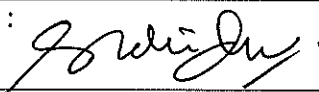
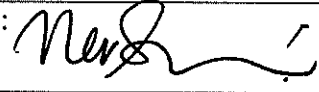
 INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA	VERSION NO : 02
	REVISION NO : 04
MANAGEMENT OF PERFORMANCE MONITORING AND CAPACITY PLANNING	EFFECTIVE DATE : 06/2020
DOCUMENT NO. : IUM/ITD/04	PAGES : Page 1/4

MANAGEMENT OF PERFORMANCE MONITORING AND CAPACITY PLANNING

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Date	: 06/2020	Date	: 06/2020

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

University ICT policy
Aruba Networks Website (<http://www.arubanetworks.com>)
Cisco website (<http://www.cisco.com>)
Security website (NISER <http://www.niser.org.my>)
Wireless Website (Web : <http://wireless.iium.edu.my/>)
Wireless blog : (Blog : <http://blogs.iium.edu.my/wireless>)

4. DEFINITION / ABBREVIATION

ITD	: Information Technology Division
HOU	: Head of Unit
SITO	: Senior Information Technology Officer
SA	: System Administrator
SDM	: Service Desk Manager
ENG	: Engineer
END-USERS	: Staff and student of IIUM
TECH	Technician

5. RESPONSIBILITY AND DETAILED PROCEDURE

RESPONSIBILITY	DETAILED PROCEDURE
	5.1 Management of Performance Monitoring and Capacity Planning Please refer to the attached flowchart 5.1

6. QUALITY RECORD

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