




ORIGINAL

 INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA	VERSION NO : 02
	REVISION NO : 01
PROVISION OF SUPPORT FOR SEASONAL ACTIVITIES	EFFECTIVE DATE : 04/2017
DOCUMENT NO. : IUM/TNL/30	PAGES : Page 1/4

PROVISION OF SUPPORT FOR SEASONAL ACTIVITIES

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Date	: 04/2017	Date	: 04/2017

1. OBJECTIVE

The purpose of this procedure is to describe the management of support provided by ITD for the University events.

2. SCOPE

This procedure covers the support provided to the University in the following:

- Online Student Course Registration
- Matriculation of New Student
- Mahallah pre-registration
- Election
- Convocation

3. DEFINITION / ABBREVIATION

ITD	: Information Technology Division
HOU	: Head of Unit
PIC	: Person in charge
END-USERS	: Staff and student of IIUM
AA	Administrative Assistant

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4. RESPONSIBILITY AND DETAILED PROCEDURE

RESPONSIBILITY	DETAILED PROCEDURE
HOU	4.1 HOU received notification of upcoming seasonal activities and update from K/C/D/I/O or PIC.
HOU	4.2 For seasonal events, the respective HOU should be aware of the upcoming events for proper coordination between end-users and the respective ITD PIC of the support.
PIC	4.3 The PIC should ensure stand-by staff during the event.
HOU/PIC	4.4 If the support involves external parties, the HOU/PIC should notify them at least one week before the event.
PIC/HOU	4.5 The HOU/PIC for providing the support needs to ensure the availability of basic services during the event.
PIC	4.6 PIC of providing the support for the event should refer to a checklist/important date or sequence of activities prepared for that kind of event.
PIC/HOU	4.7 Before the date of the event, the checklist (if any) must be signed by the staff in charge and verified by the HOU.
Director /Deputy Directors	4.8 A report on the support to the event should be submitted to the Director /Deputy Directors of ITD and the respective end-users.

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QUALITY RECORD

NO	QUALITY RECORDS	LOCATION	RETENTION PERIOD	RESPONSIBILITY
1.	Request letter/email/fax	ITD Filing Cabinet	2 Years	AA
2.	Check list/important date/sequence of activities	ITD Filing Cabinet	2 Years	AA
3.	Report of event	ITD Filing Cabinet	2 Years	AA

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