

Quality Procedure

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Purpose

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This procedure is established to ensure Information and communication Technology (ICT) Infrastructure/System in Pustaka Negeri Sarawak 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 used in conducting preventive maintenance for the following:

- a) End user computing;
- b) Network equipment; and
- c) Uninterruptable Power Supply (UPS).

Process Details

1.0 Updating of the ICT Equipment Master List (IEML)

- 1.1 Whenever there is a new asset equipment/system purchased, the Library Assistant (LA)/Designated office (DO) shall acknowledge the delivery order/equipment details and update the ICT Equipment Master List (IEML).

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.

2.0 Preparation of Preventive Maintenance Schedule

- 2.1 Based on the IEML, the Designated officer (DO) shall prepare and submit the Preventive Maintenance Schedule (PMS) to HOD ICT Infrastructure for review and approval.

- 2.2 After the PMS is received, the HOD ICT Infrastructure shall review and approve the PMS within 3 working days from the date of receiving the PMS.

2.2.1 The PPM Schedule shall include the following details:

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

2.2.2 For the preventive maintenance covered by SLA, the HOD, ICT Infrastructure shall prepare the list of ICT Equipment for maintenance under Service Level Agreement (SLA) as per Handling of Service Level Agreement Guideline (GL-INFRA-9).

3.0 Implementation of Preventive Maintenance

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- 3.1 Based on the PMS, the HOD, ICT Infrastructure shall regularly monitor the implementation of the preventive maintenance via the Preventive Maintenance Form (PMF).
- 3.1.1 The maintenance work shall be carried out by referring to the Guidelines of ICT Preventive Maintenance (GL-INFRA-07).
- 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-INFRA-03).
- 3.2 After the preventive maintenance has been conducted, the DO shall complete the Preventive Maintenance Report (PMR) and submit by hand to HOD, ICT Infrastructure.
- 3.3 Upon completion of the preventive maintenance under Service Level Agreement (SLA), the DO shall submit the preventive maintenance service voucher by hand to HOD, ICT Infrastructure.

4.0 Control of Documented Information

- 4.1 After completion of the following, the HOD of ICT Infrastructure or DO shall keep them in the Preventive Maintenance file and keep the file at ICT Infrastructure Division:
- a) IEML
 - b) PMS
 - c) PMF
 - d) PMR
 - e) PMSV
- 4.1.1 The Preventive Maintenance file shall be categorised as "Open" and can be accessed by all staff.
- 4.1.2 The Preventive Maintenance file shall be kept for a minimum of 5 years

5.0 Disposal of Documented Information

- 5.1 When the file has passed its retention period, the HOD/DO shall seek the advice of the Departmental Record Officer for the disposal of the file.

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