

Master List/Matrix/Table

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7 February 2024

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Processes	Quality Objectives	Key Performance Indicators	Targets
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Document No. : MT-Infra-01
Revision No. : 2
Effective Date : 1 March 2024

MT-INFRA-01 ICT Infrastructure Division - Table of Quality Objectives

1) Preventive maintenance of ICT system	To ensure the efficiency of Pustaka Negeri Sarawak's ICT application and hardware services.	The number of preventive maintenance completed in a month for HQ	36
		The number of preventive maintenance completed in a month for State Record Repository (SRR)	15
2) Enhancement of ICT application system	To ensure effectiveness and efficiency in processing requests for Information and Communication Technology (ICT) system enhancement, system accesses, acquisition of ICT hardware or software and ICT services.	The number of working days to fulfil a request for system enhancement, system access, acquisition of ICT hardware or software and ICT services	10
3) Corrective Maintenance of ICT System	To achieve effectiveness and efficiency in managing corrective maintenance of ICT system	The number of working days taken rectify the breakdown	5

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