

MANAGEMENT OF PERFORMANCE MONITORING

Prepared By:-	Approved By:-
	
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1.0 OBJECTIVE

This procedure aims to define the management of IT performance monitoring within the IT service operations offered by the Information Technology Division in IIUM.

2.0 SCOPE

- 2.1 This procedure covers the entire scope of work and processes for the management performance monitoring for the ICT services defined in Performance Report of Critical ICT Services in IIUM.
- 2.2 This procedure 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 to protect the information, data, and assets.

3.0 ACCOUNTABILITY

Network and Communication Management & IT Support Services Section, Information Technology Division.

4.0 ABBREVIATION

- 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

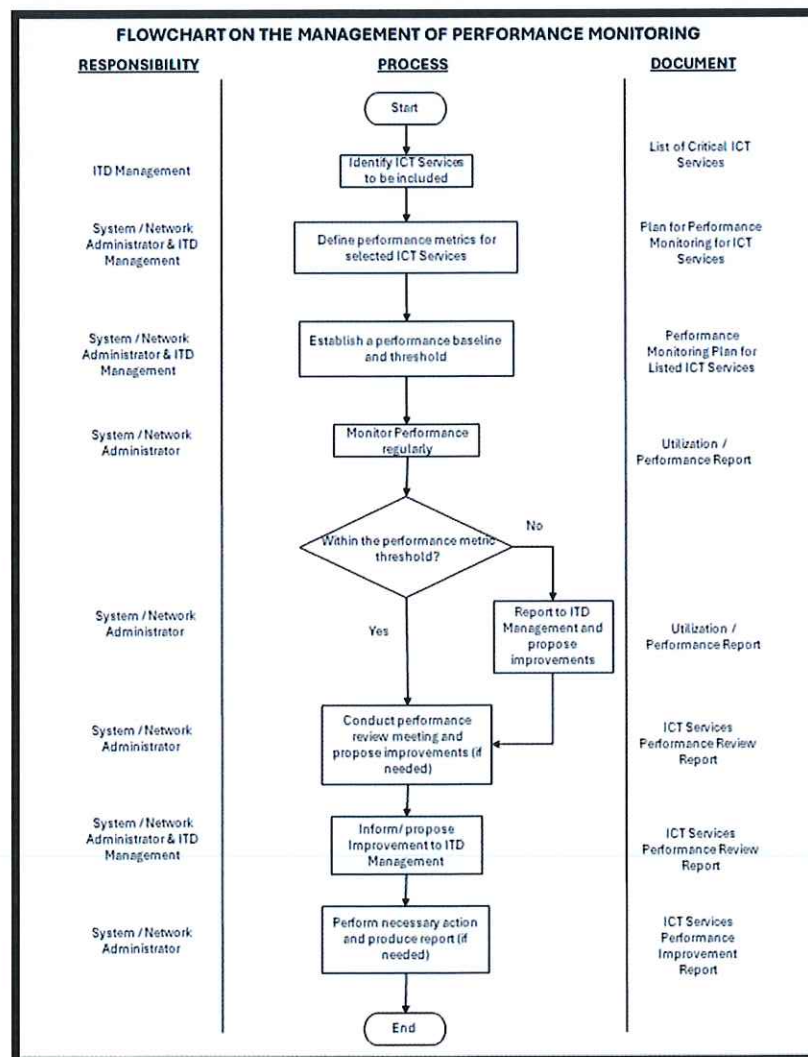
- 5.1 IIUM ICT Policy
- 5.2 ICT Regulations
- 5.3 IIUM Information Management Policy
- 5.4 IIUM ICT Security Procedure
- 5.5 IT Infrastructure Library (ITIL)
- 5.6 Control of Business IT (COBIT)
- 5.7 Procedure of IT Service Request

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	IT Services Performance and Capacity Review Report	Online Folder	3 years	System/ Network Administrator

7.0 RESPONSIBILITY AND DETAILED PROCEDURE

7.1 Flowchart



7.2 Performance Report on Critical ICT Services in IIUM

PERFORMANCE REPORT OF CRITICAL ICT SERVICES IN IIUM 20XX															
SUMMARY OF AVAILABILITY OF INFRASTRUCTURE AND APPLICATION SERVICES															
	SERVICES	PIC	BASELINE METRIC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
A INFRASTRUCTURE SERVICES															
1	Campus LAN	PIC	Min. uptime of 99%												
2	Internet Services	PIC	Min. uptime of 99%												
3	Intra Campus VPN Services	PIC	Min uptime of 99%												
4	DHCP Services	PIC	Min uptime of 99%												
5	DNS Services	PIC	Min uptime of 99%												
6	Core Wireless LAN Services	PIC	Min uptime of 99%												
7	Telephone Services	PIC	Min uptime of 99%												
8	Active Directory Services	PIC	Min uptime of 99%												
9	Oracle LDAP Services	PIC	Min uptime of 99%												
10	Virtualization Services	PIC	Min uptime of 99%												
11	Oracle Database Services	PIC	Min uptime of 99%												
12	appliance (e.g. firewall, WAF, IPS, etc.)	PIC	Min uptime of 99%												
B APPLICATION SERVICES															
1	IIUM Portal http://my.iium.edu.my	PIC	Min uptime of 99%												
2	IIUM Website http://www.iium.edu.my	PIC	Min uptime of 99%												
3	i-Ta'leem http://i-taleem.iium.edu.my	PIC	Min uptime of 99%												
4	HURIS https://huris.iium.edu.my	PIC	Min uptime of 99%												
5	E-Meeting http://e-meeting.iium.edu.my	PIC	Min uptime of 99%												
6	IFIS http://ifis.iium.edu.my	PIC	Min uptime of 99%												