1BestariNet Programme

Altitude SOP Document

version 0.2

Document Control

Change History

VERSION	AUTHOR	DESCRIPTION/COMMENT	DATE OF RELEASE
0.1	Bernard	Initial Draft	02 May 2017
0.2	Bernard	Added RMA process	08 May 2017
0.3	Bernard	Document update based on feedback from PMO 1BN F2: 1. Updated "BTP" to "PMO 1BN F2". 2. Added new deadline for Altitude phase 1 teachers to report faulty SIM card for free replacement. 3. Updated process flow for Faulty SIM Card replacement. 4. Updated process flow for New Teacher Registration. 5. Updated process flow for Termination of Teacher's service. 6. Included proposed schedule for return of devices to JPN and collection from YTL Communications. 7. Removed section for "Return of Altitude devices" for non-termination of service cases 8. Added *"Borang Permohonan Pelan Data"* and *"Borang Maklumat Guru Berpindah"* in Section 7.	01 Jun 2017

Intended Audience

AUDIENCE	NAME/ TEAM NAME
Interested Parties	Bahagian Teknologi Pendidikan
Contributing Parties	1BestariNet Device Services, YTLC Device team, PMO team

Approval for Document Release to Intended Audience

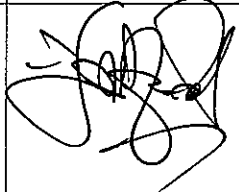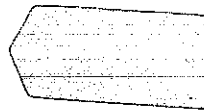| #	APPROVER	ROLE	DATE OF APPROVAL
1	Mr. Yeap Choon Hooi	Senior Contract Manager	

Declaration of Acceptance and Approval

By signing this Declaration, representatives from the *Project Management Office of Ministry of Education (Bahagian Teknologi Pendidikan)* have confirmed the agreement and approval of the information contained in this document.

Bahagian Teknologi Pendidikan (PMO 1BN F2) Representative Sign-off

NO	NAME	JOB TITLE	SIGN-OFF DATE	SIGNATURE
1	Puan Maimunah MAIMUNAH MOHD TAHIR KETUA PENOLONG PENGARAH BAHAGIAN TEKNOLOGI PENDIDIKAN KEMENTERIAN PENDIDIKAN MALAYSIA	Ketua Penolong Pengarah	06 Jun 2017	*(signature)*
2	SHAZRIL HELMI SAMSUDIN Penolong Pengarah Bahagian Teknologi Pendidikan Kementerian Pendidikan Malaysia		0 5 JUN 2017	*(signature)*

YTL Communications Representative Sign-off

NO	NAME	JOB TITLE	SIGN-OFF DATE	SIGNATURE
1	Yeap Choon Hooi	Senior Contract Manager	06 JUNE 2017	*(signature)*
2	BERNARD LEONG	DEVICE SERVICE MANAGER	06 JUNE 2017	*(signature)*

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1. Introduction

As part of the 1BestariNet programme, all Malaysian school teachers are provided with internet access that enable them to access online educational content. Every Yes 4G school (within the LTE coverage) teacher is given a personal data plan called the Teacher Data Plan that provides a 2GB tonnage for internet usage.

The Altitude smartphone is a technological device that is given in addition to the data plan as a tool for teachers to utilize the data plan for teaching and learning. This document details the processes that are involved in the operational management of the Altitude phones that are distributed to all 4G school teachers under the 1BestariNet programme.

The following are the operational processes that have been identified by the project to provide support to the teachers:

- Lost / Missing Devices
- Faulty Altitude & Accessories Replacement (To Be Finalised)
- Faulty SIM Card Replacement
- New Teacher Registration
- Termination of Teacher Service
- Returns of Altitude Device

2. Lost / Missing Devices

2.1 Business Rules

The Altitude device is loaned to eligible 4G school teachers to help them enhance their teaching and learning experience. It is the responsibility of the teachers to ensure that the devices loaned to them are securely kept in good condition.

However, if an Altitude device is lost or stolen, the stolen device has to be replaced with a new one at the teacher's expense.

2.2 Process Flow

N/A.

2.3 Assumptions

N/A.

3. Faulty Altitude and Accessories RMA / Replacements (To Be Finalised)

3.1 Business Rules

There could be a small percentage in which the delivered Altitude devices have manufacturing defects such as a cracked screen, failure to boot and faulty buttons. In this case, the teachers are eligible to raise a request via JPN and PMO 1BN F2 to YTL Communications for device replacement.

However, it is at YTL Communication's discretion of whether the device qualifies for a replacement. There is a checklist for defects which are considered as manufacturing defects and those which are considered as defects due to negligence. Cases belonging to the latter do not qualify for a replacement.

The accessories that are covered in this scope are only the following:

1. Phone Battery
2. Phone Battery Charger

3.2 Process Flow

The diagram below visualizes the standard operating procedure (SOP) for replacement of faulty Altitude devices.
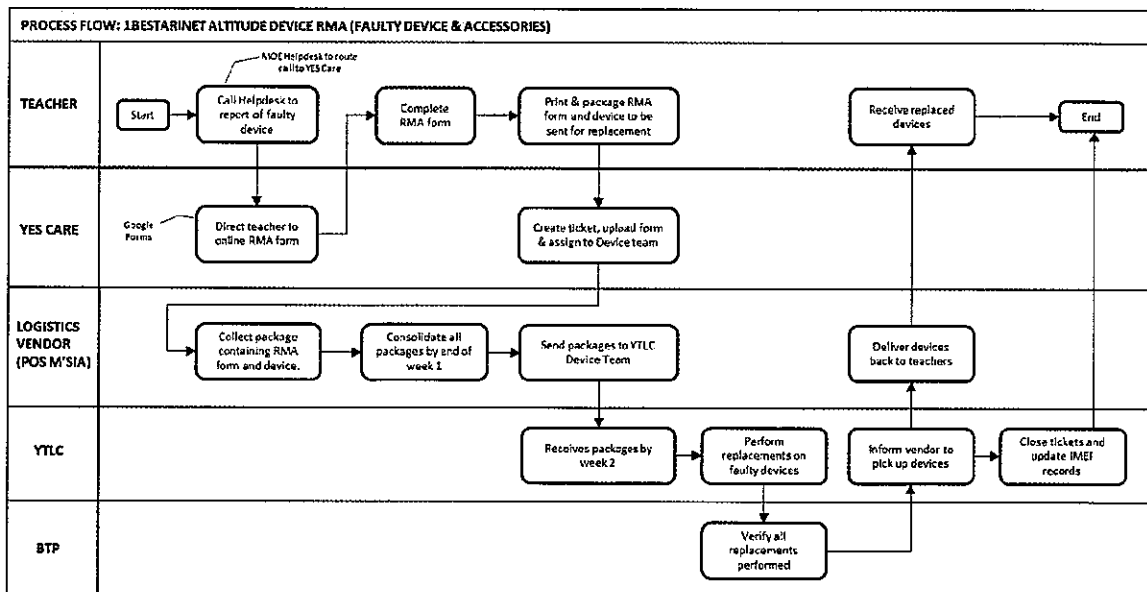

Figure 1 Process Flow for Faulty Altitude & Accessories Replacement

Step	Owner	Description	Next Step
0	-	Start of process.	Go to step 1.

Step	Owner	Description	Next Step
1	Teacher	Teacher calls helpdesk to lodge a faulty device issue.	Go to step 2.
2	YES Care	YES Care team directs teacher to the online RMA form to fill up details.	Go to step 3.
3	Teacher	Teacher completes the online RMA form, providing sufficient information and clicks "Submit".	Go to step 4.
4	Teacher	Teacher prints online form that is sent to him/her via email. Teacher then packages device and form into box for delivery.	Go to step 5.
5	YES Care	At the same time, YES care creates a ticket and assigns it to YTLC Device team.	Go to step 6.
6	Logistics Vendor (POS Malaysia)	Collect packages containing the Altitude device and RMA form received from teachers.	Go to step 7.
7	Logistics Vendor (POS Malaysia)	Consolidate packages from all post offices by the end of week 1 at a central area or location.	Go to step 8.
8	Logistics Vendor (POS Malaysia)	Send packages in a batch to YTLC designated location for replacements.	Go to step 9.
9	YTLC	Receives packages from Logistics vendor in correct quantity.	Go to step 10.
10	YTLC	Performs replacements on the faulty devices or accessories.	Go to step 11.
11	PMO 1BN F2	Verify that all replacements are performed, and sign off.	Go to step 12.
12	YTLC	Inform vendor to pick up packages.	Go to step 13 & 14.
13	Logistics Vendor (POS Malaysia)	Deliver packages back to the owners based on the return addresses.	Go to step 14.
14	YTLC	Close tickets assigned in CRM.	Go to step 15.
15	Teacher	Receives replaced devices.	Go to step 16
16	-	End of Process.	-

3.3 Assumptions

It is assumed that the teacher provides all the component of the phone / accessory as per the checklist in the RMA guideline. Also, teachers would not send in faulty devices due to negligence.

4. Faulty SIM Card Replacements

4.1 Business Rules

The Altitude device also comes with a YES SIM card that enables internet data access. SIM cards can be faulty due to manufacturing defect.

If the SIM card is found to be faulty upon receiving the Altitude phones, a report can be made to Helpdesk for the SIM card to be replaced. This only applies to cases that are discovered within two weeks of Altitude delivery.

Subsequent replacements can be made at any YES Store, at a small replacement fee of RM 10.

Note: For Altitudes distributed in phase 1 between November 2016 and April 2017, the deadline to report faulty SIM card units for free replacements is 30th June 2017.

4.2 Process Flow

The diagram below visualizes the standard operating procedure (SOP) for replacement of faulty SIM cards.
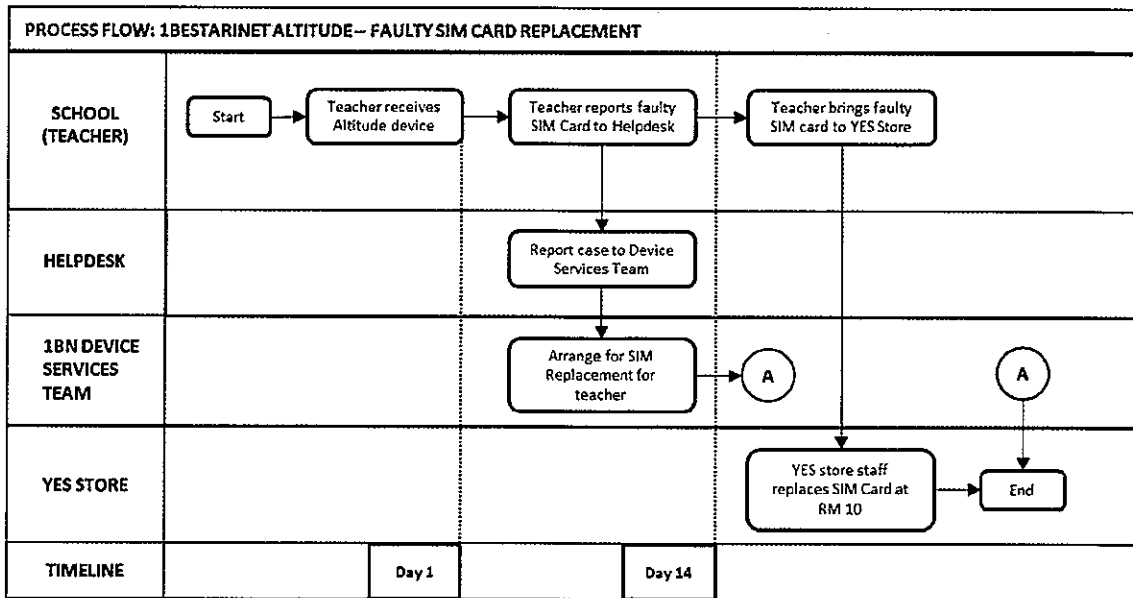
Figure 2 Process Flow for Faulty SIM Card Replacement

Step	Owner	Description	Next Step
0	-	Start of process.	Go to step 1.
1	School (Teacher)	Teacher receives Altitude device together with SIM card from the project.	Go to step 2.

Step	Owner	Description	Next Step
2	School (Teacher)	Teacher finds that SIM card is faulty / not functioning and reports faulty SIM card to Helpdesk.	If within 14 days, go to step 3. Else, go to step 4.
3	School (Teacher)	Teacher brings faulty SIM card to YES Store.	Go to step 6.
4	Helpdesk	Helpdesk logs a report to Device Services team.	Go to step 5.
5	Device Services Team	Device services team arranges for a SIM card for replacement.	Go to step 7.
6	YES Store	YES Store staff performs replacement at a small fee of RM 10.	Go to step 7.
7	-	End of Process.	-

4.3 Assumptions

It is assumed that all teachers have already performed a quick validation to ensure that the SIM card is properly inserted into the Altitude phone before lodging a complaint.

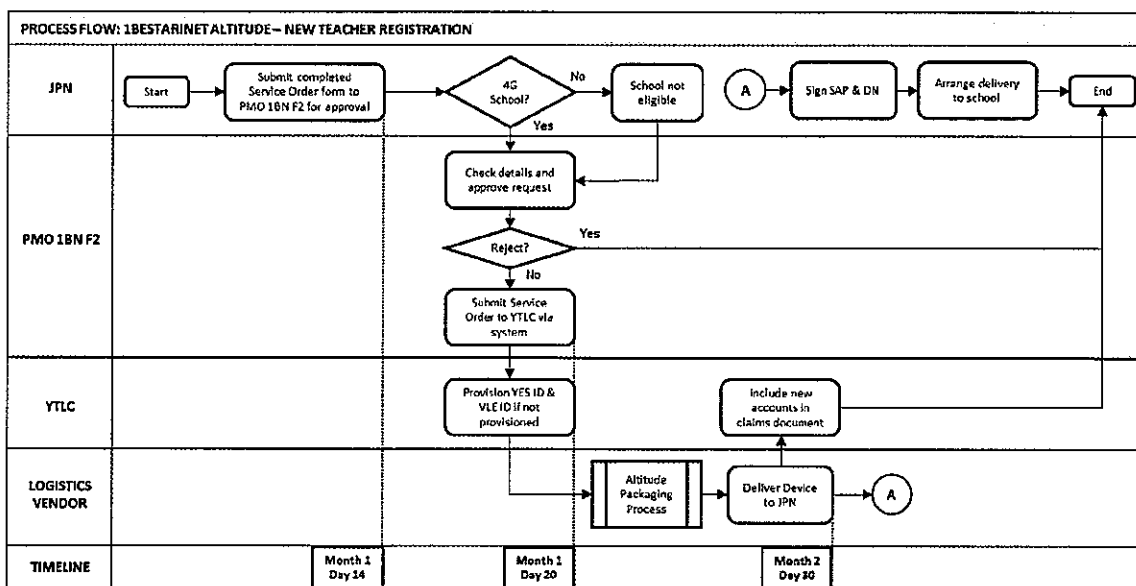# 5. New Teacher Registration for Altitudes

5.1 Business Rules

New teacher registration refers to the condition where a new teacher is being added to a 4G school, whether by transfer or enrolment of a new teacher.

In order for these new teachers to be provisioned with the data plan and Altitude device, PMO 1BN F2 will need to inform YTL via a Service Order, providing sufficient information for the request to be processed. Service Order forms are to be filled by every JPN before submitting to PMO 1BN F2.

Refer to section 7 for a sample of the *Borang Permohonan Pelan Data, Borang Maklumat Guru Berpindah* and Service Order form.

5.2 Process Flow

The diagram below visualizes the standard operating procedure (SOP) for registration of new teachers in 4G schools.

Step	Owner	Description	Next Step
0	-	Start of process.	Go to step 1.
1	JPN	JPN submits completed Service Order form to PMO 1BN F2 for review and approval before the 14th day of the month. List can contain details of teachers from YES 4G school, and also non-4G	Go to step 2.

Step	Owner	Description	Next Step
		school teachers who request for Altitude with proper justification.	
2	PMO 1BN F2	PMO 1BN F2 officer reviews request and details submitted by JPN, and provides approval.	Go to step 3.
3	PMO 1BN F2	Based on checking, PMO 1BN F2 will either approve or reject the request.	If approve, go to step 4. Else, go to step 11.
4	PMO 1BN F2	PMO 1BN F2 officer consolidates lists from all JPN and submits request via Service Order before the 20th of the month.	Go to step 5.
5	YTLC	YTLC team provisions new VLE IDs and YES IDs for teachers and arranges for Altitude devices to be prepared.	Go to step 6.
6	Logistics Vendor	Altitude packaging takes place based on the number of new teachers being registered, before the end of the following month.	Go to step 7.
7	Logistics Vendor	With the help of YTLC team, new devices are being delivered to JPN.	Go to step 8 and 9.
8	YTLC	New accounts that are provisioned are included in the next month's billing claims.	Go to step 11.
9	JPN	JPN signs Delivery Note and SAP as proof of acceptance of the Altitude devices.	Go to step 10.
10	JPN	JPN arranges delivery of the Altitudes to the schools where new teachers are registered at.	Go to step 11.
11	-	End of process.	-

5.3 Assumptions

It is assumed that sufficient details are provided in the Service Order to YTLC for requests to be effectively processed in a timely manner.

6. Termination of Teacher Service

6.1 Business Rules

As with new teacher registration, PMO 1BN F2 also informs YTL Communications team of teachers who have terminated their service, via the Service Order. In this case, these teachers are not involved in teaching and do not require the data plan and Altitude device. They are required to first fill up the *Borang Pemulangan Peranti YES Altitude* (The Altitude Returns Form) that are available to them on via the JPN or on the 1BestariNet site.

Returned devices are to be kept by JPN so that they can be collected by YTL Communications. The proposed schedule for safety of devices and efficiency of process is that JPN informs teachers to return devices towards the third or fourth week of the month, and YTL Communications to collect on the first week of the following month.

Upon receiving the Service Order, YTL Communications will then proceed to deactivate the teacher data plan for these teachers and exclude the accounts from the **next month's billing cycle**.

<u>**To visualize this**</u>:

- PMO 1BN F2 raises the Service Order to deactivate data plan for 10 teachers in the month of January.
- YTL Communications proceed to deactivate the account.
- Bill / Claims for the month of January (billing report submitted early February) will still include the 10 accounts.
- The 10 accounts will be excluded from February's bill.

Termination of service can be temporary or permanent, and below are conditions identified where a teacher would not require his/her data plan or Altitude device:

- Teacher has his/her service terminated or passed away – this is to be informed by the school headmaster / principal to JPN.
- Teacher has been transferred out of school or seconded to serve in PKG, PPD, PMO 1BN F2N, JPN, PMO 1BN F2, other governmental departments or other agencies
- Teacher is on a study break (above 1 year)
- Teacher is on long medical leave (medical board approved cases exceeding 3 months)
- Teacher who is charged with disciplinary action (*"Jawatan Pool"*)

Note: YTL Communications will only proceed with deactivation for accounts that are formally communicated through the Service Order.

Refer to section 7 for a sample of both the Returns form and Service Order.

6.2 Process Flow

The diagram below visualizes the standard operating procedure (SOP) for termination of teacher's service.
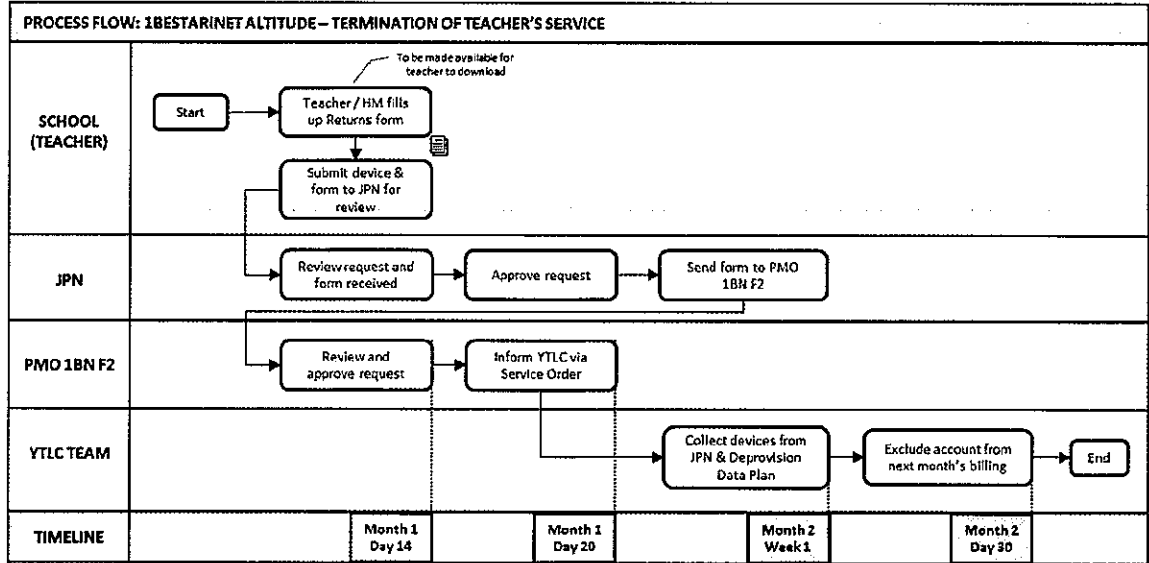

Figure 3 Process flow for Termination of Teacher's Service

Step	Owner	Description	Next Step
0	-	Start of process.	Go to step 1.
1	School (Teacher)	Teacher or HM (in the case of teacher's death) fills up Returns Form available to them via the website or JPN.	Go to step 2.
2	School (Teacher)	Teacher or HM submits device and form to JPN via school admin for review.	Go to step 3.
3	JPN	JPN reviews all request forms received from schools.	Go to step 4.
4	JPN	JPN approves requests submitted after validating with internal records.	Go to step 5.
5	JPN	JPN submits all forms to PMO 1BN F2 by the 14th day of the month.	Go to step 6.
6	PMO 1BN F2	Reviews all requests received from JPNs.	Go to step 7.
7	PMO 1BN F2	Inform YTLC by raising a Service Order before the 20th day of the month.	Go to step 8.
8	YTLC team	YTLC team collects returned devices from JPN and deprovisions the data plan for the teachers submitted in the Service Order.	Go to step 9.

Step	Owner	Description	Next Step
9	YTLC team	The deprovisioned accounts are removed from billing in the following month.	Go to step 10.
10	-	End of process.	-

6.3 Assumptions

It is assumed that sufficient details are provided in the Service Order to YTLC for requests to be effectively processed in a timely manner.

7. Sample Forms & Documents

7.1 *Borang Permohonan Pelan Data*

BORANG PERMOHONAN
(PELAN DATA GURU 2GB)

Nota: Perkhidmatan Pelan Data Guru hanya dibekalkan kepada Pegawai Perkhidmatan Pendidikan yang berkhidmat semasa di sekolah-sekolah KPM mengikut syarat dan kelayakan yang ditetapkan.

Bahagian 1 • Butiran Pemohon Perkhidmatan Pelan Data Guru

Nama Guru		Nama Sekolah
No. Kad Pengenalan		Kod Sekolah
YES ID (jika ada)		Nama PPD
Alamat Emel		No. Telefon (yang boleh dihubungi)
Catatan Jawatan		Dengan ini saya mengesahkan bahawa tempat saya bermastautin berada dalam lingkungan perkhidmatan liputan *YES 4G LTE* Alamat Emel Rasmi

Saya mengesahkan bahawa semua maklumat dan keterangan di atas adalah benar.

Tandatangan Guru		Tandatangan Pentadbir Sekolah
Tarikh		Cop Sekolah

Sila kemukakan borang yang telah lengkap kepada pegawai di Jabatan Pendidikan Negeri

Figure 4 *Borang Permohonan Pelan Data*

Bahagian 3 • Pengesahan Permohonan Perkhidmatan Pelan Data Guru (oleh Jabatan Pendidikan Negeri)

Dengan ini disahkan butiran seperti yang dinyatakan di **Bahagian 1** tersebut adalah benar.

Tandatangan pegawai		Tarikh	
Nama pegawai		Cop Jabatan	
Jawatan pegawai			

Bahagian 4 • Service Order / Kelulusan Permohonan Perkhidmatan Pelan Data Guru (oleh PMO ICT)

Diperakukan dan diluluskan permohonan Pelan Data Guru tersebut. Sila bekalkan perkhidmatan mengikut perjanjian kontrak 1BestariNet Fasa 2 yang berkuatkuasa semasa.

Tandatangan pegawai			
Nama		Cop Rasmi	
Tarikh			

Bahagian 5 • Perakuan Penerimaan Permohonan Perkhidmatan Pelan Data Guru (oleh YTLC)

Tandatangan		No. Telefon	
Nama		Ulasan	
Tarikh			

Figure 5 *Borang Permohonan Pelan Data* page 2

7.2 *Borang Maklumat Guru Berpindah*

BORANG MAKLUMAT GURU BERPINDAH
(PELAN DATA GURU 2GB & PERANTI YES ALTITUDE)

bmgb_v2

Nota: Perkhidmatan Pelan Data Guru adalah didaftarkan kepada ID 1BestariNet guru secara individu dan boleh dibawa ke mana-mana sekolah di mana guru tersebut berkhidmat. Namun, adalah menjadi tanggungjawab guru tersebut untuk memberi maklumat terkini sekolah tempat guru tersebut berkhidmat, sekiranya berpindah ke sekolah lain.

Bahagian 1 • Butiran Guru Berpindah

Nama Guru		Nama Sekolah Semasa	
No. Kad Pengenalan		Kod Sekolah Semasa	
YES ID (jika ada)		Nama PPD Semasa	
Alamat Emel		No. Telefon (yang boleh dihubungi)	

Bahagian 2 • Maklumat Sekolah Terdahulu

Nama Sekolah		Kod Sekolah	
Tarikh Berpindah ke Sekolah Baharu			

Saya mengesahkan bahawa semua maklumat dan keterangan di atas adalah benar.

Tandatangan Guru	....	Tarikh	

Sila kemukakan borang yang telah lengkap kepada pegawai di Jabatan Pendidikan Negeri semasa / terkini.

mukasurat 1/2

Figure 6 *Borang Maklumat Guru Berpindah*

yes

Bahagian 3 • Pengesahan Guru Berpindah (oleh Jabatan Pendidikan Negeri)

Dengan ini disahkan butiran seperti yang dinyatakan di Bahagian 1 tersebut adalah benar.

Tandatangan pegawai ....

Tarikh

Nama pegawai

Cop Jabatan

Jawatan pegawai

Bahagian 4 • Makluman (oleh PMO ICT)

Tandatangan pegawai ....

Nama

Cop Rasmi

Tarikh

Bahagian 5 • Makluman (oleh YTLC)

Tandatangan ....

No. Telefon

Nama

Ulasan

Tarikh

mukasurat 2/2

Figure 7 *Borang Maklumat Guru Berpindah* page 2

7.3 *Borang Pemulangan Peranti YES Altitude*

yes KEMENTERIAN PENDIDIKAN MALAYSIA

BORANG PEMULANGAN PERANTI
(TELEFON PINTAR YES ALTITUDE)

bp_v2

KEMENTERIAN PENDIDIKAN MALAYSIA

Guru tidak lagi bertugas disekolah: ☐   Guru menolak penerimaan: ☐   Guru bersara/tamat perkhidmatan: ☐   Lain-lain (nyatakan): ☐

*Tandakan YA ☑ /TIDAK ☒

Bahagian 1 ● Butiran Guru

Nama Guru		Nama Sekolah	
No. Kad Pengenalan		Kod Sekolah	
YES ID		Nama PPD	
No. Telefon (H/P) Guru		Sebab penolakan (isi jika berkaitan)	

Bahagian 2 ● Maklumat Peranti

Nama Peranti		No. Sim CCID Peranti (jika ada)*	
No. IMEI #1 Peranti *		No. Telefon (YES Altitude)	

Saya mengesahkan bahawa semua maklumat dan keterangan di atas adalah benar.

Tandatangan Guru ....   Tandatangan Pentadbir Sekolah ....

Tarikh _____   Cop Sekolah _____

Nota: * Maklumat No. Sim CCID boleh diperolehi dari pentadbir Sekolah
* No. IMEI boleh diperolehi pada bahagian dalam peranti (* Masukan no IMEI #1)

Sila kemukakan borang yang telah lengkap kepada pegawai di Pusat Pengumpulan Peringkat Negeri

Figure 8 *Borang Pemulangan Peranti YES Altitude page 1*

Bahagian 3 • Penerimaan Pemulangan (Pusat Pengumpulan Peringkat Negeri)

Dengan ini disahkan penerimaan peranti dan aksesori
seperti yang dinyatakan dalam senarai semak berikut →

Tandatangan
pegawai
....

Nama
pegawai

Jawatan
pegawai

No. telefon
pegawai

Tarikh terima
peranti

Senarai Semak Pemulangan Peranti

Perkara	✓	✗	Catatan
Kotak (YES)			
Peranti Altitude			
Kad sim			
Bateri			
Kabel USB			
Pengecas bateri			
Panduan Pengguna			

✓ Ada / ✗ Tiada

Bahagian 4 • Pengesahan Penerimaan Pemulangan (PMO KPM)

Tandatangan
pegawai
....

Nama
pegawai

Tarikh terima

Jawatan
pegawai

No. Telefon
pegawai

Bahagian 5 • Pungutan Peranti Yang Dipulangkan (YTL Communications)

Tandatangan
....

Tarikh Terima

Nama

No. Telefon

Figure 9 *Borang Pemulangan Peranti YES Altitude page 2*

7.4 Service Order Form

| | | | Borang *Service Order* Pelan Data Guru | | | | | | | | | | | | | | bscpdg_v1 |

KEMENTERIAN PENDIDIKAN MALAYSIA

Sila tandakan (√) yang berkenaan:

☐ Permohonan Guru Baru *(New Teacher Request)*

☐ Guru Bersara / Tamat Perkhidmatan *(Retiring Teacher / Termination of Service)*

Bil.	Nama Penuh*	Jantina*	No. Kad Pengenalan /Paspot*	Tarikh Lahir*	Jawatan*	Kod Sekolah*	E-mel*	YES ID Guru (utk tamat perkhidmatan sahaja)	Alamat Baris 1	Alamat Baris 2	Alamat Baris 3	Poskod	Negeri	No. Telefon Rumah	No. Telefon Bimbit
1															
2															
3															
4															
5															
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Figure 10 Serivce Order Form