MANAGEMENT OF PERFORMANCE MONITORING

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1.0 OBJECTIVE

The purpose of this procedure is to outline the management of performance monitoring for the ICT services in IIUM.

2.0 SCOPE

This procedure covers the entire scope of work and processes for the management performance monitoring for the ICT services as defined in Appendix A.

Each ICT service stated in Appendix A will have its own dedicated plan for conducting performance monitoring tasks.

3.0 ACCOUNTABILITY

Network & IT Support, Information Technology Division.

4.0 ABBREVIATION (If any)

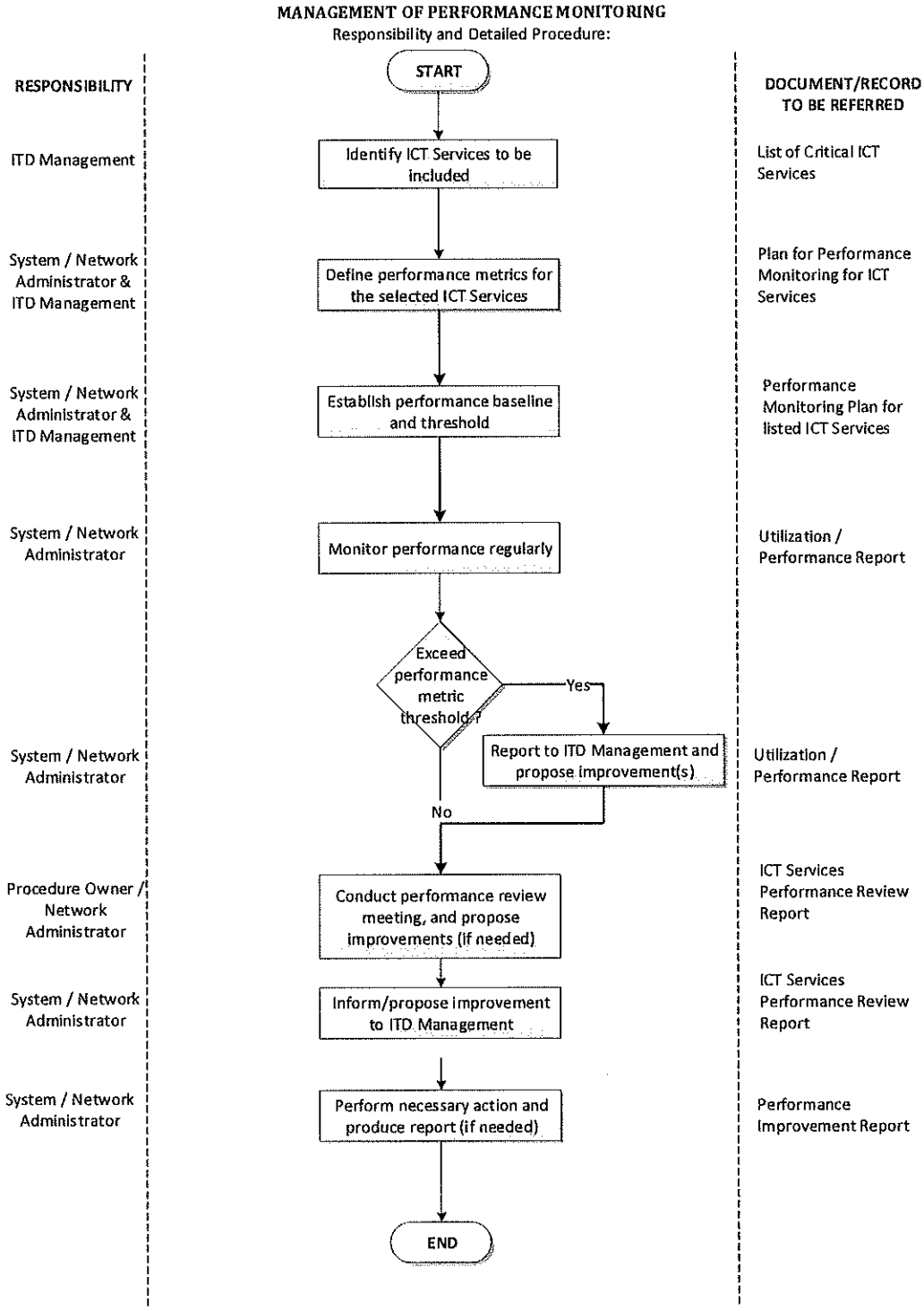
4.1	ITD	:	Information Technology Division
4.2	ITD Management	:	Chief Digital/ Information Officer, ITD Director, ITD Deputy Directors, Team Leaders
4.3	AITO	:	Assistant Information Technology Officer

5.0 REFERENCE

5.1 ICT Regulations

5.2 List of ICT Critical Services

6.0 RECORD RETENTION PERIOD

No	Quality Records	Location	Retention Period	Responsibility
1.	Plan for Performance Monitoring and Capacity Planning for ICT Services	Online Folder	3 years	System/Network Administrator
2.	ICT Services Performance and Capacity Review Report	Online Folder	3 years	System/Network Administrator

7.0 PROCESS FLOW