

: MANAGEMENT OF PERFORMANCE

MONITORING

Ref. No.

: IIUM/ITD/04

Version No: : 03 Revision No

: 00

Effective Date: 02/2023

MANAGEMENT OF PERFORMANCE **MONITORING**

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1.0 OBJECTIVE

This procedure aims to describe the management of performance monitoring for the network and telecommunication services provided by the Information Technology Division.

2.0 SCOPE

This procedure covers the entire scope of work and processes bounded by the network and telecommunication infrastructure services provided by the Information Technology Division environment.

3.0 ACCOUNTABILITY

Infrastructure Services Section, Information Technology Division

4.0 ABBREVIATION (If any)

4.1 Problem

The underlying cause of one or more incidents.

The cause is not usually known at the time the problem record

is created, and the problem management process is

responsible for further investigation and determining the root

cause, which is documented and may be used by change

management and incident management.

4.2 Problem Manager

Represent the authority to manage the receipt of IT problems,

the classification, investigation, revision and closing of IT

problems.

4.3 Technical Expert/

The technical person is responsible for performing the

Technical Support : technical activities related to the IT problem.



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5.0 REFERENCE

5.1 Standard Operating Procedure of Engineering Infrastructure Services

5.2 Aruba Networks Website (https://www.arubanetworks.com)

6.0 RECORD RETENTION PERIOD

No	Quality Records	Location	Retention Period	Responsibility
1.	Standard baseline document	Online Folder	3 years	Supervisor
2.	Baseline Report	Online Folder	3 years	Supervisor



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7.0 PROCESS FLOW

Managing Performance Responsibility Document/Record to be referred Start iSDS/Ontrack Report Incident Incident Manager to GCC Further Investigation Location from Nagios no System/Network Visit location to check Administrator Physical connection no System/Network Faulty Administrator/Technician Device Identify Root Cause no System/Network Administrator/Technician no System/Network Configuration Power yes **DBSB Ticket Number** Administrator/Technician/ Failure Assistant Director yes System/Network If power Procurement process Administrator/Technician down, report yes System/Network Administrator/Technician Change Management Switch on the electrical power document Devices Receive System/Network Administrator/Technician Check physical connection such as fiber/copper cable System/Network Change cable Administrator Check configuration ISDS /Ontrack Incident Manager/Network Administrator Testing & Verify connection End Close report