
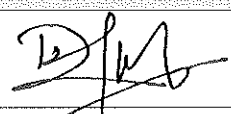
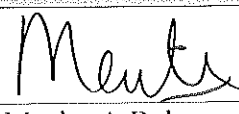


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MANAGEMENT OF PERFORMANCE MONITORING AND CAPACITY PLANNING	EFFECTIVE DATE : 03/2018
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MANAGEMENT OF PERFORMANCE MONITORING AND CAPACITY PLANNING

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Date	: 03/2018	Date	: 03/2018

1. OBJECTIVE

The purpose of this procedure is to describe the management of performance monitoring and capacity planning for the network and telecommunication services provided by Information Technology Division.

2. SCOPE

This procedure covers the entire scope of work and processes bounded by the network and telecommunication infrastructure services provided by Information Technology Division.

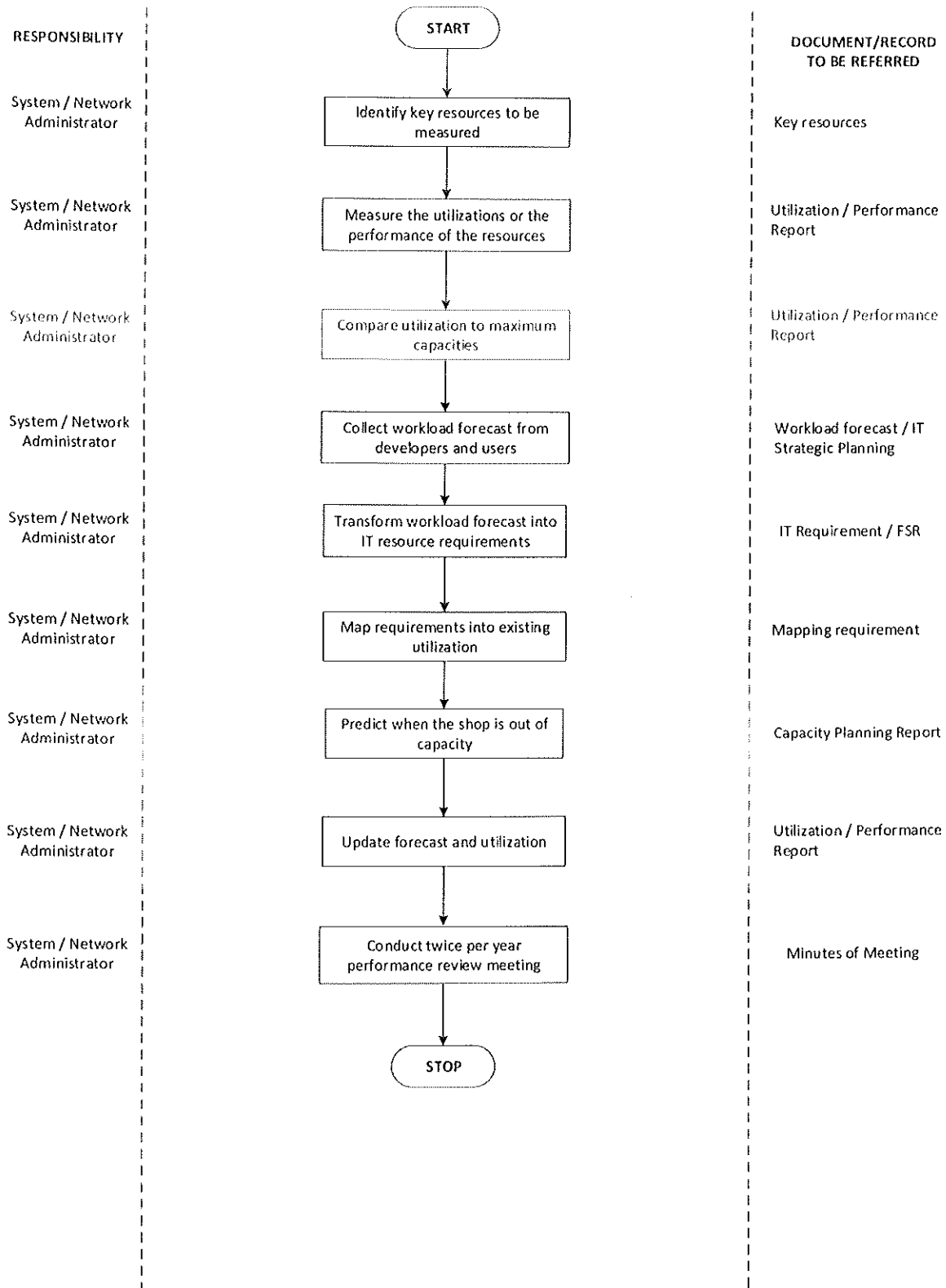
3. REFERENCE

Standard Operating Procedure of Engineering Infrastructure Services
Aruba Networks Website (<http://www.arubanetworks.com>)
Cisco website (<http://www.cisco.com>)
Security website (NISER <http://www.niser.org.my>)
Wireless Website (Web : <http://wireless.iium.edu.my/>)
Wireless blog : (Blog : <http://blogs.iium.edu.my/wireless>)
University ICT policy

4. DEFINITION / ABBREVIATION

- ITD : Information Technology Division
- TL : Team Leader
- SA : System Administrator
- SDM : Service Desk Manager
- ENG : Engineer
- END-USERS : Staff and student of IIUM
- TECH : Technician

5. RESPONSIBILITY AND DETAILED PROCEDURE



6. QUALITY RECORD

NO	QUALITY RECORDS	LOCATION	RETENTION PERIOD	RESPONSIBILITY
1.	Standard Baseline Document	ITD Filing Cabinet	3 years	Supervisor
2.	Baseline Report	ITD Filing Cabinet	3 years	Supervisor