General

UMP to implement New General Line Digital Telecommunication System from 1 February

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PEKAN, 13 January 2022 - Universiti Malaysia Pahang (UMP) will use new telephone numbers 09-431 XXXX to replace 09-549 XXXX and 09-424 XXXX effective 1 February 2022.

The UMP general line number will be 09-431 5000, while the emergency line is 09-431 6999.

This switchover extends efforts to upgrade the university's communication system using cloud communication to connect all its residents more interactively and easily, especially when they are outside the campus area.

According to Irman Khalil, who performs the function of Director/Chief Information Officer of the Centre for Information and Communication Technology (PTMK), this implementation aligns with UMP ICT25 Plan to ensure that the UMP communication system is at a satisfactory and efficient level in service delivery.

"Cloud communication is a digital telecommunication system platform used as the UMP official telecommunication medium.

"This system replaces the existing system that has been used for a long time and requires high annual maintenance costs to ensure that the system remains functional.

"Planning to upgrade this communication system is one of the initiatives in the Public Sector Digitalisation Strategic Plan 2021-2025 in supporting public sector digitalisation efforts," he said.

He added that, at the same time, it is also in line with the UMP Strategic Plan (UMP25) for the University Ecosystem Excellence objective.

According to Senior Information Technology Officer, Shahrol Azmi Amzat, each staff has been allocated one number for official duties.

"This system not only works for voice calls but can also be used for video calls and sending text messages.

"Since this system uses an internet connection, therefore it can be used even if the staff is abroad.

"Apart from saving costs, this system is also equipped with a system to search for staff phone numbers more easily by simply entering the name of the staff," he said.

He added that this app is mobile, thus facilitating staff communication even outside the office area.

He said, in this system, each staff has been allocated one account, and the app can be installed on five devices, whether mobile phone, computer or tablet.

“Therefore, staff only need to log in to the app using a predefined account.

“Each staff will also receive a new extension number that will be used throughout the service at the university.

“PTMK is currently in an effort to provide information to all campus residents before its full implementation on 1 February,” he said.

Staff who still have problems with this system can refer to PTMK, or those who need more information can contact PTMK staff or e-mail helpdesk@ump.edu.my.

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