

# ICT SERVICE LEVEL AGREEMENT (SLA)

## STAFF

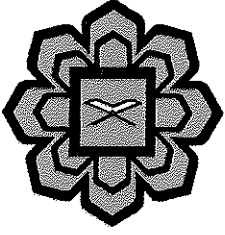


الجامعة الإسلامية العالمية ماليزيا  
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA  
يُونَيْبَرِسِيَّتِي إِسْلَامًا، اِنْتَارَايْجُسِيَا مِلْدِسِيَا

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Version 01  
Revision 04

Effective Date:  
27/07/2020


**ICT**  
**Service Level Agreement**  
**(SLA)**  
**STAFF**

**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 :  .....

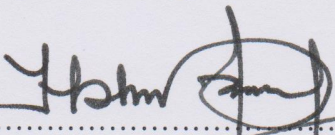
ASSOC. PROF. DR. NORSAREMAH SALLEH

Director

Name: ..... Information Technology Division .....  
International Islamic University Malaysia

Date : ..... 3.8.2020 .....

**Executive Director, Management Service Division, International Islamic University Malaysia:**

Signature:  .....

DATO' ABDUL RAHIM BIN AHMAD

Executive Director

Name: ..... Management Services Division .....  
International Islamic University Malaysia

Date: ..... 17.8.2020 .....

**Table of Contents**

1. Agreement Overview .....	4
2. Goals & Objectives .....	4
3. Stakeholders .....	4
4. Periodic Review .....	5
4.1. Service Approach.....	5
4.2. ICT Services Provided by ITD .....	5
4.3. Service Exclusion.....	5
4.4. Responsibilites .....	6
4.5. Availability .....	6
5. Appendix A – List of ICT Services.....	i-iii

## 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 they are mutually understood by the users.

## 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 ICT service support and delivery to the Users by the 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 Staff – Represented by Executive Director, Management Service Division (MSD), 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 the ITD to the user may be carried out via the following approach:

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

### **4.2. ICT Services Provided by ITD**

The ICT services provided by ITD which is covered by this Agreement are stated in the Appendix A.

### **4.3. Service Exclusion**

The following items are excluded from this Service Level Agreement:

- All items of hardware or software not identified on the associated support services list.
- Items of hardware that are already out of warranty.
- Repair or renewal of consumable supplies or accessories.

#### 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 staff 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
  - Staff 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 Services Help Desk can be contacted at the following:

1. Tel: +603-64216666. Email: [servicedesk@iium.edu.my](mailto: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 5:00 P.M.		
8:30 A.M to 12:15 NOON	}	Friday
2:45 P.M to 5:00 P.M.		

## Appendix A – List of ICT Services ICT Service Level Agreement

### List of IT Services

#### Version

Ver	Rev	Date	Description	Author
1.0	1.0	7/2/2014	Service Level Agreement	Muhamad Hairulnizam Hasan
1.0	2.0	4/1/2016	Refer to SLA Revision Template 205	Ahmad Syaheer Abd Ghafar
1.0	3.0	25/7/2017	<ul style="list-style-type: none"> <li>• Amendment of ICT services list (refer to attached template)</li> <li>• Change of the response time to resolution time on the SLA</li> <li>• Change review period to whenever necessary.</li> </ul>	Muhamad Hairulnizam Hasan
1.0	4.0	27/07/2020	<ul style="list-style-type: none"> <li>• Amendment of ICT services list (refer to attached template)</li> <li>• Change of the response time to resolution time on the SLA</li> <li>• Change review period to whenever necessary.</li> </ul>	Khairani Che Ibrahim



No	Service Category	Service Details	Resolution time
1	Application System	Create new Account	1 Day
		Troubleshoot User account	3 Days
		Application System Problem	3 Days
		Request for Statistic and Report	3 Days
		Request for System Installation	3 Days
		Request for System Modification (minor)	7 Days
		Request for System Enhancement (minor)	7 Days
		Request for Application System Training (Process duration)	3 Days
		Request for Seasonal Activity Support (Process duration)	3 Days
2	Wired Network	Provide wired network service	2 Days
		Trouble-shoot wired network for group of users	2 Days
		Trouble-shoot wired network for individual user	2 Days
3	Wireless Network	Trouble-shoot wireless network problem for group of users	2 Days
		Trouble-shoot wireless network problem for individual user	2 Days
		Wireless Account Management	1 Day
4	Customer Management (ITD)	Complaint (Acknowledgement)	1 Day
		Inquiry	2 Days
		Email Announcement – before 12 noon	Same day
		Email Announcement – after 12 noon	Next day
5	IT Resource Management	Request for New ICT Equipment (for processing)	3 Days
		Request for Centralized Licensed Software own by ITD	3 Days
6	IT Email & Database Management	Account Management	2 Days
		Email Content Management	1 Day
		Email provisioning problem	1 Day
7	Data Management	myMOHE Data	3 Days
		Data Management and Business Intelligent	3 Days
		IIUM Data Dictionary and Enterprise Information Architecture	3 Days
8	Booking	Request for ITD Lab booking	2 Days
9	Fax Service	Request for fax line service	2 Days
		Trouble-shoot fax line problems	2 Days
10	Telephone	Request for Telephone service	2 Days
		Trouble-shoot Telephone problem	2 Days
		Request for New Cabling	7 Days
		Request upgrade for Telephone Category (provided with approval letter from authority)	2 Days

		Request for New Cabling	7 Days
		Request upgrade for Telephone Category (provided with approval letter from authority)	2 Days
		Request for Telephone grouping (provided with approval letter from authority)	2 Days
		Request for Telephone Name/Change of Name	2 Days
11	Video Conferencing	Request for video conferencing/Zoom services (Process duration)	2 Days
12	Tele-conferencing	Request for Tele-Conferencing service (Process duration)	2 Days
13	PC/Notebook	Provide PC/Notebook setup	5 Days
		Provide software installation	2 Days
		Trouble-shoot PC/Notebook problem	2 Days
		Request for antivirus scanning	3 Days
14	Network Infrastructure	DNS request (Internal)	1 Day
		DNS request (External)	2 Days
		Could not resolve DNS	3 Days
		New Cabling requirement – 5 point or less	66 Days
		New Cabling requirement – More than 5 point	132 Days
		Request for Network relocation	3 Days
		No network connection – One or more K/C/D/I	1 Day
		No internet / WAN connection (whole campus)	8 Hours
15	IT Security Service	Conduct assessment on Application Security	3 Days
		Request to open security port	2 Days
		Request to allow traffic/priority	1 Day
		Request for public IP assignment	3 Days
		Request report on website security issues	3 Days
		Request monthly security report	3 Days
16	IT Change Request	Emergency Change	1 Day
		Normal Change	3 Days
		Standard Change	3 Days
		Urgent Change	1 Day
17	Loan of ICT Equipment	Laptop	2 Days

**Notes:**

The resolution time refers to normal working days (Monday – Friday) and not including weekends and public holidays.



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