

INTERNATIONAL ISLAMIC UNIVERSITY
MALAYSIA



Policy on Management of ICT Project

IIUM ICT POLICY DOCUMENT

PREPARED FOR:
International Islamic University Malaysia

PREPARED BY:
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Document Change Log

Release Version	Date	Pages Affected	Remarks/Change Reference
Version 2	05/12/2019	3	Technical Project Manager Manager definition ITD Management Definition
Version 2	05/12/2019	6	Addition of 4.16 to 4.0 Policy Statements

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Responsibility and Activity Log

Requestor	Description	Submission Date	Approval Date
Siti Zarina binti Muhamat	Submission to ICT Committee	24/05/2017	29/05/2017
Siti Zarina binti Muhamat	Submission to ICT Committee No. 02/2019	5/12/2019	16/12/2019



1. OBJECTIVE

The objective of this document is to define the policy for management of ICT projects in the University. Management of ICT Projects can be define as governing and supervising the whole process in IIUM IT Project Management Life Cycle from the initiation or request until the completion and closing of the projects.

2. SCOPE

This policy covers all registered IIUM ICT projects undertaken by the University.

3. TERMS AND DEFINITIONS

Term	Definition
CIO	Chief Information Officer
IIUM	The International Islamic University Malaysia, otherwise known as the “University”
ICT	Information and Communication Technology
ITD	Information Technology Division
ITD Management	CIO, Director, Deputy Directors and Team Leaders
ITG	IT Governance Unit
ITPMO	IT Project Management Office is a centralized management structure in ITD, aimed at ensuring standardization, reducing duplication and leveraging resources such as people, technology, and communication in ICT Projects
ICT Projects	Any ICT projects that are officially registered with ITPMO
Project Sponsor	A management role that typically involves approving or supporting the allocation of resources
Project Stakeholder	An individual, group, or organization, who may affect, be affected by, or perceive itself to be affected by a decision, activity, or outcome of the project
Technical Project Manager	The head of technical team, whom are responsible to defines, plans, control and lead the project activities from technical point-of-view so that they are completed within the agreed-upon scope, schedule, and resource commitments, while adhering to the University ICT Policies
Functional Project Manager	The head of functional team, whom are responsible to defines, plans, control and lead the project activities from user point-of-view so that they are completed within the agreed-upon scope, schedule, and resource commitments, while adhering to the University ICT Policies

4. POLICY STATEMENTS

- 4.1 All ICT projects shall be centrally coordinated and managed via the ITPMO, under ITG Unit, ITD.
- 4.2 Responsibilities of ITPMO shall be referred to the Procedure for Management of ICT Projects.
- 4.3 ITPMO shall define and maintain process standards by providing framework as per define in IIUM IT Project Management Life Cycle to establish standard performance measures.
- 4.4 ICT project sponsors shall ensure that their projects support the University mission and vision. An approved ICT project shall obtain commitment and participation from the affected stakeholders in the definition and execution of the project.
- 4.5 The nature and scope of an ICT project shall be defined, documented and formally approved before project initiation. Approval of the project shall refer to the Policy on Procurement of ICT Resources.
- 4.6 If projects are organized into phases, each major project phases shall be approved and communicated to project stakeholders prior to project initiation. Approval of subsequent phases shall be based on review and acceptance of the deliverables of the previous phase.
- 4.7 Risks associated with a project shall be minimized through a systematic process of planning, identifying, analyzing, responding to, monitoring and controlling the areas or events that have the potential to cause unwanted change.
- 4.8 A formal and approved Project Charter and Project Management Plan shall be established to provide guidance during project execution and for control of project throughout the life of the project.
- 4.9 Responsibilities, relationships, authorities and performance criteria of project members shall be defined in Project Charter.
- 4.10 The PMP shall adhere to the prescriptions as per describe by ITPMO. The PMP must comprise of Communication Plan, Change Management Plan, Risk/Issue

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Management Plan, and Quality Management Plan and must be agreed by project sponsor and stakeholders.

- 4.11 Project progress report shall be communicated to relevant stakeholder and submitted to ITPMO.
- 4.12 Any deviations from project plan shall be identified and accessed to gauge the impact of deviations on the project. Project performance results shall be communicated to key stakeholders. Appropriate recommendation and plan of implementation and monitoring of remedial actions shall also be communicated.
- 4.13 At the end of project, project stakeholders shall ascertain whether the project delivered the planned results and benefits. Any outstanding activities shall be identified and communicated. Lessons learned shall also be identified for use on future projects.
- 4.14 Project shall be closed once all deliverable are completed, all project closing documents are signed and submitted to ITPMO.
- 4.15 ITD Management shall have the authority to involve any relevant office in any projects deems necessary.
- 4.16 A Functional Project Manager (FPM) and Technical Project Manager (TPM) must be appointed for any IT project initiatives in the University. The FPM and TPM are accountable to ensure that the vendor fully meets the IT system's requirements before signing the User Acceptance Test (UAT). The signatories of the UAT must include the Functional Project Manager and Technical Project Manager. The Functional Project Manager and Finance Division (under Procurement Unit) must consult the Technical Project Manager before issuance of any payment to IT Vendor, subject to approval from IT Governance.

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5. IMPLEMENTATION AND NON-COMPLIANCE

- 5.1 The Director of Information Technology Division holds the responsibility for the implementation of this policy and shall take necessary actions in the event of violation of this policy.
- 5.2 This policy is applicable to the University community and any infringement of the policy may subject to disciplinary actions and any other actions deems necessary.

6. ENFORCEMENT

- 6.1 This policy is applicable to all staff of the University and any infringement of the policy may subject to disciplinary actions.

7. MAINTENANCE OF POLICY

The Information Technology Division is responsible for the formulation and maintenance of this policy.

8. RELATED POLICIES/STANDARDS/PROCEDURES/GUIDELINES

- 8.1 This policy shall be read together with the following or any documents which recently approved:
 - 8.1.1 ICT Regulations
 - 8.1.2 IIUM Financial Policy
 - 8.1.3 Policy for Procurement of ICT Resources
 - 8.1.4 Terms of Reference for Project Manager and Project Members