

UM ICT POLICY

UNIVERSITY OF MALAYA

Version 2.1

4 February 2013

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Introduction

Computers enable us to manage information faster and more efficiently. The dissemination of information using ICT has deeply influenced our way of life and its implementation will determine the progress of a country.

The strategic usage of ICT will boost UM to be in the frontline in the global world. To achieve this, ICT has to be enhanced as a strategic driver to innovate UM's core business. ICT opportunities of high impact must be seized and internalized using ICT management systems like the ICT Strategic Plan and the ICT Policy which in turn should be integrated into the UM Master development plan.

Objective

The objective for formulating the ICT Policy is to make ICT as the strategic driver towards the achievement of UM's mission and vision.

Mission of UM

To advance knowledge and learning through quality research and education for the nation and for humanity.

vision of UM

To be an internationally renowned institution of higher learning in research, innovation, publication and teaching.

Rationale

The rationale for the formulation of the ICT Policy is to steer the ICT development in UM for the following purposes:

- i. To ensure that the ICT administration adheres to guidelines and meet user requirements.

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- ii. To leverage on ICT as a strategic driver towards the achievement of UM's mission and vision.
- iii. To ensure that the ICT development plan is integrated into UM's master development plan.
- iv. To ensure that ICT development is carried out in an orderly manner and meets customer requirements through systematic planning
- v. To manage ICT resources safely, efficiently and effectively at all levels
- vi. To create an effective communication channel for the responsibility centres and staff to voice their suggestions.

Contents

This document consists of 6 policies which forms the framework for ICT development in UM; ICT Organization Policy which outlines 2 levels of committee and 5 other policies which control the development processes. These policies are the ICT Development Planning Policy, ICT Services Provision Policy, ICT Facilities Maintenance Policy, ICT Security Policy and ICT Facilities Usage Policy.

Application of UM ICT Policy

Every procedure and regulation is for a specific group of people, depending on their roles and responsibilities. All UM community members must read, understand, adhere to the instructions and apply them consistently. The responsibilities stated in the ICT Policy can also be applied to the role of the organization and the individual. Documents which supports the achievements of these roles are work process documents like work instructions, procedures, regulations, guidelines, work schedules, reports and others. Where appropriate and necessary, work process documents must be created based on existing policies.

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ICT Procedures and Regulations

Noble values as stated in the UM Core Values should be incorporated into the work process documents. By practicing good work processes, quality work results will be produced. Values like efficiency and effectiveness need to be cultivated and nurtured into the work culture for the realization of UM's Mission and Vision.

Work process documents that are created to support UM ICT Policy will be named as ICT Procedures and Regulations. The contents of these documents will be reviewed from time to time for enhancements purposes. Due to the dynamic nature of these documents and the high number, they are published separately from the UM ICT Policy.

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ICT Organization Policy

Number : UM/ ICT/ P 1
Review : 2
Date of Release :
Section : UM ICT Policy
Title : UM ICT Organization
Addressed To : UM Management, PTj and PTM
Issued By : UM ICT Council

1. Introduction

2 committees are setup to enhance ICT services.

- i. The **UM ICT Council** is the highest level committee which determines the direction of ICT services in UM for the achievement of UM's Mission and Vision.
- ii. The **UM ICT Users Committee** which represent the Responsibility Centres raise up ICT requirements to the UM ICT Council on their behalf.

2. Purpose

The UM ICT Council and the UM ICT Users Committee are set-up to optimize the ICT capabilities. Both entities work hand-in-hand to facilitate the planning, management and implementation of ICT services in UM.

3. Policies

UM shall have an ICT committee whose role is to plan, manage and implement ICT requirements in UM. The ICT Organization comprises of the ICT Council and the ICT Users Committee.

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1. UM shall setup the ICT Council.
2. The UM ICT Council comprises of 9 permanent members, 8 non-permanent members from the science stream, arts stream and academic staff and 2 Chief Executive Officers (CEOs) from private ICT companies.

In the ICT Council meeting, administrative members can be represented by an appointed deputy whereas non-permanent members from academic responsibility centres cannot be represented by alternate members. The two CEOs from private companies can be represented by representatives from their companies. The permanent chairman can appoint a representative to chair the ICT Council meeting.

The Chief Information Officer (CIO) shall be appointed by the Vice Chancellor. The non-permanent members are also appointed by the Vice Chancellor for a period of two years. However, the appointment of the CEOs from private companies is for a one year period only.

The Members of the ICT Council are as follows :

- i. Permanent Chairman : Vice Chancellor
- ii. Chief Information Officer (CIO)
- iii. Permanent Secretary : Director of PTM
- iv. Permanent members are as follows:
 - Bursar with Deputy Bursar as alternate member
 - Registrar with Deputy Registrar as alternate member
 - Chief Librarian with Deputy Chief Librarian as alternate member
 - Director of Institute of Research Management and Monitoring (IPPP) to represent the research field with the Dean of Institute of Graduate Studies as the alternate member
- v. Chairman of the ICT Users Committee
- vi. CIO of University Malaya Medical Centre (UMMC)

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- vii. Non-permanent members are as follows:
- 2 Deans representing the science stream faculties
 - 2 Deans representing the arts stream faculties
 - 2 academic staff
 - 2 CEOs from private ICT companies or their representative
1. The Terms of Reference for the ICT Council are as follows:
- i. To formulate UM's ICT policies
 - ii. To determine the direction for ICT development in UM.
 - iii. To formulate the ICT Strategic Plan for UM
 - iv. To monitor the implementation of main ICT projects in UM.
 - v. To act as the UM ICT Security Committee
 - vi. To look into other ICT-related matters
2. The UM ICT Council shall meet at least 3 times a year.
3. The quorum of the UM ICT Council meeting is half of the total number of members.
4. The ICT Users Committee shall be formed as below:
The Vice Chancellor shall appoint the Chairman of the ICT Users Committee which comprises of :
- i. Chairman
 - ii. Permanent Secretary : PTM Officer
 - iii. Other members as follows:
 - a. 2 academic staff representing the science stream faculties
 - b. 2 academic staff representing the arts stream faculties
 - c. 2 Heads/Principals of Residential Colleges
 - d. Director and Head of Divisions of PTM
 - e. 1 staff from the Students Affairs Division (HEP)
 - f. 2 non-academic staff

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- g. 2 under-graduate students (representatives from the Students Council)
 - h. 2 post-graduate students (representatives from the Students Council)
5. The appointment period for the Chairman and staff members is for 2 years. However, the appointment period for the students are on a yearly basis.
6. The term of reference for the ICT Users Committee are as follows:
- i. To raise ICT issues in the campus to the ICT Council
 - ii. To gather feedback related to ICT facilities at the Responsibility Centres
 - iii. To recommend improvements for ICT facilities in the campus
 - iv. To carry-out other responsibilities as directed by the ICT Council
7. The ICT Users Committee shall meet at least 3 times a year.

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ICT Development Planning Policy

Number : UM/ ICT/ P 2
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Date of Release :
Section : UM ICT Policy
Title : **ICT Development Planning**
Directed to : Head of PTj, PTM, ICT Users Committee (JKPICT) and PTj
Released by : UM ICT Council

1. Introduction

UM ICT development must be coordinated by a main body to ensure smooth management and handling of ICT services. This can be initiated by gathering information on ICT requirements at all responsibility centres/departments (PTj) for approval by the UM ICT Council.

2. Purpose

To ensure ICT development in UM is properly planned in line with current developments and UM vision and mission.

3. Policy

1. PTj must submit their plans and requirements.
2. PTM coordinates all PTj's applications and requirements. PTj with the capacity to implement its own planning and procurement of ICT development can request for an exemption from the UM ICT Council.

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3. PTM review and recommends the PTj ICT requirements to the UM ICT Council.
4. UM ICT Council considers and approves the annual development plan submitted by PTM.

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ICT Services Provision Policy

Number : UM/ ICT/ P 3
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Section : UM ICT Policy
Title : **ICT Services Provision**
Directed to : ICT Users Committee (JKPICT), PTj and PTM staff
Released by : UM ICT Council

1. Introduction

PTM is responsible for providing ICT services for UM. However the efficiency and effectiveness of the services depends on the involvement at every level : UM Management, PTM and PTj.

2. Purpose

To provide quality ICT services.

3. Policy

1. PTM must provide ICT services which supports UM Vision and Mission.
2. ICT services provided by PTM include :
 - i Administration.
 - ii Teaching and learning.
 - iii Research.
3. PTM identifies, review and test new technologies which are required from time to time.

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4. Every ICT service delivery must be coordinated by PTM and must involve ICT staff at PTj level. PTj with capacity to implement its own service delivery can request for an exemption from the UM ICT Council.
5. PTM must set the standards, among which are:
 - i Set the minimum criteria for ICT facility and quality.
 - ii Monitoring the quality of ICT services provided.
6. PTM is responsible to provide quality ICT services.

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ICT Facilities Maintenance Policy

Number : UM/ ICT/ P 4
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Section : UM ICT Policy
Title : ICT Facilities Maintenance
Directed to : ICT Users Committee (JKPICT), PTj and PTM staff
Released by : UM ICT Council

1. Introduction

ICT facilities are used in the whole campus. To ensure ICT facilities are always in good condition, a total maintenance approach must be engaged. Maintenance starts at the ICT user level, followed by PTj level and subsequently PTM staff level.

2. Purpose

To carry out maintenance for ICT facilities effectively.

3. Policy

1. PTM identifies critical software and hardware to be maintained in a scheduled manner.
2. ICT facilities maintenance is divided into three levels :
 - i. First Level: PC users are responsible for carrying out preventive maintenance on their PC.
 - ii. Second Level: Preventive maintenance and basic PC and ICT equipment repairs at PTjs are the responsibility of the PTj. The scope of maintenance is prepared by PTM.

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iii. Third Level: PC and printer repairs are the responsibility of PTM. All PC and printer problems must be reported to PTM through the Helpdesk System for remedial actions.

3. Modification and upgrade of UM Information Systems and repair of UM ICT equipment are the responsibility of PTM.

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ICT Security Policy

Number : UM/ ICT/ P 5
Review : 2
Date of Release :
Section : UM ICT Policy
Title : **ICT Security**
Directed to : UM Staff
Released by : UM ICT Council

1. Introduction

The current rapid growth of ICT usage, especially through the internet, widely exposes information and this can cause breaches which can result in leakage of the University's official information. This situation, if not given close attention can give rise to problems in future. However, there need to be a balance between stringent security control which could inhibit the dissemination of information and security control which is too loose which could jeopardize the security of UM information. Therefore this policy focuses on development guidelines, ICT maintenance and usage which are secure to protect the University's ICT assets and electronic information.

2. Purpose

To guarantee the continuity of UM ICT services delivery by minimizing the effects of ICT security incidents.

ICT security must be managed by covering 2 main areas that is content (information) and ICT facility. Information security is enforced based on 3

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principles, that is confidentiality, integrity and availability. Critical ICT facilities must have redundancy to ensure business continuity.

3. Policy

1. The first level of UM ICT security is the responsibility of all users and PTj. The overall ICT security is the responsibility of PTM.
2. All policies, rules and regulations which are related to ICT security must be disseminated, understood and is applicable to all UM ICT asset users which include staff, students, vendors, consultants and others.
3. Every UM ICT user must read, understand and abide by the policies, rules and regulations related to UM ICT security and other related laws and regulations which are enforced.
4. All ICT assets must be appropriately protected and controlled by their respective owners or trustees.
5. ICT assets must be protected from exposure to intrusion, theft, modification, transfer, illegal destruction or disruption to service activity.
6. All developed systems whether in-house or out-sourced, must be ensured to have proper ICT security features.
7. ICT security incidents must be handled with a consistent, effective, fast and efficient approach to minimize the effect of the incident.
8. Continuous monitoring must be carried out on ICT assets in order to detect any activities which may threaten the campus ICT security.

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9. ICT user security audit must be carried out on regularly basis.
10. Important information must be backed up according to a fixed schedule.
11. The campus community is not allowed to carry out any activity which could threaten the security of UM ICT asset and electronic information.
12. Any activity which could threaten the security of UM ICT asset and electronic information must be prevented.
13. All PCs must be configured with login Id and password to prevent access by unauthorized parties.
14. PTM is responsible to provide a secure campus network structure so as to minimize internal and external intrusions.
15. Sites for servers and network equipment in PTjs must fulfill the specifications set by PTM.
16. Access to information at the Data Centre must be controlled by PTM according to the user access matrix. For information at PTjs, the respective PTj is responsible to control information access at their level.
17. PTM is responsible to coordinate the risk assessment analysis on a regular basis and subsequently apply proper remedial and preventive measures if any vulnerability is detected. Comprehensive risk analysis study must be carried out to include :
 - i) ICT Infrastructure (servers and network).

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- ii) Processes supporting ICT services (for example : data backup process, ICT equipment disposal process for PCs, servers and storage media disposal.
- iii) Environment such as ICT Centre, Data Centre and Network Room.

18. Core ICT service and infrastructure must be provided and operated centrally by PTM.

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ICT Facilities Usage Policy

Number : UM/ ICT/ P 6
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Section : UM ICT Policy
Title : ICT Facilities Usage
Directed to : ICT Users Committee, PTj, PTM and UM Staff
Released by : UM ICT Council

1. Introduction

ICT today, influences almost all activities in UM. This wide usage requires clear guidance to ensure its effectiveness.

2. Purpose

To increase the effectiveness of ICT facilities usage.

3. Policy

1. All users are required to adhere to the terms contained in the UM ICT Rules & Regulations and the guidelines that control it. This adherence is applied to all rules & regulations in UM and in the country, that control the usage of computer facilities directly or indirectly.
2. It is the user's responsibility to know the latest UM ICT rules and regulations.
3. Users are fully responsible for the personal computer facilities that have been allocated to them. This responsibility also include any action taken by anyone who access that personal computer for any reason.

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4. Confirmation on the official email account and the ICT declaration must be completed before the user is allowed to access the University Information Systems and the UM Network.
5. All computers are required to have the latest anti-virus software installed with automatic updates from a reliable software supplier. Network services can be terminated if the computer is infected with virus or malware or if it displays suspicious network activities.
6. The computers are required to have the latest operating systems service packs and security patches. Failure to do so will expose the computer to virus, malware and malicious attacks.
7. Materials that have copyright, malicious codes or virus are not allowed to be downloaded or shared including video and music files.
8. Unless prior written permission has been obtained from the CIO, users are prohibited from running any network services on any computer allocated to them. These services include IIS, Apache, SMB / CIFS, Samba, DNS, DHCP, WINS and sharing of network connections (wired or wireless). Running prohibited services can contribute to security vulnerability and increase the risk of ICT security incidences not only to the user but to UM network and other users as well.
9. ICT equipment such as laptops, desktop computers and mobile devices are allowed to access the UM network only with permission from PTM. Users are not allowed to connect any wireless access point, cable / broadband router, hub, switch, femtocell, game consoles or any other devices to the UM network without written permission from the CIO.

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10. Users must keep their password secure and not disclose or allow it to be used by others. Users must notify the system administrator immediately if they suspect that their password has been compromised.
11. The UM network and the ICT computer facilities should be used for academic /office work only and cannot be used for personal or commercial gains.
12. Users are not allowed to access or change any part of the operating system (eg registry) or configuration (IP Address, Computer Name and Active Directory settings) in the computer lab facilities unless they have been authorised by the management. These facilities should be kept as well as possible. A report to the ICT representative should be made if any breakdown occurs.
13. Any attempt to bypass the network and computer security restrictions imposed by the University (eg conducting secret tunnels or change the MAC address of your computer) may be subject to appropriate action by the University.
14. Users are prohibited to provide, upload, download, store , use or visit websites which contain obscene elements, unlicensed software and other applications such as electronic games, video and music that will interfere with the normal operations of the computer, terminal, software or network.
15. Access to the University network can be suspended or terminated if any of the UM ICT regulations is violated. Disciplinary actions can also be taken under the University Staff / Students Disciplinary Regulations or the Computer Criminal Act 1997 or other relevant acts enforced. Restoring of the ICT facilities is subject to an appeal to the CIO.

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Glossary

CIO	Chief Information Officer
CEO	Chief Executive Officer
ICT	Information and Communications Technology
JKPICT	Jawatankuasa Pengguna ICT (ICT Users Committee)
PTj	Pusat Tanggung-jawab (Responsibilities Centres)
PTM	Pusat Teknologi Maklumat (Centre for Information Technology)
UM	University of Malaya.

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