



الجامعة الإسلامية العالمية ماليزيا
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA
يُونِيسْتِي اِسْلَامْ اِنْتَار اَبْخُسِيَا مَلِيسِيَا

Version 01
Revision 06

Effective Date :
10/2024

ICT Service Level Agreement (SLA)

STUDENT

INTERNATIONAL ISLAMIC
UNIVERSITY MALAYSIA

(1/10/2024 – 30/9/2026)

Approval

By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.

Director, Information Technology Division, International Islamic University Malaysia:

Signature : 

NORMALIZA JUMAAT
Director
Information Technology Division
International Islamic University Malaysia

Name:

Date : 12/08/2024

Deputy Rector (Student Development & Community Engagement), International Islamic University Malaysia:

Signature: 

Name: 

PROF. DR. AKMAL KHUZAIRY BIN ABD. RAHMAN
Deputy Rector
(Student Development & Community Engagement)
International Islamic University Malaysia

Date: 15/08/2024

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1. Agreement Overview

This Agreement represents a Service Level Agreement (SLA) between ITD and Users for the provisioning of ICT services at International Islamic University Malaysia (IIUM). This Agreement outlines the parameters of all ICT services covered as they are mutually understood by the users.

2. Goals & Objectives

The goal of this Agreement is to obtain mutual agreement for ICT service provision between the ITD and Users.

The objectives of this Agreement are to:

- To ensure that the proper elements and commitments are in place to provide consistent ICT service support and delivery to the Users by the ITD.
- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

3. Stakeholders

The following ICT Service Provider and Users will be used as the basis of the Agreement and represent the stakeholders associated with this SLA:

ICT Service Provider: ITD – Represented by Director, ITD.

ICT Users: IIUM Student – Represented by Deputy Rector(Student Affairs & Community Engagement), IIUM.

4. Periodic Review

This Agreement should be reviewed whenever necessary. The Service Desk Manager is responsible for facilitating regular reviews of this document. The Service Desk Manager is then will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

4.1. Service Approach

The Support services provided by the ITD to the user may be carried out via the following approach:

- Site visits, as required, by the ITD.
- Remote diagnostics and support by the ITD, via a remote connection link to the user's equipment/systems.
- Remote telephone and/or e-mail support by the ITD.
- Support from the system and/or component manufacturer, if appropriate.
- Discussions and consultations.

4.2. ICT Services Provided by ITD

The ICT services provided by ITD which is covered by this Agreement are stated in the Appendix A.

4.3. Service Exclusion

The following items are excluded from this Service Level Agreement:

- The wireless incident investigation at Mahallah is only up to the wireless Access Point (AP). In case of users having problem with laptops, they need to visit ITD's ICT Services Help Desk counter for further checking.

4.4. Responsibilities

ITD as the service provider shall:

- Strive to fulfill the agreed resolution times defined in Appendix A.
- Provide notification to users for all scheduled maintenance.
- Provide notification to users to any major service breakdown

The student of IIUM, as the service requestor, shall:

- Make themselves available within the agreed resolution time for ITD Support team to attend to the request.
- In order to respond to a fault, call in a timely and appropriate fashion, when placing a service call, the user will be asked for the following information:
 - UserName
 - Student ID
 - Contact number
 - Name of person to be contacted on site (if different from above)
 - Telephone number/extension of site contact (if after hours, ensure that the number provided is accessible)
 - System(s) affected
 - Brief description of the fault symptoms

On placing a service call, the ITD's ICT Services Help Desk officer will allocate a unique tracking number which will be given to the user and this should be quoted on any future communication regarding the fault.

4.5. Availability

- ICT Services Help Desk can be contacted at the following:

1. Tel: +603-64216666.
2. Email: servicedesk@iium.edu.my
3. Hotline: +603- 016-983 2415.

- ICT Services Help Desk opening hours:

8:30 A.M to 12:30 NOON 2:00 P.M to 5:00 P.M.	}	Monday – Thursday
8:30 A.M to 12:15 NOON 2:45 P.M to 5:00 P.M.	}	Friday

Appendix A – List of ICT Services ICT Service Level Agreement

List of IT Services

Version

Ver	Rev	Date	Description	Author
1.0	1.0	7/2/2014	Service Level Agreement	Muhamad Hairulnizam Hasan
1.0	2.0	4/1/2016	Refer to SLA Revision Template 205	Ahmad Syaheer Abd Ghafar
1.0	3.0	25/7/2017	<ul style="list-style-type: none"> • Amendment of ICT services list (refer to attached template) • Change of the response time to resolution time on the SLA • Change review period to whenever necessary. 	Muhamad Hairulnizam Hasan
1.0	4.0	27/7/2020	<ul style="list-style-type: none"> • Amendment of ICT services list (refer to attached template) • Change of the response time to resolution time on the SLA • Change review period to whenever necessary. 	Khairani Che Ibrahim
1.0	5.0	1/10/2022	<ul style="list-style-type: none"> • Amendment of ICT services list (refer to attached template) • Change of the response time to resolution time on the SLA • Change review period to whenever necessary. 	Khairani Che Ibrahim
1.0	6.0	1/10/2024	<ul style="list-style-type: none"> • Amendment of ICT services list (refer to attached template) • Change of the response time to resolution time on the SLA • Change review period to whenever necessary. 	Khairani Che Ibrahim

No	Service Category	Service Details	Resolution Time (Working days)
1.	Microsoft Azure (for student use)	Trouble-shoot Microsoft Azure Related Issues	7 Days
2.	Wireless Network	Request Wi-Fi access	1 Day
		Wi-Fi issues problem (response time)	1 Day
		Troubleshooting Wi-Fi issues	2 days
3.	Customer Management	Complaint(Acknowledgement)	1 Day
		Idea/Suggestion	2 Days
		Inquiry	1 Day
4.	Student Application System	Trouble-shoot access to application system issues	3 Days
5.	ITa'leem	Trouble-shoot student account issues/reset password	1 hour
		Trouble-shoot Moodle issues	1 hour
6.	Student email & Office 365	Provide access to student email account	1 Day
		Trouble-shoot student email issues	1 Day
		Trouble-shoot student Office 365 issues	1 Day

Notes:

Gombak, Kuantan Campus and ISTAC

The resolution time refers to normal working days (Monday – Friday) and not including weekends and public holidays.

Pagoh Campus

The resolution time refers to normal working days (Sunday – Thursday) and not including weekends and public holidays.