
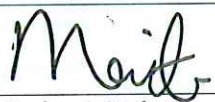


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 INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA	VERSION NO : 02
	REVISION NO : 03
MANAGEMENT OF PERFORMANCE MONITORING AND CAPACITY PLANNING	EFFECTIVE DATE : 01/2019
DOCUMENT NO. : IIUM/ITD/04	PAGES : Page 1/4

**MANAGEMENT OF PERFORMANCE
MONITORING AND CAPACITY
PLANNING**

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Date	: 01/2019	Date	: 01/2019

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 Infrastructure Services Section
University ICT Policy
IIUM E-Meeting (<https://e-meeting.iium.edu.my>)
Nagios (<http://smtptest.iium.edu.my/nagios>)
Libre NMS (<http://librenms.iium.edu.my>)
Airwave (<http://airwave.iium.edu.my>)

4. DEFINITION / ABBREVIATION

4.1 ITD	: Information Technology Division
4.2 Engr.	: Engineer
4.3 Asst. Engr.	: Assistant Engineer
4.4 ITO	: Information Technology Officer
4.5 AITO	: Assistant Information Technology Officer
4.6 Tech.	: Technician
4.7 SDM	: Service Desk Manager
4.8 ISDS	: Integrated Service Desk System

5. RESPONSIBILITY AND DETAILED PROCEDURE

RESPONSIBILITY	DETAILED PROCEDURE
	<p>5.1 General</p>
ITD Management	5.1.1 Establish performance baseline for critical services.
Engr. /Asst. Engr. /ITO/AITO	5.1.2 Routine daily activities and preventive maintenance exercise shall be performed to ensure high availability of critical services.
	<p>5.2 Routine Activities</p>
Engr. /Asst. Engr. /ITO/AITO	5.2.1 The critical services must be checked daily through the monitoring systems and alerts received via sms or email.
SDM	5.2.2 Create ticket in the ISDS if necessary action is needed.
Engr. /Asst. Engr. /ITO/AITO	5.2.3 Prepare monthly performance report to be presented in the ITD Management Meeting.
	<p>5.3 Preventive Maintenance</p>
Engr. /Asst. Engr. /ITO/AITO/Tech.	5.3.1 Preventive maintenance for critical services must be performance every year.

6. QUALITY RECORD

NO	QUALITY RECORDS	LOCATION	RETENTION PERIOD	RESPONSIBILITY
1.	Standard Baseline Document	InfraServ Filing Cabinet	3 years	Supervisor
2.	Monthly Performance Report	E-Meeting	3 years	Engr. /Asst. Engr. /ITO/AITO