



PROVISION OF SUPPORT FOR SEASONAL ACTIVITIES

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1.0 OBJECTIVE

The purpose of this procedure is to describe the management of support provided by ITD for the University seasonal activity.

2.0 SCOPE

This procedure covers the support provided to the University in the following:

1. Mahallah pre-registration

3.0 ACCOUNTABILITY

Application Core Enablers Section, Information Technology Division

4.0 ABBREVIATION

4.1 ITD: Information Technology Division

4.2 TL: Team Leader

4.3 PIC: Person in Charge

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)

6.0 RECORD RETENTION PERIOD

No	Quality Records	Location	Retention Period	Responsibility
1.	Request letter/email/fax	Online Folder	2 years	PIC
2.	Check list/important date/ sequence of activities	Online Folder	2 years	PIC
3.	Report of event	Online Folder	2 years	PIC

7.0 PROCESS FLOW

Responsibility	Detailed Procedure
TL	7.1 TL received notification of upcoming seasonal activities and update from K/C/D/I/O or PIC.
TL	7.2 For seasonal events, the respective TL should be aware of the upcoming events for proper coordination between end-users and the respective ITD PIC of the support.
PIC	7.3 The PIC should ensure stand-by staff during the event.
TL/PIC	7.4 If the support involves external parties, the TL/PIC should notify them at least one week before the event.
PIC/TL	7.5 The TL/PIC for providing the support needs to ensure the availability of basic services during the event.
PIC	7.6 PIC of providing the support for the event should refer to a checklist/important date or sequence of activities prepared for that kind of event.
PIC/TL	7.7 Before the date of the event, the checklist (if any) must be signed by the staff in charge and verified by the Deputy Directors.
TL	7.8 A report on the support to the event should be submitted to the ITD Management