



Title : MANAGEMENT OF DATA CENTRE
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1.0 OBJECTIVE

The purpose of this procedure is to describe the management IIUM Data Centre to ensure the high availability and physical security of data centre.

2.0 SCOPE

The procedure covers routine daily activities, data centre inventory, preventive maintenance exercise, physical security checking and access to the data centre.

3.0 ACCOUNTABILITY

Date Centre & IT Resource Management, Information Technology Division.

4.0 ABBREVIATION (If any)

- 4.1 ITD : Information Technology Division
- 4.2 ITO : Information Technology Officer
- 4.3 AITO : Assistant Information Technology Officer
- 4.4 IM : Incident Manager

5.0 REFERENCE

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

6.0 RECORD RETENTION PERIOD

No	Quality Records	Location	Retention Period	Responsibility
1.	Data Centre Equipment Inventory	ITD Filing Cabinet	Continuous	ITO / AITO
2.	Biometrics Door Access System Log Records	Biometrics Door Access System	Continuous	ITO / AITO
3.	Server Installation / Removal Form	ITD Filing Cabinet	3 Years	ITO / AITO
4.	Preventive Maintenance Report	ITD Filing Cabinet	3 Years	ITO / AITO
5.	Routine Activities Report	ITD Filing Cabinet	3 Years	ITO / AITO
6.	Virtual Server Service Request Form	Online	3 Years	ITO / AITO

7.0 PROCESS FLOW

RESPONSIBILITY	DETAILED PROCEDURE
	7.1 General
ITO / AITO	7.1.1 Routine daily activities and preventive maintenance exercises shall be performed to ensure the high availability of the data centre.
ITO/AITO	7.1.2 Inventory of all servers and equipment in the data centre shall be updated regularly.
ITO/AITO	7.1.3 All server installation and removal from the data centre shall use the server installation/removal form. 7.1.4 All virtual server request requires Virtual Server Service Request Form, recommended by the requestor's supervisor. 7.1.5 In the event of service disruption at the Data Centre, the IIUM Emergency Contact Number shall be referred.
	7.2 Routine Activities
ITO/AITO	7.2.1 The air-conditional system, temperature and humidity of the data centre must be checked daily (working days) to maintain the temperature and humidity within the recommended range (i.e. temperature range: 20°C to 25°C and humidity at 45% to 55%) using the environment monitoring unit installed inside the IIUM Data Centre.
ITO/AITO	7.2.2 Checking of fire extinguishers should be done yearly.
ITO/AITO	7.2.3 Checking of the fire suppression system should be done monthly.
ITO/AITO	7.2.4 The pest control measures should be conducted annually.
	7.3 Preventive Maintenance
ITO/AITO	7.3.1 Data centre preventive maintenance shall be performed twice a year.



ITO/AITO	7.3.2 The report on preventive maintenance exercise shall be submitted to the Head of the Section.
	7.4 Access to IIUM Data Centre
ITO/AITO	7.4.1 Only authorised personnel is granted access to the data centre.
ITO/AITO	7.4.2 Access to the data centre by vendors must be accompanied by the officer in charge.
ITO/AITO	7.4.3 All visitors must key in the visitor's log book provided.