Policy on Management of ICT Project

International Islamic University Malaysia (IIUM)

Document Change Log

Release Version	Date	Pages Affected	Remarks/ Change Reference
Version 1	05/12/2019	3	Technical Project Manager definition ITD Management Definition
Version 2	05/12/2029	3,6	Addition of 4.16 to 4.0 Policy Statement Technical Project Manager definition ITD Management Definition
Version 2	24/10/2025	4,5,6,7	University term, section in charge, ABMS and ISMS Clause, References

Responsibility and Activity Log

Requestor	Description	Submission Date	Approval Date
Siti Zarina binti Muhamat	Submission to ICT Committee	24/05/2017	29/05/2017
Siti Zarina binti Muhamat	Submission to ICT Committee No. 02/2019	05/12/2019	16/12/2019
Hairul Laila Bt. Din	Submission to ICT Committee No. 03/2025	23/10/2025	28/11/2025

SECTION 1: INTRODUCTION

1.1 OBJECTIVE

The objective of this document is to define the policy for management of ICT projects in the University. Management of ICT Projects can be define as governing and supervisingthe whole process in IIUM IT Project Management Life Cycle from the initiation or requestuntil the completion and closing of the projects.

1.2 SCOPE

This policy covers all registered IIUM ICT projects undertaken by the University.

1.3 TERMS AND DEFINITIONS

Term	Definition
CDO	Chief Digital Officer
UNIVERSITY	International Islamic University Malaysia
ICT	Information and Communication Technology
ITD	Information Technology Division
ITD Management	CDO, Director, Senior Deputy Directors, Deputy Directors and Team Leaders
ITPMO	IT Project Management Office is a centralized management structure in ITD, aimed at ensuring standardization, reducing duplication and leveraging resources such as people, technology, andcommunication in ICT Projects
ICT Project	Any ICT projects that are officially registered with ITPMO
Project Sponsor	A management role that typically involves approving or supportingthe allocation of resources
Project Stakeholder	An individual, group, or organization, who may affect, be affectedby,or perceive itself to be affected by a decision, activity, or outcome of the project
Technical Project Manager	The head of technical team, whom are responsible to defines, plans,control and lead the project activities from technical point-of-view so that they are completed within the agreed-upon scope, schedule, and resource commitments, while adhering to the University ICT Policies

Functional Project Manager	The head of functional team, whom are responsible to defines,plans, control and lead the project activities from user point-of-viewso that they are completed within the agreed-upon scope, schedule,and resource commitments, while adhering to the University ICT Policies.

SECTION 2: POLICY STATEMENTS

2.1 All ICT projects shall be centrally coordinated and managed via the ITPMO, underQuality Assurance and Customer Care Section (QACC), ITD

2.2 Responsibilities of ITPMO shall be referred to the Procedure for Management of ICT Projects.

2.3 ITPMO shall define and maintain process standards by providing framework as per define in IIUM IT Project Management Life Cycle to establish standard performance measures.

2.4 ICT project sponsors shall ensure that their projects support the University mission and vision. An approved ICT project shall obtain commitment and participation from the affected stakeholders in the definition and execution of the project.

2.5 The nature and scope of an ICT project shall be defined, documented and formally approved before project initiation. Approval of the project shall refer tothe Policyon Procurement of ICT Resources.

2.6 If projects are organized into phases, each major project phases shall be approvedand communicated to project stakeholders prior to project initiation. Approval of subsequent phases shall be based on review and acceptance of the deliverables ofthe previous phase.

2.7 Risks associated with a project shall be minimized through a systematic process ofplanning, identifying, analyzing, responding to, monitoring and controlling the areas or events that have the potential to cause unwanted change.

2.8 This policy shall be implemented in compliance with the IIUM's Anti-Bribery Management System (ABMS) in accordance with ISO 37001:2025 requirements, to ensure transparency, integrity, and accountability throughout all stages of IT project management. All project activities — including planning, implementation, monitoring, and evaluation — shall reflect a commitment to fostering an anti-bribery culture, recognizing and managing conflicts of interest, and exercising enhanced due diligence in engagements with third parties and project stakeholders. Any actual or suspected bribery, corruption, or conflict of interest shall be reported through secure and protected channels, with whistle- blower protections duly enforced.

2.9 This policy/guideline 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.

2.10 A formal and approved Project Charter and Project Management Plan shall be established to provide guidance during project execution and for control of project throughout the life of the project.

2.11 Responsibilities, relationships, authorities and performance criteria of project members shall be defined in Project Charter.

2.12 The PMP shall adhere to the prescriptions as per describe by ITPMO. The PMP must comprise of Communication Plan, Change Management Plan, Risk/Issue Management Plan, and Quality Management Plan and must be agreed by project sponsor and stakeholders.

2.13 Project progress report shall be communicated to relevant stakeholder and submitted to ITPMO.

2.14 Any deviations from project plan shall be identified and accessed to gauge the impact of deviations on the project. Project performance results shall be communicated to key stakeholders. Appropriate recommendation and plan of implementation and monitoring of remedial actions shall also be communicated.

2.15 At the end of project, project stakeholders shall ascertain whether the project delivered the planned results and benefits. Any outstanding activities shall be identified and communicated. Lessons learned shall also be identified for use on future projects.

2.16 Project shall be closed once all deliverable are completed, all project closing documents are signed and submitted to ITPMO.

2.17 ITD Management shall have the authority to involve any relevant office in any projects deems necessary.

2.18 A Functional Project Manager (FPM) and Technical Project Manager (TPM) must be appointed for any IT project initiatives in the University. The FPM and TPM are accountable to ensure that the vendor fully meets the IT system's requirements before signing the User Acceptance Test (UAT). The signatories of the UAT must include the Functional Project Manager and Technical Project Manager. The Functional Project Manager and Finance Division (under Procurement Unit) must consult the Technical Project Manager before issuance of any payment to IT Vendor, subject to approval from Quality Assurance and Customer Care Section (QACC).

SECTION 3 : IMPLEMENTATION OF THE POLICY

3.1 ROLES AND RESPONSIBILITIES OF KCDIO

3.1.1 The Director of Information Technology Division holds the responsibility for theimplementation of this policy and shall take necessary actions in the event of violationof this policy.

3.1.2 This policy is applicable to the University community and any infringement of the policy may subject to disciplinary actions and any other actions deems necessary.

3.2 ENFORCEMENT

This policy is applicable to all staff of the University and any infringement of the policy maysubject to disciplinary actions.

SECTION 4 : ADMINISTATION OF THE POLICY

4.1 MAINTENANCE OF POLICY

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

4.2 REFERENCES

This policy shall be read together with the following or any documents which recentlyapproved:

4.2.1 IIUM ICT Policy
4.2.2 ICT Regulations
4.2.3 Information Management Policy
4.2.4 IIUM ICT Security Policy
4.2.5 IT Infrastructure Library (ITIL)
4.2.6 Control Objectives for Information and Related Technologies (COBIT)
4.2.7 IIUM Financial Policy
4.2.8 Policy for Procurement of ICT Resources
4.2.9 Terms of Reference for Project Manager and Project Members
4.2.10 Anti-Bribery and Corruption Policy

Title of Policy	:	Policy on Management of ICT Project
Number of Policy	:	IIUM-ISMS-L1-009
Approving Authority	:	ICT Committee
Approval Date	:	28 November 2025
Effective Date	:	28 November 2025
Version No.	:	02
Revision No.	:	02