

**THE ICT PLANNING FOR MAJLIS AGAMA ISLAM  
NEGERI KEDAH DARUL AMAN**

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**THE ICT PLANNING FOR MAJLIS AGAMA ISLAM  
NEGERI KEDAH DARUL AMAN**

**A thesis submitted to the Division of Applied Sciences, College of Arts and  
Sciences in partial fulfilment of the requirement for the degree Master of  
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**by**

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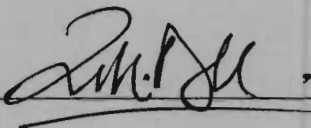
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## **ABSTRACT (BAHASA MALAYSIA)**

Kajian ini adalah bertujuan untuk membangunkan dokumen Perancangan ICT untuk Majlis Agama Islam Negeri Kedah Darul Aman (MAIK). Dokumen ini akan digunapakai sebagai garis panduan yang standard bagi perolehan ICT di MAIK. Pada masa ini, MAIK tidak mempunyai satu garis panduan yang sempurna di dalam perancangan dan pelaksanaan ICTnya. Objektif utama kajian adalah untuk membangun dan melaksanakan Perancangan ICT di MAIK. Kajian ini dijalankan adalah untuk mengenalpasti persekitaran ICT sedia ada, dan mencadangkan persekitaran ICT yang baru. Kajian ini dilaksanakan dengan berpanduan kepada metodologi yang telah disediakan oleh MAMPU. Di dalam projek ini, latarbelakang MAIK telah diteliti dan dikaji, dan hasil penemuan yang didapati telah dianalisa. Hasil dari kajian ini iaitu Dokumen Perancangan ICT MAIK sebagai panduan dan prosedur yang standard untuk digunakan oleh Bahagian Sumber Maklumat MAIK untuk menguruskan prasarana ICT di MAIK. Dengan pelaksanaan Perancangan ICT yang standard di MAIK, adalah diharapkan dapat mengurangkan kos operasi dan selenggaraan, meningkatkan kecekapan serta keberkesanan pengurusan sumber dan memberikan penyelesaian terbaik untuk perancangan strategik MAIK. Dokumen Perancangan ICT ini juga boleh digunapakai oleh Majlis Agama Islam lain di Malaysia sebagai rujukan di dalam pembangunan dan pelaksanaan Perancangan ICT di organisasi berkenaan.

## **ABSTRACT**

The purpose of this study is to develop the ICT Planning for Majlis Agama Islam Negeri Kedah Darul Aman (MAIK). The document will be used by MAIK as a guidance to carry out a standardized implementation of ICT investment in the organization. Currently MAIK does not have proper guidelines on ICT planning and implementations. The main objective of this study is to develop and implement the ICT Planning for Majlis Agama Islam Negeri Kedah Darul Aman. The target of this study is to identify the current ICT environment and IS organization, and propose the target ICT environment. This study will be conducted based on The Malaysian Public Sector Information and Communication Technology (ICT) Strategic Plan Guide prepared by MAMPU to assist government agencies in developing their ICT strategic plans. In this project, the current business environments were studied and the findings were analyzed. Findings from this study would offer valuable insights; the ICT Planning standard documentation which will be used as a guideline and standard procedure for ICT department of Majlis Agama Islam Negeri Kedah Darul Aman to manage all the ICT facilities. Upon implementation of the standardized ICT plans, the organization shall be able to reduce operational and maintenance cost, improve efficiency and resources management, and provide better solutions towards MAIK's business strategies. This ICT Planning documentation can be used by other Majlis Agama Islam in Malaysia as a guideline and standard procedure towards the development and implementation of their ICT Planning document.

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## LIST OF ABBREVIATIONS

|           |   |  |
|-----------|---|--|
| Baitulmal | - | Bahagian Baitulmal   |
| BMU       | - | Bilik Mesyuarat Utama  |
| CC        | - | Chief Clerk  |
| CEO       | - | Chief Executive Officer  |
| CIO       | - | Chief Information Officer  |
| CRUD      | - | Created, Read, Updated and Deleted   |
| CTO       | - | Chief Technology Officer   |
| GITIC     | - | Government IT and Internet Committee   |
| HiLRA     | - | The Malaysian Public Sector Information High-Level Risk Assessment           |
| HR        | - | Human Resource   |
| HRMIS     | - | Human Resource Management Information System                                 |
| ICT       | - | Information and Communication Technology                                     |
| IS        | - | Information System   |
| ISP       | - | Information and Communication Strategic Planning                             |
| IT        | - | Information Technology   |
| IZZAH     | - | Syarikat Pengurusan Izzah Sdn. Bhd.  |
| JHEAIK    | - | Jabatan Hal Ehwal Agama Islam Negeri Kedah Darul Aman                        |
| JPA       | - | Jabatan Perkhidmatan Awam  |
| KDYMM     | - | Kebawah Duli Yang Maha Mulia   |
| KEW       | - | Bahagian Kewangan dan Pelaburan  |
| KEW1      | - | Borang Pohon Belanja   |
| KHP       | - | Bahagian Khidmat Pengurusan  |
| LAN       | - | Local Area Network   |
| LO        | - | Local Order  |
| MAIK      | - | Majlis Agama Islam Negeri Kedah Darul Aman                                   |
| MAMPU     | - | Malaysian Administrative Modernization Planning Unit                         |
| MyRAM     | - | The Malaysian Public Sector Information Security Risk Assessment Methodology |
| PA YDP    | - | Personal Assistant Yang Di Pertua  |
| PC        | - | Personal Computer  |

|        |   |   |
|--------|---|---|
| PHEI   | - | Pegawai Hal Ehwal Islam                           |
| PT     | - | Pegawai Tadbir                                    |
| PTM    | - | Pegawai Teknologi Maklumat                        |
| PTMK   | - | Pusat Teknologi Maklumat Negeri Kedah             |
| PUSBA  | - | Pusat Bimbingan Islam                             |
| SISP   | - | Strategic Information System Planning Methodology |
| SISPEN | - | Sistem Personnel                                  |
| SISPER | - | Sistem Pekerja                                    |
| SU     | - | Setiausaha  |
| SUM    | - | Bahagian Sumber Maklumat                          |
| UBS    | - | Unified Budgeting System – An Accounting System   |
| UUM    | - | Universiti Utara Malaysia                         |
| VPN    | - | Virtual Private Network                           |
| Wakaf  | - | Bahagian Wakaf                                    |
| YDP    | - | Yang Di Pertua                                    |

## **CHAPTER 1**

### **INTRODUCTION**

Information and Communication Technology (ICT) is an increasingly powerful tool for improving the delivery of government services, enhancing ICT development opportunities and participating in global markets (MAMPU, 2003). Information Communication and Technology (ICT) is enabling organizations to conduct business more effectively. ICT plays a significant role in enhancing organization in order to achieve business objective and produce a better delivery services to the customers. The changes in technology will continue to reshape how the organization utilize the Information, Communication and Technology (ICT) to support and enhance business operations and directions.

According to Bunn et al. (1989), Information Strategic Planning (ISP) is the process of analyzing the information requirements, agreeing how the information is to be provided (the information systems) in accordance with technical and management policies, planning how to implement the systems and the infrastructure to support them, and how to control the Information System (thus developed) overtime. The purpose of the planning process is to help the IS organization determine how best to add value to the organization (Cassidy, A., 1998). The implementation of Information Strategic Planning (ISP) is to make sure that management can achieve business objectives and produces better delivery services to the customers.

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