

Quality Procedure

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Purpose

This procedure is established and maintained to ensure that the process of updating Pustaka Negeri Sarawak's ~~website~~ **website and in house developed systems** is done consistently and systematically.

Scope

This procedure will be used by staff of Pustaka Negeri Sarawak who deals with the updating of Pustaka Negeri Sarawak's ~~website~~ **website and in house developed systems**.

Process Details

1.0 Request for Web Update

- 1.1 Based on the requests made for web content update through Online Web Enhancement Form (<http://www.pustaka-sarawak.com/pustaka/cats-form.php>), the Webmaster or Designated Officer (DO) shall immediately receive an e-mail on the matters issued.
- 1.2 After receiving the e-mail, the Webmaster or Designated Officer (DO) shall attend to the update/error raised within three (3) working days.

2.0 Updating Web Content

- 2.1 Upon receiving the request, the Webmaster/DO shall immediately determine whether the request requires PHP code modification or using content management system (CMS).
 - 2.1.1. If programming code modification is required, then the Webmaster/DO shall:
 - a) Go to the Code Editing page or Database (page link is hidden for security reasons)
 - b) Enter user ID and password
 - c) Locate the necessary folder or file to be amended.
 - d) Perform changes to the file and save.

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- e) Preview the web page after the changes have been performed.

If satisfactory, log out from the page. Else, repeat step 2.1.1

2.1.2. If CMS change is required, then the Webmaster / DO shall:

- a) Go to Content Management System link (page link is hidden for security reasons)
- b) Enter user ID and password
- c) Determine which module needs the changes
- d) Change accordingly to the request
- e) Preview the web page after the changes have been performed

If satisfactory, log out from the page. Else, repeat step 2.1.2

2.2 Upon completing the amendments, the Webmaster/DO shall immediately update the request ticket by:

- a) Logging in to the internal management system interface (page link is hidden for security reasons)
- b) Enter user ID and password
- c) Once logged in, select CATS, then List Issues
- d) Choose on the appropriate request, then click View/Resolve
- e) Update the answer field and click on Update to send notification and feedback instructions to requester's email.

3.0 Feedback

3.1 Upon Webmaster/DO submitting response to the issue, the requester shall immediately receive an email which includes link to the feedback form.

3.2 When the requester clicks to view the detailed response by the Webmaster/DO, he/she can proceed to rate the service done through the link clicked. The requester can submit the form to store his/her feedback, thus closing the case.

4.0 Control of Documented Information

4.1 After closing of a case, the Webmaster/DO shall immediately keep the

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Online Web Enhancement Form in the website server of the Information and Communications Technology Sector.

4.1.1 Documented information generated as a result of web maintenance process shall be categorised as 'Open' document and can be accessed by the Webmaster/DO.

4.1.2 The document shall be retained for a period of five years from the date of the case is closed.

5.0 Disposal of Documented Information

5.1 When the document reaches its retention period, the Webmaster/DO shall seek advice of the Departmental Record Officer for the disposal of the documents.

Annexes

a) -

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