

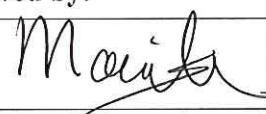


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MANAGEMENT OF IUM COMPUTING SYSTEM (ICS)	EFFECTIVE DATE : 04/2017
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MANAGEMENT OF IUM COMPUTING SYSTEM (ICS)

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1. OBJECTIVE

The purpose of this procedure is to describe the management of IIUM Computing System (ICS) at the IIUM.

2. SCOPE

The procedure covers the operation of IIUM Computing System (ICS) that is managed by ITD. This includes the management of student's account, ICS printing services and management of computer labs.

3. DEFINITION / ABBREVIATION

3.1 ITD	: Information Technology Division
3.3 ISO	: Information System Officer
3.2 AISO	: Assistant Information System Officer
3.3 Sen. Tech	: Senior Technical
3.4 AA	: Administrative Assistant
3.5 AAC	: Assistant Accountant
3.6 ICS	: IIUM Computing System
3.7 SDM	: Service Desk Manager
3.8 Tech	: Technician
3.9 AMAD/CPS	: Academic Management and Admission Division/Centre for Postgraduate Studies
3.10 ISDS	: Integrated Service desk system

4. RESPONSIBILITY AND DETAILED PROCEDURE

RESPONSIBILITY	DETAILED PROCEDURE
	4.1 Account Management.
Senior Tech	4.1.1 Ensure that all student accounts are created in ICS Active Directory within two week after matriculated by AMAD/CPS
AISO/SDM/Senior Tech/Tech	4.1.2 Any problem related to the ICS student accounts must be reported to the ITD ICervu.
	4.2 ICS Printing Services.
Senior Tech/Tech	4.2.1 The Senior Technician/Technician is required to ensure the printing services operate daily.
User	4.2.2 Any problem related to the ICS account services must be reported to ITD Service Desk.
-	4.2.3 Payment of the ICS printing account can be made using the autoloader machine located inside ITD ICS Labs.
Senior Tech/Tech	4.3 Computer Lab Management.
Senior Tech/Tech	4.3.1 The Senior Technician/Technician is required to ensure that the computer labs are opened and operate as scheduled.
Senior Tech/Tech	4.3.2 Unscheduled/closure of the computer labs must be informed to the student.
Senior Tech/Tech	4.3.3 The Senior Technician and Technicians are required to ensure that all equipment in the computer lab is in good condition. (i.e. computers, printers, scanner etc).
	4.3.4 The Senior Technician is required to ensure that the students follow the ICS Guidelines and Procedures.

5. QUALITY RECORD

NO	QUALITY RECORDS	LOCATION	RETENTION PERIOD	RESPONSIBILITY
1.	Service Request	ISDS	3 Years	Service Desk Manager
2.	ICS Printing Receipt Report	ITD Filing Cabinet	3 Years	Assistant Accountant
3.	Preventive Maintenance ICS Lab Report	Lab Assistant Room	1 Year	Senior Technician

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