

**KERTAS CADANGAN  
 DANA PEMULA PROJEK KUMPULAN INOVATIF DAN KREATIF**

**BAHAGIAN 1: MAKLUMAT ASAS PERMOHONAN**

PERKARA	BUTIRAN YANG PERLU DIISI DAN DILENGKAPKAN OLEH PEMOHON		
<b>NO. RUJUKAN PERMOHONAN</b>	12/26/20237246		
<b>NAMA KUMPULAN</b>	CREATIVUS		
<b>TARIKH KUMPULAN DITUBUHKAN</b>	9/13/2023		
<b>NAMA PUSAT TANGGUNGJAWAB</b>	JABATAN CANSELERI		
<b>KETUA KUMPULAN</b>	<b>NAMA:</b> CHEW TEONG HAN <b>JAWATAN:</b> Kumpulan A dan JUSA : 41 ke atas <b>NO. PEKERJA:</b> 12628 <b>EMEL:</b> teonghan@utm.my <b>NO. TEL. BIMBIT:</b> 60124738239		
<b>MAKLUMAT AHLI KUMPULAN</b> <i>(senarai semua nama ahli Kumpulan (sama sepertimana dalam Kad Pengenalan))</i>	<b>NAMA AHLI KUMPULAN</b>	<b>KOD JAWATAN</b>	<b>NO PEKERJA/MATRIK</b>
	NOOR AKLIMA BINTI HARUN	Q44	9998
	ZURIDAH BINTI SAADAN	Q44	11504
	RAFIDAH BINTI ABD RAHIM	Q44	13031
	AHMAD BASYEER BIN MADZLAN	W41	14628
	AMELIA BINTI MOHD NOOR	N29	10098
<b>TAJUK PROJEK YANG DICADANGKAN</b>	<b>DIGITAL BUSINESS PROCESS OPTIMIZATION OF FINANCIAL CLAIM PROCESSING AT RESPONSIBILITY CENTRE (PUSAT TANGGUNGJAWAB, PTJ) IN UNIVERSITI TEKNOLOGI MALAYSIA</b>		
<b>CARTA PERBATUAN AKTIVITI PROJEK</b> <i>(Gantt Chart Milestone &amp; Dates)</i>	1. Discussion with stakeholders - Jan to Dec 2024 2. Optimization of business processes - Feb to Oct 2024 3. 1st version of refined business process* - 15/5/2024 4. Internal testing - May to Jun 2024 5. Rollout of 1st version to selected PTJs* - 15/7/2024 (Jul to Aug 2024) 6. Feedback and refinement - Jul to Sep 2024 7. Final version of business process* - 15/10/2024 8. Documentation and handover* - 15/12/2024 (Oct to Dec 2024)		
<b>SLIDE CARTA PERBATUAN</b>	<a href="https://registrar.utm.my/bpo/wp-content/uploads/sites/387/formidable/36/00.Milestone-2.pdf">https://registrar.utm.my/bpo/wp-content/uploads/sites/387/formidable/36/00.Milestone-2.pdf</a>		
<b>TEMPOH MASA PROJEK</b> <i>(Maksimum 12 Bulan)</i>	Tempoh: <u>334 hari</u> Dari: <u>2/1/2024</u> Hingga: <u>12/31/2024</u> <i>(nyatakan tarikh mula projek dan jangkaan siap projek)</i>		

**BAHAGIAN 2: MAKLUMAT PROJEK INOVASI**

BIDANG INOVASI DALAM KIK	INOVASI PENYAMPAIAN PERKHIDMATAN
KATEGORI INOVASI	INOVASI PENAMBAHBAIKAN
<p><b>OBJEKTIF &amp; LATAR BELAKANG MASALAH:</b>  <i>(Latar belakang masalah dan objektif dinyatakan)</i></p> <p>Responsibility Centre (Pusat Tanggungjawab, PTJs) are offices, units, sections or divisions within the University that runs the day-to-day operation of the University. Apart from handling their specific portfolios, one of the most common processes that they need to handle is the financial claim processing. UTM Integrated Financial System (UTMFin) remains the only system in the University for financial management. The existing financial claim processes can be grouped into two categories (Figure 1).</p> <p>The current processes have a few shortcomings. First and foremost, the officer-in-charge or the unit responsible for reporting often faced difficulties in process tracking in terms of dates. Only three main dates are being captured in the current processes (red boxes) which are mohon, daftar and sah, captured by UTMFin. However, it is equally important for the dates on the rejection of documents (blue boxes) to be captured as well. The "missing" dates are essential in quality management to the PTJs adhering to the Key Performance Index (KPI) on "the number of days needed to process the application". While the current practice of calculating the KPI is generalized to (date daftar - date mohon), the calculation is only accurate if none of the document rejections occurred. Assuming the documents are rejected on 11 September 2022, the KPI would be more accurately represented by (11 September 2022 - date daftar). However, these "actual" calculations cannot be done because of missing data (dates of document rejections) captured.</p> <p>1 Secondly, the different processes (Figure 1a and Figure 1b) misrepresent the responsibilities of the actors within the individual processes. Figure 1a shows that the applicants are being held responsible for applying the financial claim process and need to apply the claim within a reasonable time (after the event ends). Failure to do so would cause the claim to be rejected entirely or worse, subjected to the AP59 (Arahan Perbendaraan, Treasury Instruction 59). On the other hand, Figure 1b has shifted the said responsibility falls to the Finance Unit as the applicant (on behalf of the actual applicant). The shifting in responsibility tends to breed the casual attitude (that of the actual applicant) and impose unnecessary burden and workload on the Finance Unit, especially if the unit is only headed by a handful of staff which needs to cater to various other financial tasks.</p> <p>Thirdly, all supporting documents are only captured in hardcopy format. While hard copies are critical to financial audit exercises, as the University is moving forward to the digital transformation (Strategic Priority 7 of UTM's current strategic plan calls for "Enculturate data-driven culture with high level of trust in technology"), it is only logical that the process to be as digitized as much as possible. The digital copies of the supporting documents served several purposes, including the ability to quickly locate and share the information (compared to hardcopies), utilization during remote audit (in which hardcopies serve as main evidence) as well as mass cross-checking using software and tools (instead of cross-checking using hardcopies samples).</p> <p>The objectives of the proposal are hence:</p> <ol style="list-style-type: none"> <li>To streamline and optimize the financial claim processes in order to capture important information that was previously captured manually</li> <li>To introduce digital tools and methods that improve the financial claim processes</li> <li>To implement the revised financial claim processes for the selected PTJs</li> </ol>	
<p><b>METODOLOGI DAN PERANCANGAN PROJEK:</b>  <i>(Metodologi dan perancangan projek (bagi 1 tahun tempoh projek))</i></p> <p>Figure 2 highlighted the proposed solution to the business process. The proposed solution includes the streamlining of the application process where the actual applicant would need to apply (mohon) for claim processing. This would require minor adjustment at the unit/section levels where at least one of the personnel is responsible for the application and is given the role of the applicant (pemohon) in UTMFin (Step 1 in Figure 2). This streamlining process would address the responsibilities shifting in Figure 1b. An additional process would be introduced (Step 2 in Figure 2) where it served as one of the data collection points (supporting documents and forms). This step could accelerate the document review process (Step 3 in Figure 2) without the need for the Finance Unit/ Section to wait for the physical documents to be submitted (Figure 1). The Finance Unit/ Section would then be able to make a decision to reject due to incomplete supporting documents (Step 4 in Figure 2) or due to incorrect application in UTMFin (Step 5 in Figure 2). Physical copies would then need to be submitted once the review was done and the applicant would be notified via email (Step 6 in Figure 2). The rest of the process afterwards would remain unchanged.</p> <p>2 The research methodology would be as follows:</p> <ol style="list-style-type: none"> <li>Discussion with selected PTJs on the financial claim processing (the business process) as well as the selected Finance Unit/ Section handling the claim process to review the business process.</li> <li>Based on the information gathered on the business process, the members would discuss and prioritize on which subprocesses could be optimized and digitized.</li> <li>The proposed revision of the business process will be presented to stakeholders in #1 for further refinement.</li> <li>The members would convert the selected subprocesses of the refined business process into digital subprocesses via digital tools and software.</li> <li>The refined business process (together with the digitized subprocesses) would undergo testing internally before rolling out to selected PTJs.</li> <li>Feedback from the PTJs would be gathered before further refinements are imposed on the business process (including the digitized subprocesses) and final handover to the selected Finance Unit/ Section as the main owner.</li> </ol>	
<p><b>ELEMEN TEKNOLOGI &amp; INOVASI:</b>  <i>(Inovasi/teknologi yang dibawa juga istilah teknikal dinyatakan Validasi ke atas teknologi/inovasi)</i></p> <p>3 Similar solutions using the combination of Google Form and automation has been implemented in the monitoring of UTMGold, an ongoing academic mentorship program, led by the Office of Deputy Vice-Chancellor (Research &amp; Innovation). By utilizing extensions to Google Forms, the technical team can create automated responses, including notifications to the mentor after report submission by the mentee (Figure 3).</p>	



	<p>Google Form also has a pre-filled function where by using the URL of the Google Form, any pre-determined information can be populated automatically (Figure 4).</p> <p>The seamless integration of Google™s services (Google Form and its extensions, Google Sheets and Looker Studio) has enabled effective monitoring of UTMGold, with minimal manual work (Figure 5).</p> <p>The tools highlighted here would serve as the primary enablers to optimizing the business process and with the University already subscribing to Google Workspace, the proposed usage of Google™s services would likely not jeopardize the business process in the foreseeable future.</p>
4	<p><b>RISIKO DAN MITIGASI:</b> <i>(Pertimbangan risiko dan mitigasi adalah relevan dengan pembangunan inovasi dan teknologi yang dibawa)</i></p> <p>1. Google service termination (low) Immediate action would be switching to personal Google account and long term action would be requesting simple app development to UTMDigital.</p> <p>2. Adoption reluctance of PTJs (medium) Immediate action would be requesting the PTJs Finance Unit/ Section to impose rules and regulations, personalized engagement with stakeholders and the technical team could further refine the business process to make the transition smoother.</p> <p>3. Failure in digitization (low) Immediate action would be exploring other methods and there is also a possibility of creating our extensions (but requiring more technical personnel).</p>
5	<p><b>IMPAK DAN MANFAAT:</b> <i>(Impak yang positif kepada masyarakat/organisasi/komuniti)</i></p> <p>Almost all PTJs in the University are involved in financial claim processing and if the adoption of the proposed business process is encouraging, there is a possibility to expand the workflow to the entire University. Table 4 shows some statistics on one of the PTJs during a preliminary discussion.</p> <p>Almost all PTJs in the University are involved in financial claim processing and if the adoption of the proposed business process is encouraging, there is a possibility to expand the workflow to the entire University. Table 4 shows some statistics on one of the PTJs during a preliminary discussion.</p> <p>The optimized business process would improve the record keeping of all the financial claims, including dates not captured by UTMFin and digitization of the supporting documents. This would enable faster tracking of records for various purposes such as during internal/ external audits, and investigation of data discrepancies.</p>
6	<p><b>OUTPUT DISASARKAN OLEH PROJEK:</b> <i>(Output yang disasarkan adalah relevan dengan inovasi &amp; teknologi yang dibawa)</i></p> <p>The proposed project is targeting 1 copyright on the business processes optimization via digital tools (including its documentation).</p>
7	<p><b>PENGGOMERSILAN:</b> <i>(Ciptaan baharu, berupaya bersaing di pasaran dan boleh menjana pendapatan)</i></p> <p>Not the product but if any PTJ/entity would like to automate certain process, similar service can be provided</p> <p><b>STATUS PENGGOMERSILAN: BERPOTENSI UNTUK DIKOMERSILKAN</b></p>
8	<p><b>PERANCANGAN BELANJAWAN PROJEK:</b></p> <p>Vot 29000 - Perkhidmatan Ikhtisas/Professional services</p> <p>RM 1,000.00</p> <ul style="list-style-type: none"> <li>â— Meetings/ Workshop</li> <li>â— Focus Group Discussion</li> <li>â— User Acceptance Test Workshop</li> <li>â— IPR filing fees</li> </ul> <p>Total: RM 1,000</p>
9	<p><b>SLIDE PEMBENTANGAN: ADA</b></p> <p><a href="https://registrar.utm.my/bpo/wp-content/uploads/sites/387/formidable/36/04.Slide-KIK-New-Horizon.pdf">https://registrar.utm.my/bpo/wp-content/uploads/sites/387/formidable/36/04.Slide-KIK-New-Horizon.pdf</a></p>

*Nota: Sila gunakan kertas yang berasingan jika ruang yang disediakan tidak mencukupi.*

## PERAKUAN DAN PENGESAHAN PENYERTAAN

### PERAKUAN PERMOHONAN

Semua maklumat yang diisi adalah benar, pihak BPO berhak menolak permohonan atau membatalkan tawaran pada bila-bila masa sekiranya keterangan yang dikemukakan adalah tidak benar.

Nama: **CHEW TEONG HAN**  
Email: teonghan@utm.my  
Tandatangan & cop:  
(Ketua Kumpulan)

Tarikh: 12/28/2023 12:26:00 PM

### PENGESAHAN KETUA PUSAT TANGGUNGJAWAB (PTJ)

*(Diisi oleh pemilik utama projek)*

Saya mengesahkan bahawa projek inovasi ini adalah \*~~MILIK PENUH PTJ SAYA~~ / MILIK BERSAMA PTJ LAIN.

Nama: **PROFESSOR DR MOHD SHAFRY BIN MOHD RAHIM**  
Email: shafry@utm.my  
Tandatangan & cop:  
(Ketua PTJ)

Tarikh:

### PENGESAHAN PENYERTAAN BERSAMA (sekiranya ada)

*(Diisi oleh pemilik bersama PTJ lain)*

Saya mengesahkan bahawa hasil inovasi ini adalah milik PTJ saya bersama PTJ lain.

Nama: **PUAN NUR HAKIMI BINTI KARSONO**  
Email: nurhakimi.kl@utm.my  
Tandatangan & cop:

Tarikh:

Nama: **MD RAZIB BIN KARNO**  
Email: mdrazib@utm.my  
Tandatangan & cop:

Tarikh:

Nama: **PUAN HARTINI BINTI DARSONO**  
Email: tini@utm.my  
Tandatangan & cop:

Tarikh:

Nama:  
Email:  
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