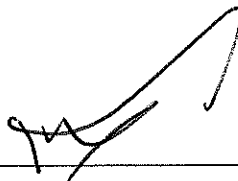
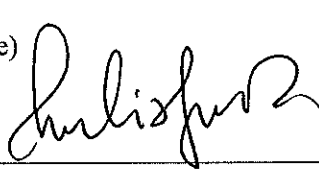
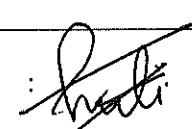




MANAGEMENT OF PERFORMANCE MONITORING

Prepared By:-	Approved By:-
(Signature) 	(Signature) 
Name : Syed Mohd Hazrul bin Syed Salim	Name : Nurmaliza Binti Jumaat
Position: Deputy Information Technology Officer, Information Technology Division	Position: Director, Information Technology Division
Date : 7/7/2023	Date :  10/7/23

1.0 OBJECTIVE

This procedure aims to describe the management of performance monitoring for the network and telecommunication services provided by the Information Technology Division.

2.0 SCOPE

This procedure covers the entire scope of work and processes bounded by the network and telecommunication infrastructure services provided by the Information Technology Division environment.

3.0 ACCOUNTABILITY

Infrastructure Services Section, Information Technology Division

4.0 ABBREVIATION (If any)

- 4.1 Problem : The underlying cause of one or more incidents. The cause is not usually known at the time the problem record is created, and the problem management process is responsible for further investigation and determining the root cause, which is documented and may be used by change management and incident management.
- 4.2 Problem Manager : Represent the authority to manage the receipt of IT problems, the classification, investigation, revision and closing of IT problems.
- 4.3 Technical Expert/ Technical Support : The technical person is responsible for performing the technical activities related to the IT problem.

5.0 REFERENCE

5.1 Standard Operating Procedure of Engineering Infrastructure Services

5.2 Aruba Networks Website (<https://www.arubanetworks.com>)

6.0 RECORD RETENTION PERIOD

No	Quality Records	Location	Retention Period	Responsibility
1.	Standard baseline document	Online Folder	3 years	Supervisor
2.	Baseline Report	Online Folder	3 years	Supervisor

7.0 PROCESS FLOW

Managing Performance

