# IT SERVICES CATALOGUE

**Working Days Definition (for VADS, ITSD and MPU only):**

**Normal Working Days**    : 8.30am - 5.30pm (Exclude Public Holidays & State Holidays)
**Ramadhan Working Days** : 8.00am - 4.30pm (Exclude Public Holidays & State Holidays)

**\*Note: All service requests must be channeled through Service Desk system**

| No | List of Services | Service Description | Service Level Agreement | Service Level Target | Availability |
|---|---|---|---|---|---|
| **VADS First Level Support** | | | | | |
| 1 | **Service Desk** | First Level Support for IT services | Respond and reroute ticket in the system within 1 working day. | 95% of ticket rerouted or closed | **Working Day:** Refer Working Days Definition |

| No | List of Services | Service Description | Service Level Agreement | Service Level Target | Availability |
|---|---|---|---|---|---|
| **Multimedia Product Innovation Unit (MPU)** | | | | | |
| 1 | Desktop Publishing. | • To design poster<br>• To design bunting<br>• To design advertisement for tender<br>• To design logo<br>• To design montage<br>• To design website interface | Respond within 2 working days.<br><br>Time to complete is within 10 working days upon receiving content from the customer. | 95% of the development complete on time | **Working Day:**<br>Refer Working Days Definition |
| 2 | New Web Application (Open Source) | New system development (using open source technology such as php, apache and mysql). | **Minor request**:<br>Respond within 2 working days.<br><br>Time to complete within 3 months.<br><br>**Major request:**<br>Respond within 5 working days.<br><br>Time to complete within 6 months | 95% of the development complete on time | **Working Day:**<br>Refer Working Days Definition |
| 3 | Data Request | • Lecturer Request new password<br>• Lecturer Request for password<br>• Lecturer Request for backup Content | Respond within 2 working days.<br><br>Time to complete is within 2 working days | 95% of the request complete on time | **Working Day:**<br>Refer Working Days Definition |

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| | | • Request to Update new semester data <br> • Request for backup data | | | |
| 4 | Multimedia Content Development | • To develop multimedia content <br> • To make change on existing multimedia content | Respond within 2 working days. Time to complete within 6 months | 95% of the development complete on time | **Working Day:** Refer Working Days Definition |
| 5 | Product Application Services & Support <br><br> E.g.: (MMLS, IVR, SmartCard, MMU Website, SMS, Mobile Apps) | • To give support on existing system <br> • To make changes on existing system <br> • To upload new banner <br> • To upload new announcement | Respond within 2 working days. <br><br> Time to complete within 6 months | 95% of complaints, enquiries, troubleshooting and request completed on time. | **Working Day:** Refer Working Days Definition |
| 6 | Training ( Content Development, Open Source & MMLS) | • To give training on content development (instructional design, flash, Dreamweaver), Open Source (PHP, MySQL, Linux) <br> • To give presentation on MMLS & Content development. <br> • Training should be requested 2 months before the actual date. <br> • Presentation should be requested 1 week before the actual date | Respond within 2 working days. | 95% of the task complete on time | |

| No | List of Services | Service Description | Service Level Agreement | Service Level Target | Availability |
|---|---|---|---|---|---|
| **Media Support Unit (MSU)** | | | | | |
| 1 | Video Conferencing | Provide video conferencing Services at designated venues.<br><br>Request to be made minimum 3 working days from the event date. | Service provided per event or client request.<br><br>Respond time within 3 working days | To deliver the requested items on time and meet 95% of SLA set | 1) 8.30 am - 5.30 pm (Monday - Friday)<br><br>2) Service after office hour is subjected to request, upon discussion with customer, availability manpower, and approval by Head of MSU/SD ITSD. |
| 2 | AV System | Provide audio video support services to all classrooms/Lecture Hall/Meeting Room **except Faculties' Lab/Meeting Room**. | Respond and time to complete within 3 working days. | To deliver the requested Items on time and meet 95% of SLA set. | 1) 8.30 am - 5.30 pm (Monday - Friday)<br><br>2) Service after office hour is subjected to class arrangement, request, upon discussion with customer, availability equipment, availability manpower and approval by Head of MSU/SD ITSD.<br><br>Note:<br><br>MSU provides only 1 technical person on standby before (7.45am-8.30am) and after office hour (5.30pm-10.00pm) |

| 3 | Internal Service | Provide AV Support and Services at designated venues (meeting, training, seminar, etc.).<br><br>Request to be made minimum 3 working days from the event date. | Service provided per event or client request.<br><br>Respond time within 3 working days | To deliver the requested items on time and meet 95% of SLA set | 1) 8.30 am - 5.30 pm (Monday - Friday)<br><br>2) Service after office hour is subjected to request, upon discussion with customer, availability manpower, and approval by Head of MSU/SD ITSD. |
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| 4 | Event Coverage | Provide Audio Visual coverage for internal and external event.<br><br>Request to be made minimum 3 working days from the event date. | Service provided per event or client request.<br><br>Respond time within 3 working days | To deliver the requested items on time and meet 95% of SLA set | 1) 8.30 am - 5.30 pm (Monday - Friday)<br><br>2) Service after office hour is subjected to request, upon discussion with customer, availability manpower, availability equipment and approval by Head of MSU/SD ITSD. |
| 5 | AV Loan Services | Provide equipment for rental / loan to client i.e. projector, PA systems, microphones and other AV equipment.<br><br>Request to be made minimum 3 working days from the usage date. | Service provided per event or client request.<br><br>Respond time within 3 working days | To provide the requested items on time and meet 95% of SLA set. | 1) 8.30 am - 5.30 pm (Monday - Friday)<br><br> 2) No service after office hour. |

| 6 | Audio and Video Production | Providing video and audio production services for internal and external event inclusive Live Streaming.<br><br>Request to be made minimum 3 working days from the usage date. | Service provided per event or client request.<br><br>Respond time within 3 working days. | To deliver the requested items on time and meet 95% of SLA set. | 1) 8.30 am - 5.30 pm (Monday - Friday)<br><br>2) Service after office hour is subjected to request, upon discussion with customer, availability manpower, and approval by Head of MSU/SD ITSD. |
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| 7 | Transfer and Duplication Service | Provide transfer of video and audio format i.e. from Beta to DV, VHS, AVI, Mpg, WAV etc. This also includes duplication services. | To complete the services within 10 working days from the submitted date subjected to the quantity and format of video and audio. | To deliver the requested items on time meet 95% of and SLA set. | 1) 8.30 am - 5.30 pm (Monday - Friday)<br><br>2) No service after office hour. |

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|---|---|---|---|---|---|
| **VADS – EMS Application Case Type (IT)** | | | | | |
| 1 | **Service Request** | Service request for ICEMS/ CaMSys/ CRM/ BI / Syllabus Plus /Exam Scheduler/ Room Booking applications | Respond within 2 working day<br><br>Time to complete within 7 working days | 80% of request completed on time by 2nd Level Support. | **Working Day:** Refer Working Days Definition |
| 2 | **Incident** | Any incident related to ICEMS/ CaMSys/ CRM/ BI / Syllabus Plus /Exam Scheduler/ Room Booking applications | Respond within 2 working days. Time to complete for 2nd Level Support as follows:<br>**Major Incident/Top Management Related Incident:**<br>3 working days<br><br>**Minor Incident:**<br>5 working days<br><br>**Crisis:**<br>Priority 1(P1) - 4 Hours | 80% of Incident completed on time at 2nd Level Support. | **Working Day:** Refer Working Days Definition |
| 3 | **Complaint & Suggestion** | Entertain complaints & enquiries with related to CaMSys/ CRM/ BI / Syllabus Plus /Exam Scheduler/ Room Booking applications | Respond within 2 working days.<br><br>Time to complete within 7 working days | 80% of completed on time at 2nd Level Support | **Working Day:** Refer Working Days Definition |

| 4 | **Business Enhancement Quotation Request (CaMSys Only)** | Request for a quotation on business enhancement | Respond within 2 working days. Time to complete within 21 + Sign-Off working days. | 80% of BEQR completed on time. | **Working Day:** Refer Working Days Definition |
|---|---|---|---|---|---|
| 5 | **Business Enhancement Request (CaMSys Only)** | Request for business enhancement | Respond within 2 working days. Time to complete based on the agreed timeline actual man days / agreed by the MMU TRC/CRC | 80% of BE completed on time. | **Working Day:** Refer Working Days Definition |
| 6 | **Business Enhancement Request (Fast Track Change Request)** | Request for business enhancement that list/type define (not limited to) in the FTCR list | 3 – 5 working days | 80 % FTCR completed on time | **Working Day:** Refer Working Days Definition |
| 7 | **Process Owner Request - Processing** | Request to execute processing | As per customer request Time to complete is per said in the request | 80% of customer processing request completed on time. | **Working Day:** Refer Working Days Definition |
| 8 | **Process Owner Request – Data Request** | Data Request for ICEMS Data (1997-2013) | Respond within 2 working day  Time to complete within 14 working days | 80% of request completed on time by 2nd Level Support. | **Working Day:** Refer Working Days Definition |

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|---|---|---|---|---|---|
| **VADS – EMS Infra**<br>**Case Type (IT)** | | | | | |
| 1 | **Dept Staff & Student - General** | To receive, assign, escalate and solve reported cases in service desk. ie :<br>- Reset password (Webmail, VPN, Wireless, AD, IDM)<br>- Virus/Spyware/Malware infection<br>- PC troubleshooting<br>- Personal Homepage<br>-  Website Contents<br>   upload/deployment | Respond within 2 working days.<br><br>Time to complete within 3 working days. | 95% of complaints, enquiries, troubleshooting and request completed on time. | **Working Day:**<br>Refer Working Days Definition |
| 2 | **Event/Loan Request** | To support:<br>- Official University Event<br>- Loan PC / Notebook / Printer<br>- NTU General lab booking | Respond within 2 working days.<br><br>Time to complete within7 working days. | 95% of complaints, enquiries, troubleshooting and request completed on time. | **Working Day:**<br>Refer Working Days Definition |
| 3 | **PC/Notebook/Printer Request** | To provide and distribute PC, Printer and Notebook request. | Respond within 2 working days.<br><br>Time to complete within7 working days | 95% of complaints, enquiries, troubleshooting and request completed on time. | **Working Day:**<br>Refer Working Days Definition |

| 4 | **Network Support** | To provide network first level support:<br>1) Hostel (ie: No Network)<br>2) Department or Faculty Office<br>3) Office relocation<br>4) Wireless problem | Respond within 2 working days.<br><br>Time to complete within7 working days | 95% of complaints, enquiries, troubleshooting and request completed on time. | **Working Day:**<br>Refer Working Days Definition |
| --- | --- | --- | --- | --- | --- |
| 5 | **Email** | To create new account*, send mass mail*(upon HCM approval), maintain mailing lists and any MMU Email problem (Mail Client & Webmail) to end users. | Respond within 2 working days.<br><br>Time to complete within 3 working days. | 95% of complaints, enquiries, troubleshooting and request completed on time. | **Working Day:**<br>Refer Working Days Definition |
| 6 | **Phone Support (MMU PABX/VoIP)** | To provide telephone support to MMU CBJ and MMU NSJ staff:<br>- Change category*<br>- New request*<br>- Change owner*<br>- Change extension*<br>(* Upon receiving and approval of request form from MMU HCM)<br>- Any related telephone problem (ie: no dial tone) | Respond within 2 working days.<br><br>Time to complete within7 working days | 95% of complaints, enquiries, troubleshooting and request completed on time. | **Working Day:**<br>Refer Working Days Definition |

| 7 | **Wi-Fi@MMU powered by TM** | **Open WIFI**<br>Escalating user request for Wi-Fi connectivity on specific events at the campus to TM Wi-Fi group<br><br><br>Support and escalate the incident WIFI@MMU to TM | User to request 5 working days prior to the event date<br><br>Respond within 2 working days.<br><br>TM WiFi to provide the SSID account within 3 working days<br><br>Respond within 1 working day<br><br>Time to complete within 3 working days | 95% of ticket responded | **Working Day:**<br>Refer Working Days Definition |

**Abbreviations:**

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|---|---|
| AV | Audio Visual |
| AVI | Audio Visual Interleave |
| CaMSys | Campus Management System |
| CCU | Corporate Communications Unit |
| C/URF | Change / Update Request Form |
| DRF | Data Request Form |
| ERF | Error Request Form |
| HCM | Human Capital Management Division |
| HOD | Head of Department |
| ICEMS | Integrated Computerized Education Management System |
| IRF | Internal Request Form |
| ITSD | Information Technology Service Division |
| MMLS | Multimedia Learning System |
| MMU | Multimedia University |