

# Master List/Matrix/Table

Reviewed by:

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3<sup>rd</sup> February 2025

Approved by:

Razak bin Rambili

3<sup>rd</sup> February 2025

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| Process                   | Internal                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | External                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Purchasing Control</b> | <b>Negative</b> <ol style="list-style-type: none"> <li>1. Accumulated purchased amount of same service/goods exceeding RM20,000.00 per year</li> <li>2. Late submission of application for purchase from requesting officers.</li> <li>3. Incomplete information entered by Requesting officer in <i>Borang Permintaan Pembelian / Perkhidmatan / Kerja</i></li> <li>4. Lack of awareness on financial requirements for purchasing process.</li> <li>5. Unavailability of the officer who is authorized to approve the purchase during the required time.</li> <li>6. Lack of training on the process of financial procedure for Common item, tender, quotation &amp; waiver of tender.</li> <li>7. Quite frequent breakdown of e-Fas system.</li> <li>8. Certain purchases are not done according to Financial Regulation in use.</li> <li>9. A few staff are ignorant of the requirements of the Financial Regulation in use.</li> <li>10. Lack of centralized control of requisition</li> </ol> | <b>Negative</b> <ol style="list-style-type: none"> <li>1. Suppliers refuse to give quotations if they ever lose the chance to get the job before</li> <li>2. Some of the suppliers are not willing to accept Government Service Order</li> <li>3. Additional cost might occur when using Purchase Order</li> <li>4. 4. Late approval from Authorised Officer such as SFS for Waiver, JKTP for tender, JPSH for quotation because of processing time.</li> <li>5. Late Service delivered / late work completion</li> <li>6. Purchase of goods and services not according to specific requirement</li> <li>7. Supplier request for deposit payment upon service rendered</li> </ol> |
|                           | <b>Positive</b> <ol style="list-style-type: none"> <li>1. Strong budget control</li> <li>2. Easy to monitor</li> <li>3. Minimum time for purchasing application (less hassle) if we have complete documentation</li> <li>3. All payment done within 13 working days.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>Positive</b> <ol style="list-style-type: none"> <li>1. Fast service rendered from supplier</li> <li>2. Supplier meet the specification required by Pustaka</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

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| Process                                              | Internal                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | External                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Selection and Evaluation of New Supplier/Contractors | <p>Negative</p> <ol style="list-style-type: none"> <li>1. The absence of an authorized officer to conduct the assessment and evaluation.</li> <li>2. The officer evaluates the suppliers without making judgmental decisions.</li> <li>3. There is no choice in selecting suppliers or contractors as they are the sole providers who accept the Service Order.</li> <li>4. The selection of suppliers is limited due to the business license and UPK license requirements set by Pustaka Negeri Sarawak.</li> <li>5. Price comparison among contractor/suppliers</li> <li>6. The same trusted suppliers and contractors are consistently selected</li> <li>7. Selection of suppliers by the applicant from those frequently used, with no price comparison.</li> </ol> | <p>Negative</p> <ol style="list-style-type: none"> <li>1. It affects the relationship with contractors or suppliers</li> <li>2. Poor results from the evaluation may influence others' perceptions.</li> <li>3. Late approval from Authorised Officer such as SFS for Waiver, JKTP for tender, JPSH for quotation because of processing time.</li> <li>4. Suppliers may refuse to provide quotations if they have previously lost the opportunity to secure the job.</li> <li>5. Additional cost might occur when using Purchase Order</li> <li>6. Purchase of goods and services not according to specific requirement</li> </ol> |
|                                                      | <p>Positive</p> <ol style="list-style-type: none"> <li>1. Supplier/contractor with poor performance can be eliminated</li> <li>2. Easy to monitor the supplier / contractor performance</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <p>Positive</p> <ol style="list-style-type: none"> <li>1. Strengthen the relationship with contactor / supplier</li> <li>2. To ease the work process eventhough due to last minute request</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                              |

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| Process                                           | Internal                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | External                                                                                                                                                                                                     |
|---------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Re-evaluation of Existing Supplier and Contractor | <p>Negative</p> <ol style="list-style-type: none"> <li>1. The absent of authorized officer to do assessment &amp; evaluation.</li> <li>2. Frequency &amp; recurring of assessment for re-evaluation being conducted for the same suppliers &amp; contractors.</li> <li>3. The officer evaluate the suppliers based on empathy not on the performance.</li> <li>4. Certain suppliers/contractors for the supply of goods/services are not up to the standard required by Pustaka Negeri Sarawak and financial requirement.</li> <li>5. No choice in selection of suppliers/contractors as there are the sole provider &amp; accept Service Order.</li> <li>6. Late submission of Borang Penilaian Pembekal/Kontraktor Pembekalan Bahan/Barangan / Perkhidmatan (BPPK) to finance from the Person In Charge.</li> <li>7. No additional comments or information from the Person In Charge, even though the rating is low</li> </ol> | <p>Negative</p> <ol style="list-style-type: none"> <li>1. Effect the relationship with contractor/ supplier</li> <li>2. The poor result from the evaluation may influence other people perception</li> </ol> |
|                                                   | <p>Positive</p> <ol style="list-style-type: none"> <li>1. Supplier/contractor with poor performance can be eliminated</li> <li>2. Easy to monitor the supplier / contractor performance</li> <li>3. To ease the work process</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <p>Positive</p> <ol style="list-style-type: none"> <li>1. Strengthen the relationship with contactor / supplier</li> </ol>                                                                                   |

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| Process                                                      | Internal                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | External                                                                                                                                                                                                                                                                                                                                         |
|--------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Corrective Maintenance of Buildings Facilities and Equipment | <p>Negative</p> <ol style="list-style-type: none"> <li>1. Corrective maintenance of the building facilities and equipment is not effectively implemented .</li> <li>2. Maintenance staff lack of knowledge and expertise to carry out civil and mechanical maintenance work.</li> <li>3. Lack of specific training in carrying out civil and mechanical maintenance work.</li> <li>4. Unavailability of items or parts in-house.</li> <li>5. Purchase of items using staff own money.</li> <li>6. Lack of proper equipment to carry out the corrective maintenance.</li> <li>7. Complexity of the maintenance work that need special equipment to carry out the maintenance work.</li> </ol> | <p>Negative</p> <ol style="list-style-type: none"> <li>1. Late response from contractor to take action. i.e; checking condition, giving quotation &amp; actual repair works.</li> <li>2. Work not completed as expected or specified time.</li> <li>3. Limited contractor for specialized work</li> <li>4. Item not available locally</li> </ol> |
|                                                              | <p>Positive</p> <ol style="list-style-type: none"> <li>1. Strong support from top management</li> <li>2. Quick response from in-charge officer</li> <li>3. Cost saving compared to acquiring maintenance service from outside contractor</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                          | <p>Positive</p> <ol style="list-style-type: none"> <li>1. The outsource contractor has expertise which Assistant Engineer JA29 may not have.</li> </ol>                                                                                                                                                                                          |

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| Process                                                     | Internal                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | External                                                                                                                                                                                                                                           |
|-------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Scheduled Maintenance of Buildings Facilities and Equipment | <p>Negative</p> <ol style="list-style-type: none"> <li>1. Scheduled maintenance of the building facilities and equipment is not properly planned, scheduled and not conducted as per planned.</li> <li>2. Lack of expertise in handling the immediate measures.</li> <li>3. Insufficient training and exposure to the skills required for certain specialized maintenance tasks.</li> <li>4. Goods and spare parts are not available locally.</li> <li>5. Contractors needs to do special order from other country.</li> <li>6. Delay of works implementation.</li> <li>7. Supervision of the maintenance contractor is directly done by other government agencies.</li> <li>8. Limited number of local supplier or contractor for the required services and parts.</li> <li>9. Machines ordered from overseas.</li> <li>10. Lack of direct control over the engaged contractor.</li> <li>11. Work quality of the contractor is not up to the specification and standard.</li> <li>12. Difficult to follow up with the contractor to do service and maintenance.</li> </ol> | <p>Negative</p> <ol style="list-style-type: none"> <li>1. Items not available locally.</li> <li>2. Impact of COVID-19 pandemic. SOP imposed on restrictions to travel/ entering premises/visitation to places affects maintenance work.</li> </ol> |
|                                                             | <p>Positive</p> <ol style="list-style-type: none"> <li>1. Quick response from in-charge person.</li> <li>2. Saving cost compared to acquiring maintenance service from outside contractor.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p>Positive</p> <ol style="list-style-type: none"> <li>1. Build good recognition and source of reference to other organisations.</li> </ol>                                                                                                        |

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| Process                        | Internal                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | External                                                                                                                                                                                             |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Management of Work Environment | Negative <ol style="list-style-type: none"> <li>1. Inconducive working environment.</li> <li>2. Housekeeping works not properly done.</li> <li>3. Lack of training of housekeeping crew.</li> <li>4. Limited workspace for existing and new staff.</li> <li>5. Building design not suitable.</li> <li>6. Air-conditioning system, elevator system and plumbing system does not maintain and service accordingly to the schedule.</li> <li>7. The contractor failed to do the maintenance and service as per scheduled.</li> </ol> | Negative <ol style="list-style-type: none"> <li>1. Electricity breakdown from service provider (SEB).</li> <li>2. Water supply interruption from service provider (Water Board and LAKU).</li> </ol> |
|                                | Positive <ol style="list-style-type: none"> <li>1. The presence of Authorised Personnel for works supervisory.</li> <li>2. An established <b>Schedule of Workplace Physical Factors</b> to facilitate the monitoring of works.</li> </ol>                                                                                                                                                                                                                                                                                         | Positive <p>-</p>                                                                                                                                                                                    |

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| Process                                               | Internal                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | External                                                                                                                                              |
|-------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| Management of Incoming and Out coming Correspondences | <p>Negative</p> <ol style="list-style-type: none"> <li>1. The process of handling incoming and outgoing mails is not done efficiency and systematically</li> <li>2. Late notification/respond of incoming mails to respective officers</li> <li>3. Incoming mails are not taken action accordingly by the respective officer.</li> <li>4. Late dispatch of outgoing mail</li> <li>5. Lack of training on handling CACTUS/outgoing mails</li> <li>6. Wrong issuance of folio number in CACTUS for incoming and out going mail.</li> <li>7. Mix-up of documents in different files in CACTUS.</li> <li>8. Late submission of signed hard copy outgoing mail by the applicant to the Registry.</li> <li>9. No notification received from the applicant after the correspondence has been endorsed and sent to the recipient</li> <li>10. Certain incoming correspondences are treated as junk by the system and never received by registry</li> <li>11. Applicant is ignorant of keeping a copy of the correspondence in the registry</li> <li>12. The staff is careless and confused in issuing folio numbers.</li> <li>13. Lack of staff in managing incoming and outgoing correspondence.</li> </ol> | <p>Negative</p> <ol style="list-style-type: none"> <li>1. Certain correspondences are partially received through fax from other agencies.</li> </ol>  |
|                                                       | <p>Positive</p> <ol style="list-style-type: none"> <li>1. Easy to monitor/route the documents</li> <li>2. Systematic monitoring/track record correspondence</li> <li>3. medium of discussion and communication between officers</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <p>Positive</p> <ol style="list-style-type: none"> <li>1. easy to retrieve incoming and outgoing mail</li> <li>2. can be accessed anywhere</li> </ol> |

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| Process                          | Internal                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | External                                                                                                                                                                                                                                                                          |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Management of Customer Complaint | <p>Negative</p> <ol style="list-style-type: none"> <li>1) Certain staff is reluctant to record down complaint from the user.</li> <li>2) 2) Certain staff do not see the importance of handling customer complaint.</li> <li>3) New staff is unaware on the process of managing customer complaint.</li> <li>4) New staff do not know where to retrieve printed Verbal Feedback Forms.</li> <li>5) Lack of training and briefing on the handling of customer complaint.</li> <li>6) Anonymous complainant who do not wish to be known.</li> <li>7) Inability to get back to the complainant</li> <li>8) Certain complainant does not provide complete personal information when submitting the complaint</li> <li>9) Difficult differentiate the category of feedback i.e Complaints, Problem or Suggestion/ Opinion in the official website.</li> <li>10) Failure to raise corrective action within the stipulated time when a complaint is received.</li> <li>11) Genuine complaint is not properly rectified.</li> <li>12) Customer complaint not effectively and systematically managed.</li> <li>13) Negligence and lack of commitment among the staff in handling customer complaint.</li> </ol> | <p>Negative</p> <ol style="list-style-type: none"> <li>1) Give bad impression to the public</li> <li>2) Complainer become more dissatisfied</li> <li>3) Organization received bad rating from public</li> <li>4) Weaken relationship between customer and organization</li> </ol> |
|                                  | <p>Positive</p> <ol style="list-style-type: none"> <li>1) Able to identify and fix the problem</li> <li>2) Increase new staff knowledge regarding the matter.</li> <li>3) Increase awareness on the importance of the complaint</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <p>Positive</p> <ol style="list-style-type: none"> <li>1) Strengthen relationship between customer and organization.</li> <li>2) Complainer felt that the organization appreciate him/her.</li> <li>3) Increase organization rating</li> </ol>                                    |

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| Process                              | Internal                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | External                                                                                                                                                           |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Preventive Maintenance of ICT System | <p>Negative</p> <ol style="list-style-type: none"> <li>1. Preventive maintenance is not able to minimize the breakdown of the system</li> <li>2. Failure to update the ICT Equipment Master List (IEML) in time.</li> <li>3. Certain crucial ICT components are not maintained sufficiently</li> <li>4. Preventive Maintenance Schedule (PMS) not reviewed and approved in time</li> <li>5. The details in Preventive Maintenance Schedule (PMS) are not complete</li> <li>6. The Preventive maintenance is not monitored regularly</li> <li>7. Staff is not focus and negligent</li> <li>8. The substandard quality of the preventive maintenance under SLA</li> <li>9. Service Level Agreement not closely monitored</li> </ol> | <p>Negative</p> <ol style="list-style-type: none"> <li>1. Cybersecurity threats</li> <li>2. Power outage</li> <li>3. Internet connection Slow</li> </ol>           |
|                                      | <p>Positive</p> <ol style="list-style-type: none"> <li>1. Availability of fund for preventive maintenance activity</li> <li>2. Adequate procedure to handle preventive maintenance</li> <li>3. Preventive maintenance schedule</li> <li>4. Manual / guideline prepared by ICT Infra</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p>Positive</p> <ol style="list-style-type: none"> <li>1. 2<sup>nd</sup> level support (SAINS) complexity of problem(Server)</li> <li>2. Covered by SLA</li> </ol> |

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| Process                              | Internal                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | External                                                                                                                                                           |
|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Corrective Maintenance of ICT System | <p>Negative</p> <ol style="list-style-type: none"> <li>1. Corrective maintenance is not able to minimize the breakdown of the system</li> <li>2. Corrective maintenance work fail to meet satisfaction</li> <li>3. Staff not response the request</li> <li>4. Late fulfilment of the request</li> <li>5. Details of the enhancement requirement are not specified adequately</li> <li>6. Staff is not properly brief in completing the form</li> <li>7. Certain Staff reluctant to fill in the ISW form.</li> <li>8. Insufficient basic IT knowledge among staff in Pustaka</li> <li>9. Inadequate training in basic ICT skills</li> <li>10. Improper planning for ICT training</li> </ol> | <p>Negative</p> <ol style="list-style-type: none"> <li>1. Internet connection Slow</li> <li>2. Disruption of service</li> </ol>                                    |
|                                      | <p>Positive</p> <ol style="list-style-type: none"> <li>1. Manual / guideline prepared by ICT Infra</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <p>Positive</p> <ol style="list-style-type: none"> <li>1. 2<sup>nd</sup> level support (SAINS) complexity of problem(Server)</li> <li>2. Covered by SLA</li> </ol> |

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