



IT CONFIGURATION MANAGEMENT

Prepared By:-	Approved By:-
(Signature) 	(Signature) 
Name: Hairul Laila Binti Din	Name: Nurmaliza Binti Jumaat
Position: Deputy Director, Information Technology Division	Position: Director, Information Technology Division
Date: 7/8/2026	Date: 7/8/2026

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 Objectives for Information and Related Technologies
ISO	:	International Organization for Standardization
ITIL	:	Information Technology Infrastructure Library
PIC	:	Person In-charge

TL : Team Leader
 DBA : Database Administrator

5.0 REFERENCE

- 5.1 IIUM ICT Policy
- 5.2 ICT Regulations
- 5.3 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)

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

