        |
| 158     | KEM KERJA RAYA                          |
| 159     | KEM KOMUNIKASI DAN MULTIMEDIA           |
| 160     | KEM PERTAHANAN                          |
| 161     | KEM KESIHATAN                           |
| 162     | KEM PERTANIAN DAN INDUSTRI ASAS TANI    |
| 163     | KEM PENDIDIKAN                          |
| 164     | KEM DALAM NEGERI                        |
| 165     | KEM LUAR NEGERI                         |
| 166     | KEM PERUSAHAAN PERLADANGAN DAN KOMODITI |
| 167     | KFM KEMATILIAN LUAR BANDAR DAN WT/AYAH  |

51 Entries found

*Output:-*

| LAPORAN AGEING INCIDENT 1GFMAS BELUM SELESAI                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |            |              |                               |                  |                                   |           |                         |                            |                                                                    |            |              |                               |                  |                                   |          |        |       |   |            |            |     |            |     |           |                         |                            |   |            |            |     |            |     |           |                         |                    |   |            |            |     |            |     |           |                         |                    |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|--------------|-------------------------------|------------------|-----------------------------------|-----------|-------------------------|----------------------------|--------------------------------------------------------------------|------------|--------------|-------------------------------|------------------|-----------------------------------|----------|--------|-------|---|------------|------------|-----|------------|-----|-----------|-------------------------|----------------------------|---|------------|------------|-----|------------|-----|-----------|-------------------------|--------------------|---|------------|------------|-----|------------|-----|-----------|-------------------------|--------------------|
| Selections                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |            |              |                               |                  |                                   |           |                         |                            |                                                                    |            |              |                               |                  |                                   |          |        |       |   |            |            |     |            |     |           |                         |                            |   |            |            |     |            |     |           |                         |                    |   |            |            |     |            |     |           |                         |                    |
| Laporan : SVC500<br>Kod Transaksi: ZRSVC500<br>Pengguna : IASHAHUL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |            |              |                               |                  |                                   |           |                         |                            |                                                                    |            |              |                               |                  |                                   |          |        |       |   |            |            |     |            |     |           |                         |                            |   |            |            |     |            |     |           |                         |                    |   |            |            |     |            |     |           |                         |                    |
| <b>LAPORAN</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |            |              |                               |                  |                                   |           |                         |                            |                                                                    |            |              |                               |                  |                                   |          |        |       |   |            |            |     |            |     |           |                         |                            |   |            |            |     |            |     |           |                         |                    |   |            |            |     |            |     |           |                         |                    |
| <table border="1"> <thead> <tr> <th>Bil.</th><th>No. Incide</th><th>Tarikh Wujud</th><th>Bil. Hari (Dari Tarikh Wujud)</th><th>Tarikh Kemaskini</th><th>Bil. Hari (Dari Tarikh Kemaskini)</th><th>Prioriti</th><th>Status</th><th>Modul</th></tr> </thead> <tbody> <tr> <td>1</td><td>8000029721</td><td>05.04.2018</td><td>230</td><td>07.08.2018</td><td>106</td><td>4: Low</td><td>Sent to Functional BPTM</td><td>Laporan Kedudukan Vot/Dana</td></tr> </tbody> </table>                                                                                                                                                                                                                                                                                                                                                                  |            |              |                               |                  |                                   |           |                         |                            | Bil.                                                               | No. Incide | Tarikh Wujud | Bil. Hari (Dari Tarikh Wujud) | Tarikh Kemaskini | Bil. Hari (Dari Tarikh Kemaskini) | Prioriti | Status | Modul | 1 | 8000029721 | 05.04.2018 | 230 | 07.08.2018 | 106 | 4: Low    | Sent to Functional BPTM | Laporan Kedudukan Vot/Dana |   |            |            |     |            |     |           |                         |                    |   |            |            |     |            |     |           |                         |                    |
| Bil.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | No. Incide | Tarikh Wujud | Bil. Hari (Dari Tarikh Wujud) | Tarikh Kemaskini | Bil. Hari (Dari Tarikh Kemaskini) | Prioriti  | Status                  | Modul                      |                                                                    |            |              |                               |                  |                                   |          |        |       |   |            |            |     |            |     |           |                         |                            |   |            |            |     |            |     |           |                         |                    |   |            |            |     |            |     |           |                         |                    |
| 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 8000029721 | 05.04.2018   | 230                           | 07.08.2018       | 106                               | 4: Low    | Sent to Functional BPTM | Laporan Kedudukan Vot/Dana |                                                                    |            |              |                               |                  |                                   |          |        |       |   |            |            |     |            |     |           |                         |                            |   |            |            |     |            |     |           |                         |                    |   |            |            |     |            |     |           |                         |                    |
| <table border="1"> <thead> <tr> <th>Laporan : SVC500<br/>Kod Transaksi: ZRSVC500<br/>Pengguna : IASHAHUL</th><th colspan="8" rowspan="3"></th></tr> </thead> </table>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |            |              |                               |                  |                                   |           |                         |                            | Laporan : SVC500<br>Kod Transaksi: ZRSVC500<br>Pengguna : IASHAHUL |            |              |                               |                  |                                   |          |        |       |   |            |            |     |            |     |           |                         |                            |   |            |            |     |            |     |           |                         |                    |   |            |            |     |            |     |           |                         |                    |
| Laporan : SVC500<br>Kod Transaksi: ZRSVC500<br>Pengguna : IASHAHUL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |            |              |                               |                  |                                   |           |                         |                            |                                                                    |            |              |                               |                  |                                   |          |        |       |   |            |            |     |            |     |           |                         |                            |   |            |            |     |            |     |           |                         |                    |   |            |            |     |            |     |           |                         |                    |
| <b>PANJAR</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |            |              |                               |                  |                                   |           |                         |                            |                                                                    |            |              |                               |                  |                                   |          |        |       |   |            |            |     |            |     |           |                         |                            |   |            |            |     |            |     |           |                         |                    |   |            |            |     |            |     |           |                         |                    |
| <table border="1"> <thead> <tr> <th>Bil.</th><th>No. Incide</th><th>Tarikh Wujud</th><th>Bil. Hari (Dari Tarikh Wujud)</th><th>Tarikh Kemaskini</th><th>Bil. Hari (Dari Tarikh Kemaskini)</th><th>Prioriti</th><th>Status</th><th>Modul</th></tr> </thead> <tbody> <tr> <td>1</td><td>8000024790</td><td>08.03.2018</td><td>258</td><td>08.03.2018</td><td>258</td><td>3: Medium</td><td>Sent to Functional BPTM</td><td>Panjar Wang Runcit</td></tr> <tr> <td>2</td><td>8000032296</td><td>25.04.2018</td><td>210</td><td>15.05.2018</td><td>190</td><td>3: Medium</td><td>Sent to Functional BPTM</td><td>Panjar Wang Runcit</td></tr> <tr> <td>3</td><td>8000032332</td><td>25.04.2018</td><td>210</td><td>16.07.2018</td><td>128</td><td>3: Medium</td><td>Sent to Functional BPTM</td><td>Panjar Wang Runcit</td></tr> </tbody> </table> |            |              |                               |                  |                                   |           |                         |                            | Bil.                                                               | No. Incide | Tarikh Wujud | Bil. Hari (Dari Tarikh Wujud) | Tarikh Kemaskini | Bil. Hari (Dari Tarikh Kemaskini) | Prioriti | Status | Modul | 1 | 8000024790 | 08.03.2018 | 258 | 08.03.2018 | 258 | 3: Medium | Sent to Functional BPTM | Panjar Wang Runcit         | 2 | 8000032296 | 25.04.2018 | 210 | 15.05.2018 | 190 | 3: Medium | Sent to Functional BPTM | Panjar Wang Runcit | 3 | 8000032332 | 25.04.2018 | 210 | 16.07.2018 | 128 | 3: Medium | Sent to Functional BPTM | Panjar Wang Runcit |
| Bil.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | No. Incide | Tarikh Wujud | Bil. Hari (Dari Tarikh Wujud) | Tarikh Kemaskini | Bil. Hari (Dari Tarikh Kemaskini) | Prioriti  | Status                  | Modul                      |                                                                    |            |              |                               |                  |                                   |          |        |       |   |            |            |     |            |     |           |                         |                            |   |            |            |     |            |     |           |                         |                    |   |            |            |     |            |     |           |                         |                    |
| 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 8000024790 | 08.03.2018   | 258                           | 08.03.2018       | 258                               | 3: Medium | Sent to Functional BPTM | Panjar Wang Runcit         |                                                                    |            |              |                               |                  |                                   |          |        |       |   |            |            |     |            |     |           |                         |                            |   |            |            |     |            |     |           |                         |                    |   |            |            |     |            |     |           |                         |                    |
| 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 8000032296 | 25.04.2018   | 210                           | 15.05.2018       | 190                               | 3: Medium | Sent to Functional BPTM | Panjar Wang Runcit         |                                                                    |            |              |                               |                  |                                   |          |        |       |   |            |            |     |            |     |           |                         |                            |   |            |            |     |            |     |           |                         |                    |   |            |            |     |            |     |           |                         |                    |
| 3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 8000032332 | 25.04.2018   | 210                           | 16.07.2018       | 128                               | 3: Medium | Sent to Functional BPTM | Panjar Wang Runcit         |                                                                    |            |              |                               |                  |                                   |          |        |       |   |            |            |     |            |     |           |                         |                            |   |            |            |     |            |     |           |                         |                    |   |            |            |     |            |     |           |                         |                    |

- c. Prestasi Tempoh Penyelesaian *Incident iGFMAS* Berdasarkan *Priority* (kod transaksi: ZRSVC600)

| LAPORAN PRESTASI TEMPOH PENYELESAIAN INCIDENT 1GFMAS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                         |  |  |  |  |  |  |  |         |      |     |              |     |                   |     |               |     |               |     |                  |     |                  |     |                |     |                  |     |                         |     |                     |     |                  |     |                |     |                               |     |                |     |               |     |                                      |     |                |     |                  |     |                 |     |                                         |     |                                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|--|--|--|--|--|--|--|---------|------|-----|--------------|-----|-------------------|-----|---------------|-----|---------------|-----|------------------|-----|------------------|-----|----------------|-----|------------------|-----|-------------------------|-----|---------------------|-----|------------------|-----|----------------|-----|-------------------------------|-----|----------------|-----|---------------|-----|--------------------------------------|-----|----------------|-----|------------------|-----|-----------------|-----|-----------------------------------------|-----|-------------------------------------|
| Restrict Value Range (1) 51 Entries found                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                         |  |  |  |  |  |  |  |         |      |     |              |     |                   |     |               |     |               |     |                  |     |                  |     |                |     |                  |     |                         |     |                     |     |                  |     |                |     |                               |     |                |     |               |     |                                      |     |                |     |                  |     |                 |     |                                         |     |                                     |
| LAPORAN PRESTASI TEMPOH PENYELESAIAN INCIDENT 1GFMAS BERDASARKAN PRIORITI<br>Tempoh Incident Diselesaikan (MMYYYY) <input type="text" value="042018"/> hingga <input type="text" value="042018"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                         |  |  |  |  |  |  |  |         |      |     |              |     |                   |     |               |     |               |     |                  |     |                  |     |                |     |                  |     |                         |     |                     |     |                  |     |                |     |                               |     |                |     |               |     |                                      |     |                |     |                  |     |                 |     |                                         |     |                                     |
| <b>Pilihan</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                         |  |  |  |  |  |  |  |         |      |     |              |     |                   |     |               |     |               |     |                  |     |                  |     |                |     |                  |     |                         |     |                     |     |                  |     |                |     |                               |     |                |     |               |     |                                      |     |                |     |                  |     |                 |     |                                         |     |                                     |
| <input checked="" type="radio"/> Pejabat Perakaunan <input type="checkbox"/> Semua Pejabat Perakaunan<br><input checked="" type="radio"/> Ringkasan <input type="checkbox"/> Terperinci <input type="checkbox"/> Senarai Incident                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                         |  |  |  |  |  |  |  |         |      |     |              |     |                   |     |               |     |               |     |                  |     |                  |     |                |     |                  |     |                         |     |                     |     |                  |     |                |     |                               |     |                |     |               |     |                                      |     |                |     |                  |     |                 |     |                                         |     |                                     |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                         |  |  |  |  |  |  |  |         |      |     |              |     |                   |     |               |     |               |     |                  |     |                  |     |                |     |                  |     |                         |     |                     |     |                  |     |                |     |                               |     |                |     |               |     |                                      |     |                |     |                  |     |                 |     |                                         |     |                                     |
| <table border="1"> <thead> <tr> <th>Partner</th><th>Name</th></tr> </thead> <tbody> <tr> <td>147</td><td>JANM SARAWAK</td></tr> <tr> <td>148</td><td>JANM CAW SRI AMAN</td></tr> <tr> <td>149</td><td>JANM CAW SIBU</td></tr> <tr> <td>150</td><td>JANM CAW MIRI</td></tr> <tr> <td>151</td><td>JANM CAW LIMBANG</td></tr> <tr> <td>152</td><td>JANM CAW SARIKEI</td></tr> <tr> <td>153</td><td>JANM CAW KAPIT</td></tr> <tr> <td>154</td><td>JANM CAW BINTULU</td></tr> <tr> <td>155</td><td>JABATAN PERDANA MENTERI</td></tr> <tr> <td>156</td><td><b>KEM KEWANGAN</b></td></tr> <tr> <td>157</td><td>KEM PENGANGKUTAN</td></tr> <tr> <td>158</td><td>KEM KERJA RAYA</td></tr> <tr> <td>159</td><td>KEM KOMUNIKASI DAN MULTIMEDIA</td></tr> <tr> <td>160</td><td>KEM PERTAHANAN</td></tr> <tr> <td>161</td><td>KEM KESIHATAN</td></tr> <tr> <td>162</td><td>KEM PERTANIAN DAN INDUSTRI ASAS TANI</td></tr> <tr> <td>163</td><td>KEM PENDIDIKAN</td></tr> <tr> <td>164</td><td>KEM DALAM NEGERI</td></tr> <tr> <td>165</td><td>KEM LUAR NEGERI</td></tr> <tr> <td>166</td><td>KEM PERUSAHAAN PERLADANGAN DAN KOMODITI</td></tr> <tr> <td>167</td><td>KFM KEMALIAN IIAR RANDAR DAN WIAYAH</td></tr> </tbody> </table> |                                         |  |  |  |  |  |  |  | Partner | Name | 147 | JANM SARAWAK | 148 | JANM CAW SRI AMAN | 149 | JANM CAW SIBU | 150 | JANM CAW MIRI | 151 | JANM CAW LIMBANG | 152 | JANM CAW SARIKEI | 153 | JANM CAW KAPIT | 154 | JANM CAW BINTULU | 155 | JABATAN PERDANA MENTERI | 156 | <b>KEM KEWANGAN</b> | 157 | KEM PENGANGKUTAN | 158 | KEM KERJA RAYA | 159 | KEM KOMUNIKASI DAN MULTIMEDIA | 160 | KEM PERTAHANAN | 161 | KEM KESIHATAN | 162 | KEM PERTANIAN DAN INDUSTRI ASAS TANI | 163 | KEM PENDIDIKAN | 164 | KEM DALAM NEGERI | 165 | KEM LUAR NEGERI | 166 | KEM PERUSAHAAN PERLADANGAN DAN KOMODITI | 167 | KFM KEMALIAN IIAR RANDAR DAN WIAYAH |
| Partner                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Name                                    |  |  |  |  |  |  |  |         |      |     |              |     |                   |     |               |     |               |     |                  |     |                  |     |                |     |                  |     |                         |     |                     |     |                  |     |                |     |                               |     |                |     |               |     |                                      |     |                |     |                  |     |                 |     |                                         |     |                                     |
| 147                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | JANM SARAWAK                            |  |  |  |  |  |  |  |         |      |     |              |     |                   |     |               |     |               |     |                  |     |                  |     |                |     |                  |     |                         |     |                     |     |                  |     |                |     |                               |     |                |     |               |     |                                      |     |                |     |                  |     |                 |     |                                         |     |                                     |
| 148                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | JANM CAW SRI AMAN                       |  |  |  |  |  |  |  |         |      |     |              |     |                   |     |               |     |               |     |                  |     |                  |     |                |     |                  |     |                         |     |                     |     |                  |     |                |     |                               |     |                |     |               |     |                                      |     |                |     |                  |     |                 |     |                                         |     |                                     |
| 149                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | JANM CAW SIBU                           |  |  |  |  |  |  |  |         |      |     |              |     |                   |     |               |     |               |     |                  |     |                  |     |                |     |                  |     |                         |     |                     |     |                  |     |                |     |                               |     |                |     |               |     |                                      |     |                |     |                  |     |                 |     |                                         |     |                                     |
| 150                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | JANM CAW MIRI                           |  |  |  |  |  |  |  |         |      |     |              |     |                   |     |               |     |               |     |                  |     |                  |     |                |     |                  |     |                         |     |                     |     |                  |     |                |     |                               |     |                |     |               |     |                                      |     |                |     |                  |     |                 |     |                                         |     |                                     |
| 151                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | JANM CAW LIMBANG                        |  |  |  |  |  |  |  |         |      |     |              |     |                   |     |               |     |               |     |                  |     |                  |     |                |     |                  |     |                         |     |                     |     |                  |     |                |     |                               |     |                |     |               |     |                                      |     |                |     |                  |     |                 |     |                                         |     |                                     |
| 152                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | JANM CAW SARIKEI                        |  |  |  |  |  |  |  |         |      |     |              |     |                   |     |               |     |               |     |                  |     |                  |     |                |     |                  |     |                         |     |                     |     |                  |     |                |     |                               |     |                |     |               |     |                                      |     |                |     |                  |     |                 |     |                                         |     |                                     |
| 153                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | JANM CAW KAPIT                          |  |  |  |  |  |  |  |         |      |     |              |     |                   |     |               |     |               |     |                  |     |                  |     |                |     |                  |     |                         |     |                     |     |                  |     |                |     |                               |     |                |     |               |     |                                      |     |                |     |                  |     |                 |     |                                         |     |                                     |
| 154                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | JANM CAW BINTULU                        |  |  |  |  |  |  |  |         |      |     |              |     |                   |     |               |     |               |     |                  |     |                  |     |                |     |                  |     |                         |     |                     |     |                  |     |                |     |                               |     |                |     |               |     |                                      |     |                |     |                  |     |                 |     |                                         |     |                                     |
| 155                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | JABATAN PERDANA MENTERI                 |  |  |  |  |  |  |  |         |      |     |              |     |                   |     |               |     |               |     |                  |     |                  |     |                |     |                  |     |                         |     |                     |     |                  |     |                |     |                               |     |                |     |               |     |                                      |     |                |     |                  |     |                 |     |                                         |     |                                     |
| 156                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>KEM KEWANGAN</b>                     |  |  |  |  |  |  |  |         |      |     |              |     |                   |     |               |     |               |     |                  |     |                  |     |                |     |                  |     |                         |     |                     |     |                  |     |                |     |                               |     |                |     |               |     |                                      |     |                |     |                  |     |                 |     |                                         |     |                                     |
| 157                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | KEM PENGANGKUTAN                        |  |  |  |  |  |  |  |         |      |     |              |     |                   |     |               |     |               |     |                  |     |                  |     |                |     |                  |     |                         |     |                     |     |                  |     |                |     |                               |     |                |     |               |     |                                      |     |                |     |                  |     |                 |     |                                         |     |                                     |
| 158                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | KEM KERJA RAYA                          |  |  |  |  |  |  |  |         |      |     |              |     |                   |     |               |     |               |     |                  |     |                  |     |                |     |                  |     |                         |     |                     |     |                  |     |                |     |                               |     |                |     |               |     |                                      |     |                |     |                  |     |                 |     |                                         |     |                                     |
| 159                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | KEM KOMUNIKASI DAN MULTIMEDIA           |  |  |  |  |  |  |  |         |      |     |              |     |                   |     |               |     |               |     |                  |     |                  |     |                |     |                  |     |                         |     |                     |     |                  |     |                |     |                               |     |                |     |               |     |                                      |     |                |     |                  |     |                 |     |                                         |     |                                     |
| 160                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | KEM PERTAHANAN                          |  |  |  |  |  |  |  |         |      |     |              |     |                   |     |               |     |               |     |                  |     |                  |     |                |     |                  |     |                         |     |                     |     |                  |     |                |     |                               |     |                |     |               |     |                                      |     |                |     |                  |     |                 |     |                                         |     |                                     |
| 161                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | KEM KESIHATAN                           |  |  |  |  |  |  |  |         |      |     |              |     |                   |     |               |     |               |     |                  |     |                  |     |                |     |                  |     |                         |     |                     |     |                  |     |                |     |                               |     |                |     |               |     |                                      |     |                |     |                  |     |                 |     |                                         |     |                                     |
| 162                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | KEM PERTANIAN DAN INDUSTRI ASAS TANI    |  |  |  |  |  |  |  |         |      |     |              |     |                   |     |               |     |               |     |                  |     |                  |     |                |     |                  |     |                         |     |                     |     |                  |     |                |     |                               |     |                |     |               |     |                                      |     |                |     |                  |     |                 |     |                                         |     |                                     |
| 163                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | KEM PENDIDIKAN                          |  |  |  |  |  |  |  |         |      |     |              |     |                   |     |               |     |               |     |                  |     |                  |     |                |     |                  |     |                         |     |                     |     |                  |     |                |     |                               |     |                |     |               |     |                                      |     |                |     |                  |     |                 |     |                                         |     |                                     |
| 164                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | KEM DALAM NEGERI                        |  |  |  |  |  |  |  |         |      |     |              |     |                   |     |               |     |               |     |                  |     |                  |     |                |     |                  |     |                         |     |                     |     |                  |     |                |     |                               |     |                |     |               |     |                                      |     |                |     |                  |     |                 |     |                                         |     |                                     |
| 165                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | KEM LUAR NEGERI                         |  |  |  |  |  |  |  |         |      |     |              |     |                   |     |               |     |               |     |                  |     |                  |     |                |     |                  |     |                         |     |                     |     |                  |     |                |     |                               |     |                |     |               |     |                                      |     |                |     |                  |     |                 |     |                                         |     |                                     |
| 166                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | KEM PERUSAHAAN PERLADANGAN DAN KOMODITI |  |  |  |  |  |  |  |         |      |     |              |     |                   |     |               |     |               |     |                  |     |                  |     |                |     |                  |     |                         |     |                     |     |                  |     |                |     |                               |     |                |     |               |     |                                      |     |                |     |                  |     |                 |     |                                         |     |                                     |
| 167                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | KFM KEMALIAN IIAR RANDAR DAN WIAYAH     |  |  |  |  |  |  |  |         |      |     |              |     |                   |     |               |     |               |     |                  |     |                  |     |                |     |                  |     |                         |     |                     |     |                  |     |                |     |                               |     |                |     |               |     |                                      |     |                |     |                  |     |                 |     |                                         |     |                                     |
| 51 Entries found                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                         |  |  |  |  |  |  |  |         |      |     |              |     |                   |     |               |     |               |     |                  |     |                  |     |                |     |                  |     |                         |     |                     |     |                  |     |                |     |                               |     |                |     |               |     |                                      |     |                |     |                  |     |                 |     |                                         |     |                                     |

i. Output untuk pilihan - Ringkasan:-

| LAPORAN PRESTASI TEMPOH PENYELESAIAN INCIDENT 1GFMAS               |  |                                |                                                                                                                                                                               |      |  |                                                       |  |  |  |  |
|--------------------------------------------------------------------|--|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|--|-------------------------------------------------------|--|--|--|--|
| Laporan : SVC600<br>Kod Transaksi: ZRSVC600<br>Pengguna : IASHAHUL |  |                                | KERAJAAN MALAYSIA<br>LAPORAN RINGKASAN PRESTASI TEMPOH PENYELESAIAN INCIDENT 1GFMAS<br>BERDASARKAN PRIORITI DI KEM KEWANGAN<br>BAGI TEMPOH 01 APRIL 2018 HINGGA 30 APRIL 2018 |      |  | Tarikh: 21.11.2018<br>Masa: 17:46:54<br>Muka Surat: 1 |  |  |  |  |
|                                                                    |  | Bilangan Incident Diselesaikan |                                                                                                                                                                               |      |  |                                                       |  |  |  |  |
|                                                                    |  | Prioriti                       |                                                                                                                                                                               |      |  |                                                       |  |  |  |  |
| Tempoh Penyelesaian (Hari)                                         |  | Very High                      |                                                                                                                                                                               | High |  | Medium                                                |  |  |  |  |
| 0                                                                  |  |                                |                                                                                                                                                                               | 1    |  |                                                       |  |  |  |  |
| 1                                                                  |  |                                |                                                                                                                                                                               |      |  | 1                                                     |  |  |  |  |
| 2 - 3                                                              |  |                                |                                                                                                                                                                               |      |  |                                                       |  |  |  |  |
| 4 - 7                                                              |  | 1                              |                                                                                                                                                                               | 1    |  | 2                                                     |  |  |  |  |
| 8 - 14                                                             |  |                                |                                                                                                                                                                               | 1    |  | 13                                                    |  |  |  |  |
| 15 - 30                                                            |  |                                |                                                                                                                                                                               |      |  | 11                                                    |  |  |  |  |
| 31 - 60                                                            |  |                                |                                                                                                                                                                               |      |  | 2                                                     |  |  |  |  |
| > 60                                                               |  |                                |                                                                                                                                                                               |      |  | 3                                                     |  |  |  |  |
| <b>*JUMLAH</b>                                                     |  | 1                              |                                                                                                                                                                               | 3    |  | 31                                                    |  |  |  |  |
|                                                                    |  |                                |                                                                                                                                                                               |      |  | 26                                                    |  |  |  |  |
|                                                                    |  |                                |                                                                                                                                                                               |      |  | 61                                                    |  |  |  |  |
| JABATAN AKAUNTAN NEGARA MALAYSIA @1GFMAS                           |  |                                |                                                                                                                                                                               |      |  |                                                       |  |  |  |  |

ii. Output untuk pilihan - Terperinci:-

| LAPORAN PRESTASI TEMPOH PENYELESAIAN INCIDENT 1GFMAS               |                              |                                                                                 |   |   |   |       |   |       |   |        |   |         |   |         |   |      |   |     |   |   |   |   |
|--------------------------------------------------------------------|------------------------------|---------------------------------------------------------------------------------|---|---|---|-------|---|-------|---|--------|---|---------|---|---------|---|------|---|-----|---|---|---|---|
| Laporan : SVC601<br>Kod Transaksi: ZRSVC600<br>Pengguna : IASHAHUL |                              |                                                                                 |   |   |   |       |   |       |   |        |   |         |   |         |   |      |   |     |   |   |   |   |
|                                                                    |                              | Bilangan Incident Diselesaikan Mengikut Tempoh Penyelesaian (Hari) dan Prioriti |   |   |   |       |   |       |   |        |   |         |   |         |   |      |   |     |   |   |   |   |
|                                                                    |                              | 0                                                                               |   | 1 |   | 2 - 3 |   | 4 - 7 |   | 8 - 14 |   | 15 - 30 |   | 31 - 60 |   | > 60 |   | V.H |   | H |   |   |
| Kategori 1                                                         | Kategori 2                   | V.H                                                                             | H | M | L | V.H   | H | M     | L | V.H    | H | M       | L | V.H     | H | M    | L | V.H | H | M | L |   |
| Aplikasi                                                           | 1GFMAS Service Desk          |                                                                                 |   |   |   |       |   |       |   |        |   |         |   |         |   |      |   |     |   |   |   |   |
| Aplikasi                                                           | Data Induk                   |                                                                                 |   |   |   |       |   |       |   |        |   |         |   |         |   |      |   |     |   |   |   |   |
| Aplikasi                                                           | Panjar                       |                                                                                 |   |   |   |       |   |       |   |        |   |         |   |         |   |      |   |     |   |   |   |   |
| Aplikasi                                                           | Pengurusan Arahan Pembayaran |                                                                                 |   |   |   |       |   |       |   |        |   |         |   |         |   |      |   |     |   |   |   |   |
| Aplikasi                                                           | Perolehan                    |                                                                                 |   |   |   |       |   |       |   |        |   |         |   |         |   |      |   |     |   |   |   |   |
| Aplikasi                                                           | SAPGUI - Arahan Pembayaran   |                                                                                 |   |   |   |       |   |       |   |        |   |         |   |         |   |      |   |     |   |   |   |   |
| Aplikasi                                                           | SAPGUI - GUMIS               |                                                                                 |   |   |   |       |   |       |   |        |   |         |   |         |   |      |   |     |   |   |   |   |
| Aplikasi                                                           | SAPGUI - HCM                 |                                                                                 |   |   |   |       |   |       |   |        |   |         |   |         |   |      |   |     |   |   |   |   |
| Aplikasi                                                           | SAPGUI - IMSS GAL            |                                                                                 |   |   |   |       |   |       |   |        |   |         |   |         |   |      |   |     |   |   |   |   |
| Aplikasi                                                           | Teriman                      |                                                                                 |   |   |   |       |   |       |   |        |   |         |   |         |   |      |   |     |   |   |   |   |
| Aplikasi                                                           | Workflow                     |                                                                                 |   |   |   |       |   |       |   |        |   |         |   |         |   |      |   |     |   |   |   |   |
| <b>* JUMLAH APLIKASI</b>                                           |                              | 1                                                                               |   |   |   |       |   |       |   |        |   |         |   |         |   |      |   | 1   | 1 | 1 | 3 | 1 |
| Authorization                                                      | Authorization                |                                                                                 |   |   |   |       |   |       |   |        |   |         |   |         |   |      |   |     | 1 | 1 |   | 3 |
| <b>* JUMLAH AUTHORIZATION</b>                                      |                              |                                                                                 | 1 |   |   |       |   |       |   |        |   |         |   |         |   |      |   | 1   | 1 |   | 3 | 1 |
| WebMethods                                                         | WebMethods                   |                                                                                 |   |   |   |       |   |       |   |        |   |         |   |         |   |      |   |     |   |   |   |   |

iii. Pilihan - Senarai *Incident*-

LAPORAN PRESTASI TEMPOH PENYELESAIAN INCIDENT 1GFMAS BERDASARKAN PRIORITI

Tempoh Incident Diselesaikan (MMYYYY) 042018 hingga 042018

Pilihan

- Pejabat Perakaunan 156
- Semua Pejabat Perakaunan
- Ringkasan
- Terperinci
- Senarai Incident

0 hari

0 hari  
1 hari  
2-3 hari  
4-7 hari  
8-14 hari  
15-30 hari  
31-60 hari  
> 60 hari

Output untuk Senarai *Incident* (0 hari):-

LAPORAN PRESTASI TEMPOH PENYELESAIAN INCIDENT 1GFMAS

KERAJAAN MALAYSIA  
LAPORAN SENARAI INCIDENT 1GFMAS DISELESAIKAN DALAM TEMPOH 0 HARI DI KEM KEWANGAN  
BAGI TEMPOH 01 APRIL 2018 HINGGA 30 APRIL 2018

Kategori: Aplikasi - iGFMAS Service Desk

| Bil. | No. Incident | Prioriti | Modul                           | Perihal         | Pejabat Perakaunan | Pelapor         | Pegawai Bertang |
|------|--------------|----------|---------------------------------|-----------------|--------------------|-----------------|-----------------|
| 1    | 8000030966   | 2: High  | iGFMAS Service Desk - Lain-lain | Masalah Laporan | KEM KEWANGAN       | NAZHIR BIN MUSA |                 |

KERAJAAN MALAYSIA  
LAPORAN SENARAI INCIDENT 1GFMAS DISELESAIKAN DALAM TEMPOH 0 HARI DI KEM KEWANGAN  
BAGI TEMPOH 01 APRIL 2018 HINGGA 30 APRIL 2018

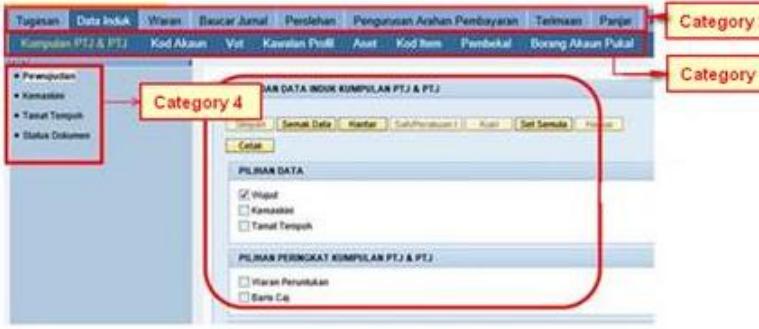
Kategori: Authorization - Authorization

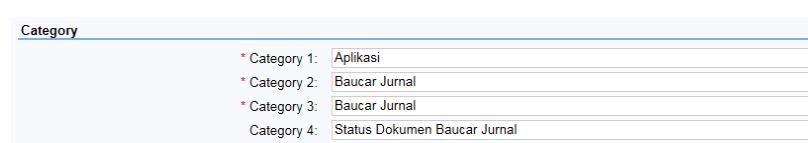
| Bil. | No. Incident | Prioriti | Modul                      | Perihal                  | Pejabat Perakaunan | Pelapor             | Pegawai Bertang |
|------|--------------|----------|----------------------------|--------------------------|--------------------|---------------------|-----------------|
| 1    | 8000031786   | 4: Low   | Pertukaran Keluar Pengguna | Z_TEMP Pertukaran Keluar | KEM KEWANGAN       | FAZILAH BINTI HAMID | RUHIL HAYAT BIN |

## LAMPIRAN 1 – PANDUAN PEMILIHAN CATEGORY INSIDEN

1. Penetapan kategori aduan/ Incident berkaitan sistem iGFMAS yang hendak dilog melalui Portal iGFMAS Service Desk:
  - a. Terdapat empat (4) kategori yang perlu dimaklumkan oleh pelapor setiap kali membuat aduan/ *Incident*. Kategori 1, 2 dan 3 WAJIB diisi manakala kategori 4 TIDAK WAJIB diisi.
  - b. Pilihan yang boleh dibuat bagi Category 1 semasa membuat aduan/ *Incident* adalah:
    - i. Aplikasi
    - ii. ICT
    - iii. *Authorization*; dan
    - iv. *Webmethods*

2. Panduan pemilihan kategori aduan/ *Incident* yang melibatkan sistem iGFMAS secara umum adalah seperti dalam jadual berikut:

| Bil | Jenis Insiden                      | Category   |                                          |                                          |                                     | Catatan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----|------------------------------------|------------|------------------------------------------|------------------------------------------|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     |                                    | Category 1 | Category 2                               | Category 3                               | Category 4                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 1   | a) Insiden berkaitan Portal iGFMAS | Aplikasi   | Portal iGFMAS - 1st Top Level Navigation | Portal iGFMAS - 2nd Top Level Navigation | Portal iGFMAS - Detailed Navigation |  <ul style="list-style-type: none"> <li>• Parjai</li> <li>• Taruhan</li> <li>• Waran</li> <li>• Status Dokumen</li> </ul> <p>PILIHAN DATA</p> <p><input checked="" type="checkbox"/> Wajan<br/> <input type="checkbox"/> Kamaskini<br/> <input type="checkbox"/> Taruh Tempok</p> <p>PILIHAN PERINGKAT KUMPULAN PTJ &amp; PTJ</p> <p><input type="checkbox"/> Waran Penutupan<br/> <input type="checkbox"/> Baris Cpt</p> |

| Bil | Jenis Insiden                                | Category      |                     |                              |                |                                                                                       | Catatan                                                                                           |
|-----|----------------------------------------------|---------------|---------------------|------------------------------|----------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
|     |                                              | Category 1    | Category 2          | Category 3                   | Category 4     |                                                                                       |                                                                                                   |
|     | Aplikasi                                     | Baucar Jurnal | Baucar Jurnal       | Status Dokumen Baucar Jurnal |                | Contoh : Ralat berlaku di Portal iGFMAS semasa memproses Status Dokumen Baucar Jurnal |                |
|     | b) Insiden berkaitan isu BWBI                | Applikasi     | BWBI                | Sub Category 2               | Sub Category 3 |                                                                                       | Contoh : Pemilihan kategori Incident di iGFMAS Service Desk semasa berlaku ralat di Portal iGFMAS |
|     | c) Insiden berkaitan isu iGFMAS Service Desk | Applikasi     | iGFMAS Service Desk | Sub Category 2               | Sub Category 3 |                                                                                       |                |

| Bil | Jenis Insiden                                   | Category      |                                 |                |                | Catatan |
|-----|-------------------------------------------------|---------------|---------------------------------|----------------|----------------|---------|
|     |                                                 | Category 1    | Category 2                      | Category 3     | Category 4     |         |
|     | d) Insiden berkaitan aplikasi eAPPs             | Aplikasi      | eAPPs                           | Sub Category 2 | Sub Category 3 |         |
|     | e) Insiden berkaitan Job Scheduling Management  | Aplikasi      | Job Scheduling Management (JSM) | Sub Category 2 | Sub Category 3 |         |
|     | f) Insiden berkaitan isu iGFMAS di SAPGUI       | Aplikasi      | SAPGUI <Modul>                  | Sub Category 2 | Sub Category 3 |         |
|     | g) Insiden berkaitan Senarai Tugas Harian/ SBWP | Aplikasi      | Workflow                        | Sub Category 2 | Sub Category 3 |         |
| 2   | Insiden berkaitan isu capaian pengguna          | Authorization | Authorization                   | Sub Category 2 | Sub Category 3 |         |
| 3   | Insiden berkaitan isu teknikal                  | ICT           | BASIS                           | Sub Category 2 | Sub Category 3 |         |
|     |                                                 |               | Hardware                        | Sub Category 2 | Sub Category 3 |         |
|     |                                                 |               | Network                         | Sub Category 2 | Sub Category 3 |         |
|     |                                                 |               | Software                        | Sub Category 2 | Sub Category 3 |         |

| Bil | Jenis Insiden                          | Category          |                   |                   |                   | Catatan |
|-----|----------------------------------------|-------------------|-------------------|-------------------|-------------------|---------|
|     |                                        | Category 1        | Category 2        | Category 3        | Category 4        |         |
| 4   | Insiden berkaitan<br><i>Webmethods</i> | <i>Webmethods</i> | <i>Webmethods</i> | Sub<br>Category 2 | Sub Category<br>3 |         |

**LAMPIRAN 2 – PANDUAN PEMILIHAN *TYPE OF COMPLAIN***

| Type of Complain    | Penerangan                                                                                                                                                                                                                            |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Aplikasi            | Insiden berkaitan sistem iGFMAS seperti:<br>1. Paparan skrin berganda/ tiada<br>2. Ralat semasa proses dokumen<br>3. Dokumen double posting                                                                                           |
| Authorisation       | Insiden berkaitan ID pengguna seperti:<br>1. Dokumen tiada di STH/ SBWP<br>2. Category yang dipilih adalah Authorisation<br>3. Category yang dipilih adalah Workflow                                                                  |
| Kompetensi Pengguna | Insiden berkaitan tindakan yang perlu diambil disebabkan kesilapan pengguna semasa menggunakan sistem seperti:<br>1. Kesilapan semasa memproses dokumen menyebabkan berlaku ralat<br>2. Kesilapan memproses dokumen dari PTJ/ AO lain |
| Pertanyaan          | Insiden berkaitan pertanyaan umum                                                                                                                                                                                                     |
| Polisi dan Prosidur | Insiden berkaitan polisi dan prosidur untuk operasi di PTJ/ AO seperti:<br>1. Proses perolehan ubat-ubatan menggunakan ePerolehan                                                                                                     |
| Teknikal            | Insiden berkaitan isu teknikal seperti:<br>1. Sistem gagal diakses<br>2. Laporan/ Cek gagal dicetak                                                                                                                                   |
| Lain-lain           | Insiden yang tidak berkaitan dengan salah satu Type of Complain di atas                                                                                                                                                               |



**KERAJAAN MALAYSIA**

**MANUAL PENGGUNA  
MODUL SOLMAN**

***Job Scheduling Management (JSM)***

**Versi 2.0**

For

**JABATAN AKAUNTAN NEGARA MALAYSIA**

***iGFMAS PROJECT***



## PINDAAN DOKUMEN

Dokumen ini telah dipinda dengan keterangan berikut:

| No | Versi | Tarikh      | Dikemaskini Oleh | Catatan                                              |
|----|-------|-------------|------------------|------------------------------------------------------|
| 1  | 0.1   | 1 Jan 2018  | Shahul Hameed    | Penyediaan manual pengguna                           |
| 2  | 0.2   | 7 Mar 2018  | Shahul Hameed    | Pengesahan Ketua Modul                               |
| 3  | 0.3   | 27 Jul 2018 | Shafie Mohd Noor | Penyeragaman untuk terbitan                          |
| 4  | 0.4   | 6 Aug 2018  | Shahul Hameed    | Pengemaskinian selepas bengkel semakan               |
| 5  | 1.0   | 23 Nov 2018 | Shafie Mohd Noor | Pengemaskinian untuk pengesahan dan terbitan pertama |
| 6  | 1.1   | 27 Sep 2019 | Noor Hadia Army  | Kemaskini muka hadapan dan footer manual pengguna    |
| 7  | 2.0   | 27 Sep 2019 | Shafie Mohd Noor | Pengemaskinian untuk pengesahan dan terbitan kedua   |

## ISI KANDUNGAN

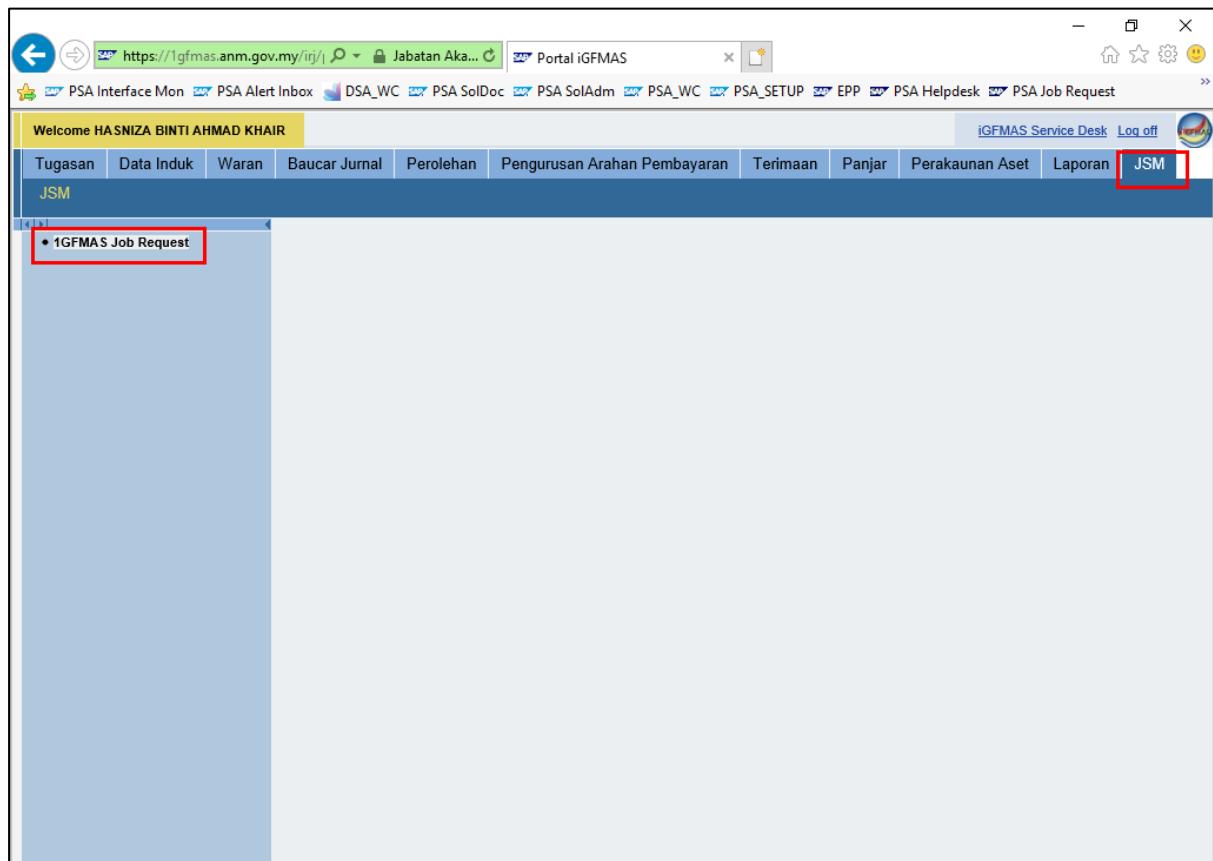
|                                                                                | Muka Surat |
|--------------------------------------------------------------------------------|------------|
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## 2.0 LANGKAH-LANGKAH

### 2.1. LANGKAH-LANGKAH UNTUK SOLMAN JSM - *JOB SCHEDULING MANAGEMENT*

Sebelum membuat permohonan *Job Request*, pengguna perlu memastikan *variant* telah diwujudkan terlebih dahulu.

1. Log masuk iGFMAS Portal dan klik tab JSM. Skrin berikut dipaparkan.



2. Klik iGFMAS Job Request dan skrin berikut dipaparkan.

The screenshot shows the 'Job Request' screen in the iGFMAS application. The top navigation bar includes links for PSA Interface Mon, PSA Alert Inbox, DSA\_WC, PSA SolDoc, PSA SolAdm, PSA\_SETUP, PSA\_WC, PSA\_EPP, PSA Helpdesk, and PSA Job Request. The main content area is titled 'Job Request' and displays the following sections:

- General:** Contains fields for Request Type (selected: 'Request: Create New Job'), Name (Z\_<MODULE>\_<PROC/REP NAME>), Product System, Client, and Expiration Date (17.08.2019).
- Job Steps:** A table with columns for Step, Description, Command/Report, and Parameter/Value. It includes buttons for Add, Edit, Remove, and sorting.
- Schedule:** Contains fields for Repeat (Once), Frequency (01), Planned Start Date (17.08.2018), and Planned Start Time (15:44:38). It also includes fields for No Start After Date and No Start After Time (00:00:00).
- Business Context:** Contains fields for Module and Business Requirement/Process.

### 2.1.1. Request: Create New Job

*Request Create New Job* adalah permohonan untuk mewujudkan *job* baru.

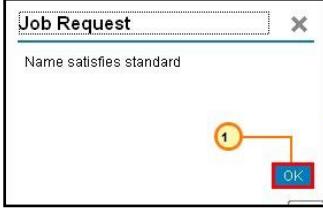
- Klik dan pilih *Request Type* → *Request: Create New Job*.

The screenshot shows the 'Job Request' screen. At the top, there are 'Submit' and 'New' buttons. A note says 'Basic Job Request supports only ABAP Technical System, Scheduler BC-XBP. - Display Help'. Below this, it shows 'Assigned Business Partner 0000000221' and 'Name HATIMI'. The 'General' section contains fields for Request Type, Name, Product System, Client, and Expiration. A dropdown menu for Request Type is open, showing 'Request: Create New Job' (highlighted with a red box and circled with orange), 'Request: Delete Existing Job', and 'Request: Edit Existing Job'. The 'Request: Create New Job' option is also highlighted with a blue box and circled with orange. There are 'Check' and 'Uncheck' buttons next to the dropdown.

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                                        | Catatan |
|-----|-----------------------|------|-----------------------------------------------------------------|---------|
| 1   | <i>Request Type</i>   | M    | Klik pada medan <b>Request Type</b> .                           |         |
| 2   | <i>Request Type</i>   | M    | Pilih <i>Request Type</i> : -<br><b>Request: Create New Job</b> |         |

- Skrin **Job Request** dipaparkan.

The screenshot shows the 'Job Request' screen with annotations. The 'Request Type' field (circled with orange) has a red box around it. The 'Name' field (circled with orange) has a red box around it. The 'Check' button (circled with orange) has a red box around it. A context menu is open over the 'Check' button, showing options: 'Check' (highlighted with a blue box and circled with orange), 'Proposal', and 'Explanation' (circled with orange). The 'Name' field contains the placeholder 'Z\_<MODULE>\_<PROC/REP NAME>'.

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Catatan                |
|-----|-----------------------|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| 1   | Name                  | M    | <p>Klik pada medan <b>Name</b>. Kunci masuk nama <i>job</i> (HURUF BESAR) mengikut format berikut:</p> <p>- Z_&lt;MODULE&gt;_&lt;PROCESSOR/ REPORT- NAME&gt;.</p>                                                                                                                                                                                                                                                                                                                                              | Contoh:- Z_HCM_ZRPY025 |
| 2   | Check                 | O    | Klik <b>Check</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                        |
| 3   | Check                 | O    | <p>Pilih <b>Check</b> untuk menyemak format nama <i>job</i>.</p> <p>a) Pengguna akan mendapat mesej seperti berikut jika nama <i>job</i> memenuhi kriteria mengikut format: -</p>  <p>b) Pengguna akan mendapat mesej ralat seperti berikut jika nama <i>job</i> tidak memenuhi kriteria mengikut format: -</p>  <p>Klik <b>OK</b>.</p> |                        |

3. Skrin **Job Request** dipaparkan.

**Job Request**

Submit | New

! You have not specified a value for Job Steps.

Assigned Business Partner 0000000221 Name HATIMI

**General**

|                   |                            |             |
|-------------------|----------------------------|-------------|
| * Request Type:   | Request: Create New Job    | 1           |
| * Name:           | Z_<MODULE>_<PROC/REP NAME> | Check       |
| * Product System: |                            | Check       |
| * Client:         |                            | Proposal    |
| * Expiration:     | 06.07.2018                 | Explanation |

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Catatan |
|-----|-----------------------|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 1   | Check                 | M    | Klik <b>Check</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |         |
| 2   | Explanation           | O    | <p>Pilih <b>Explanation</b> untuk mendapatkan penjelasan mengenai format nama job.</p> <p>Pengguna akan mendapat mesej seperti berikut:-</p> <div style="border: 1px solid black; padding: 10px;"> <p><b>Job Request</b></p> <p>Name space for Jobs<br/>Z_&lt;MODULE&gt;_&lt;PROC/REP NAME&gt;</p> <p>Z means Customized Program<br/>&lt;MODULE&gt; means Module Name<br/>&lt;PROC/REP NAME&gt; means Process or Report Name</p> <p>Example:<br/>Z_AP_ZIAP516</p> </div> <p>Klik <b>OK</b></p> |         |

4. Skrin **Job Request** dipaparkan.

The screenshot shows the 'Job Request' screen. At the top, there are 'Submit' and 'New' buttons. A note says 'Basic Job Request supports only ABAP Technical System, Scheduler BC-XBP. - [Display Help](#)'. Below this, it shows 'Assigned Business Partner 0000056596' and 'Name HASNIZA BINTI AHMAD KHAIR'. The 'General' section contains fields for Request Type (selected 'Create New Job'), Name (Z\_HCM\_ZRPY025), Product System (highlighted with a red box and arrow labeled '1'), Client, Expiration date (17.08.2019), and a 'Check' button.

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                 | Catatan |
|-----|-----------------------|------|------------------------------------------|---------|
| 1   | Product System        | M    | Klik pada carian <b>Product System</b> . |         |

5. Skrin **Search: Product System** dipaparkan.

The screenshot shows the 'Search: Product System' screen. At the top, there is a search bar with the text 'HCP' and a 'Check' button. The table below has columns: Technical System, System Type, Client, TS Install Number, System Type Description, and System Type. The first row, which is highlighted with a red box and arrow labeled '1', shows HCP, HCP, 400, 0020232887, Application Server ABAP, and ABAP. The other rows show ECP, ECP, 400, 0020197338, Application Server ABAP, ABAP; and PSA, PSA, 400, 0020203551, Application Server ABAP, ABAP.

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                                                                                                                                                                                                                                                                                                                         | Catatan |
|-----|-----------------------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 1   | Technical System      |      | <p>Pilih sistem SAP iGFMAS, sebagai contoh, HCP.</p> <p>Berikut adalah senarai keseluruhan sistem iGFMAS: -</p> <ul style="list-style-type: none"> <li>a) ECP Client 400</li> <li>b) HCP Client 400</li> <li>c) BWP Client 400</li> <li>d) BP1 Client 400</li> <li>e) PSA Client 400</li> </ul> <p>Medan Client akan diisi secara automatik.</p> |         |

6. Skrin **Job Request** dipaparkan.

### Job Request

Submit | New

Assigned Business Partner 0000056596 Name HASNIZA BINTI AHMAD KHAIR

**General**

\* Request Type: Request: Create New Job

\* Name: Z\_HCM\_ZRPY025 Check

\* Product System: HCP

\* Client: 400

\* Expiration: 31.08.2019

**Schedule**

\* Repeat:

Frequency:

\* Planned Start Date:

Planned Start Time:

The screenshot shows a date picker for the expiration date. The calendar is set to August 2019. A red box labeled '1' points to the small calendar icon next to the date '31.08.2019'. A red box labeled '2' points to the date '31' in the calendar grid, indicating it is the selected date.

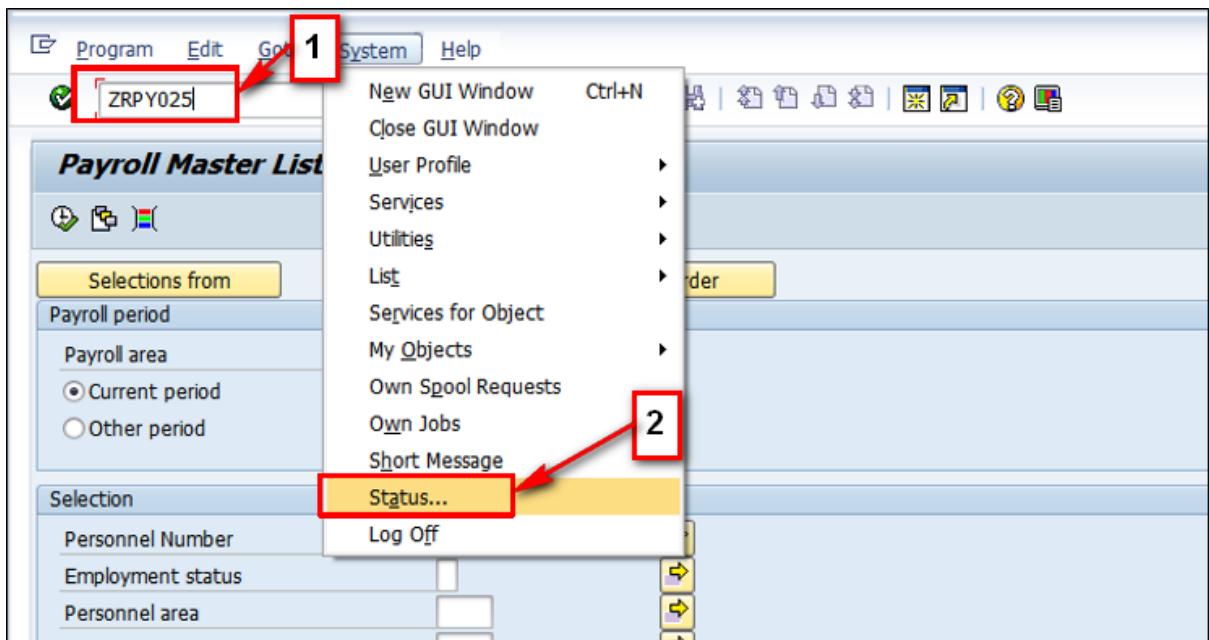
| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                                                                                      | Catatan                 |
|-----|-----------------------|------|---------------------------------------------------------------------------------------------------------------|-------------------------|
| 1   | <i>Expiration</i>     | M    | Klik pada carian <b><i>Expiration</i></b> .<br><br><i>Expiration</i> adalah tarikh tamat tempoh job tersebut. | Contoh:-<br>31 Aug 2018 |
| 2   | Pilih tarikh          | M    | Pilih 31 Aug 2018, sebagai contoh.                                                                            |                         |

7. Skrin **Job Request** dipaparkan.



| No. | Nama Medan/<br>Butang | M/ O | Tindakan          | Catatan |
|-----|-----------------------|------|-------------------|---------|
| 1   | <i>Job Step</i>       | M    | Klik <b>Add</b> . |         |

Untuk tujuan mendapatkan nama program bagi mengisi medan *Command/ Report*, berikut adalah langkah-langkah yang diperlukan. Perlu diingat bahawa kod transaksi (*t-code*) tidak semestinya sama dengan nama program (medan *Command/ Report*).



**System: Status**

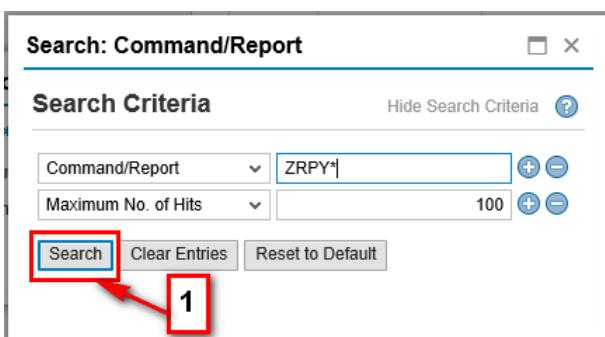
| Usage data                                |                    | SAP System data      |                     |
|-------------------------------------------|--------------------|----------------------|---------------------|
| Client                                    | 400                | Previous logon       | 17.08.2018 17:22:04 |
| User                                      | ZJSM_VAR           | Logon                | 20.08.2018 14:32:48 |
| Language                                  | EN                 | System time          | 14:36:11            |
| Number of Failed Password Logon Attempts: |                    | 1                    |                     |
| <b>SAP data</b>                           |                    |                      |                     |
| Transaction                               | ZRPY025            | Product Version      | - See Details -     |
| Program                                   | ZRPY025            | Installation Number  | 0020232887          |
| Program (screen)                          | ZRPY025            | License expiration   | 31.12.9999          |
| Screen number                             | 1000               | Unicode System       | Yes                 |
| Program (GUI)                             | RSSYSTDB           |                      |                     |
| GUI status                                | %_00               |                      |                     |
| <b>Host data</b>                          |                    | <b>Database data</b> |                     |
| Operating system                          | AIX                | Database System      | DB6                 |
| Machine type                              | 00C7A0A74C         | Release              | 10.05.0008          |
| Server name                               | prdwnonaas3_HCP... | Name                 | HCP                 |
| Platform ID                               | 324                | Host                 | prdwendb            |
|                                           |                    | Owner                | SAPHCP              |

8. Skrin **Add Job Step** dipaparkan.



| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                                             | Catatan                                      |
|-----|-----------------------|------|----------------------------------------------------------------------|----------------------------------------------|
| 1   | Description           | M    | Masukkan perihal job.                                                | Contoh:<br><b>Payroll Master<br/>Listing</b> |
| 2   | Command/ Report       | M    | Masukkan nama job ataupun "wildcard carian", sebagai contoh "ZRPY*". | Contoh:<br><b>Z*</b><br><b>ZRPY*</b>         |
| 3   | Command/ Report       | M    | Klik pada carian <b>Command/<br/>Report</b> .                        |                                              |

9. Skrin **Search: Command/ Report** dipaparkan.



| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                                                                 | Catatan |
|-----|-----------------------|------|------------------------------------------------------------------------------------------|---------|
| 1   | Search                | M    | Klik <b>Search</b> untuk memulakan carian untuk semua nama job yang bermula dengan ZRPY. |         |

10. Skrin **Search: Command/ Report** dipaparkan.

**Search: Command/Report**

**Search Criteria** Hide Search Criteria

|                     |       |  |
|---------------------|-------|--|
| Command/Report      | ZRPY* |  |
| Maximum No. of Hits | 100   |  |

[Search] [Clear Entries] [Reset to Default]

---

**Results List: 63 results found for Command/Report**

| .. | Program Name | Lang... | Report title                   |
|----|--------------|---------|--------------------------------|
|    | ZRPY001      | EN      | Perbezaan Data Taraf Pencen... |
|    | ZRPY017      | EN      | Batch Upload/Download Third... |
|    | ZRPY019      | EN      | Laporan Penghantaran Gaji      |
|    | ZRPY020      | EN      | Senarai Potongan Yang Tidak... |
|    | ZRPY021      | EN      | Senarai Pendapatan & Potongan  |
|    | ZRPY022      | EN      | Senarai Potongan Gaji (Emel)   |
|    | ZRPY022B     | EN      | Senarai Potongan Gaji (Emel)   |
|    | ZRPY023      | EN      | Laporan Ringkasan Gaji         |
|    | ZRPY025      | EN      | Payroll Master Listing         |
|    | ZRPY026      | EN      | Laporan Pengemaskinian Makl... |

| No. | Nama Medan/<br>Butang | M/ O | Tindakan           | Catatan                    |
|-----|-----------------------|------|--------------------|----------------------------|
| 1   | Search Criteria       | M    | Pilih Program Name | Contoh:-<br><b>ZRPY025</b> |

11. Skrin **Add Job Step** dipaparkan.

**Add Job Step**

\* Description: Payroll Master Listing

\* Command/Report: ZRPY025

\* Parameter/Variant: |

OK Cancel

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                     | Catatan |
|-----|-----------------------|------|----------------------------------------------|---------|
| 1   | Parameter/ Variant    | M    | Klik pada carian <b>Parameter/ Variant</b> . |         |

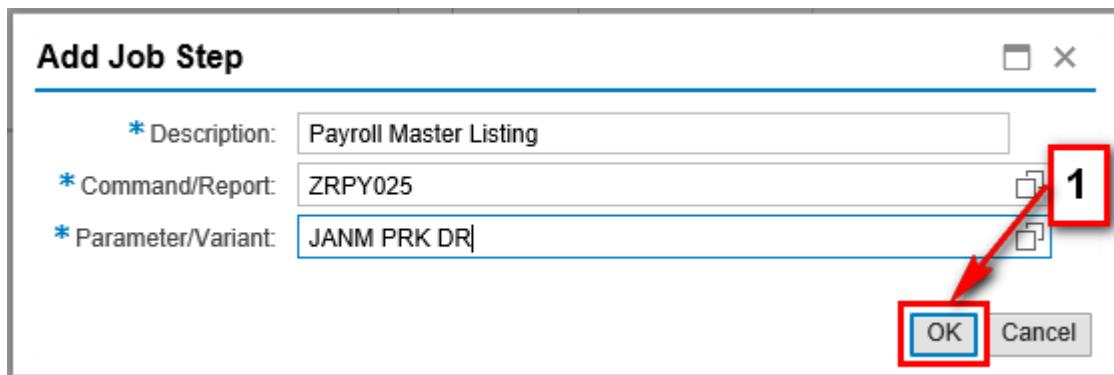
12. Skrin **Search: Parameter/ Variant** dipaparkan.

**Search: Parameter/Variant**

| .. Report Name | Variant Name   |
|----------------|----------------|
| ZRPY025        | 1117_Z025_M001 |
| ZRPY025        | 1118_Z025_M001 |
| ZRPY025        | 1119_Z025_M001 |
| ZRPY025        | 1120_Z025_M001 |
| ZRPY025        | 1121_Z025_M001 |
| ZRPY025        | 1122_Z025_M001 |
| ZRPY025        | 1123_Z025_M001 |
| ZRPY025        | 1124_Z025_M001 |
| ZRPY025        | 1125_Z025_M001 |
| ZRPY025        | JANM PRK DR    |

| No. | Nama Medan/<br>Butang         | M/ O | Tindakan           | Catatan                        |
|-----|-------------------------------|------|--------------------|--------------------------------|
| 1   | Search: Parameter/<br>Variant | M    | Pilih Variant Name | Contoh:-<br><b>JANM PRK DR</b> |

13. Skrin **Add Job Step** dipaparkan.



| No. | Nama Medan/<br>Butang | M/ O | Tindakan         | Catatan |
|-----|-----------------------|------|------------------|---------|
| 1   | Add Job Step          | M    | Klik <b>OK</b> . |         |

14. Skrin **Job Request** dipaparkan.

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                             | Catatan                                                                                                                                                                                                                                                                                                                                               |
|-----|-----------------------|------|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Repeat                | M    | Klik pada carian <b>Repeat</b> .     | Berikut adalah pilihan untuk larian job:<br><b>Once</b> – Larian sekali sahaja<br><b>Minutes</b> – Larian setiap XX minit.<br><b>Hours</b> – Larian setiap XX jam.<br><b>Days</b> – Larian setiap XX hari.<br><b>Weeks</b> – Larian setiap XX minggu.<br><b>Months</b> – Larian setiap XX bulan.<br><b>Others</b> – Larian selain dari pilihan diatas |
| 2   | Hours                 | M    | Pilih <b>Hours</b> , sebagai contoh. |                                                                                                                                                                                                                                                                                                                                                       |

15. Skrin **Job Request** dipaparkan.

The screenshot shows the 'Schedule' section of the 'Job Request' form. It includes fields for 'Repeat' (set to 'Hours' with a frequency of '01'), 'Planned Start Date' (set to '17.08.2018'), and 'Planned Start Time'. A calendar is displayed for August 2018, with the 17th highlighted. Red numbers 1, 2, and 3 are overlaid on the screen to indicate specific steps: 1 points to the 'Repeat' dropdown, 2 points to the frequency input, and 3 points to the highlighted date in the calendar.

| No. | Nama Medan/<br>Butang     | M/ O | Tindakan                                                    | Catatan                         |
|-----|---------------------------|------|-------------------------------------------------------------|---------------------------------|
| 1   | <i>Frequency</i>          | O    | Masukkan kekerapan larian job dalam jam.                    | Contoh:<br><b>1 Jam</b>         |
| 2   | <i>Planned Start Date</i> | M    | Klik pada <b>Senarai Pilihan</b> .                          |                                 |
| 3   | <i>Planned Start Date</i> | M    | Pilih Tarikh mula yang dirancang untuk larian job tersebut. | Contoh:-<br><b>17 Aug 2018.</b> |

16. Skrin **Job Request** dipaparkan.

**Schedule**

\* Repeat: Hours  
Frequency: 01 Hours  
\* Planned Start Date: 17.08.2018  
Planned Start Time: **20:00:00**

---

**Business Context**

\* Module:

| No. | Nama Medan/<br>Butang     | M/ O | Tindakan                                                                                                       | Catatan |
|-----|---------------------------|------|----------------------------------------------------------------------------------------------------------------|---------|
| 1   | <i>Planned Start Time</i> | M    | Klik pada medan <b>Planned Start Time</b><br>Masukkan masa mula larian job sebagai contoh " <b>20:00:00</b> ". |         |
| 2   | <i>Business Context</i>   | M    | Klik pada carian <b>Module</b> .                                                                               |         |

17. Skrin **Search: Module** dipaparkan.

**Search: Module**

Results List: 11 results found for Module

| Module          | Module          |
|-----------------|-----------------|
| AP              | AP              |
| AR              | AR              |
| ASET            | ASET            |
| CASH MANAGEMENT | CASH MANAGEMENT |
| GLFMCO          | GLFMCO          |
| GUMIS           | GUMIS           |
| HCM             | HCM             |
| LMS             | LMS             |
| MM              | MM              |
| SOLMAN          | SOLMAN          |

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                           | Catatan |
|-----|-----------------------|------|------------------------------------|---------|
| 1   | Search: Module        | M    | Pilih <b>HCM</b> , sebagai contoh. |         |

18. Skrin **Job Request** dipaparkan.

\* Business  
Requirement/Process:

Janaan laporan Payroll Master Listing

| No. | Nama Medan/<br>Butang            | M/ O | Tindakan                                                                                                    | Catatan                                                          |
|-----|----------------------------------|------|-------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|
| 1   | Business Requirement/<br>Process | M    | Pada medan <b>Business<br/>Requirement/ Process</b> ,<br>masukkan tujuan permohonan<br><i>job request</i> . | Contoh:-<br><b>Janaan laporan<br/>Payroll Master<br/>Listing</b> |

19. Skrin **Job Request** dipaparkan.

**Request Overview**

\* Transaction Type: ZJSM ( ZJSM )

\* Request Priority: 4: Low

\* Description:

\* Reason for Request:

1: Very High  
2: High  
3: Medium  
4: Low

| No. | Nama Medan/<br>Butang | M/O | Tindakan                                            | Catatan                                                                                                                              |
|-----|-----------------------|-----|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Request Priority      | M   | Klik pada senarai pilihan <b>Request Priority</b> . |                                                                                                                                      |
| 2   | Request Priority      | M   | Pilih <b>Low</b> .                                  | Pilihan <b>Request Priority</b> adalah berdasarkan keperluan pengguna, tetapi tertakluk kepada pihak HQ JANM.<br><b>Default: Low</b> |

20. Skrin **Job Request** dipaparkan.

**Request Overview**

\* Transaction Type: 1GFMAS Job Scheduling Management (JSM) **1**

\* Request Priority: 4: Low

\* Description: **Payroll Master Listing** **2**

\* Reason for Request: Janaan laporan Payroll Master Listing untuk kegunaan mesyuarat pengurusan.

| No. | Nama Medan/<br>Butang | M/O | Tindakan                                                                           | Catatan                                                                                    |
|-----|-----------------------|-----|------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| 1   | Description           | M   | Pada medan <b>Description</b> , kunci masuk tajuk/ perkara permohonan job request. | Contoh:- <b>Payroll Master Listing</b>                                                     |
| 2   | Reason for Request    | M   | Pada medan <b>Reason for Request</b> , kunci masuk tujuan permohonan job request.  | Contoh:- <b>Janaan laporan Payroll Master Listing</b> untuk kegunaan mesyuarat pengurusan. |

21. Skrin **Job Request** dipaparkan.

\* Pejabat Perakaunan: 179

Full Name:

Phone:

Email:

\* Support Team ID: 186

Full Name:

Phone:

Email:

| No. | Nama Medan/<br>Butang | M / O | Tindakan                                                                                                                                                                                                           | Catatan                                                                             |
|-----|-----------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| 1   | Pejabat Perakaunan    | M     | <p>Pada medan <b>Pejabat Perakaunan</b>, masukkan Business Partner ID (BP) sebagai contoh "179".</p> <p>Tekan kekunci <b>Enter</b>.</p> <p>Ini akan menukarkan BP 179 kepada “1125MOHE KEM PENDIDIKAN TINGGI”.</p> | <p>Setiap pengguna perlu mengetahui number BP (Business Partner) masing-masing.</p> |

22. Skrin **Job Request** dipaparkan.

**Job Request**

**Assigned Business Partner** 0000056596    **Name** HASNIZA BINTI AHMAD KHAIR

**General**

\* Request Type: Request: Create New Job

\* Name: Z\_HCM\_ZRPY025

\* Product System: HCP

\* Client: 400

\* Expiration: 17.08.2019

**Job Request**

Submit | New

You can close this screen or continue with other request  
 Job Request 0000000137 was created successfull, and the related ZJSM is 1000000160.

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                                                                                                                     | Catatan                                                    |
|-----|-----------------------|------|----------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|
| 1   | Submit                | M    | Klik pada butang <b>Submit</b> .<br><br>Catat nombor <i>Job Request</i> dan nombor <i>ZJSM Incident</i> yang dipaparkan bagi tujuan rujukan. | <i>Job Request</i> akan dihantar ke pasukan JSM – HQ JANM. |

### 2.1.2. Request: Edit Existing Job

*Request Edit Existing Job* adalah untuk kemaskini *job* sedia ada yang telah dijadualkan (*already scheduled*). Pengguna boleh mengemaskini tarikh/ masa larian *job*, *variant*, kekerapan *job* (frekuensi) dan sebagainya.

Langkah dibawah adalah contoh bagi mengubah *variant job* sedia ada yang telah dijadualkan (*already scheduled*).

- Klik dan pilih *Request Type* → *Request: Edit Existing Job*

**Job Request**

Submit | New

Basic Job Request supports only ABAP Technical System, Scheduler BC-XBP. - [Display Help](#)

Assigned Business Partner 0000056596 Name HASNIZA BINTI AHMAD KHAIR

General

\* Request Type: Request: Create New Job

\* Name: Request: Delete Existing Job

\* Product System: Request: Edit Existing Job

\* Client: Request: Create New Job

\* Expiration: 23.08.2019

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                                        | Catatan |
|-----|-----------------------|------|-----------------------------------------------------------------|---------|
| 1   | <i>Request Type</i>   | M    | Klik pada medan <b>Request Type</b> .                           |         |
| 2   | <i>Request Type</i>   | M    | Pilih <i>Request Type</i> : - <b>Request: Edit Existing Job</b> |         |

- Skrin **Job Request** dipaparkan.

**Job Request**

Submit | New

Basic Job Request supports only ABAP Technical System, Scheduler BC-XBP. - [Display Help](#)

Assigned Business Partner 0000056596 Name HASNIZA BINTI AHMAD KHAIR

General

\* Request Type: Request: Edit Existing Job

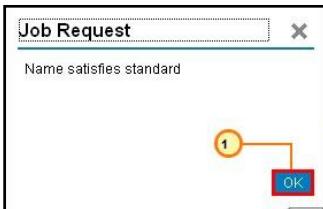
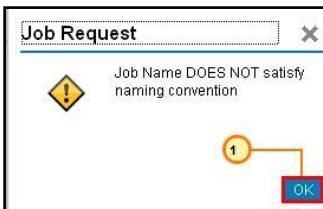
\* Name: Z\_<MODULE>\_<PROC/REP NAME>

\* Product System:

\* Client:

\* Expiration: 23.08.2019

Check  
Proposal  
Explanation

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Catatan                          |
|-----|-----------------------|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|
| 1   | Name                  | M    | <p>Klik pada medan <b>Name</b>. Kunci masuk nama <i>job</i> (HURUF BESAR) mengikut format berikut:</p> <p>-</p> <p>Z_&lt;MODULE&gt;_<br/>&lt;PROCESSOR/ REPORT-<br/>NAME&gt;.</p>                                                                                                                                                                                                                                                                                                                              | Contoh:-<br><b>Z_HCM_ZRPY025</b> |
| 2   | Check                 | O    | Klik <b>Check</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                  |
| 3   | Check                 | O    | <p>Pilih <b>Check</b> untuk menyemak format nama <i>job</i>.</p> <p>a) Pengguna akan mendapat mesej seperti berikut jika nama <i>job</i> memenuhi kriteria mengikut format: -</p>  <p>b) Pengguna akan mendapat mesej ralat seperti berikut jika nama <i>job</i> tidak memenuhi kriteria mengikut format: -</p>  <p>Klik <b>OK</b>.</p> |                                  |

3. Skrin **Job Request** dipaparkan.

**Job Request**

Submit | New

Basic Job Request supports only ABAP Technical System, Scheduler BC-XBP. - [Display Help](#)

Assigned Business Partner 0000056596 Name HASNIZA BINTI AHMAD KHAIR

**General**

|                   |                                            |             |
|-------------------|--------------------------------------------|-------------|
| * Request Type:   | Request: Edit Existing Job                 | 1           |
| * Name:           | Z_<MODULE>_<PROC/REP NAME>                 | Check       |
| * Product System: | <input type="button" value=""/>            | Check       |
| * Client:         | <input type="button" value=""/>            | Proposal    |
| * Expiration:     | 23.08.2019 <input type="button" value=""/> | Explanation |

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                                                                                                                                        | Catatan |
|-----|-----------------------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 1   | Check                 | M    | Klik <b>Check</b> .                                                                                                                                             |         |
| 2   | Explanation           | O    | Pilih <b>Explanation</b> untuk mendapatkan penjelasan mengenai format nama job.<br><br>Pengguna akan mendapat mesej seperti berikut:-<br><br><br>Klik <b>OK</b> |         |

4. Skrin **Job Request** dipaparkan.

**Job Request**

Submit | New

Basic Job Request supports only ABAP Technical System, Scheduler BC-XBP. - [Display Help](#)

Assigned Business Partner 0000056596 Name HASNIZA BINTI AHMAD KHAIR

**General**

|                   |                            |
|-------------------|----------------------------|
| * Request Type:   | Request: Edit Existing Job |
| * Name:           | Z_HCM_ZRPY025              |
| * Product System: | <input type="text"/>       |
| * Client:         | <input type="text"/>       |
| * Expiration:     | 23.08.2019                 |

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                 | Catatan |
|-----|-----------------------|------|------------------------------------------|---------|
| 1   | Product System        | M    | Klik pada carian <b>Product System</b> . |         |

5. Skrin **Search: Product System** dipaparkan.

**Search: Product System**

| ... Technical System | Syste... | Client | TS Install Number | System Type Description | System Type |
|----------------------|----------|--------|-------------------|-------------------------|-------------|
| HCP                  | HCP      | 400    | 0020232887        | Application Server ABAP | ABAP        |
| ECP                  | ECP      | 400    | 0020197338        | Application Server ABAP | ABAP        |
| PSA                  | PSA      | 400    | 0020203551        | Application Server ABAP | ABAP        |

| No. | Nama Medan/<br>Butang | M / O | Tindakan                                                                                                                                                                                                                                                                                                                                         | Catatan |
|-----|-----------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 1   | Technical System      |       | <p>Pilih sistem SAP iGFMAS, sebagai contoh, HCP.</p> <p>Berikut adalah senarai keseluruhan sistem iGFMAS: -</p> <ul style="list-style-type: none"> <li>a) ECP Client 400</li> <li>b) HCP Client 400</li> <li>c) BWP Client 400</li> <li>d) BP1 Client 400</li> <li>e) PSA Client 400</li> </ul> <p>Medan Client akan diisi secara automatik.</p> |         |

6. Skrin **Job Request** dipaparkan.

**Job Request**

Submit | New

Assigned Business Partner 0000056596 Name HASNIZA BINTI AHMAD KHAIR

**General**

\* Request Type: Request: Edit Existing Job

\* Name: Z\_HCM\_ZRPY025

\* Product System: HCP

\* Client: 400

\* Expiration: 31.08.2019

1

2

**Schedule**

\* Repeat:

Frequency:

\* Planned Start Date:

Planned Start Time:

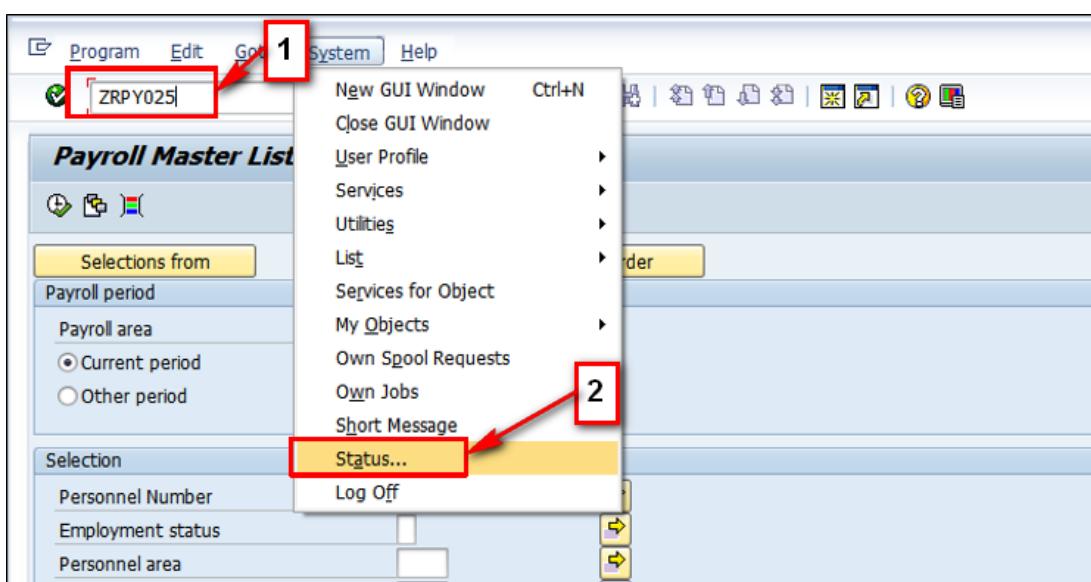
| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                                                                               | Catatan                 |
|-----|-----------------------|------|--------------------------------------------------------------------------------------------------------|-------------------------|
| 1   | Expiration            | M    | Klik pada carian <b>Expiration</b> .<br><br><i>Expiration</i> adalah tarikh tamat tempoh job tersebut. | Contoh:-<br>31 Aug 2018 |
| 2   | Pilih tarikh          | M    | Pilih 31 Aug 2018, sebagai contoh.                                                                     |                         |

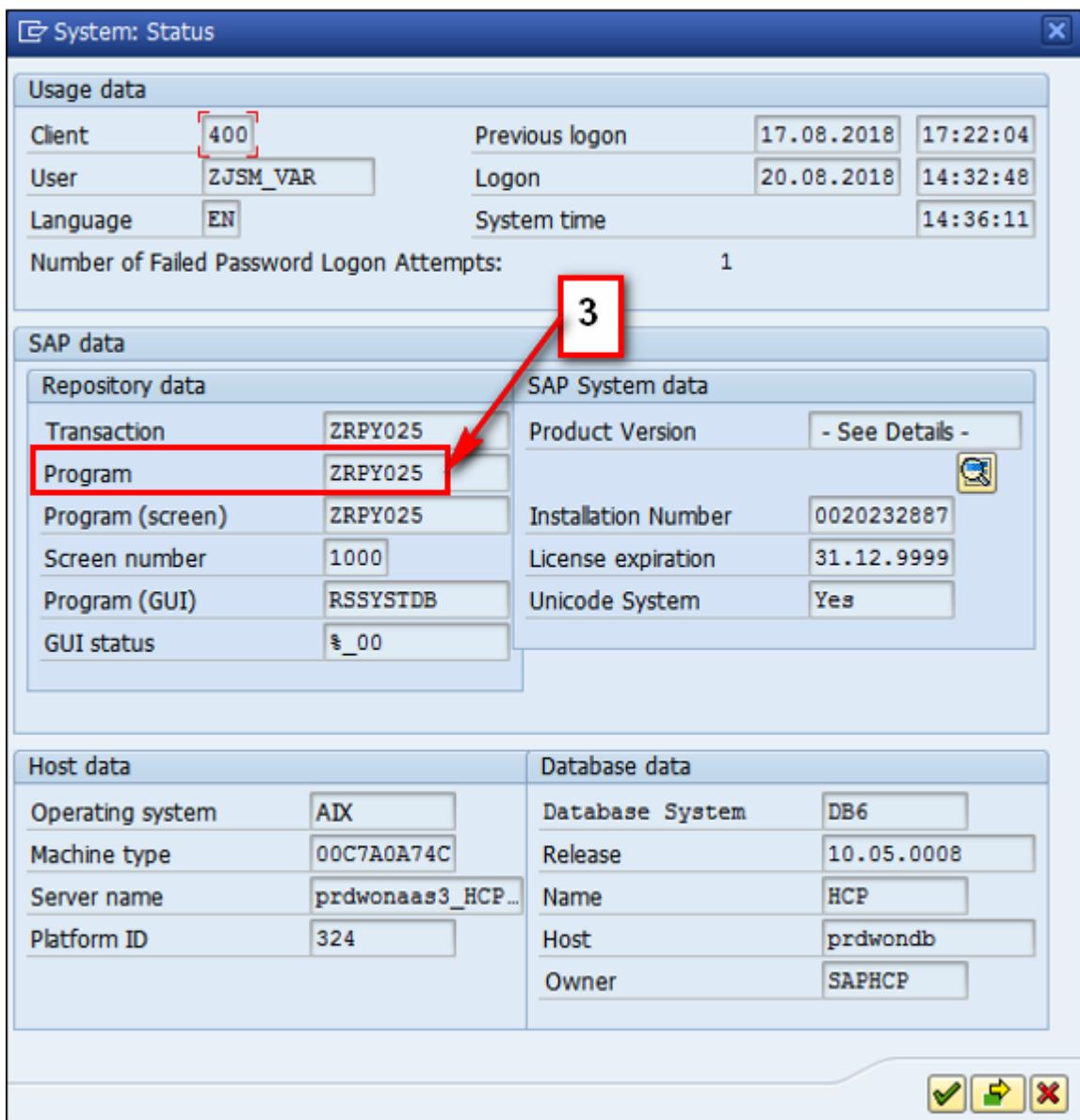
7. Skrin **Job Request** dipaparkan.



| No. | Nama Medan/<br>Butang | M/ O | Tindakan          | Catatan |
|-----|-----------------------|------|-------------------|---------|
| 1   | Job Step              | M    | Klik <b>Add</b> . |         |

Untuk tujuan mendapatkan nama program bagi mengisi medan *Command/ Report*, berikut adalah langkah-langkah yang diperlukan. Perlu diingat bahawa kod transaksi (*t-code*) tidak semestinya sama dengan nama program (medan *Command/ Report*).





8. Skrin **Add Job Step** dipaparkan.



| No. | Nama Medan/<br>Butang  | M/ O | Tindakan                                                                    | Catatan                                  |
|-----|------------------------|------|-----------------------------------------------------------------------------|------------------------------------------|
| 1   | <i>Description</i>     | M    | Masukkan perihal <i>job</i> .                                               | Contoh:<br><b>Payroll Master Listing</b> |
| 2   | <i>Command/ Report</i> | M    | Masukkan nama <i>job</i> ataupun "wildcard carian", sebagai contoh "ZRPY*". | Contoh:<br>Z*<br>ZRPY*                   |
| 3   | <i>Command/ Report</i> | M    | Klik pada carian <b>Command/ Report</b> .                                   |                                          |

9. Skrin **Search: Command/ Report** dipaparkan.

The screenshot shows the 'Search: Command/Report' dialog box. At the top, there's a title bar with a close button. Below it is a section titled 'Search Criteria' with a 'Hide Search Criteria' link. The 'Command/Report' dropdown is set to 'ZRPY\*', and the 'Maximum No. of Hits' dropdown is set to '100'. At the bottom are three buttons: 'Search' (highlighted with a red box and arrow), 'Clear Entries', and 'Reset to Default'.

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                                                                        | Catatan |
|-----|-----------------------|------|-------------------------------------------------------------------------------------------------|---------|
| 1   | Search                | M    | Klik <b>Search</b> untuk memulakan carian untuk semua nama <i>job</i> yang bermula dengan ZRPY. |         |

10. Skrin **Search: Command/ Report** dipaparkan.

**Search: Command/Report**

**Search Criteria** [Hide Search Criteria](#) [?](#)

|                     |       |                   |                   |
|---------------------|-------|-------------------|-------------------|
| Command/Report      | ZRPY* | <a href="#">+</a> | <a href="#">-</a> |
| Maximum No. of Hits | 100   | <a href="#">+</a> | <a href="#">-</a> |

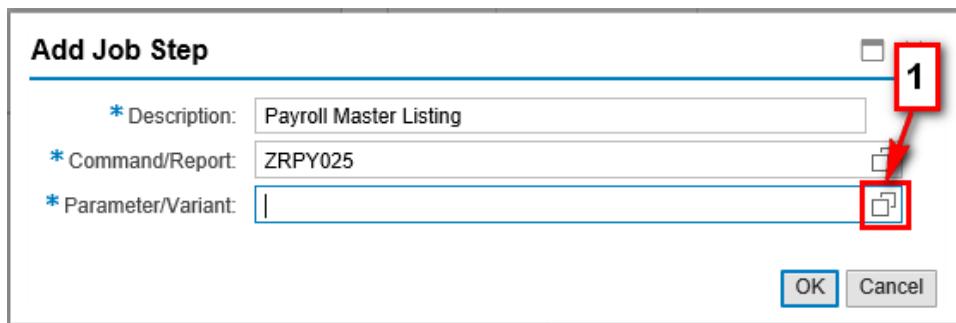
[Search](#) [Clear Entries](#) [Reset to Default](#)

**Results List: 63 results found for Command/Report**

| .. | Program Name   | Lang... | Report title                   |
|----|----------------|---------|--------------------------------|
|    | ZRPY001        | EN      | Perbezaan Data Taraf Pencen... |
|    | ZRPY017        | EN      | Batch Upload/Download Third... |
|    | ZRPY019        | EN      | Laporan Penghantaran Gaji      |
|    | ZRPY020        | EN      | Senarai Potongan Yang Tidak... |
|    | ZRPY021        | EN      | Senarai Pendapatan & Potongan  |
|    | ZRPY022        | EN      | Senarai Potongan Gaji (Emel)   |
|    | ZRPY022B       | EN      | Senarai Potongan Gaji (Emel)   |
|    | ZRPY023        | EN      | Laporan Ringkasan Gaji         |
|    | <b>ZRPY025</b> | EN      | <b>Payroll Master Listing</b>  |
|    | ZRPY026        | EN      | Laporan Pengemaskinian Makl... |

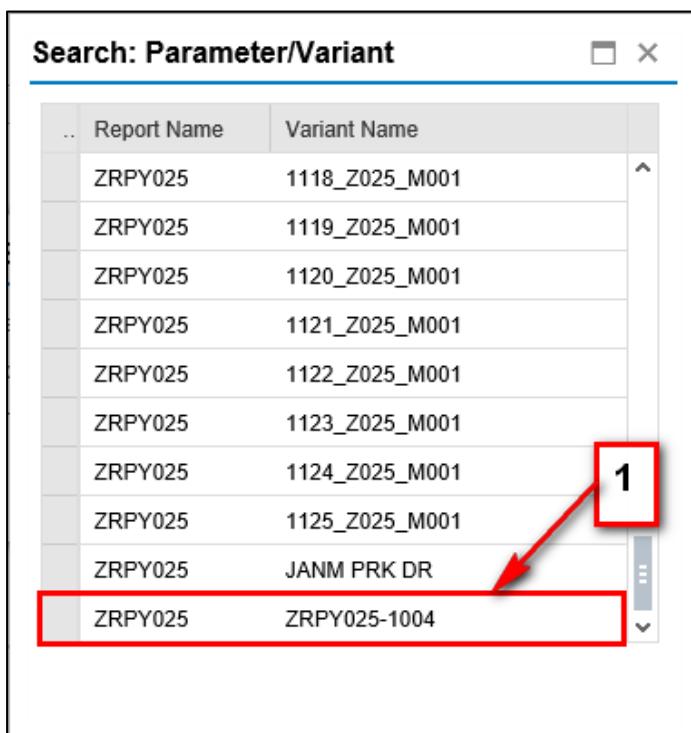
| No. | Nama Medan/<br>Butang | M/ O | Tindakan           | Catatan                    |
|-----|-----------------------|------|--------------------|----------------------------|
| 1   | Search Criteria       | M    | Pilih Program Name | Contoh:-<br><b>ZRPY025</b> |

11. Skrin **Add Job Step** dipaparkan.



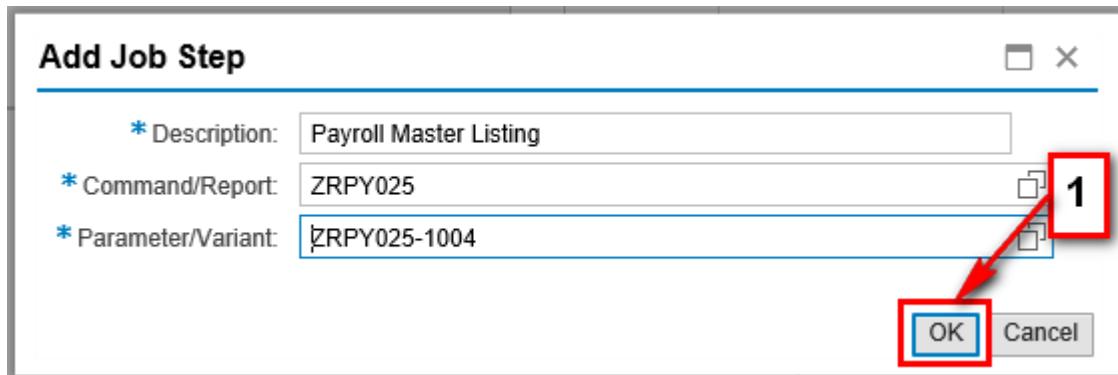
| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                     | Catatan |
|-----|-----------------------|------|----------------------------------------------|---------|
| 1   | Parameter/ Variant    | M    | Klik pada carian <b>Parameter/ Variant</b> . |         |

12. Skrin **Search: Parameter/ Variant** dipaparkan.



| No. | Nama Medan/<br>Butang         | M/ O | Tindakan           | Catatan                         |
|-----|-------------------------------|------|--------------------|---------------------------------|
| 1   | Search: Parameter/<br>Variant | M    | Pilih Variant Name | Contoh:-<br><b>ZRPY025-1004</b> |

13. Skrin **Add Job Step** dipaparkan.



| No. | Nama Medan/<br>Butang | M/ O | Tindakan         | Catatan |
|-----|-----------------------|------|------------------|---------|
| 1   | Add Job Step          | M    | Klik <b>OK</b> . |         |

14. Skrin **Job Request** dipaparkan.

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                             | Catatan                                                                                                                                                                                                                                                                                                                                               |
|-----|-----------------------|------|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Repeat                | M    | Klik pada carian <b>Repeat</b> .     | Berikut adalah pilihan untuk larian job:<br><b>Once</b> – Larian sekali sahaja<br><b>Minutes</b> – Larian setiap XX minit.<br><b>Hours</b> – Larian setiap XX jam.<br><b>Days</b> – Larian setiap XX hari.<br><b>Weeks</b> – Larian setiap XX minggu.<br><b>Months</b> – Larian setiap XX bulan.<br><b>Others</b> – Larian selain dari pilihan diatas |
| 2   | Hours                 | M    | Pilih <b>Hours</b> , sebagai contoh. |                                                                                                                                                                                                                                                                                                                                                       |

15. Skrin **Job Request** dipaparkan.

The screenshot shows the 'Schedule' section of the 'Job Request' form. It includes fields for 'Repeat' (set to 'Hours'), 'Frequency' (set to '01'), 'Planned Start Date' (set to '17.08.2018'), and 'Planned Start Time'. A calendar is displayed for August 2018, with the 17th highlighted. The 'Business Context' section shows 'Module' set to 'SOL'.

| Mo | Tu | We | Th | Fr | Sa | Su |
|----|----|----|----|----|----|----|
| 31 | 30 | 31 | 1  | 2  | 3  | 4  |
| 32 | 6  | 7  | 8  | 9  | 10 | 11 |
| 33 | 13 | 14 | 15 | 16 | 17 | 18 |
| 34 | 20 | 21 | 22 | 23 | 24 | 25 |
| 35 | 27 | 28 | 29 | 30 | 31 | 1  |
| 36 | 3  | 4  | 5  | 6  | 7  | 8  |

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                                    | Catatan                          |
|-----|-----------------------|------|-------------------------------------------------------------|----------------------------------|
| 1   | Frequency             | O    | Masukkan kekerapan larian job dalam jam.                    | Contoh:<br><b>1 Jam</b>          |
| 2   | Planned Start Date    | M    | Klik pada <b>Senarai Pilihan</b> .                          |                                  |
| 3   | Planned Start Date    | M    | Pilih Tarikh mula yang dirancang untuk larian job tersebut. | Contoh:-<br><b>17 Aug 2018</b> . |

16. Skrin **Job Request** dipaparkan.

**Schedule**

\* Repeat: Hours ▾  
Frequency: 01 Hours  
\* Planned Start Date: 17.08.2018 1  
Planned Start Time: 20:00:00

---

**Business Context**

\* Module: 2

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                                                                                       | Catatan |
|-----|-----------------------|------|----------------------------------------------------------------------------------------------------------------|---------|
| 1   | Planned Start Time    | M    | Klik pada medan <b>Planned Start Time</b><br>Masukkan masa mula larian job sebagai contoh " <b>20:00:00</b> ". |         |
| 2   | Business Context      | M    | Klik pada carian <b>Module</b> .                                                                               |         |

17. Skrin **Search: Module** dipaparkan.

**Search: Module**

Results List: 11 results found for Module

| Module          | Module          |
|-----------------|-----------------|
| AP              | AP              |
| AR              | AR              |
| ASET            | ASET            |
| CASH MANAGEMENT | CASH MANAGEMENT |
| GLFMCO          | GLFMCO          |
| GUMIS           | GUMIS           |
| HCM             | HCM             |
| LMS             | LMS             |
| MM              | MM              |
| SOLMAN          | SOLMAN          |

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                           | Catatan |
|-----|-----------------------|------|------------------------------------|---------|
| 1   | Search: Module        | M    | Pilih <b>HCM</b> , sebagai contoh. |         |

18. Skrin **Job Request** dipaparkan.

\* Business Requirement/Process:

Kemaskini variant untuk Janaan laporan Payroll Master Listing

| No. | Nama Medan/<br>Butang            | M/ O | Tindakan                                                                                 | Catatan                                                                           |
|-----|----------------------------------|------|------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| 1   | Business Requirement/<br>Process | M    | Pada medan <b>Business Requirement/ Process</b> , masukkan tujuan kemaskini job request. | Contoh:-<br><b>Kemaskini variant untuk Janaan laporan Payroll Master Listing.</b> |

19. Skrin **Job Request** dipaparkan.

**Request Overview**

\* Transaction Type: ZJSM ( ZJSM )

\* Request Priority:

\* Description:

\* Reason for Request:

1: Very High  
2: High  
3: Medium  
4: Low

| No. | Nama Medan/<br>Butang   | M/ O | Tindakan                                            | Catatan                                                                                                                              |
|-----|-------------------------|------|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| 1   | <i>Request Priority</i> | M    | Klik pada senarai pilihan <b>Request Priority</b> . |                                                                                                                                      |
| 2   | <i>Request Priority</i> | M    | Pilih <b>Low</b> .                                  | Pilihan <b>Request Priority</b> adalah berdasarkan keperluan pengguna, tetapi tertakluk kepada pihak HQ JANM.<br><b>Default: Low</b> |

20. Skrin **Job Request** dipaparkan.

**Request Overview**

\* Transaction Type: 1GFMAS Job Scheduling Management (JSM) 1

\* Request Priority: 4: Low 2

\* Description: Kemaskini variant untuk Janaan laporan Payroll Master Listi

\* Reason for Request: Kemaskini variant untuk Janaan laporan Payroll Master Listing untuk kegunaan mesyuarat pengurusan.

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                                                                   | Catatan                                                                                                               |
|-----|-----------------------|------|--------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| 1   | Description           | M    | Pada medan <b>Description</b> , kunci masuk tajuk/ perkara permohonan <i>job request</i> . | Contoh:-<br><b>Kemaskini variant untuk Janaan laporan Payroll Master Listing</b>                                      |
| 2   | Reason for Request    | M    | Pada medan <b>Reason for Request</b> , kunci masuk tujuan permohonan <i>job request</i> .  | Contoh:-<br><b>Kemaskini variant untuk Janaan laporan Payroll Master Listing untuk kegunaan mesyuarat pengurusan.</b> |

21. Skrin **Job Request** dipaparkan.

\* Pejabat Perakaunan: 179

Full Name:

Phone:

Email:

\* Support Team ID: 186

Full Name:

Phone:

Email:

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                                                                                                                                                                                                      | Catatan                                                                                    |
|-----|-----------------------|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| 1   | Pejabat Perakaunan    | M    | <p>Pada medan <b>Pejabat Perakaunan</b>, masukkan <i>Business Partner ID (BP)</i> sebagai contoh "179".</p> <p>Tekan kekunci <b>Enter</b>.</p> <p>Ini akan menukar BP 179 kepada “<b>1125MOHE KEM PENDIDIKAN TINGGI</b>”.</p> | <p>Setiap pengguna perlu mengetahui <i>number BP (Business Partner)</i> masing-masing.</p> |

22. Skrin **Job Request** dipaparkan.

**Job Request**

Assigned Business Partner 0000056596 Name HASNIZA BINTI AHMAD KHAIR

**General**

|                   |                            |
|-------------------|----------------------------|
| * Request Type:   | Request: Edit Existing Job |
| * Name:           | Z_HCM_ZRPY025              |
| * Product System: | HCP                        |
| * Client:         | 400                        |
| * Expiration:     | 31.08.2019                 |

**Job Request**

Submit | New

You can close this screen or continue with other request  
 Job Request 0000000138 was created successfull, and the related ZJSM is 1000000161.

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                                                                                                                     | Catatan                                                    |
|-----|-----------------------|------|----------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|
| 1   | Submit                | M    | Klik pada butang <b>Submit</b> .<br><br>Catat nombor <i>Job Request</i> dan nombor <i>ZJSM Incident</i> yang dipaparkan bagi tujuan rujukan. | <i>Job Request</i> akan dihantar ke pasukan JSM – HQ JANM. |

### 2.1.3. Request: Delete Existing Job

*Request Delete Existing Job* adalah permohonan untuk menghapuskan job sedia ada yang telah dijadualkan (*already scheduled*).

Langkah dibawah adalah contoh bagi menghapuskan job sedia ada yang telah dijadualkan (*already scheduled*).

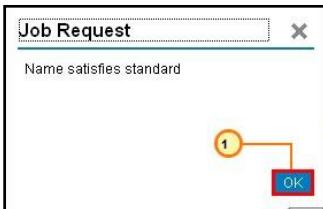
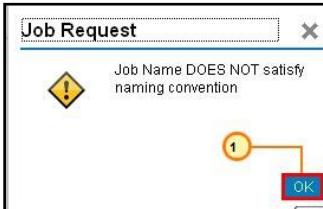
- Klik dan pilih *Request Type* → *Request: Delete Existing Job*

The screenshot shows the 'Job Request' screen. At the top, there are 'Submit' and 'New' buttons. A note says 'Basic Job Request supports only ABAP Technical System, Scheduler BC-XBP. - Display Help'. Below that, it shows 'Assigned Business Partner 0000056596' and 'Name HASNIZA BINTI AHMAD KHAIR'. The 'General' section contains fields for Request Type, Name, Product System, Client, and Expiration date (23.08.2019). A dropdown menu for 'Request Type' is open, showing 'Request: Create New Job', 'Request: Delete Existing Job' (which is highlighted in blue), 'Request: Edit Existing Job', and 'Request: Create New Job'. Red boxes numbered 1 and 2 point to the dropdown button and the selected option respectively.

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                                             | Catatan |
|-----|-----------------------|------|----------------------------------------------------------------------|---------|
| 1   | <i>Request Type</i>   | M    | Klik pada medan <b>Request Type</b> .                                |         |
| 2   | <i>Request Type</i>   | M    | Pilih <i>Request Type</i> : -<br><b>Request: Delete Existing Job</b> |         |

- Skrin *Job Request* dipaparkan.

The screenshot shows the 'Job Request' screen with the same fields as before. The 'Request Type' field now contains 'Request: Delete Existing Job'. The 'Name' field contains 'Z\_<MODULE>\_<PROC/REP NAME>'. A context menu is open at the bottom right, with red boxes numbered 1, 2, and 3 pointing to the 'Check' button, the 'Check' button in the menu, and the 'Proposal' and 'Explanation' options respectively.

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Catatan                          |
|-----|-----------------------|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|
| 1   | Name                  | M    | <p>Klik pada medan <b>Name</b>. Kunci masuk nama <i>job</i> (HURUF BESAR) mengikut format berikut:</p> <p>-</p> <p>Z_&lt;MODULE&gt;_<br/>&lt;PROCESSOR/ REPORT-<br/>NAME&gt;.</p>                                                                                                                                                                                                                                                                                                                              | Contoh:-<br><b>Z_HCM_ZRPY025</b> |
| 2   | Check                 | O    | Klik <b>Check</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                  |
| 3   | Check                 | O    | <p>Pilih <b>Check</b> untuk menyemak format nama <i>job</i>.</p> <p>a) Pengguna akan mendapat mesej seperti berikut jika nama <i>job</i> memenuhi kriteria mengikut format: -</p>  <p>b) Pengguna akan mendapat mesej ralat seperti berikut jika nama <i>job</i> tidak memenuhi kriteria mengikut format: -</p>  <p>Klik <b>OK</b>.</p> |                                  |

3. Skrin **Job Request** dipaparkan.

**Job Request**

Submit | New

Basic Job Request supports only ABAP Technical System, Scheduler BC-XBP. - [Display Help](#)

Assigned Business Partner 0000056596 Name HASNIZA BINTI AHMAD KHAIR

**General**

|                   |                              |             |
|-------------------|------------------------------|-------------|
| * Request Type:   | Request: Delete Existing Job | 1           |
| * Name:           | Z_<MODULE>_<PROC/REP NAME>   | Check       |
| * Product System: |                              | Check       |
| * Client:         |                              | Proposal    |
| * Expiration:     | 23.08.2019                   | Explanation |

2

| No. | Nama Medan/<br>Butang | M / O | Tindakan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Catatan |
|-----|-----------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 1   | Check                 | M     | Klik <b>Check</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |         |
| 2   | Explanation           | O     | <p>Pilih <b>Explanation</b> untuk mendapatkan penjelasan mengenai format nama job.</p> <p>Pengguna akan mendapat mesej seperti berikut:-</p> <div style="border: 1px solid black; padding: 10px;"> <p><b>Job Request</b></p> <p>Name space for Jobs<br/>Z_&lt;MODULE&gt;_&lt;PROC/REP NAME&gt;</p> <p>Z means Customized Program<br/>&lt;MODULE&gt; means Module Name<br/>&lt;PROC/REP NAME&gt; means Process or Report Name</p> <p>Example:<br/>Z_AP_ZIAP516</p> <p>Klik <b>OK</b></p> </div> |         |

4. Skrin **Job Request** dipaparkan.

The screenshot shows the 'Job Request' screen. At the top, there are 'Submit' and 'New' buttons. A note says 'Basic Job Request supports only ABAP Technical System, Scheduler BC-XBP. - [Display Help](#)'. Below this, it shows 'Assigned Business Partner 0000056596' and 'Name HASNIZA BINTI AHMAD KHAIR'. The main area is titled 'General' and contains the following fields:

- \* Request Type: Request: Delete Existing Job
- \* Name: Z\_HCM\_ZRPY025
- \* Product System: (highlighted with a red box)
- \* Client: (highlighted with a red box)
- \* Expiration: 23.08.2019

A red arrow points from a red box labeled '1' to the 'Product System' field. Another red box labeled '1' is placed over the 'Client' field.

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                 | Catatan |
|-----|-----------------------|------|------------------------------------------|---------|
| 1   | Product System        | M    | Klik pada carian <b>Product System</b> . |         |

5. Skrin **Search: Product System** dipaparkan.

The screenshot shows the 'Search: Product System' screen. At the top, there is a search bar with '1' highlighted. The table below has columns: 'Technical System', 'Syste...', 'Client', 'TS Install Number', 'System Type Description', and 'System Type'. The first row, which contains 'HCP' in the 'Technical System' column, is highlighted with a red box and a red arrow pointing to it from the search bar. The data in the table is as follows:

| Technical System | Syste... | Client | TS Install Number | System Type Description | System Type |
|------------------|----------|--------|-------------------|-------------------------|-------------|
| HCP              | HCP      | 400    | 0020232887        | Application Server ABAP | ABAP        |
| ECP              | ECP      | 400    | 0020197338        | Application Server ABAP | ABAP        |
| PSA              | PSA      | 400    | 0020203551        | Application Server ABAP | ABAP        |

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                                                                                                                                                                                                                                                                                                                         | Catatan |
|-----|-----------------------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 1   | Technical System      |      | <p>Pilih sistem SAP iGFMAS, sebagai contoh, HCP.</p> <p>Berikut adalah senarai keseluruhan sistem iGFMAS: -</p> <ul style="list-style-type: none"> <li>a) ECP Client 400</li> <li>b) HCP Client 400</li> <li>c) BWP Client 400</li> <li>d) BP1 Client 400</li> <li>e) PSA Client 400</li> </ul> <p>Medan Client akan diisi secara automatik.</p> |         |

6. Skrin **Job Request** dipaparkan.

**Job Request**

Assigned Business Partner 0000056596 Name HASNIZA BINTI AHMAD KHAIR

**General**

|                   |                              |
|-------------------|------------------------------|
| * Request Type:   | Request: Delete Existing Job |
| * Name:           | Z_HCM_ZRPY025                |
| * Product System: | HCP                          |
| * Client:         | 400                          |
| * Expiration:     | 31.08.2019                   |

1

**Schedule**

|                       |  |
|-----------------------|--|
| * Repeat:             |  |
| Frequency:            |  |
| * Planned Start Date: |  |
| Planned Start Time:   |  |

2

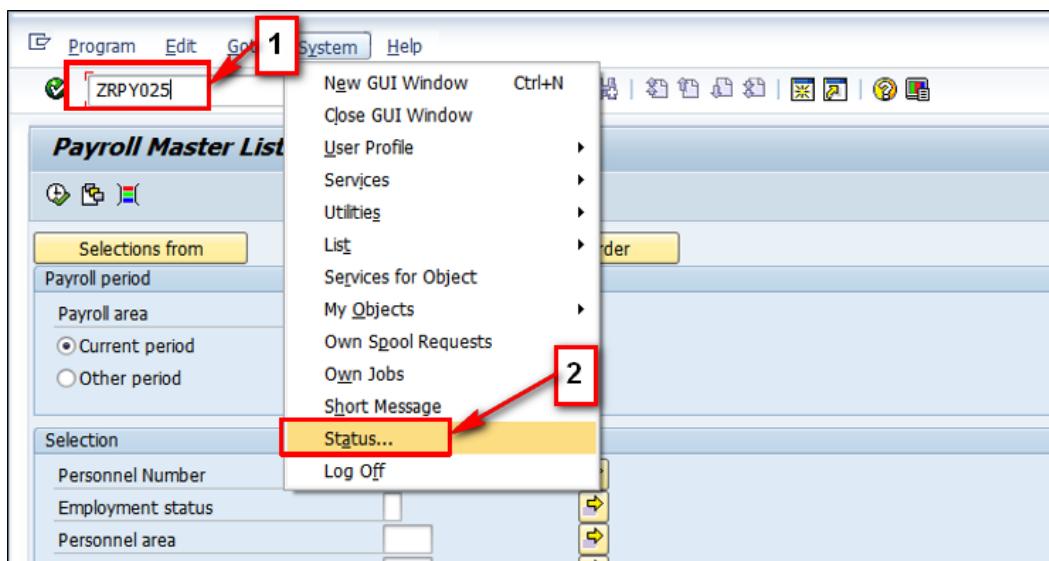
| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                                                                                             | Catatan                 |
|-----|-----------------------|------|----------------------------------------------------------------------------------------------------------------------|-------------------------|
| 1   | <i>Expiration</i>     | M    | Klik pada carian <b><i>Expiration</i></b> .<br><br><i>Expiration</i> adalah tarikh tamat tempoh <i>job</i> tersebut. | Contoh:-<br>31 Aug 2018 |
| 2   | Pilih tarikh          | M    | Pilih 31 Aug 2018, sebagai contoh.                                                                                   |                         |

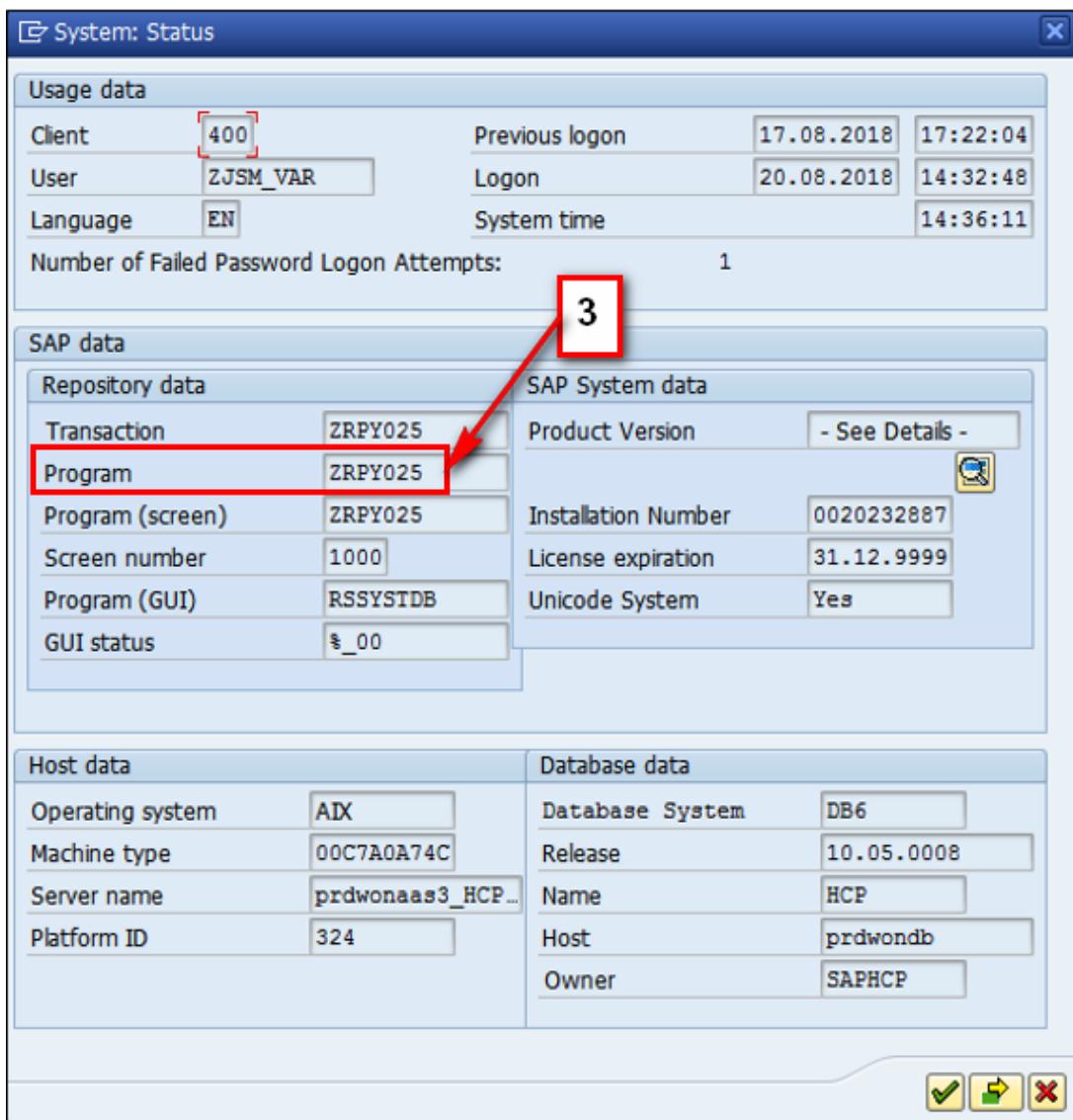
7. Skrin ***Job Request*** dipaparkan.



| No. | Nama Medan/<br>Butang | M/O | Tindakan          | Catatan |
|-----|-----------------------|-----|-------------------|---------|
| 1   | <i>Job Step</i>       | M   | Klik <b>Add</b> . |         |

Untuk tujuan mendapatkan nama program bagi mengisi medan *Command/ Report*, berikut adalah langkah-langkah yang diperlukan. Perlu diingat bahawa kod transaksi (*t-code*) tidak semestinya sama dengan nama program (medan *Command/ Report*).





8. Skrin **Add Job Step** dipaparkan.



| No. | Nama Medan/<br>Butang  | M/ O | Tindakan                                                                    | Catatan                                  |
|-----|------------------------|------|-----------------------------------------------------------------------------|------------------------------------------|
| 1   | <i>Description</i>     | M    | Masukkan perihal <i>job</i> .                                               | Contoh:<br><b>Payroll Master Listing</b> |
| 2   | <i>Command/ Report</i> | M    | Masukkan nama <i>job</i> ataupun "wildcard carian", sebagai contoh "ZRPY*". | Contoh:<br>Z*<br>ZRPY*                   |
| 3   | <i>Command/ Report</i> | M    | Klik pada carian <b>Command/ Report</b> .                                   |                                          |

9. Skrin **Search: Command/ Report** dipaparkan.

**Search: Command/Report**

**Search Criteria** Hide Search Criteria ?

Command/Report: ZRPY\* | + -

Maximum No. of Hits: 100 | + -

Search | Clear Entries | Reset to Default

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                                                                        | Catatan |
|-----|-----------------------|------|-------------------------------------------------------------------------------------------------|---------|
| 1   | Search                | M    | Klik <b>Search</b> untuk memulakan carian untuk semua nama <i>job</i> yang bermula dengan ZRPY. |         |

10. Skrin **Search: Command/ Report** dipaparkan.

**Search: Command/Report**

**Search Criteria** [Hide Search Criteria](#) [?](#)

|                     |       |                   |                   |
|---------------------|-------|-------------------|-------------------|
| Command/Report      | ZRPY* | <a href="#">+</a> | <a href="#">-</a> |
| Maximum No. of Hits | 100   | <a href="#">+</a> | <a href="#">-</a> |

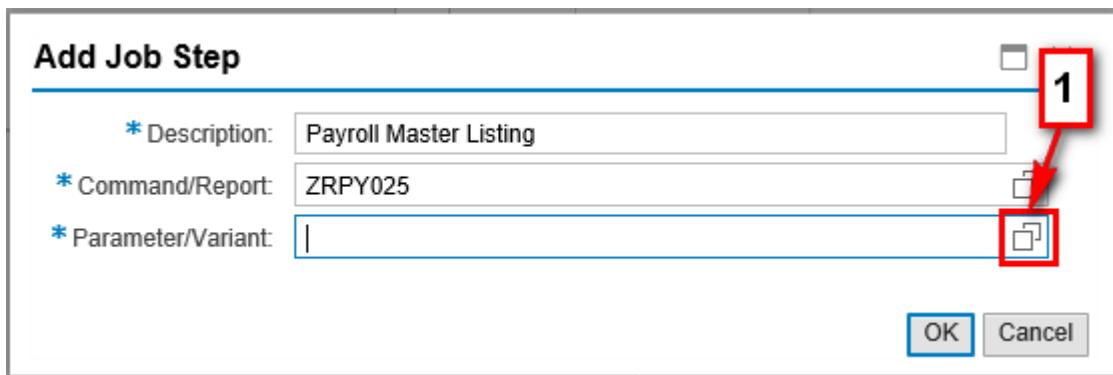
[Search](#) [Clear Entries](#) [Reset to Default](#)

**Results List: 63 results found for Command/Report**

| .. | Program Name   | Lang... | Report title                   |
|----|----------------|---------|--------------------------------|
|    | ZRPY001        | EN      | Perbezaan Data Taraf Pencen... |
|    | ZRPY017        | EN      | Batch Upload/Download Third... |
|    | ZRPY019        | EN      | Laporan Penghantaran Gaji      |
|    | ZRPY020        | EN      | Senarai Potongan Yang Tidak... |
|    | ZRPY021        | EN      | Senarai Pendapatan & Potongan  |
|    | ZRPY022        | EN      | Senarai Potongan Gaji (Emel)   |
|    | ZRPY022B       | EN      | Senarai Potongan Gaji (Emel)   |
|    | ZRPY023        | EN      | Laporan Ringkasan Gaji         |
|    | <b>ZRPY025</b> | EN      | <b>Payroll Master Listing</b>  |
|    | ZRPY026        | EN      | Laporan Pengemaskinian Makl... |

| No. | Nama Medan/<br>Butang | M/ O | Tindakan           | Catatan                    |
|-----|-----------------------|------|--------------------|----------------------------|
| 1   | Search Criteria       | M    | Pilih Program Name | Contoh:-<br><b>ZRPY025</b> |

11. Skrin **Add Job Step** dipaparkan.



**Add Job Step**

\* Description: Payroll Master Listing

\* Command/Report: ZRPY025

\* Parameter/Variant:

OK Cancel

| No. | Nama Medan/<br>Butang     | M/ O | Tindakan                                     | Catatan |
|-----|---------------------------|------|----------------------------------------------|---------|
| 1   | <i>Parameter/ Variant</i> | M    | Klik pada carian <b>Parameter/ Variant</b> . |         |

12. Skrin **Search: Parameter/ Variant** dipaparkan.

| Report Name | Variant Name   |
|-------------|----------------|
| ZRPY025     | 1118_Z025_M001 |
| ZRPY025     | 1119_Z025_M001 |
| ZRPY025     | 1120_Z025_M001 |
| ZRPY025     | 1121_Z025_M001 |
| ZRPY025     | 1122_Z025_M001 |
| ZRPY025     | 1123_Z025_M001 |
| ZRPY025     | 1124_Z025_M001 |
| ZRPY025     | 1125_Z025_M001 |
| ZRPY025     | JANM PRK DR    |
| ZRPY025     | ZRPY025-1004   |

| No. | Nama Medan/<br>Butang         | M/ O | Tindakan           | Catatan                         |
|-----|-------------------------------|------|--------------------|---------------------------------|
| 1   | Search: Parameter/<br>Variant | M    | Pilih Variant Name | Contoh:-<br><b>ZRPY025-1004</b> |

13. Skrin **Add Job Step** dipaparkan.

|                                                                         |                        |
|-------------------------------------------------------------------------|------------------------|
| * Description:                                                          | Payroll Master Listing |
| * Command/Report:                                                       | ZRPY025                |
| * Parameter/Variant:                                                    | ZRPY025-1004           |
| <input type="button" value="OK"/> <input type="button" value="Cancel"/> |                        |

| No. | Nama Medan/<br>Butang | M/O | Tindakan | Catatan |
|-----|-----------------------|-----|----------|---------|
| 1   | Add Job Step          | M   | Klik OK. |         |

14. Skrin **Job Request** dipaparkan.

**Schedule**

\* Repeat:

Frequency:

\* Planned Start Date:

Planned Start Time:

**Business Context**

\* Module:

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                             | Catatan                                                                                                                                                                                                                                                                                                                                                 |
|-----|-----------------------|------|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Repeat                | M    | Klik pada carian <b>Repeat</b> .     | Berikut adalah pilihan untuk larian job: -<br><b>Once</b> – Larian sekali sahaja<br><b>Minutes</b> – Larian setiap XX minit.<br><b>Hours</b> – Larian setiap XX jam.<br><b>Days</b> – Larian setiap XX hari.<br><b>Weeks</b> – Larian setiap XX minggu.<br><b>Months</b> – Larian setiap XX bulan.<br><b>Others</b> – Larian selain dari pilihan diatas |
| 2   | Hours                 | M    | Pilih <b>Hours</b> , sebagai contoh. |                                                                                                                                                                                                                                                                                                                                                         |

15. Skrin **Job Request** dipaparkan.

**Schedule**

- \* Repeat: Hours
- Frequency: 01 Hours
- \* Planned Start Date: 17.08.2018
- Planned Start Time:

**Business Context**

- \* Module: SOL

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                                    | Catatan                          |
|-----|-----------------------|------|-------------------------------------------------------------|----------------------------------|
| 1   | Frequency             | O    | Masukkan kekerapan larian job dalam jam.                    | Contoh:<br><b>1 Jam</b>          |
| 2   | Planned Start Date    | M    | Klik pada <b>Senarai Pilihan</b> .                          |                                  |
| 3   | Planned Start Date    | M    | Pilih Tarikh mula yang dirancang untuk larian job tersebut. | Contoh:-<br><b>17 Aug 2018</b> . |

16. Skrin **Job Request** dipaparkan.

**Schedule**

- \* Repeat: Hours
- Frequency: 01 Hours
- \* Planned Start Date: 17.08.2018
- Planned Start Time: 20:00:00

**Business Context**

- \* Module: |

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                                                                              | Catatan |
|-----|-----------------------|------|-------------------------------------------------------------------------------------------------------|---------|
| 1   | Planned Start Time    | M    | Klik pada medan <b>Planned Start Time</b><br>Masukkan masa mula larian job sebagai contoh "20:00:00". |         |
| 2   | Business Context      | M    | Klik pada carian <b>Module</b> .                                                                      |         |

17. Skrin **Search: Module** dipaparkan.

Search: Module

Results List: 11 results found for Module

| Module          | Code            |
|-----------------|-----------------|
| AP              | AP              |
| AR              | AR              |
| ASET            | ASET            |
| CASH MANAGEMENT | CASH MANAGEMENT |
| GLFMCO          | GLFMCO          |
| GUMIS           | GUMIS           |
| HCM             | HCM             |
| LMS             | LMS             |
| MM              | MM              |
| SOLMAN          | SOLMAN          |

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                           | Catatan |
|-----|-----------------------|------|------------------------------------|---------|
| 1   | Search: Module        | M    | Pilih <b>HCM</b> , sebagai contoh. |         |

18. Skrin **Job Request** dipaparkan.

\* Business Requirement/Process:

Delete job request untuk Janaan laporan Payroll Master Listing

| No. | Nama Medan/<br>Butang                    | M/ O | Tindakan                                                                                                   | Catatan                                                                                  |
|-----|------------------------------------------|------|------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| 1   | <i>Business Requirement/<br/>Process</i> | M    | Pada medan <b>Business<br/>Requirement/<br/>Process</b> , masukkan tujuan penghapusan <i>job request</i> . | Contoh:-<br><b>Delete job request</b> untuk Janaan <b>laporan Payroll Master Listing</b> |

19. Skrin **Job Request** dipaparkan.

Request Overview

\* Transaction Type: ZJSM ( ZJSM )

\* Request Priority: 4: Low

\* Description:

\* Reason for Request:

| No. | Nama Medan/<br>Butang   | M/ O | Tindakan                                            | Catatan                                                                                                                              |
|-----|-------------------------|------|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| 1   | <i>Request Priority</i> | M    | Klik pada senarai pilihan <b>Request Priority</b> . |                                                                                                                                      |
| 2   | <i>Request Priority</i> | M    | Pilih <b>Low</b> .                                  | Pilihan <b>Request Priority</b> adalah berdasarkan keperluan pengguna, tetapi tertakluk kepada pihak HQ JANM.<br><b>Default: Low</b> |

20. Skrin **Job Request** dipaparkan.

**Request Overview**

\* Transaction Type: 1GFMAS Job Scheduling Management (JSM)

\* Request Priority: 4: Low

\* Description: Delete job request untuk Janaan laporan Payroll Master List

\* Reason for Request: Delete job request untuk Janaan laporan Payroll Master Listing

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                                                            | Catatan                                                                                    |
|-----|-----------------------|------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| 1   | Description           | M    | Pada medan <b>Description</b> , kunci masuk tajuk/ perkara penghapusan job request. | Contoh:-<br><b>Delete job request</b> untuk Janaan laporan <b>Payroll Master Listing</b> . |
| 2   | Reason for Request    | M    | Pada medan <b>Reason for Request</b> , kunci masuk tujuan penghapusan job request.  | Contoh:-<br><b>Delete job request</b> untuk Janaan laporan <b>Payroll Master Listing</b> . |

21. Skrin **Job Request** dipaparkan.

\* Pejabat Perakaunan: 179

Full Name:

Phone:

Email:

\* Support Team ID: 186

Full Name:

Phone:

Email:

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                                                                                                                                                                                                  | Catatan                                                                             |
|-----|-----------------------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| 1   | Pejabat Perakaunan    | M    | <p>Pada medan <b>Pejabat Perakaunan</b>, masukkan <b>Business Partner ID (BP)</b> sebagai contoh "179".</p> <p>Tekan kekunci <b>Enter</b>.</p> <p>Ini akan menukarkan BP 179 kepada "1125MOHE KEM PENDIDIKAN TINGGI".</p> | Setiap pengguna perlu mengetahui <b>number BP (Business Partner)</b> masing-masing. |

22. Skrin **Job Request** dipaparkan.

**Job Request**

Assigned Business Partner 0000056596 Name HASNIZA BINTI AHMAD KHAIR

**General**

|                   |                              |
|-------------------|------------------------------|
| * Request Type:   | Request: Delete Existing Job |
| * Name:           | Z_HCM_ZRPY025                |
| * Product System: | HCP                          |
| * Client:         | 400                          |
| * Expiration:     | 31.08.2019                   |

**Job Request**

You can close this screen or continue with other request

Job Request 0000000139 was created successfull, and the related ZJSM is 1000000162.

| No. | Nama Medan/<br>Butang | M/ O | Tindakan                                                                                                                                     | Catatan                                                    |
|-----|-----------------------|------|----------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|
| 1   | Submit                | M    | Klik pada butang <b>Submit</b> .<br><br>Catat nombor <i>Job Request</i> dan nombor <i>ZJSM Incident</i> yang dipaparkan bagi tujuan rujukan. | <i>Job Request</i> akan dihantar ke pasukan JSM – HQ JANM. |

## 2.2. PEMPROSESAN SELEPAS **JOB REQUEST** DI **SUBMIT**

### 2.2.1. Pemprosesan **Request: Create New Job**

Setelah permohonan untuk mewujudkan *job* baru dihantar, berikut adalah proses yang akan berlaku: -

1. Nombor *Job Request* dan *Incident ZJSM* akan dijana.
2. Pasukan JSM akan mendapat notifikasi melalui emel.
3. Pasukan JSM akan mengemaskini *Incident ZJSM* kepada status berikut: -
  - a. *Request Cancelled* – Permohonan Dibatalkan (jika permohonan batal datang daripada Pengguna/ *Job Requestor*)
  - b. *Request Rejected* – Permohonan Ditolak (jika permohonan tidak diterima/ diluluskan)
  - c. *Request Approved* – Permohonan Diterima/ Diluluskan (jika permohonan diterima/ diluluskan oleh AG BPTM)
  - d. *Request Completed* – Permohonan telah selesai dilaksanakan dalam sistem.
4. Semua status di atas akan dimaklumkan kepada Pengguna/ *Job Requestor* melalui emel.
5. Pemantauan *job* (*Job Monitoring*) akan diaktifkan oleh Pasukan JSM untuk memantau *job* tersebut.

### 2.2.2. Pemprosesan **Request: Edit/ Delete Existing Job**

Setelah permohonan untuk mengedit/ mengemaskini *job* sedia ada/ sudah wujud dihantar, berikut adalah pemprosesan yang akan berlaku: -

1. Nombor *Job Request* dan *Incident ZJSM* akan dijana.
2. Pasukan JSM akan mendapat notifikasi melalui emel.
3. Pasukan JSM akan mengemaskini *Incident ZJSM* kepada status berikut: -
  - a. *Request Cancelled* – Permohonan Dibatalkan (jika permohonan batal datang daripada Pengguna/ *Job Requestor*)
  - b. *Request Rejected* – Permohonan Ditolak (jika permohonan tidak diterima/ diluluskan)
  - c. *Request Approved* – Permohonan Diterima/ Diluluskan (jika permohonan diterima/ diluluskan oleh AG BPTM)
  - d. *Request Completed* – Permohonan telah selesai dilaksanakan dalam sistem.
4. Semua status di atas akan dimaklumkan kepada Pengguna/ *Job Requestor* melalui emel.