

Guidelines

Reviewed by:

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30 November 2022

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Document No. : GL-INFRA-09
Revision No. : 2
Effective Date : 30 November 2022

Purpose

The purpose of this document is to provide best practices and guidelines for managing Service Level Management (SLA) in order to maintain and gradually improve business aligned IT service quality, through a constant cycle of agreeing, monitoring, reporting and reviewing IT service achievements and through investigating actions to eradicate unacceptable levels of service. As well as plan, coordinate, negotiate, report and manage the quality of IT services at an acceptable cost.

Scope

This guideline is applicable to handling of SLA for all Information and Communication Technology (ICT) System used in Pustaka Negeri Sarawak. This is comprises of:

- Managing ICT services holistically.
- Coordinating Service Level Agreements for customers of Pustaka's services.
- Developing Operational Level Agreements and Underpinning Contracts with ICT Vendor.
- Reporting on the quality of Vendor ICT services on a regular basis.
- Proactively seeking service improvements where needed.
- Meeting with sector representatives on a regular basis to assess service quality and determine if service changes are needed.
- Meeting with vendor representatives on a regular basis to assess service quality and determine if service changes are needed.
- Initiating service improvement initiatives when needed to improve service delivery quality.

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1.0 Preparation for Budget Estimates

1.1 Whenever there is Strategic Planning program organizes, the ICT Sector shall prepare the budget estimates for SLA of ICT System maintenance for Pustaka Negeri Sarawak. The SLA coverage for ICT infrastructure shall be reviewed once a year.

1.1.1 The Pustaka Institute Manager shall determine the coverage for ICT System Infrastructure for SLA.

1.1.2 These ICT components covered under SLA comprises the following:

1.1.2.1 Support and maintenance of platform equipment.

1.1.2.2 Support and maintenance for Client Server Application.

1.1.2.3 Application Hosting service for Pustaka Negeri Sarawak.

1.1.2.4 Application Hosting service for ANGKASA Library Management System.

1.1.2.5 Hosting Services for Email and internet access.

1.1.2.6 Rental of equipment and network infrastructure.

1.1.2.7 ICT Professional Services (Attachment Staff).

1.1.2.8 Sarawak Union Catalogue.

1.1.2.9 Dedicated Internet access link and dedicated Equipment hosting service.

1.1.2.10 Support and maintenance for CCTV, Fingerprint attendance system and BioD'Scan Access control System, Alarm System.

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1.1.3 The budget estimates shall be submitted to the Accountant for annual budget compilation.

1.1.4 PUSTAKA INSTITUTE MANAGER shall discuss the ICT System Infrastructure details for SLA coverage with SAINS.

1.1.5 Upon completion, SAINS shall submit the SLA document to HOS.

1.1.5.1 The SLA document comprises of:-

- a) Summary list of ICT Equipment and services.
- b) Agreement.
- c) Scope of maintenance service.

2.0 Endorsement and approval of SLA Documentation

2.1 The Head of Division (HOD), ICT Infrastructure shall analyze the comparison between ICT Maintenance cost and coverage between current and previous year and submit to PUSTAKA INSTITUTE MANAGER for review.

2.2 The Pustaka Institute Manager shall write an Internal Memo to Chief Executive Officer for endorsement.

2.2.1 The Internal Memo shall be submitted together with:-

- a) SLA Document from SAINS.
- b) Comparison report of ICT Maintenance cost and coverage between current and previous year.

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- 2.2.2 Upon the endorsement from CEO, Pustaka Institute Manager shall request for approval from Sarawak Service Modernisation Unit (SSMU).
- 2.2.3 Upon receiving the written approval from SSMU, Pustaka Institute Manager, ICT Infrastructure shall prepare the **Borang Permohonan Untuk Pengecualian Prosedur Tender/Sebutharga (Borang Lampiran A)** for request of Waiver of Tender approval from State Financial Secretary (SFS) and submit to PUSTAKA INSTITUTE MANAGER for review.
- 2.2.4 Upon completion of the **Borang Lampiran A**, HOD, ICT Infrastructure shall submit the form to Accountant for further submit to SFS for approval.
- 2.2.5 Upon receiving the written approval for the waiver of tender from SFS, the Pustaka Institute Manager shall proceed by informing SAIS to start the maintenance works.
- 2.3 Prior to preventive maintenance works, a written notice shall be received from SAINS concerning the schedule and details of maintenance work to be carried out.

3.0 Related Policies and Governing Documents

- 3.1 Surat Pekeliling ICT No. 1/2011 – Dasar Keselamatan ICT Negeri Sarawak.
- 3.2 Letter of Approval from SITRC.
- 3.3 Letter of Approval for Waiver of Tender from SFS.
- 3.4 SITRC Ordinance.

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4.0 Associate Document

- 4.1 SLA Document.
- 4.2 Sample letter request for approval from SITRC.
- 4.3 Sample **Borang Lampiran A** requesting approval for Waiver of Tender from SFS.
- 4.4 Sample Letter of SLA from SAINS.
- 4.5 Preventive Maintenance of ICT System Procedure
- 4.6 *Jadual Kehadiran Kontraktor Penyelenggaraan Sistem ICT.*
- 4.7 Preventive Maintenance Report from SAINS.
- 4.8 Letter on notice of preventive maintenance schedule from SAINS.

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