



الجامعة الإسلامية العالمية ماليزيا
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA
يُونِيسَيتِي إِسْلَامِي، اِنْتَارْ اِبْعَثَا مِلْدِسِيَا

Garden of Knowledge and Virtue

Standard Operating Procedure for LAN Room Maintenance

International Islamic University
Malaysia (IIUM)

Document Change Log

Version	Revision	Date	Pages Affected	Remarks/Change Reference
Version 01	00	20/3/2025	All	Newly formulated standard operating procedure.
Version 01	01	13/3/2026	All	Update according to the latest iSMS adherence

Responsibility and Activity Log

Requestor	Description	Submission Date	Approval Date
Noor Helmi Bin Mokhtar	Document moved to the new template	20/3/2025	25/6/2025
Muhammad Asyraf Bin Rahman	Update according to the latest iSMS adherence	13/3/2026	13/4/2026

1. OBJECTIVE

The objective of this document is to define the guidelines for maintaining usability and keeping track of the capacity of LAN rooms.

2. TERMS AND DEFINITIONS

Term	Definition
IIUM	The International Islamic University Malaysia, otherwise known as “the University”
ICT	Information and Communication Technology
CDO	Chief Digital Officer
ITD	Information Technology Division
ITD Management	CDO, Director, Senior Deputy Directors, Deputy Directors and Team Leaders of ITD.
Staff	Permanent Staff and Contract Staff of IIUM.
LAN	Local Area Network

3. GUIDELINES.

- 3.1 LAN room maintenance management is overseen by technical staff appointed by the IT management.
- 3.2 LAN room maintenance must be completed at least once a year per LAN room.
- 3.3 Approval of maintenance activities and submitted reports is granted by LAN room maintenance management.
- 3.4 Maintenance activities must be done by a technical staff appointed by the LAN room maintenance management, and ensure adherence to the following:
 - 3.4.1 Ensure all necessary tools and equipment are gathered, and all safety measures are in place to perform the activity.
 - 3.4.2 Check and record temperature, humidity, room tidiness, cable management, fire safety, and door functionality.
 - 3.4.3 Confirm the presence, condition, operational status, and capacity of appliances inside the LAN room.

3.4.4 Complete the form, document all observations and actions taken, and submit it for review and approval.

3.5 A standardized form for the LAN room maintenance activities are as Appendix A: NCMF – LRC (LAN room checklist.)

4. IMPLEMENTATION AND NON-COMPLIANCE.

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

4.2 This guideline is applicable to the University community, and any infringement of the guidelines may subject to disciplinary actions and any other actions deems necessary.

5. ENFORCEMENT

5.1 This guideline is applicable to all staff of the University with access to the LAN room.

5.2 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.

6. MAINTENANCE OF GUIDELINES

The Information Technology Division is responsible for the formulation and maintenance of these guidelines.

7. RELATED POLICIES/STANDARDS/PROCEDURES/GUIDELINES.

This guideline shall be read together with the following or any documents which have recently been approved:

- 7.1 IIUM ICT Policy
- 7.2 ICT Regulations
- 7.3 IIUM Information Management Policy
- 7.4 IIUM ICT Security Policy
- 7.5 Policy for Service Desk and Incident Management
- 7.6 Guidelines for IIUM Campus Network and Telephone Services.
- 7.7 IT Infrastructure Library (ITIL)
- 7.8 Control of Business IT (COBIT)

Title of Standard	:	Standard Operating Procedure for LAN Room Maintenance
Standard No.	:	IIUM/ITD/ICTG21
Approving Authority	:	ITD Management Meeting
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LAN ROOM CHECKLIST

Information Technology Division (ITD)
International Islamic University Malaysia

Version: 01
Revision: 01
Effective Date: 15/04/26

Instructions: Sections A and C are to be completed, only fill in the necessary information in section B; verification is filled by the DO or assistant manager/manager.

Section A: Room Details

LAN ROOM NAME:	
PERFORMED BY:	
PERFORMED HP NO.	
TICKET NO:	
DATE OF REPORT:	

ENVIRONMENT	CHECKLIST REMARK
TEMPERATURE (HOT/ OK, IF HOT PLEASE OBSERVE COND)	
HUMIDITY (CHECK FOR LEAKING/ MOIST SURFACES/ MOSS GROWTH)	
ROOM TIDINESS (FLOOR/UNWANTED ITEMS)	
CABLE MANAGEMENT	
FIRE SAFETY (IS THE CLOSEST EXTINGUISHER WITH A PIN/SMOKE DT.)	
CEILING PANELS / CEILING CONDITIONS	

Section B: Inventory

ITEM	QUANTITY	CHECKLIST REMARK
PROJECT SWITCHES (9200L 24PoE+ 4xSFP+)		
NON-PROJECT SWITCH		
UPS		
PATCH PANEL (SINGLE-MODE)		
PATCH PANEL (MULTI-MODE)		
AIRCOND		
EXTENSION / RACK POWER POINTS		
WALL POWER POINTS		
LIGHT		
RACKS		
DOOR LOCK		
GRILL LOCK / FINGERPRINT LOCK		
PAD LOCK		

Section C: Approvals

Verified by
Name:
Position:
Department:
Date:

Form Guidelines:

Preparation

- a) **Gather Tools and Equipment:** Ensure you have all necessary tools and equipment, including the maintenance checklist form, cleaning supplies, cable ties, and any required replacement parts.
 - b) **Safety First:** Wear appropriate safety gear and ensure the power supply is turned off for any equipment you will be directly working on.
 - c) **Please provide pictures where remarks are hard to explain**
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Inspect and Record Environmental Conditions

- a) **Temperature:** Check and record room temperature.
 - b) **Humidity:** Look for leaks or moisture, record findings.
 - c) **Room Tidiness:** Clean the room, remove unwanted items, and record tidiness.
 - d) **Cable Management:** Inspect and organize cables, record any issues.
 - e) **Fire Safety:** Check the fire extinguisher, record its status.
 - f) **Ceiling panels:** check if the panels are missing or unusable.
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Record Inventory

- a) **Project Switches (9200L 24PoE+ 4xSFP+):** Check and record status and capacity.
 - b) **Non-Project Switch:** Check and record status and capacity.
 - c) **UPS (Uninterruptible Power Supply):** Check and record status and capacity.
 - d) **Patch Panels (Single-Mode and Multi-Mode):** Verify, record condition and connections.
 - e) **Air Conditioning:** Check and record functionality.
 - f) **Extension/Rack Power Points:** Verify and record condition.
 - g) **Wall Power Points:** Check and record functionality.
 - h) **Lights:** Check and record operational status.
 - i) **Racks:** Inspect and record accessibility amount and organization.
 - j) **locks:** check if present and functionality
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Report

- a) **Complete Form:** Document all observations and actions taken.
- b) **Review and Approval:** Submit the form for review and obtain infrastructure 1 delegated officer's or officer's approvals and signatures.
- c) **Follow-Up Actions:** Record any issues needing further action and monitor their resolution.