


ORIGINAL

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MANAGEMENT OF IUM DATA CENTRE	EFFECTIVE DATE : 05/2019
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MANAGEMENT OF IUM DATA CENTRE

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1. OBJECTIVE

The purpose of this procedure is to describe the management of IUM Data Centre to ensure the high availability and physical security of data centre.

2. SCOPE

The procedure covers routine daily activities, data centre inventory, preventive maintenance exercise, physical security checking and access to the data centre.

3. REFERENCE

- 3.1 ICT Policies and Procedures
- 3.2 MAMPU MyMIS

4. DEFINITION / ABBREVIATION

- 4.1 ITD : Information Technology Division
- 4.2 TL : Team Leader
- 4.3 ITO : Information Technology Officer
- 4.4 AITO : Assistant Information Technology Officer

5. RESPONSIBILITY AND DETAILED PROCEDURE

RESPONSIBILITY	DETAILED PROCEDURE
	<p>5.1 General</p>
ITO / AITO	5.1.1 Routine daily activities and preventive maintenance exercise shall be performed to ensure high availability of data centre.
ITO / AITO	5.1.2 Inventory of all servers and equipment in the data centre shall be updated regularly.
ITO / AITO	5.1.3 All servers installation and removal from the data centre shall use the <i>server installation / removal form</i> .
ITO / AITO	5.1.3 In case of unavailability of facilities, service and maintenance at the Data Centre, please refer to Guidelines for Facilities, Service and Maintenance.
	<p>5.2 Routine Activities</p>
ITO / AITO	5.2.1 The air-conditional system, temperature and humidity of data centre must be checked daily (working days) to maintain the temperature and humidity within the recommended range (i.e. temperature range: 20°C to 25°C and humidity at 45% to 55%) using the environment monitoring unit installed inside the Data Centre.
ITO / AITO	5.2.2 Checking of fire extinguisher should be done yearly.
ITO / AITO	5.2.3 Checking of fire suppression system should be done monthly.
	<p>5.3 Preventive Maintenance</p>
ITO / AITO	5.3.1 Data center preventive maintenance shall be performed twice in a year.
ITO / AITO	5.3.2 Preventive maintenance exercise shall be informed to the end-users not less than three working days.
ITO / AITO	5.3.3 The report on preventive maintenance exercise shall be submitted to the TL.

	5.4 Access to IIUM Data Centre
ITO / AITO	5.4.1 Only authorized personnel is granted access to data centre.
ITO / AITO	5.4.2 Access of data centre by vendors must be accompanied by the officer in-charge.

6. QUALITY RECORD

NO	QUALITY RECORDS	LOCATION	RETENTION PERIOD	RESPONSIBILITY
1.	Data Centre Equipment Inventory	ITD Filing Cabinet	Continuous	ITO / AITO
2.	Biometrics Door Access System Log Records	Biometrics Door Access System	Continuous	ITO / AITO
3.	Server Installation / Removal Form	ITD Filing Cabinet	3 Years	ITO / AITO
4.	Preventive Maintenance Report	ITD Filing Cabinet	3 Years	ITO / AITO
5.	Routine Activities Report	ITD Filing Cabinet	3 Years	ITO / AITO