الجامعة الاسلامية العالمية ماليزيا
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA
يونيۏرسيتي إسلام انتارابغسا مليسيا
Garden of Knowledge and Virtue

# IT Configuration Management

| Prepared By:- | | Approved By:- | |
|---|---|---|---|
| (Signature) | | (Signature) | |
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| Date: | 6 / 11 / 2025 | Date: | 3/12/2025 |

| | Title | : | IT Configuration Management |
|---|---|---|---|
| | Ref. No. | : | IIUM/209/6/16/3/13 |
| | Version No | : | 01 |
| | Revision No | : | 01 |
| | Effective Date | : | 6th November 2025 |

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## 1.0 OBJECTIVE

To ensure that all IT configuration platforms (hardware, software, network, database, and services, including cloud-based platforms) within IIUM are securely and consistently managed throughout their lifecycle, in alignment with institutional policies, and national regulations where applicable.

## 2.0 SCOPE

2.1 This procedure applies to all IT systems, platforms, devices, and services owned, operated, or managed by ITD, including kuliyyah-level IT resources, research systems, and administrative services.

2.2 This procedure shall be implemented in accordance with IIUM's ICT Security Procedure in compliance with ISO 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.

## 3.0 ACCOUNTABILITY

- IT Configuration Manager
- IT Service Owner
- Team Leader
- Technical Team (Server Administrator, Asset Administrator & TL)
- ITD Management
- IT Change Initiator
- Change Manager

## 4.0 ABBREVIATION

| | | |
|---|---|---|
| IIUM | : | International Islamic University Malaysia |
| ITD | : | Information Technology Division |
| IT-QA | : | IT Quality Assurance Unit |
| IT | : | Information Technology |
| ICT | : | Information Communication Technology |
| CM | : | Configuration Management |
| COBIT | : | Control Objective for Information Technology |
| ISO | : | International Organization for Standardization |
| ITIL | : | Information Technology Infrastructure Library |
| PIC | : | Person In-charge |
| TL | : | Team Leader |
| DBA | : | Database Administrator |

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## 5.0    REFERENCE

1. IIUM ICT Policy
2. ICT Regulations
3. Information Management Policy
4. IIUM ICT Security Procedure
5. IT Infrastructure Library (ITIL)
6. Control of Business IT (COBIT)

## 6.0    RECORD RETENTION PERIOD

| No | Quality Records | Location | Retention Period | Responsibility |
|---|---|---|---|---|
| 1. | IT Change Request Form | ITD Filing Cabinet/Cloud | 3 years | Change Manager/Authorized change personnel |
| 2. | IT Change Closing Form | ITD Filing Cabinet | 3 years | Change Manager/Authorized change personnel |
| 3. | Configuration Management Template | IT-QA Google Drive | 3 years | Change Manager/Authorized change personnel |

## 7.0    PROCESS FLOW

### 8.1    Process Flow Table

| Step No | Process | Responsibility | Required Document(s) |
|---|---|---|---|
| 1 | Define configuration management roles and responsibilities | IT Configuration Manager | Configuration Management Procedure |
| 2 | Establish a configuration management template. | IT Configuration Manager | Configuration Templates |
| 3 | Align templates with information security procedures, standards, and regulatory requirements | IT Configuration Manager | IIUM ICT Policy, Guidelines and IIUM ICT Security Procedure |
| 4 | Apply and get approval for IT Change on the configuration exercises. | IT Service Owner, Change Manager | IT Change form |
| 5 | Present the IT change in the ITD Management Meeting. | Team leader | ITD Management minutes meeting and agenda |
| 6 | Approval for the IT change | ITD Management | ITD Management minutes meeting |
| 7 | Register IT Changes in Ontrack | Change Manager | IT changes form |

| 8 | Implement configurations on hardware/software/services/database/networks | Technical Team | Manual work procedure |
|---|---|---|---|
| 9 | Test after configuration exercises | Technical Team | Manual work procedure |
| 10 | Update the configuration template, Ontrack and Update EA (if applicable) | IT Service Owner | Configuration template, Ontrack and EA |
| 11 | Fill up IT Change closing form | IT Change Initiator | IT Changes closing form |
| 12 | Review the IT Change closing form and ensure that configuration templates and Ontrack are updated | Change Manager, IT Configuration Manager | IT changes report, configuration template and Ontrack |
| 13 | Submission of EA blueprint into EA Repository (if necessary) | Change Manager | EA blueprint |
| 14 | Closed the IT changes exercise | Change Manager | IT change report and Ontrack |

## 8.2 Configuration Management Template Workflow



FLOW TO UPDATE CONFIGURATION MANAGEMENT

RESPONSIBILITY — DOCUMENTS AND RECORDS TO BE REFERRED

- Start
- Pre-Approved (Yes → Registered Service Desk)
- ITD Mgmt — Registered Service Desk / Approved IT Change (No) — IT Change Request Form
- Change Manager — Ontrack Registered — OnTrack
- CM Manager — Assign PIC
- Asset Administrator — Open Configuration Management Folder: IT-QA Google Drive — ITPMO Gdrive Folder
- Asset Administrator — Choose CM Template (Server/Apps/Database/Network) — ITPMO Gdrive Folder
- Applications CM? (Yes / No)
- Update Applications? (Yes / No)
- Team Leader — Update ASV Application Profile — Application Profile
- Asset Administrator — Update Configuration Template — Configuration Template
- Asset Administrator — Update Ontrack — OnTrack
- End