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Procedure for Management of Telecommunication Services

Chapter :
Telecommunication

Status : REVIEWED

Version No : 01
Revision No : 00

1.0 OBJECTIVE

The objective of this document is to define the procedure on management of telecommunication services.

2.0 GOVERNING POLICY

- 2.1 (IIUM/ITD/ICTPOL/1.4) Policy for ICT Project Management.
- 2.2 (IIUM/ITD/ICTPOL/3.1) Policy for Telephone Services.
- 2.3 (IIUM/ITD/ICTPOL/3.2) Policy for Video Conference Service.
- 2.4 (IIUM/ITD/ICTPOL/9.1) Policy for ICT Service Desk and Incident Management.

3.0 PROCEDURE

The procedure on telephone services are as follows:

- 3.1. Telecommunications Services Request and Complaint
Refer to flowchart 3.1.
- 3.2. Telecommunications System Troubleshooting
Refer to flowchart 3.2 .
- 3.3. Video Conference Request and Testing
Refer to flowchart 3.3.
- 3.4. Tele-conference Request and Testing
Refer to flowchart 3.4.

3.5. Routine Maintenance

Refer to flowchart 3.5.1.

Refer to flowchart 3.5.2.

Refer to flowchart 3.5.3.

Refer to flowchart 3.5.4.

3.6. Billing System

Refer to flowchart 3.6.1.

Refer to flowchart 3.6.2.

3.7. Data Backup Plan

Refer to flowchart 3.7.

3.8 The quality of records is maintained as follows:

No	Quality of Records	Location	Retention Period	Responsibility
1	IUM PABX Layout	ITD Filing Cabinet	not applicable	Engineer
2	Video Conference Check List	ITD Filing Cabinet	3 Years	Technician
3	Daily System Maintenance Log	ITD Filing Cabinet	3 Years	Engineer/ Technician
4	Monthly Battery Maintenance Log	ITD Filing Cabinet	3 Years	Technician
5	MDF/SDF/LAN Room Maintenance Log	ITD Filing Cabinet	3 Years	Technician
6	Data Backup Log	ITD Filing Cabinet	3 Years	Technician

4.0 RESPONSIBILITY FOR IMPLEMENTATION

The responsibility for the implementation of this procedure resides with the Head of Department (Network and Telecommunication Department, ITD).

5.0 ENTITIES AFFECTED BY THIS PROCEDURE

All staff that manages the telephone services and equipment is affected by the procedure.

6.0 DEFINITION

Term	Definition
ITD	Information Technology Division
IIUM	International Islamic University Malaysia

7.0 REVISION HISTORY

Requestor	Description	Submission Date	Approval Date
Shukri Abd Rahman, ITD	Initial draft	10/03/2009	-
Shukri Abd Rahman, ITD	Reviewed	18/03/2009	-

TELECOMMUNICATION WORK INSTRUCTION

WI: 11-6.5.14

EXTENSION INITIATION / CONFIGURATION.

1. Received/Check request from OpenView System
2. Login DNA. Password refer to Administrator
3. Open Extension Manager Application
4. Select Free Equipment at Relevant Line Interface Module (LIM) location
5. Select entitlement for category and phone type (Refer IIUM telephone Policy)
6. Assign extension number according to ranging given.
7. Update Cabling Record for :
 - a) Card Location
 - b) Type of Extension
 - c) LAN Rooms
 - d) Voice Port in LAN Room
 - e) MDF and SDF Jumpering
8. Update DNA

WI: 11-6.5.9

SYSTEM TROUBLESHOOTING

1. Received complaint from Open View System
2. Logon DNA Application suit. Password
3. Open Extension Manager Application
4. Select "Extension" tab
5. Click view/Update
6. Click Dir button
7. Type in Extension number
8. Click OK- All information will be displayed
9. Noted equipment number
10. Open PABX data base file (Desktop/irjee/info/main info)
11. Find pair location by referring to equipment number
12. Test tone at equipment site
13. If no tone at pair check system site.
14. If tone available proceed the following step:-
15. Open Extension Manager Application

16. Select "Application" tab
17. Click "TTY"
18. Type command " ALLIP;" Enter
19. Read code number and refer PABX Fault Locating Manual

WI: 11-6.5.9

EXTENSION TROUBLESHOOTING

1. Received complaint from Open View System
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3. Open Extension Manager Application
4. Select "Extension" tab
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11. (Desktop/irjee/info/main info)
12. Find pair location by referring to equipment number
13. Test tone at equipment site
14. If no tone at pair check system site.
15. If tone available proceed the following step:-
16. Open PABX data base file
17. (Desktop/irjee/info/main info)
18. Find pair location by referring to equipment number
19. Test tone at equipment site
20. Check and test tone at SDF and do rectification
21. Check and test tone at riser and do rectification
22. Check and test tone at voice port and do rectification.
23. Check and test tone at face plate and do rectification
24. Check and test phone set and replace phone set or faulty parts
25. Update ticket – change status to " Job Done"
26. Troubleshoot complete

EXTERNAL BACKUP PROCEDURE FOR MD110

AT FIOL PC
ACCESS SYSTEM
ENTER PASSWORD

TYPE THE FOLLOWING COMMAND / PROCEDURE:-

Allip; (Check any alarm)

Alrei; (Clear alarm)

DUBDP; (Check previous backup status and data)

DUSYI; (Backup existing hard disk for rel 1)

DUSYI; (Backup existing hard disk for rel 2)

BLEQI:EQU=1-0-52-0;

FIMOE:SUBSF=SYSSUBFS11;

FIMOE:SUBFS=SYSSUBFS21;

IOSIE:IODEV=SYSDISK1,NODE=SYSN;

Switch Off Hard disk

Disconnected connection from IPU

REMOVED HARD DISK (Kept at safe place)

INSTALLED NEW HARD DISK

Reconnected connection from IPU

Switch On Hard disk

IOSI1:IODEV=SYSDISK1,NODE=SYSN,SIPOS=3,SUBFS=SYSSUBFS11&SYSSUBFS21;

FIMOI:SUBFS=SYSSUBFS11;

FIMOI:SUBFS=SYSSUBFS21;

BLEQE:EQU=1-0-52-0;

DUSYI; (Backup to get data from local hard disk))

DUBDP; (to check backup status)

Update External Backup MD110 Log

LINK PREPARATION GUIDE (WORK INSTRUCTION)

1. VIDEO CONFERENCING REQUEST (IPVPN)

No	Work Process
1	Request for network connection to initiate Network Communication link (Identify static IP number).
2	Preparation (refer to Video Conference Checklist)
3	Setup & installation Video Conference equipment.
4	Standby until end of programme and switch off all equipment.
5	Packing & storage

2. VIDEO CONFERENCING REQUEST (ISDN)

No	Work Process
1	Initiate ISDN line
2	Allocate jumpering cable to related LAN room
3	Patch at related faceplate
4	Connect to ISDN Adaptor
5	Preparation (refer to Video Conference Checklist)
6	Setup & installation Video Conference equipment.
7	Standby until end of programme and switch off all equipment.
8	Packing & storage

TELECOMMUNICATION SERVICES REQUEST AND COMPLAINT

RESPONSIBILITY

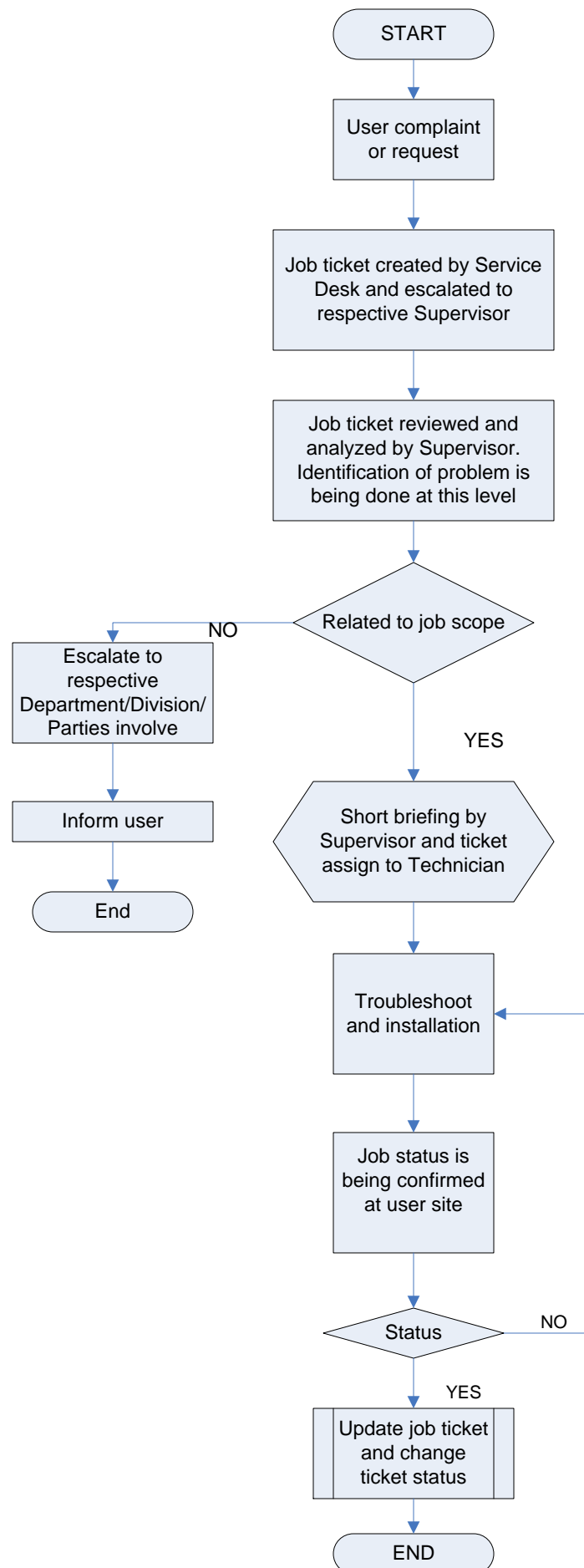
DOCUMENTS AND RECORD TO BE REFERRED

Service Desk Agent

ITD Service Desk System

Engineer/
Senior Technician

MD 110 Manual & Telecommunication Work Instruction



As Above

As Above

Senior Technician / Technician

As Above

Senior Technician / Technician

Senior Technician / Technician

ITD Service Desk System

Flowchart 3.1

TELECOMMUNICATION SYSTEM TROUBLESHOOTING

RESPONSIBILITY

DOCUMENTS AND RECORDS TO BE REFERRED

Technician

Technician

Technician

Technician

Technician

Technician

Technician

Technician

DNA Extension Manager version 8.0 and version 9.0

IRJEE shared file - / INFO/ MAININFO

As Above

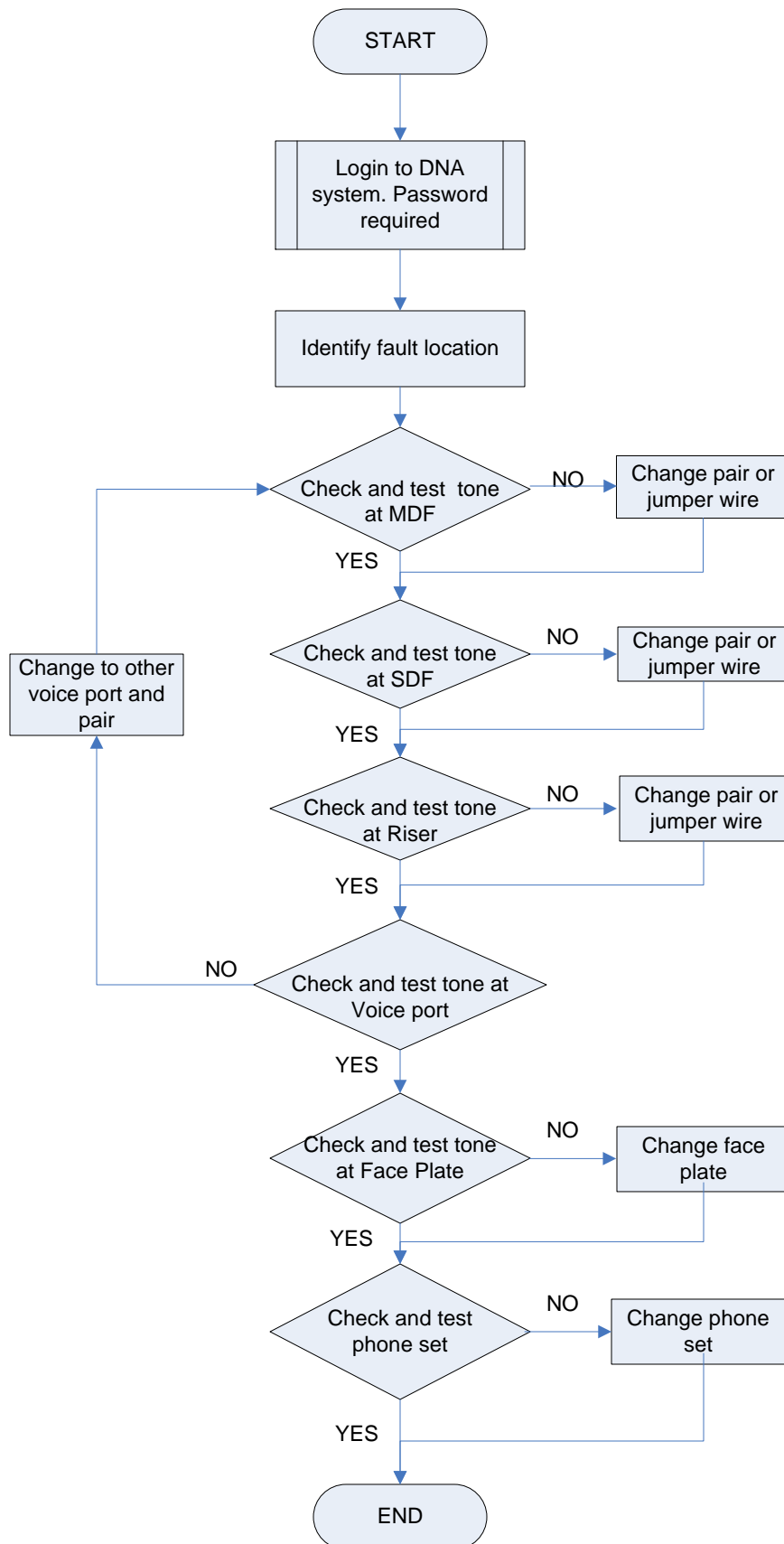
As Above

As Above

As Above

As Above

As Above

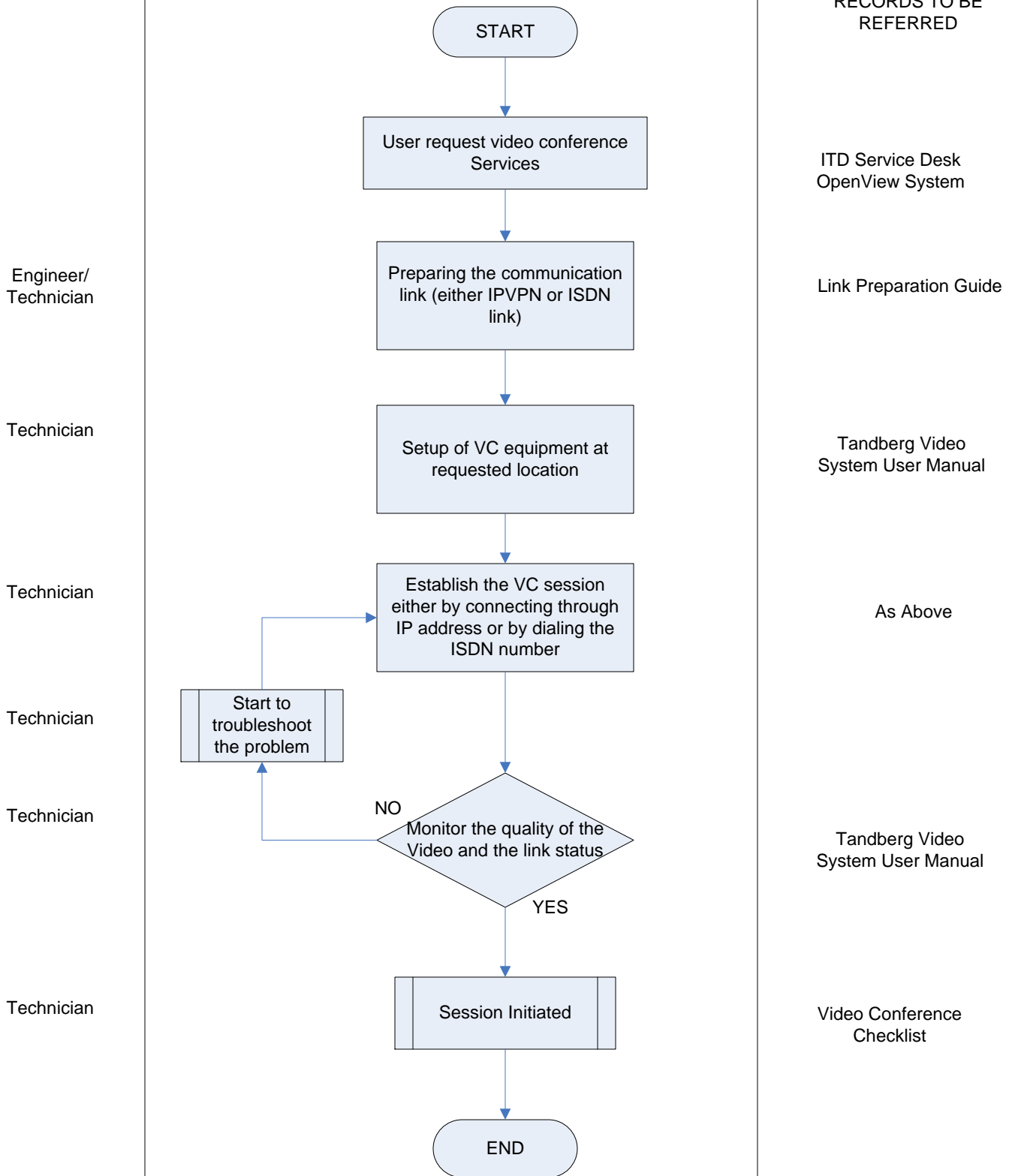


Flowchart 3.2

VIDEO CONFERENCE REQUEST AND TESTING

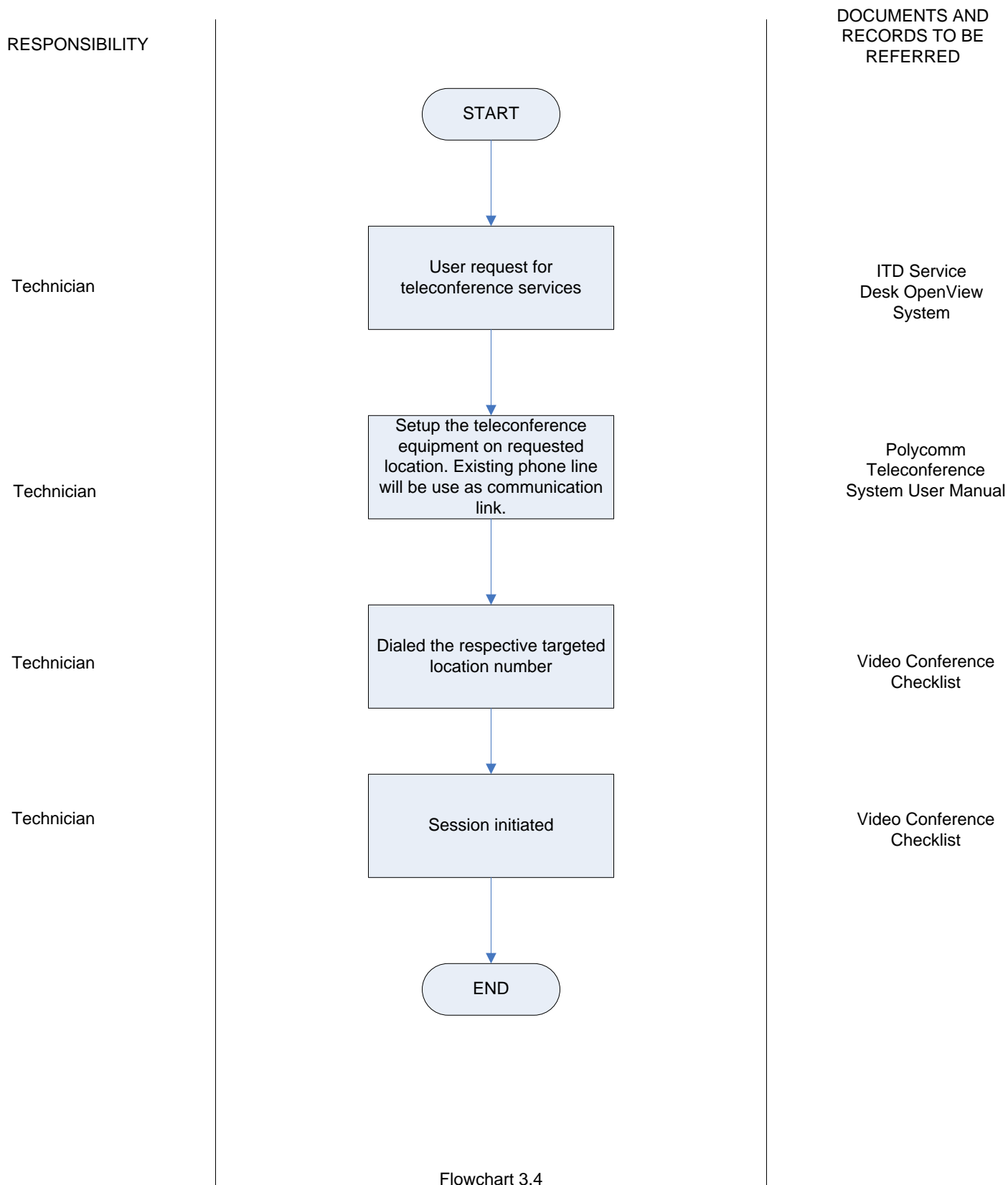
RESPONSIBILITY

DOCUMENTS AND RECORDS TO BE REFERRED



Flowchart 3.3

MANAGEMENT OF TELE-CONFERENCE REQUEST AND TESTING



Flowchart 3.4

MANAGEMENT OF DAILY SYSTEM MAINTENANCE

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RESPONSIBILITY

DOCUMENTS AND RECORDS TO BE REFERRED

Technician

Ericsson MD110
 Maintenance Manual

Technician

Daily System
 Maintenance log

Technician

As Above

Technician

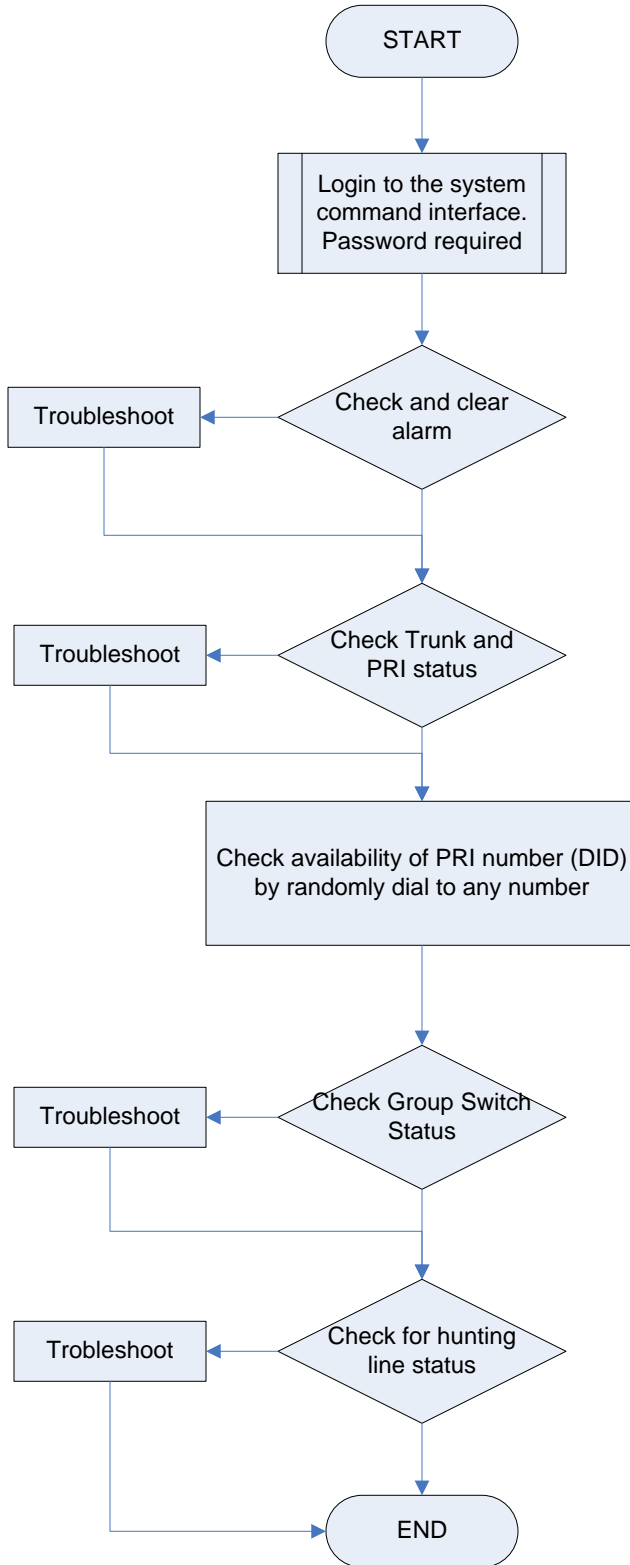
As Above

Technician

As Above

Technician

As Above



Flowchart 3.5.1

MANAGEMENT OF BATTERY MAINTENANCE

Version: 01
Revision: 00
Effective Date: 01/05/2007

RESPONSIBILITY

DOCUMENTS AND RECORDS TO BE REFERRED

Technician

Ericsson MD 110
Maintenance Manual

Technician

Monthly Battery
Maintenance Log

Technician

As Above

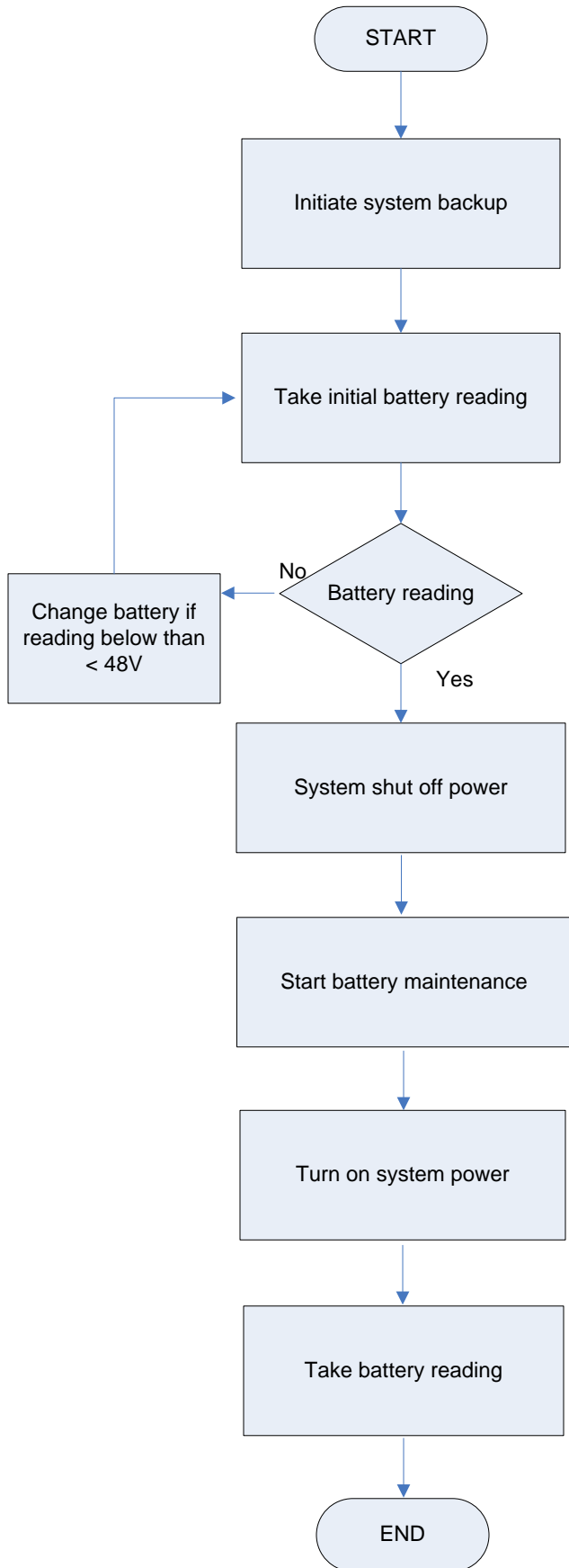
Technician

As Above

As Above

As Above

As Above



Flowchart 3.5.2

MONTHLY MAINTENANCE (MDF, SDF, LAN Room and Riser Maintenance)

RESPONSIBILITY

DOCUMENTS AND
RECORDS TO BE
REFERRED

Technician

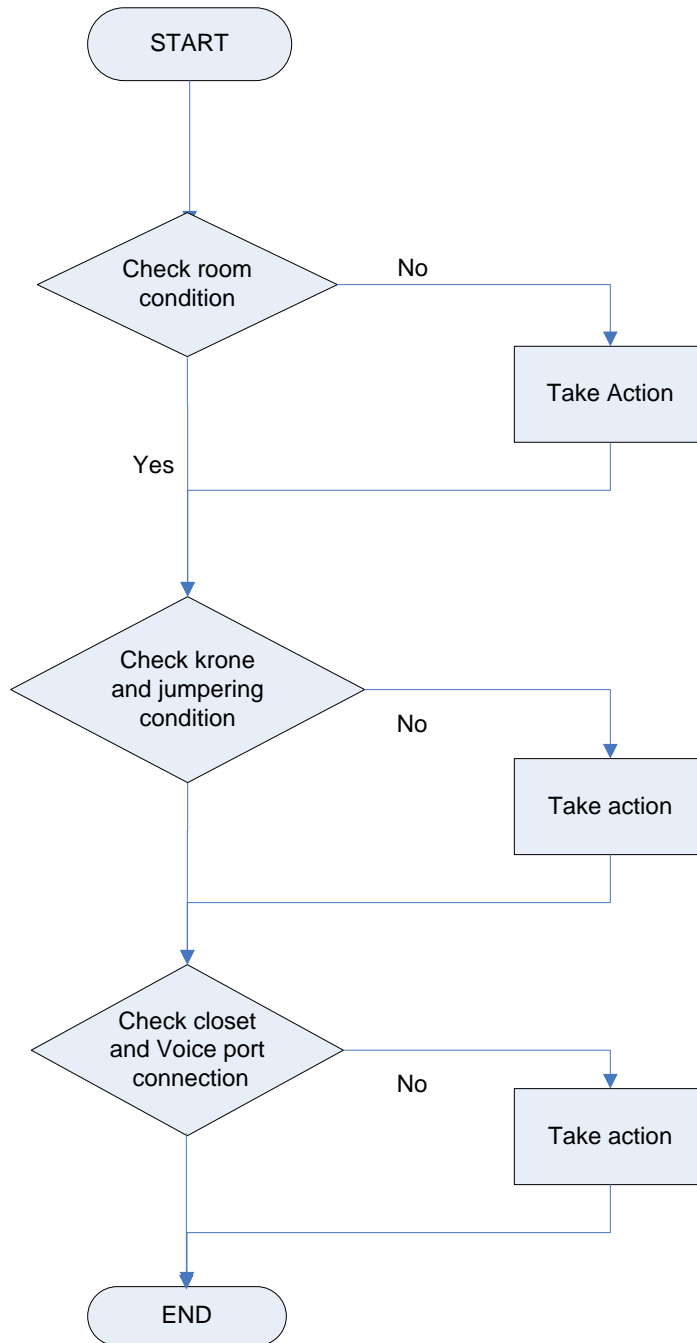
Monthly Maintenance
(MDF,SDF,Lan Room &
Riser

Technician

As Above

Engineer

As Above



MANAGEMENT OF VOICE MAIL SYSTEM MAINTENANCE

RESPONSIBILITY

DOCUMENTS AND RECORDS TO BE REFERRED

Senior Technician/
Technician

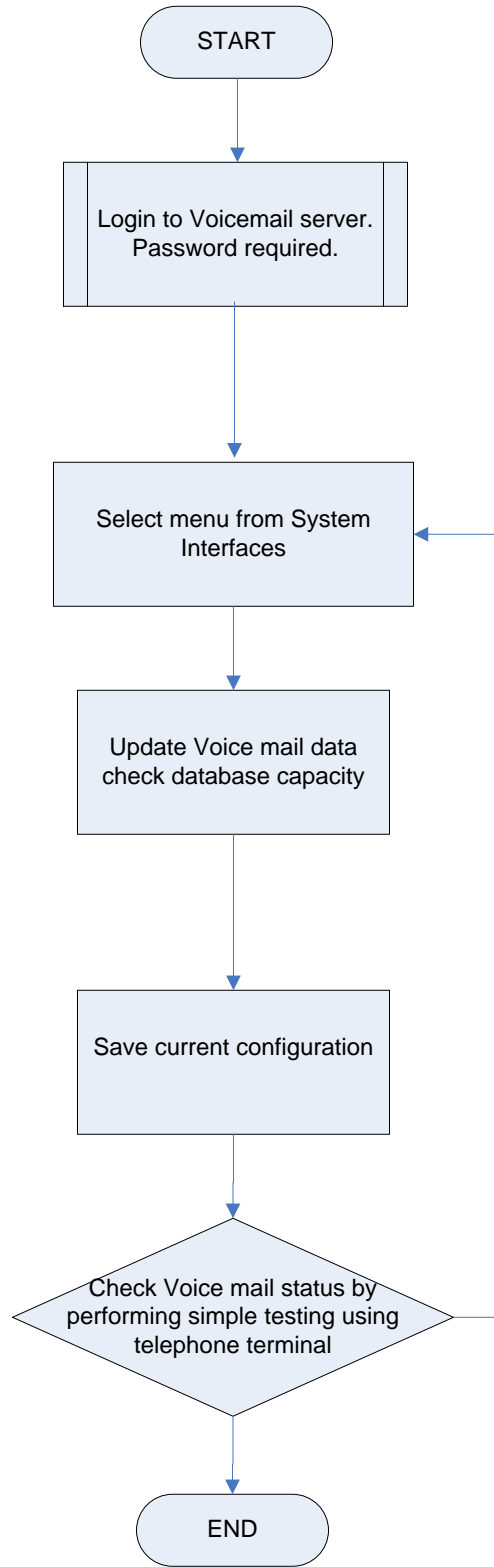
Voice Mail
Manual

Senior Technician/
Technician

Daily System
Maintenance Log

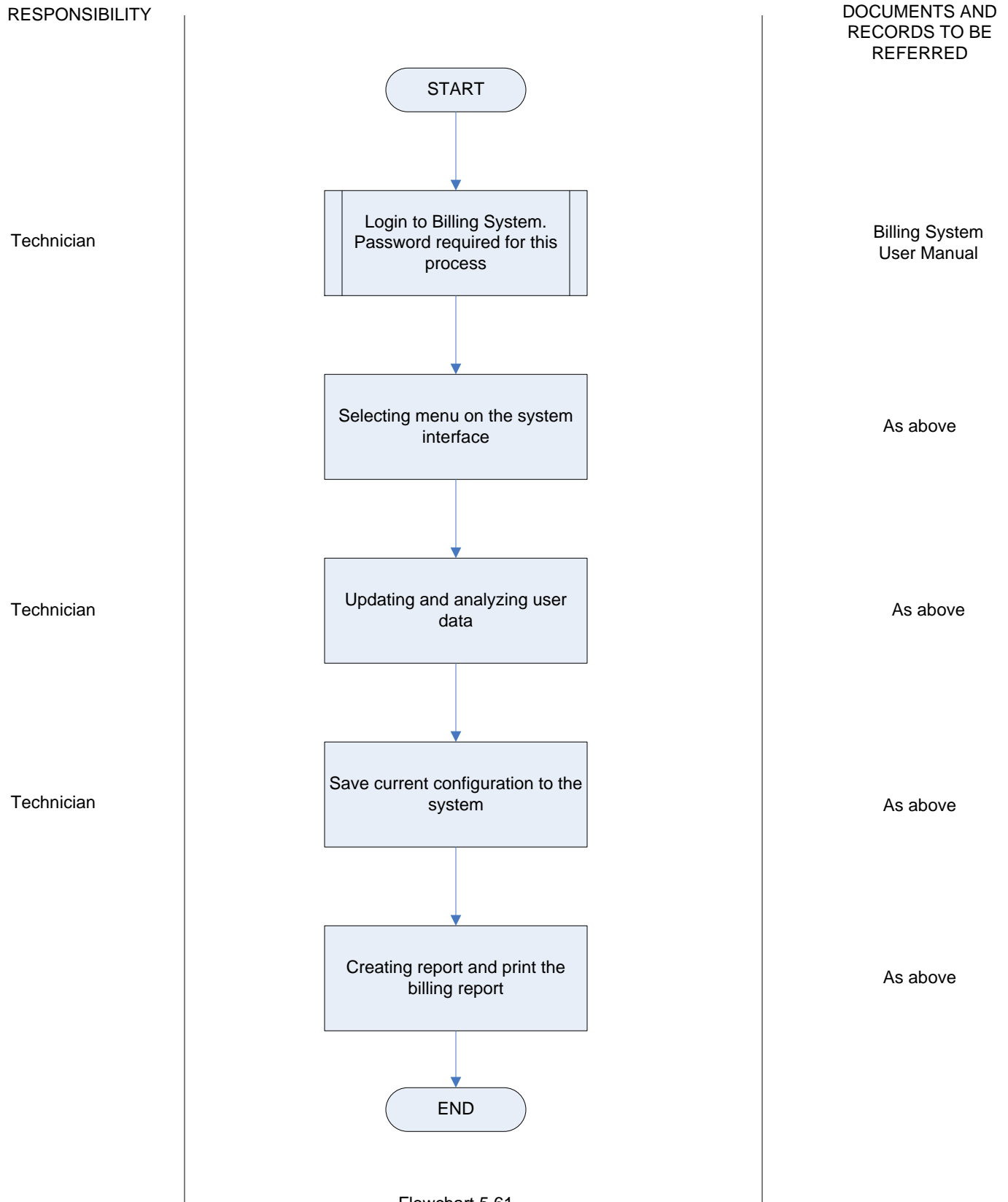
Senior Technician/
Technician

As Above



Flowchart 5.54

BILLING SYSTEM DATA UPDATE AND MAINTENANCE



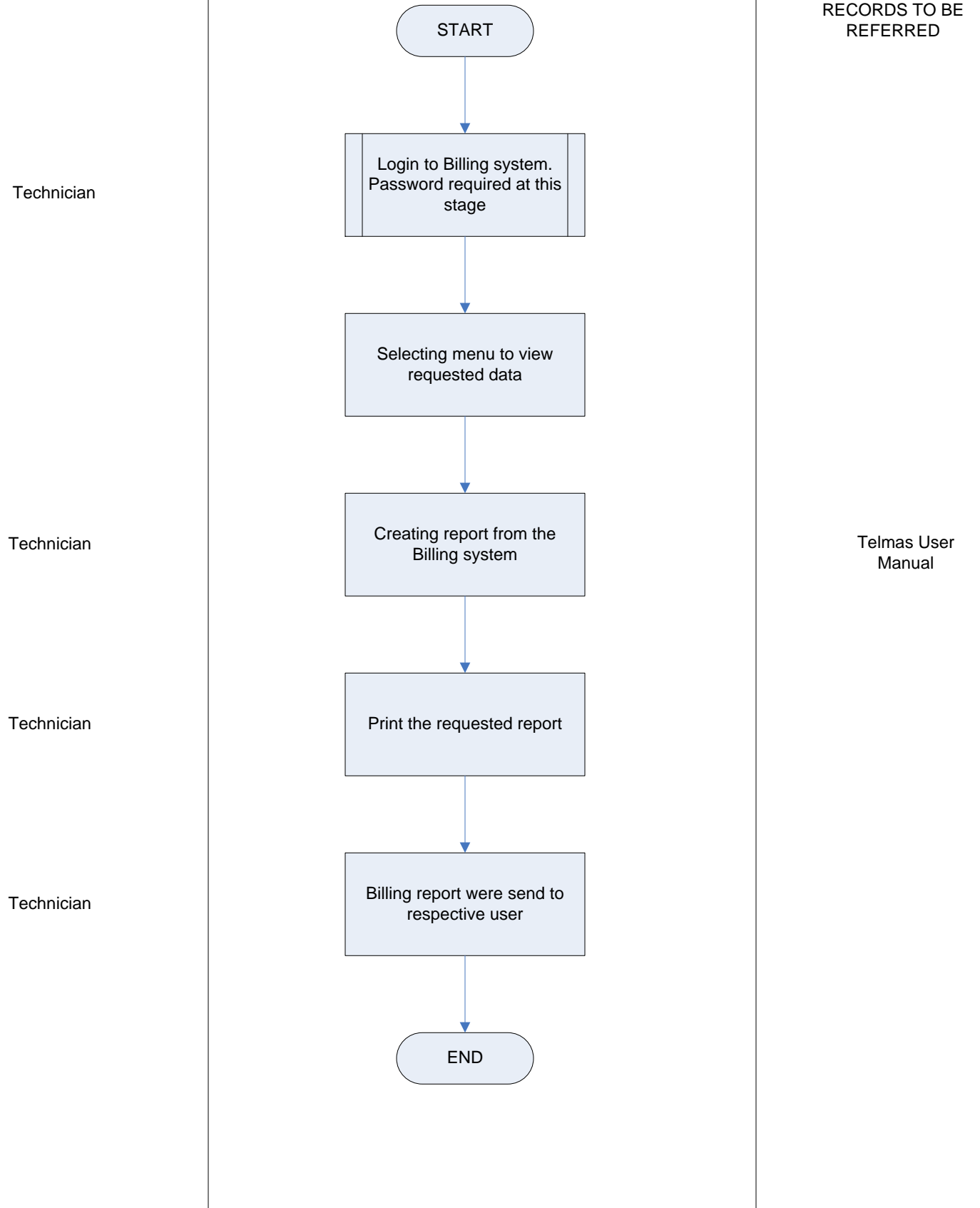
Flowchart 5.61

MANAGEMENT OF BILLING PRINTING REPORT

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RESPONSIBILITY

DOCUMENTS AND
RECORDS TO BE
REFERRED



Flowchart 3.6.2

MANAGEMENT OF BACKUP PLAN

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RESPONSIBILITY

DOCUMENTS AND RECORDS TO BE REFERRED

Technician

External Backup Procedure for MD110

Technician

As above

Technician

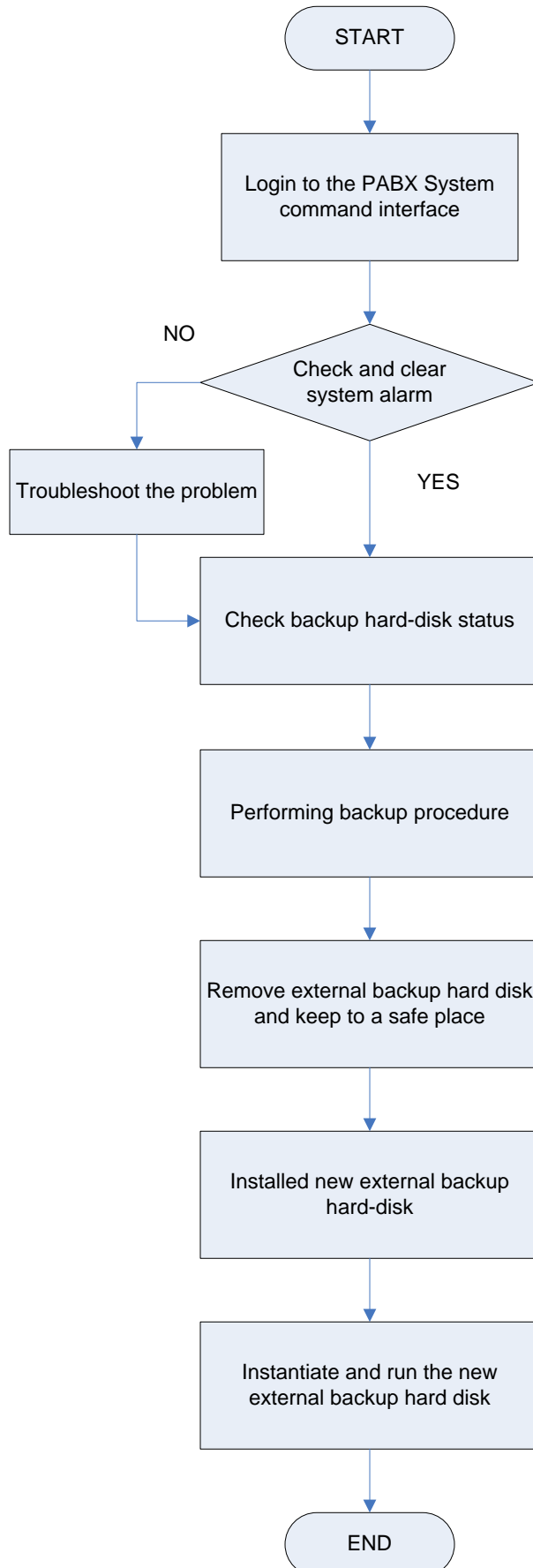
As above

Technician

As above

As above

Data Backup Log

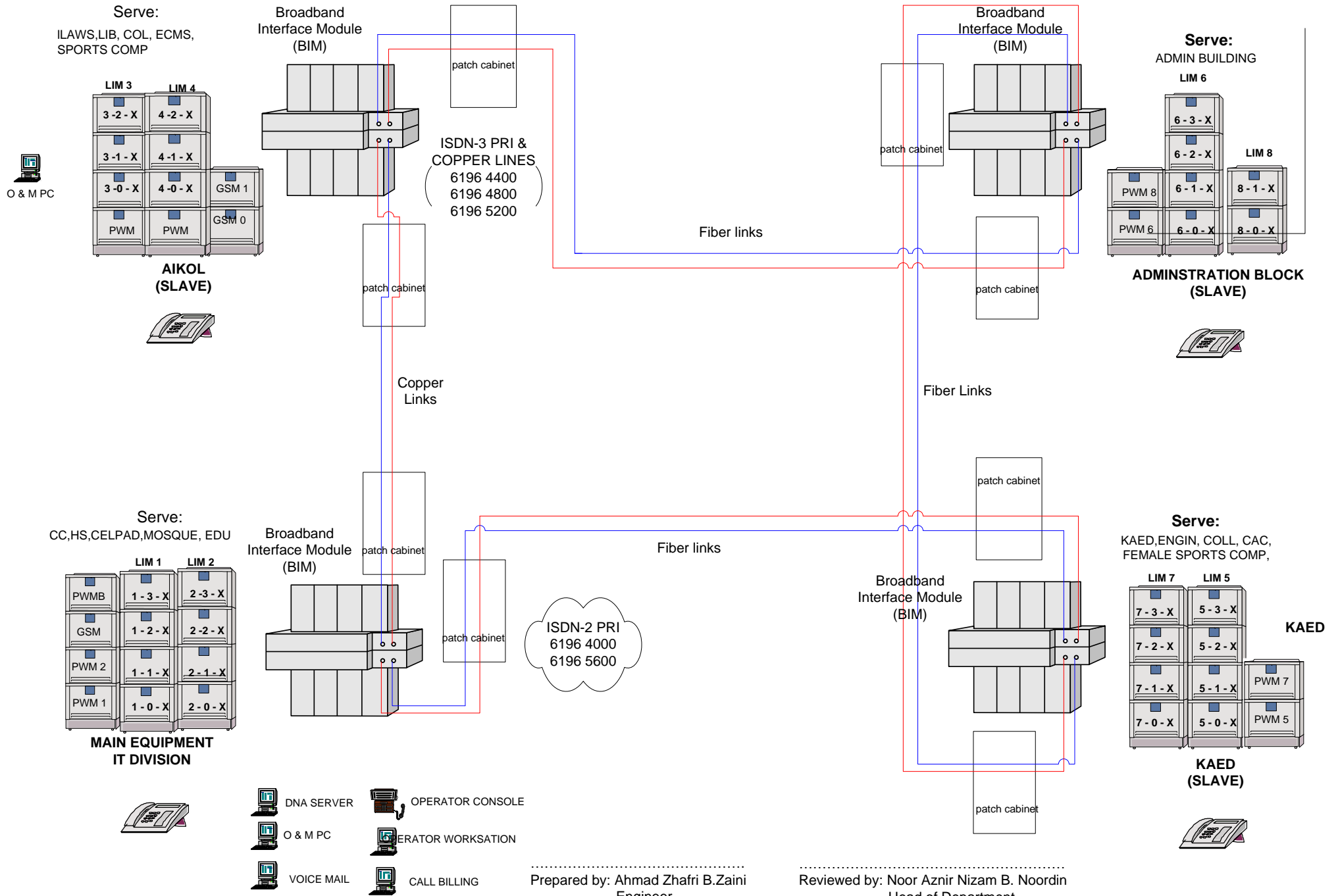


Flowchart 3.7

PABX SYSTEM LAYOUT

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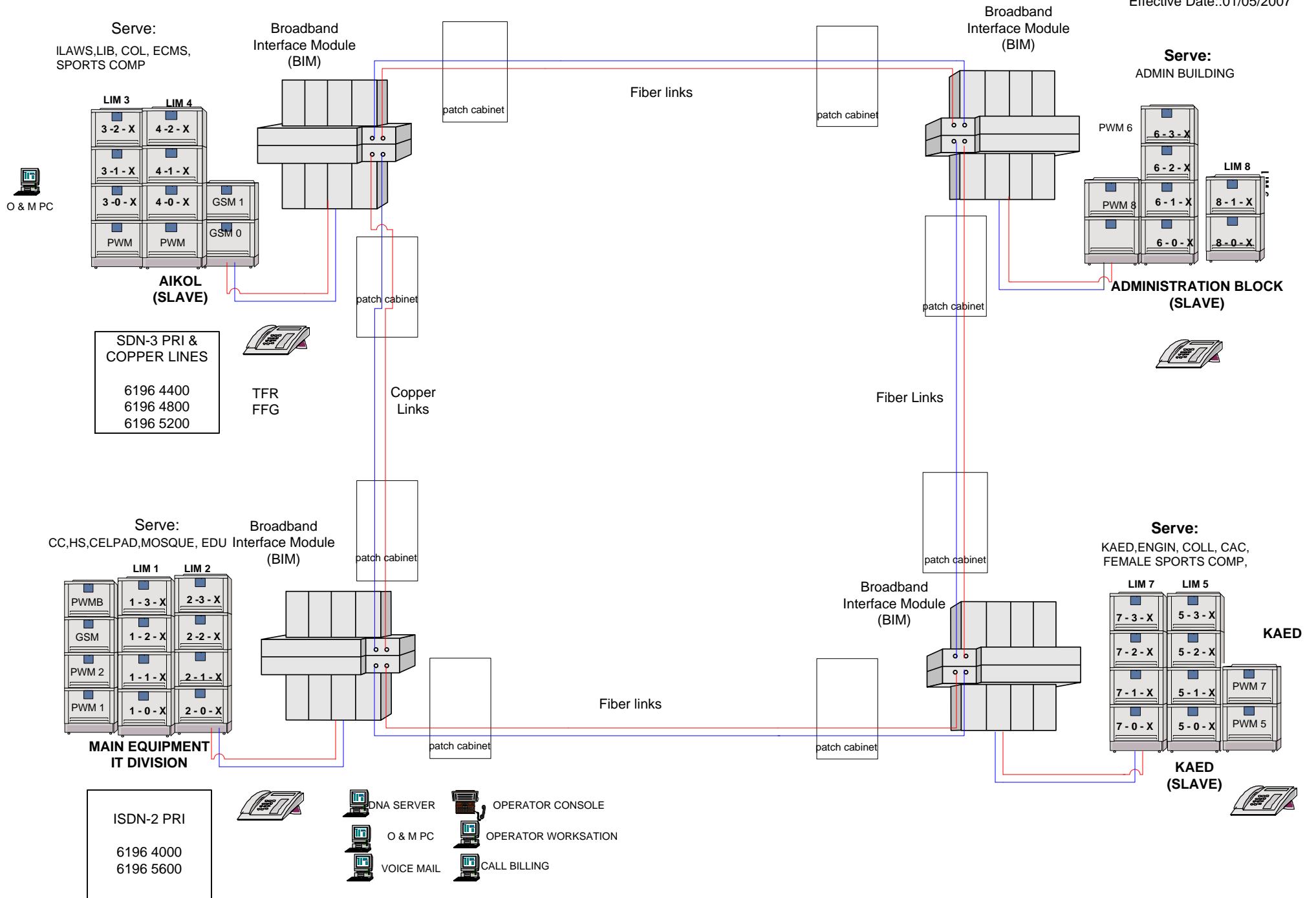


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I IUM TELECOMMUNICATION SYSTEM ARCHITECTURE

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