Mrs. Jamilah has been serving the Malaysia Federal Government Departments for 9 years, from 2014 to the present day. The National Archives of Malaysia (NAM) was the first department she served after completing her master's degree in records management with honours in 2013. Currently, she is appointed as a senior archivist in the Electronic Records Management Section under the Government Records Management Division. With 9 years of experience, she is responsible for implementing policies, standards, procedures, and guidelines for the Electronic Records Management System (ERMS) in line with the developments and advancements in technology and the government transformation policy. Additionally, she helps conduct various trainings for the public sector throughout Malaysia to raise awareness about the importance of ERMS. Her field of study in records management allows her to adapt to the requirements of ensuring that government records can be well-managed in an electronic environment by complying with standard requirements from the creation of records to their disposal and the prerequisites of ERMS. As an archivist, she also acts as a repository of data and information by collecting and preserving public records in various types and forms. She also carries out the role of an intermediary in disseminating information to the public, regardless of the boundaries of time and place.