

Quality Procedure

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Purpose

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This procedure is established to enable the corrective maintenance on Information and Communication Technology (ICT) Infrastructure/System in Pustaka Negeri Sarawak are attended to and be rectified in timely manner in order to minimize delay in communication and processing of work.

Scope

This procedure is used in conducting corrective maintenance for following:

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

Process Details

1.0 Initiation of ICT System Breakdown Case

- 1.1 Whenever there is a system breakdown encountered, the staff concerned shall immediately login to online Build-up Requisition for the Optimisation of Networked Next-generation Yielded (BRONNY) to initiate a case.
- 1.2 Upon receipt of the case via BRONNY, the Head of Division (HOD)/ Designated Officer (DO) shall assign the ICT Personnel to attend the ICT Personnel within 2 working days.

2.0 Determination of Category of Case

- 2.1 Upon receipt of an assignment of a case, the ICT Personnel shall determine the category of the case.
 - 2.1.1 If the case can be resolved internally, the case is categorised as 1st level.
 - 2.1.2 If the case requires the service of external ICT vendor, the case is categorised as 2nd level.

3.0 Handling of 1st Level Case

- 3.1 After confirming the case as 1st level, the ICT personnel shall attend the breakdown based on the following standard guidelines and update the status in BRONNY as "Attended".
 - a) Guidelines for Solving ICT Application Related Problems (GL-INFRA-01);
 - b) Guidelines for Solving Printer related problems (GL-INFRA-02);
 - c) Guidelines for Solving Network related problems (GL-INFRA-03);
 - d) Guidelines for Solving Personal Computer (PC) related problems (GL-INFRA-04);
 - e) Guidelines for Solving Scanner related problems (GL-INFRA-05); and
 - f) Guidelines for Solving Operating System related problems (GL-INFRA-06).
- 3.2 Upon completion of the case, the ICT Personnel shall login to BRONNY, close the case and update the status as "Completed".

4.0 Handling of 2nd Level Case

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- 4.1 After confirming the case as 2nd level, the ICT personnel shall update the status in BRONNY as "Attended" and do the following:
- 4.1.1 If the case requires procurement of parts, the ICT personnel shall inform HOD/DO to do the procurement.
 - 4.1.2 If the case is beyond repair, the ICT personnel shall inform HOD/DO to notify the Asset Manager via internal minute to dispose off the equipment.
 - 4.1.3 If the case is covered under Service Level Agreement (SLA), the ICT personnel shall inform HOD/DO to engage ICT vendor to resolve the case.
- 4.2 Upon completion of the case, the ICT Personnel shall login to BRONNY, close the case and update the status as "Completed".
- 5.0 **Procurement of Parts**
- 5.1 Whenever procurement of parts is required, the HOD shall check for the availability of fund
- 5.2 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.
- 5.2.1 If PIM approved the acquisition of ICT hardware of software, the HOD shall assign the case to LA within 2 working days.
 - 5.2.2 If PIM disapproved the process end here. The DO shall inform to the LA and login to the BRONNY to close the case and update the status as "Completed".
- 5.3 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".
- 5.4 Upon completion of the acquisition, the LA shall login to BRONNY and close the case with update the status to "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 After the completion of corrective maintenance on ICT) infrastructure/systems, 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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