

Master List/Matrix/Table

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Division : Infrastructure ICT

Process	Internal	External
Preventive Maintenance of ICT System	Negative - Preventive maintenance is not able to minimize the breakdown of the system - Failure to update the ICT Equipment Master List (IEML) in time. - Certain crucial ICT components are not maintained sufficiently - Preventive Maintenance Schedule (PMS) not reviewed and approved in time - The details in Preventive Maintenance Schedule (PMS) are not complete - The Preventive maintenance is not monitored regularly - Staff is not focus and negligent - The substandard quality of the preventive maintenance under SLA - Service Level Agreement not closely monitored	Negative - Cybersecurity threats - Power outage - Internet connection Slow
	Positive	Positive

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	• Availability of fund for preventive maintenance activity • Adequate procedure to handle preventive maintenance • Preventive maintenance schedule • Manual / guideline prepared by ICT Infra	• 2nd level support (SAINS) complexity of problem(Server) • Covered by SLA
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Process	Internal	External
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Enhancement of ICT Application System	Negative • System enhancement, accesses and services are fail to meet satisfaction • Staff not response the request • Late fulfilment of the request • Details of the enhancement requirement are not specified adequately • Staff is not properly brief in completing the form • Certain Staff reluctant to fill in the ISW form. • Staff not aware requirement to complete the request • System enhancement work by ICT vendor is substandard • System enhancement work was not properly monitored • Staff is not focus and negligent	Negative • Depend on the vendor time(user aceess/bulk mail)
	Positive • Proper request via (BRONNY – Build-up Requisition for the Optimisation of Networked Next-generation Yielded Systems)"	Positive • 2nd level support (SAINS) complexity of problem(Server)

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Process	Internal	External
Corrective Maintenance of ICT System	Negative • Corrective maintenance is not able to minimize the breakdown of the system • Corrective maintenance work fail to meet satisfaction • Staff not response the request • Late fulfilment of the request • Details of the enhancement requirement are not specified adequately • Staff is not properly brief in completing the form • Certain Staff reluctant to fill in the ISW form. • Insufficient basic IT knowledge among staff in Pustaka • Inadequate training in basic ICT skills • Improper planning for ICT training	Negative • Internet connection Slow • Disruption of service
	Positive • Manual / guideline prepared by ICT Infra	Positive • 2nd level support (SAINS) complexity of problem(Server) • Covered by SLA

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