
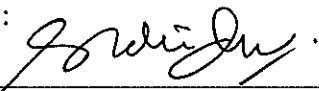



**ORIGINAL**

 INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA	VERSION NO : 02
	REVISION NO : 04
MANAGEMENT OF PERFORMANCE MONITORING AND CAPACITY PLANNING	EFFECTIVE DATE : 06/2020
DOCUMENT NO. : IIUM/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 :	Director Information Technology Division
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

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**

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

CONTROLLED COPY

**6. QUALITY RECORD**

<b>N O</b>	<b>QUALITY RECORDS</b>	<b>LOCATION</b>	<b>RETENTION PERIOD</b>	<b>RESPONSIBILITY</b>
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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DOCUMENT/RECORD TO BE REFERRED

