

MANAGEMENT OF PERFORMANCE MONITORING

Prepared By:-	Approved By:-
	
Name : Ahmad Naim bin Hamat	Name : Nurmaliza binti Jumaat
Position : Senior Deputy Director Information Technology Division	Position : Director Information Technology Division
Date : 07/08/2026	Date : 07/08/2026

1.0 OBJECTIVE

This procedure aims to define the management of IT performance monitoring within the IT service operations offered by the Information Technology Division in IIUM.

2.0 SCOPE

- 2.1 This procedure covers the entire scope of work and processes for the management performance monitoring for the ICT services defined in Performance Report of Critical ICT Services in IIUM.
- 2.2 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.

3.0 ACCOUNTABILITY

Network and Communication Management & IT Support Services Section, Information Technology Division.

4.0 ABBREVIATION

- 4.1 ITD : Information Technology Division
- 4.2 ITD Management : Chief Digital Officer, Officers under CDO Office, ITD Director, ITD Deputy Directors, Team Leaders
- 4.3 AITO : Assistant Information Technology Officer

5.0 REFERENCE

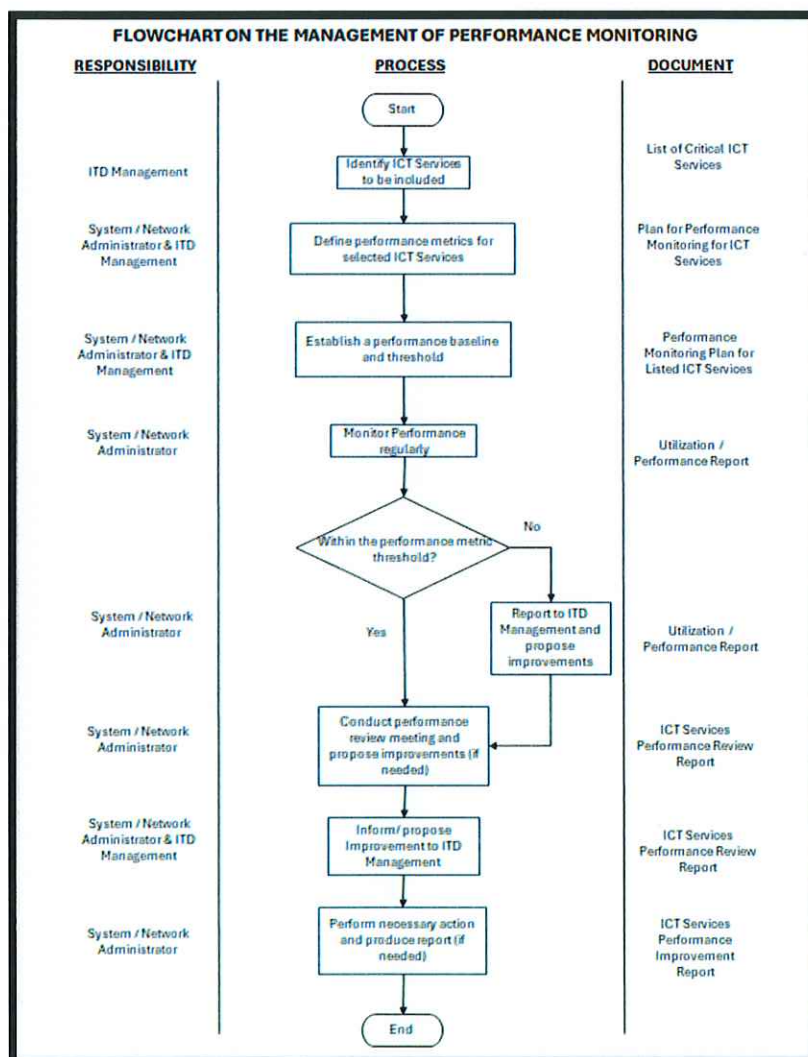
- 5.1 IIUM ICT Policy
- 5.2 ICT Regulations
- 5.3 IIUM Information Management Policy
- 5.4 IIUM ICT Security Policy
- 5.5 IT Infrastructure Library (ITIL)
- 5.6 Control Objectives for Information and Related Technologies (COBIT)
- 5.7 Procedure for Management of IT Service Request

6.0 RECORD RETENTION PERIOD

No.	Quality Records	Location	Retention Period	Responsibility
1	Plan for Performance Monitoring and Capacity Planning for ICT Services	Online Folder	3 years	System/ Network Administrator
2	IT Services Performance and Capacity Review Report	Online Folder	3 years	System/ Network Administrator

7.0 RESPONSIBILITY AND DETAILED PROCEDURE

7.1 Flowchart





Title : MANAGEMENT OF
PERFORMANCE MONITORING
Ref. No. : IIUM/ITD/04
Version No: : 04
Revision No : 02
Effective Date : 07/08/2026