

Quality Procedure

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Purpose

This procedure is established to ensure that the process of managing requests for Information and Communication Technology (ICT) system enhancement, system accesses, acquisition of ICT hardware or software and ICT services are attended to in timely manner in order to maintain the business efficiency and effectiveness.

Scope

This procedure shall be used in handling the enhancement of ICT in Kuching, Miri and Sibu.

Process details**1.0 Receipt of Request**

- 1.1 Whenever there is a request for system enhancement, system accesses, acquisition of ICT hardware or software and ICT services received via online Build-up Requisition for the Optimisation of Networked Next-generation Yielded Systems (BRONNY), the Head of Division (HOD)/ Designated Officer (DO) shall check for the availability of fund.
 - 1.1.1 If fund is available, the DO shall process the request and record the case in the Enhancement of ICT Application System Monitoring Table.
 - 1.1.2 If fund is not available, the process ends here. The DO shall instruct the Library Assistant (LA) to close the case in the BRONNY.

2.0 System Enhancement

- 2.1 Upon confirming the availability of fund for system enhancement, the HOD/DO shall login to the BRONNY and assign the task to LA within 3 working days.
- 2.2 Upon receipt of assignment for system enhancement, the LA shall immediately notify the ICT vendor within 5 working days.
 - 2.2.1 If the system enhancement does not require purchase of service, the LA shall notify the ICT vendor to do the enhancement.
 - 2.2.2 If the system enhancement requires purchase of service, the LA shall ask for the quotation and proceed with procurement.
- 2.3 Upon completion of the system enhancement, the LA shall login to BRONNY and close the case and update status as "Completed".
- 2.4 After closing the case, the LA shall update the ICT Application System Enhancement Monitoring Table within 5 working days.

3.0 System Accesses

- 3.1 Upon receipt of request for system access, the HOD/DO shall login to the BRONNY and assign the task to LA within 3 working days.

3.2

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Upon receipt of assignment for system access, the LA shall immediately notify the ICT vendor within 5 working days and update the status case in BRONNY as "Attended".

3.3

Upon completion of the system access, the LA shall login to BRONNY and close the case with update the status to "Completed".

3.4

After closing the case, the LA shall update the ICT Application System Enhancement Monitoring Table within 5 working days.

4.0 Acquisition of ICT Hardware or Software

4.1 Upon confirming the availability of fund for the acquisition of ICT hardware or software, the HOD/DO shall seek the decision of Pustaka Institute Manager (PIM) within 5 working days via email.

4.1.1 If PIM approved the acquisition of ICT hardware of software, the HOD shall assigned the case to LA within 2 working days via BRONNY .

4.1.2 If PIM disapproved the process end here. The DO shall inform to the LA and login to the BRONNY to close the case.

4.2 Upon approval of the acquisition, the DO shall instruct the LA proceed with procurement within 2 working days and login into BRONNY to update the status as "Attended"

4.3

Upon completion of the acquisition, the LA shall login to BRONNY and close the case with update the status to "Completed".

4.4

After closing the case, the LA shall update the ICT Application System Enhancement Monitoring Table within 5 working days

5.0 ICT Services

5.1 Upon receipt of request for ICT Services, the HOD/DO shall login to the BRONNY and assign the task to ICT Personnel within 3 working days.

5.2 Upon receipt of assignment for system access, the ICT personnel shall attend the case within 5 working days and update the status case in BRONNY as "Attended" .

5.3 If the request requires of the requisition of parts and external services, the HOD/DO shall instruct the LA to do the procurement.

5.4 Upon completion of the ICT Services, the ICT Personnel shall login to BRONNY and close the case and update the status as "Completed" .

5.5 After closing the case, the LA shall update the ICT Application System Enhancement Monitoring Table within 5 working days

6.0 Control of Documented Information

6.1

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After the completion of system enhancement, system accesses, acquisition of ICT hardware or software and ICT services, the HOD/DO shall keep BRONNY in BRONNY database.

6.2

BRONNY shall be categorised as "Open" and can be accessed by any staff.

6.3

The BRONNY shall be kept for as long as the system is still in use.

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