

الجامعة الإسلامية العالمية ماليزيا
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA
يُونَيْتِيسِيْتِيْ اِسْلَامْ اِنْتَارَاغِيْسَا مَلَيْسِيَا

Version 01
Revision 02

Effective Date :
25/07/2017

ICT Service Level Agreement (SLA)

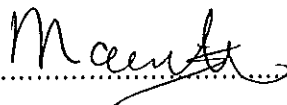
STUDENT

INTERNATIONAL ISLAMIC
UNIVERSITY MALAYSIA

Approval

By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.

Director, Information Technology Division, International Islamic University Malaysia:

Signature : 

Name: MASITA BINTI A. RAHMAN

Date : 25 / 7 / 2017

MASITA A. RAHMAN
Director
Information Technology Division
International Islamic University Malaysia

Deputy Rector (Student Affairs), International Islamic University Malaysia:

Signature: 

Name: ASSOC. PROF. DR. SHAMSUL JAMILI BIN YEOB
Deputy Rector (Student Affairs & Alumni)
International Islamic University Malaysia

Date:

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1. Agreement Overview

This Agreement represents a Service Level Agreement (SLA) between ITD and Users for the provisioning of ICT services at International Islamic University Malaysia (IIUM). This Agreement outlines the parameters of all ICT services covered, as the users mutually understand them.

2. Goals & Objectives

The goal of this Agreement is to obtain mutual agreement for ICT service provision between the ITD and Users.

The objectives of this Agreement are to:

- To ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Users by ITD.
- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

3. Stakeholders

The following ICT Service Provider and Users will be used as the basis of the Agreement and represent the stakeholders associated with this SLA:

ICT Service Provider: ITD – Represented by Director, ITD.

ICT Users: IIUM Student – Represented by Deputy Rector(Student Affairs), IIUM.

4. Periodic Review

This Agreement should be reviewed whenever necessary. The Service Desk Manager is responsible for facilitating regular reviews of this document. The Service Desk Manager is then will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

4.1. Service Approach

The Support services provided by ITD to the user may be carried out via the following approach:

- Site visits, as required, by ITD.
- Remote diagnostics and support by ITD, via a remote connection link to the user's equipment/systems.
- Remote telephone and/or e-mail support by ITD.
- Discussions and consultations.

4.2. ICT Services Provided by ITD

The ICT services provided by ITD that are covered by this Agreement are stated in Appendix A.

4.3. Service Exclusion

The following items are excluded from this Service Level Agreement:

- The wireless incident investigation at Mahallah is only up to the wireless Access Point (AP). In case of users having problem with laptops, they need to visit ITD's ICT Services Help Desk counter for further checking.

4.4. Responsibilities

ITD as the service provider shall:

- Strive to fulfill the agreed resolution times defined in Appendix A.
- Provide notification to users for all scheduled maintenance.
- Provide notification to users to any major service breakdown

The student of IIUM, as the service requestor, shall:

- Make themselves available within the agreed resolution time for ITD Support team to attend to the request.
- In order to respond to a fault call in a timely and appropriate fashion, when placing a service call, the user will be asked for the following information:
 - User Name
 - Student ID
 - Contact number
 - Name of person to be contacted on site (if different from above)
 - Telephone number/extension of site contact (if after hours, ensure that the number provided is accessible)
 - System(s) affected
 - Brief description of the fault symptoms

On placing a service call, the ITD’s ICT Services Help Desk officer will allocate a unique tracking number which will be given to the user and this should be quoted on any future communication regarding the fault.

4.5. Availability

- ICT Service Help Desk can be contacted at the following:
 1. Tel: +603-6196 6666
 2. Email: servicedesk@iium.edu.my

- ICT Services Help Desk opening hours:

8:30 A.M to 12:30 NOON	}	Monday – Thursday
2:00 P.M to 4:30 P.M.		
8:30 A.M to 12:15 NOON	}	Friday
2:45 P.M to 4:30 P.M.		

Appendix A – List of ICT Services ICT Service Level Agreement

List of ICT Services

Version

Ver	Rev	Date	Description	Author
1.0	01	27/10/2014	Service Level Agreement (SLA)	Muhamad Hairulnizam Hasan
1.0	02	25/7/2017	SLA review date 25/7/2017. No changes for student SLA	Muhamad Hairulnizam Hasan

No	Service Category	Service Details	Resolution Time
1	Integrated Computing System (ICS)	Provide access to ICS	1 Day
		Trouble-shoot ICS account problem	1 Day
		Trouble-shoot top-up machine problem	1 Day
2	MSDNAA	Provide access to MSDNAA account	2 Days
		Trouble-shoot MSDNAA System	7 Days
3	Wireless Network	Trouble-shoot wireless service problem for Group of users	3 Days
		Register Wireless account	1 Day
		Wireless Account Management	3 Days
4	Wired Network	Provide wired network service	3 Days
		Trouble-shoot wired network problem for individual user	3 Days
		Trouble-shoot wired network problem for group of users	2 Day
5	Customer Management (ITD)	Complaint	3 Days
		Idea/Suggestion	3 Days
		Inquiry	3 Days
6	Student Application System	Provide access to application system	1 Day
		Trouble-shoot access to application system problem	3 Days
7	Student Email	Provide access to student email account	1 Day
		Trouble-shoot student email problem	1 Day