

# Quality Procedure

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## Purpose

This procedure is to ensure Information and communication Technology (ICT) Infrastructure/System in Pustaka Negeri Sarawak, Miri 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.

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

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## 2.0 Prepare Preventive Maintenance Form (PMF)

- 2.1 Based on the IEM, the Designated Officer (DO) shall prepare and submit the Preventive Maintenance Schedule (PMF) to HOD ICT Infrastructure for review and approval

## 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-MR-10)**

3.1.1 The maintenance work shall be carried out by referring to the **Guidelines of ICT Preventative Maintenance. (GL-CM-MR-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-MR-12)**

- 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.

## 4.0 Submission of Record for Review

- 4.1 Upon completion of the preventive maintenance, the ICT Technician shall immediately submit the PMF and PMR by hand to the Head of Unit (HOU) ICT for review before filing into the Preventive Maintenance file.

- 4.2 After the PMF and PMR are received, the HOU, ICT shall review the PMF and PMR within 3 working days from the date of receiving the PMF and PMR.

## 5.0 Control of Documented Information

- 5.1 After preventive maintenance activity, the HOU of ICT Infrastructure or DO shall keep the **Preventive Maintenance Form (PMF)** in the **Preventive Maintenance File** at Pustaka Negeri Sarawak, Miri.

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

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- 5.1.2 The Preventive Maintenance File shall be kept for a maximum of 3 years.
- 5.2 After preventive maintenance activity, the HOU of ICT Infrastructure or DO shall keep the **Planned Preventive Maintenance (PPM)** schedule in **ICT Equipment Master List (IEML)** in IT Item Database at Pustaka Negeri Sarawak, Miri.
- 5.2.1 The **ICT Equipment Master List (IEML)** shall be categorised as “Open” document and can be accessed by ICT staff.
- 5.2.2 The **ICT Equipment Master List (IEML)** shall be kept for a maximum of 1 years.
- 5.3 After preventive maintenance activity, the HOU of ICT Infrastructure or DO shall keep Monitoring Table for Preventive Maintenance in Monitoring Table for **Preventive Maintenance File** at Pustaka Negeri Sarawak, Miri.
- 5.3.1 The **Preventive Maintenance File** shall be categorised as “Open” document and can be accessed by ICT staff.
- 5.3.2 The **Preventive Maintenance File** shall be kept for a maximum of 3 years.
- 5.4 1. When the **Preventive Maintenance Form (PMF)** of the documented information has passed its retention period, The HOD shall within 5 working days and through e-mail seek the advice of the Departmental Record Officer for the disposal of the file.
- 5.4.1 The **Preventive Maintenance Form (PMF)** shall be retained for 1 years from the date its creation.
- 5.5 1. When the **ICT Equipment Master List (IEML)** of the documented information has passed its retention period, The HOD shall within 5 working days and through e-mail seek the advice of the Departmental Record Officer for the disposal of the file.
- 5.5.1 The **ICT Equipment Master List (IEML)** shall be retained for 1 years from the date its creation.
- 5.6 When the **Preventive Maintenance Report (PMR)** of the documented information has passed its retention period, The HOD shall within 5 working days and through e-mail seek the advice of the Departmental Record Officer for the disposal of the file.

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5.6.1 The **Preventive Maintenance Report (PMR)** shall be retained for 5 years from the date its creation.

5.7 1. When the **Preventive Maintenance File** of the documented information has passed its retention period, The HOD shall within 5 working days and through e-mail seek the advice of the Departmental Record Officer for the disposal of the file.

5.7.1 The **Preventive Maintenance File** shall be retained for 7 years from the date its creation.

## Annexes

a) -

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