
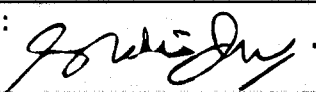
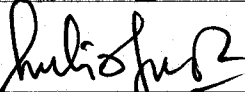


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 INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA	VERSION NO : 02
	REVISION NO : 04
MANAGEMENT OF PERFORMANCE MONITORING AND CAPACITY PLANNING	EFFECTIVE DATE : 08/2021
DOCUMENT NO. : IUM/ITD/04	PAGES : Page 1/4

**MANAGEMENT OF PERFORMANCE
MONITORING AND CAPACITY
PLANNING**

Prepared by:		Approved by:	
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Position	: Senior Information Technology Officer Information Technology Division	Position	: Acting Director Information Technology Division
Date	: 08/2021	Date	: 08/2021

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 Engineering Infrastructure Services
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>)
University ICT policy

4. DEFINITION / ABBREVIATION

ITD	: Information Technology Division
HOU	: Head of Unit
SA	: System Administrator
SDM	: Service Desk Manager
ENG	: Engineer
END-USERS	: Staff and student of IIUM
TECH	: Technician
DBSB	: Daya Bersih Sdn, Bhd
iSDS	: Service Desk System
GCC	: Governance, Customer Care & Commercialization Section

5. RESPONSIBILITY AND DETAILED PROCEDURE

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

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6. QUALITY RECORD

N O	QUALITY RECORDS	LOCATION	RETENTION PERIOD	RESPONSIBILITY
1.	Standard Baseline Document	ITD Filing Cabinet	3 years	Supervisor
2.	Baseline Report	ITD Filing Cabinet	3 years	Supervisor

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MANAGING PERFORMANCE

Responsibility and Detailed Procedure:

Version No. 02
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