Guideline on IIUM ICT Vendor Management -DRAFT

IIUM ICT GUIDELINE DOCUMENT

PREPARED FOR:
International Islamic University Malaysia

PREPARED BY:
Information Technology Division

Document Change Log

Release Version	Date	Pages Affected	Remarks/Change Reference
Version 1.0	14/02/2023	-	Initial Submission
Version 1.0	28/10/2025	4,6	Clause ABMS and ISMS, Reference Documents

Responsibility and Activity Log

Requestor	Description	Submission Date	Approval Date
Siti Zarina binti Muhamat	Endorsement by ITD Management	14/02/2023	15/02/2023
Syed Hazrul Syed Salim	Submission to ITD Management	28/10/2025	

1. OBJECTIVE

The objective of this policy is to establish a standard practice for all ICT Vendor who provide ICT services and resources to the University. This guideline is also designed to protect the confidentiality, availability and integrity of the University's Information assets, data and services.

2. SCOPE

The guideline applies to all staff member and all ICT Vendor who provide ICT services and resources to the University, and with whom the University intends to work with.

3. TERMS AND DEFINITIONS

Term	Definition
IIUM	International Islamic University Malaysia, otherwise known as the University
ICT	Information and Communication Technology
ITD	Information Technology Division
ICT Vendor	ICT Supplier and Service Provider
KCDIOM	Kulliyyah, Centre, Division, Institute, Office and Mahallah in IIUM
PIC	IIUM Staff whom is the person in charge of the said ICT procurement and tendering, IT project and/or IT task
SLA	Service Level Agreement

4. GUIDELINE STATEMENTS

4.1 This guideline shall be implemented in accordance with IIUM's Anti-Bribery Management System (ABMS) in compliance with **ISO 37001:2025** requirements to ensure transparency, integrity, and accountability in all processes. All processes, decisions, and activities under this guideline must uphold the principles of integrity, transparency, and accountability, and shall be free from any form of bribery or corruption.

4.2 This guideline shall be implemented in accordance with IIUM's ICT Security Procedure in compliance with **ISO/IEC 27001:2022** requirements to ensure confidentiality, availability and integrity in all processes. All processes, decisions, and activities under this policy/guideline must uphold the principles of confidentiality, availability and integrity as to protect the information data and assets.

4.3 Activities related to procurement and tendering of ICT services shall be in accordance with the IIUM Financial Policy and Policy on Procurement of ICT resources.

4.4 ICT Vendor are prohibited from accessing the University's ICT information without written permission. ICT Vendor must sign a Non-Disclosure Agreement and not disclose confidential information directly or indirectly to external parties without written consent from IIUM.

a. All arrangements between IIUM and ICT Vendor shall be in writing and documented. ICT Vendor and IIUM depending on the services rendered, shall enter into a legally binding contract and/or a service agreement for ICT projects, and ICT procurement which involve of maintenance; regardless of its value. The ICT Vendor shall bear the cost of agreement and stamping.

b. The PIC and KCDIO must ensure that all requirements including the specifications are clearly specified in the contract and/or service Agreement. The following terms as the case may be, should be included in the said contract and/ or service Agreement:

4.4.1 Copy of Letter of Award/ Purchase Order;
4.4.2 Quotation Documents – Response from ICT Vendor (along with company seal);
4.4.3 Payment Schedule;
4.4.4 Support Detail;
4.4.5 Performance Bond;
4.4.7 Insurance;
4.4.8 Period of the agreement;
4.4.9 Obligations of parties;
4.4.10 Delivery of service;
4.4.11 Maintenance;
4.4.12 Representation and warranties;
4.4.13 Prohibition of corrupt practices;
4.4.14 Termination;
4.4.15 Consequences of termination;
4.4.16 Renewal of agreement;
4.4.17 Notices;
4.4.18 Governing laws;
4.4.19 Amendments; and
4.4.20 Dispute settlement.

4.5 The PIC and KCDIOM must agree on the provided SLA. The SLA must be specific and detailed out the expectation of the service delivery. The provided SLA have to be measurable in order to track actual performance of the SLA.

4.6 ICT Vendors must comply to the following matters to ensure the safety of ICT assets and University's record used during the work:

4.6.1 Comply to the relevant IIUM ICT Policies;

4.6.2 Identify security requirements and implement appropriate control before accessing ICT assets and University's record;

4.6.3 Access to said ICT assets and University's record are based on contractual agreement only; and

4.6.4 All ICT assets and University's record are protected, safeguarded and disposed of securely.

5. IMPLEMENTATION AND NON-COMPLIANCE

The Director of Information Technology Division holds the responsibility for the implementation of this guideline and shall take necessary actions in the event of violation or infringement of this guideline.

6. MAINTENANCE OF GUIDELINE

The Information Technology Division is responsible for the formulation, maintenance and amendments of this Guideline.

7. RELATED POLICIES/STANDARDS/PROCEDURES/GUIDELINES

This guideline shall be read together with the following or any documents:

7.1 ICT Regulations;
7.2 IIUM ICT Policy;
7.3 IIUM Financial Policy;
7.4 Information Management Policy
7.5 IIUM ICT Security Procedure
7.6 IT Infrastructure Library (ITIL)
7.7 Control of Business (COBIT)
7.8 Policy for Procurement of ICT Resources;
7.9 Policy for Management of ICT Project;
7.10 Guideline for Procurement of ICT Resources;
7.11 Guideline on IIUM ICT Vendor Management; and
7.12 Other relevant University circulars and directions