

Quality Procedure

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Purpose

This procedure is to ensure Information and communication Technology (ICT) Infrastructure/System in Pustaka Negeri Sarawak, Sibul are adequately determined and planned for the required preventive maintenance in order to minimize the breakdown of the system therefore enhancing the process efficiency and effectiveness.

Scope

This procedure is applicable for preventive maintenance to the following infrastructure /system:

- a) End user computing e.g. printer, computer hardware (monitor, central processing unit (CPU), keyboard, mouse), computer software (antivirus system, application system, operating system), scanner, handheld barcode scanner, projector, notebook, etc.
- b) Network equipment e.g. router, firewall, network cable, network nodes, network switches, modem, etc.
- c) System Server e.g., storage area network server, data storage, etc.

Process Details

1.0 Determine Infrastructure/System for Planned Preventive maintenance

- 1.1 Whenever there is a new asset/equipment/system purchased, the Head of Division (HOD) or Designated Officer (DO) shall acknowledge the delivery order/equipment details and update **the ICT Equipment Master List (IEML)**, and same information to be updated in the **Planned Preventive Maintenance (PPM) Form**.

- 1.1.1 The IEML shall include the following details:

- a) Equipment Name;
- b) Equipment No./Asset No.;
- c) Equipment Model No./Serial No.;
- d) Year/Date of Acquisition;
- e) Price;
- f) Location/Holder.

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1.1.2 The PPM Schedule shall include the following details:

- a) Equipment Name;
- b) Maintenance Frequency;
- c) Maintenance Type;
- d) Total Number of Equipment

2.0 Prepare Preventive Maintenance Form (PMF)

- 2.1 Based on the PPM, the ICT Technician shall prepare and submit the PMF to Head of Division (HOD) for review and approval within three (3) days before the preventive maintenance activities take place.
- 2.2 After the PMF is received, the HOD shall review and approve the PMF within 3 working days from the date of receiving the PMF.

3.0 Monitor and Conduct Periodic Maintenance

- 3.1 Based on the preventive maintenance which has been determined in the PPM, the HOU, ICT Infrastructure shall monitor at the beginning of each month and coordinate the implementation of the monthly preventive maintenance to be conducted using the **Preventive Maintenance Form (PMF)**. (FRM-CM-SB-18)
- 3.1.1 The maintenance work shall be carried out by referring to the **Guidelines of ICT Preventative Maintenance**. (GL-CM-SB-01)
- 3.1.2 If there is a breakdown reported during the preventive maintenance, the ICT Personnel shall handle the breakdown as per **Corrective Maintenance of ICT System Procedure (QP-CM-SB-11)**.
- 3.2 Upon completion of the preventive maintenance works, the ICT Technician shall produce the **Preventive Maintenance Report (PMR)** within 5 working days from the date of completion of the preventive maintenance works.

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4.0 Submission of Record for Review

- 4.1 Upon completion of the preventive maintenance, the ICT Technician shall immediately submit the PMR attached with PMF by hand or email to the Head of Division (HOD) for review and verification before filing into the Preventive Maintenance file.
- 4.2 After the PMR and PMF are received, the HOD shall review and verified the PMR within 3 working days from the date of receiving the PMF and PMR.

5.0 Control of Documented Information

- 5.1 After completion of the overall procedure, the HOU or DO shall place all the relevant documents in the Corrective Maintenance File and keep the file at ICT Unit of Pustaka Negeri Sarawak, Sibul. The documents includes:

- 1) *Planned Preventive Maintenance (PPM)*
- 2) *ICT Equipment Master List (IEMML)*
- 3) *Preventive Maintenance Form (PMF)*
- 4) *Preventive Maintenance Report (PMR)*

5.1.1 The *Preventive Maintenance File* shall be categorised as “Open” document and can be accessed by ICT staff.

5.1.2 The *Preventive Maintenance File* shall be kept for a maximum of 3 years.

- 5.2 When all documents in Preventive Maintenance File have passed their retention periods, the HOU or DO shall within 14 working days and through email seek the permission of the CEO to dispose it in accordance with Pustaka Negeri Sarawak records management guidelines and practices based on Sarawak Library Ordinance 1999.

Annexes

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