

TECHNICAL VISIT TO TELEKOM MALAYSIA NETWORK OPERATIONS CENTRE (TMNOC), CYBERJAYA

(Organised by the Electrical Engineering Technical Division)

Date/Day : 18th May 2023 (Thursday)
Time : 1.00pm – 5.00pm
Venue : TMNOC, Jalan Teknokrat 2, 63000 Cyberjaya
Transport : Coach will be provided. Participants are to assemble at 1.00 p.m. at Bangunan Ingenieur, Petaling Jaya.
 The coach will depart IEM at 1.15 p.m. sharp.

BEM Approved CPD Hours: 2
Ref. No: IEM23/HQ/144/V

SYNOPSIS

TM Network Operation Centre (NOC) is located at Cyberjaya. At Network Operations Centre, we closely monitor & orchestrate end to end network & service related activities, domestically & internationally. We handle thousands of network elements and receive thousands of request monthly assisting Call Centre & Field Team. In managing millions of expectations, TM NOC remain focused on delivering connectivity to ensure best effort service to customers with highest availability & minimal down time. TM NOC also play a pivotal role in serving national interests. In protecting it, we are ensuring essential services continuity. TM NOC are committed and continuously embrace towards autonomous & intelligent operations through machine learning & artificial intelligence. TM NOC continuously improve operational efficiency for better service quality and excellent customer experience.

ITINERARY OF THE VISIT

Time	Itinerary
1:00 pm	Gathering and Registration at IEM Building
1:15 pm	Group departure from IEM to TMNOC
2:30 pm – 2:45 pm	Arrival of delegation at TMNOC
2:45 pm – 2:55 pm	Briefing on SAFETY of TMNOC
2:55 pm – 3:00 pm	Welcoming Speech by Vice President TM NOC Ir. Jayaprakash Jayaraman
3:00 pm – 4:00 pm	Tour of Network Monitoring Centre
4:30 pm – 5:00 pm	Q & A
5:00pm	Back to IEM

FEES FOR REGISTRATION

Commitment fees (inclusive SST)
(Non-refundable & non-transferable):

Grade	Registration Fees
IEM Member	RM 50.00
Non-IEM Member	RM 80.00

The visit is strictly limited to 30 participants registered on a first-come-first-serve basis.

CANCELLATION POLICY

IEM reserves the right to postpone, reschedule, allocate or cancel the course. No cancellation of registration will be accepted 1 day prior to the date of the event or during the event day. Replacement of substitute name and additional fees however, can be made at least 3 days prior to the event date.

INFORMATION TO NOTE

- ✓ The visit is strictly limited to **30 participants** registered on a “first-come first-served” basis.
- ✓ Interested participants are to register and pay online at www.myiem.org.my or register by returning the appended registration form **before 15th May 2023** together with the payment.
- ✓ For Online Registration, only online payment is application [VIA RHB AND MAYBANK2U-PERSONAL SAVING & PERSONAL CURRENT: CREDIT CARD – VISA / MASTER CARD]
- ✓ Cheques are to be made payable to **The Institution of Engineers, Malaysia.**
- ✓ Please note that the commitment fee should be settled prior to the visit.
- ✓ After this closing date, IEM reserves the right to allocate seats on first come first pay basis.
- ✓ Members are also reminded that IEM **MAY** cancel the reservation if payment is not received before the closing date.

PERSONAL DATA PROTECTION ACT

I have read and understood the IEM’s Personal Data Protection Notice published on IEM’s website at <http://www.myiem.org.my> and I agree to IEM’s use and processing of my personal data as set out in

Ir. Dr Siow Chun Lim

Chairman – Electrical Engineering Technical Division, IEM

REPLY SLIP (E: sitiaisyah@iem.org.my)

Chairman, Electrical Engineering Technical Division, IEM

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I wish to participate in the above visit on **Thursday, 18th May 2023**. I enclosed herewith a cheque No..... for the amount of as my commitment fee for the visit.

Name of Member	:	M’Ship No	:
Company Name	:	NRIC	:
Position	:	Email	:
Address	:	Tel	:
			Mobile	:

I will be participating in the visit at my own risk and hereby indemnify fully the IEM from all claims arising from any injury, damage or loss that may be sustained by me.

.....
Date

.....
Signature