



Doc. No:	UTS/ITD/P05
Revision No:	03
Date:	10/07/24
Page No:	1 / 4



Nur Elvi

Position: IT Executive, Information
Technology Department

er Shukri Abdul

Position: Manager, Information Technology
Department

No.	Date	Remarks	Revision No.	Approved by
1	01/01/17	Establishment	00	Manager, ITD
2	01/08/22	Amendment	01	Manager, ITD
3	14/12/22	Opportunities for Improvement	02	Manager, ITD
4	10/07/24	Review on description of working procedure and records	03	Manager, ITD

 UTS	Replacement of the Laptop or Desktop	Doc. No:	UTS/ITD/P05
		Revision No:	03
		Date:	10/07/24
		Page No:	2 / 4

1.0 OBJECTIVE

The objective of this SOP is to make sure the UTS Staff can replace their loaned laptop or desktop if the loaned laptop or desktop have problems.

2.0 SCOPE

The scope of this SOP applies to UTS Staff.

3.0 REFERENCES


3.1 Asset Custody Policy

4.0 DEFINITIONS / ABBREVIATIONS

IT : Information Technology
ITD : Information Technology Department
SOP : Standard Operating Procedure
UTS : University of Technology Sarawak

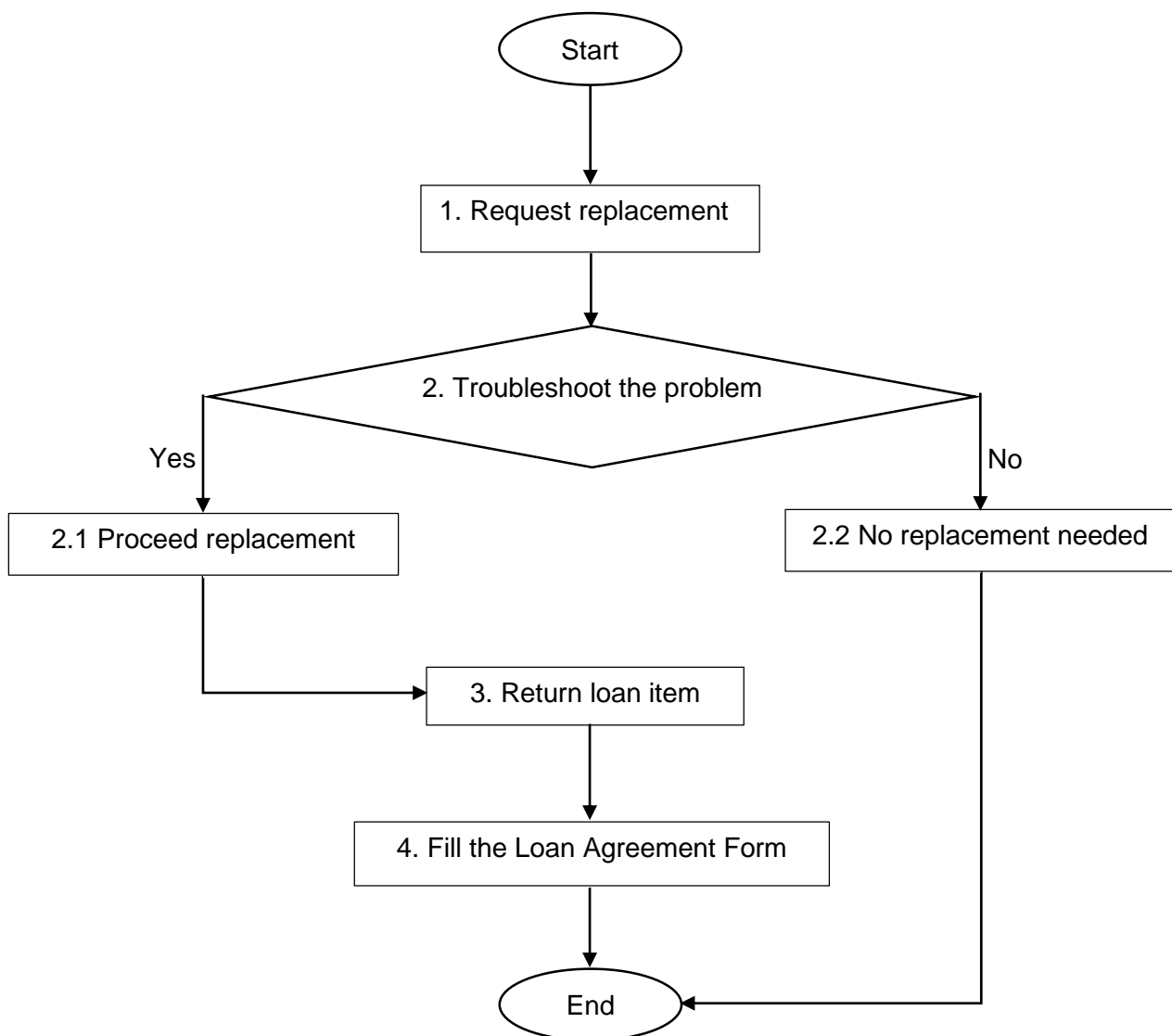
5.0 RESPONSIBILITY


- 5.1 The IT Technician is responsible to follow and adhere to this SOP.
- 5.2 UTS staff is responsible to follow and adhere to this SOP.
- 5.3 Head of ITD is responsible to follow and adhere to this SOP.

 UTS	Replacement of the Laptop or Desktop	Doc. No:	UTS/ITD/P05
		Revision No:	03
		Date:	10/07/24
		Page No:	3 / 4

6.0 PROCEDURE

6.1 Refer to the process flow chart.



 UTS	Replacement of the Laptop or Desktop	Doc. No:	UTS/ITD/P05
		Revision No:	03
		Date:	10/07/24
		Page No:	4 / 4

7.0 DESCRIPTION

No	Description	Person in Charge	Document
1	UTS Staff request to replace loaned laptop or desktop to ITD due to equipment problems and faulty.	UTS Staff	Email
2	<p>ITD troubleshoot the problem of laptop or desktop and determine if the problem can be solve or not.</p> <p>2.1 If ITD cannot solved the problem of laptop or desktop, replacement process will take place.</p> <p>2.2 If ITD can solve the problem of laptop or desktop, the loaned item will be return to UTS Staff.</p>	IT Technician	
3	UTS Staff need to return the loan item and fill the Return Details and Date in the Loan Agreement Form.	UTS Staff	<i>UTS-ITD-P01-LAF</i>
4	UTS Staff need to fill the new Loan Agreement Form for the new loan item. Once complete, UTS Staff can collect the replacement item and ready to use.	IT Technician UTS Staff	<i>UTS-ITD-P01-LAF</i>
5	The duration to complete the process from start to finish is 14 working days or subject to the availability of spare part.		

8.0 RECORDS

No	Title / Records	Location / Responsibility	Retention Period
1	<i>UTS-ITD-P01-LAF</i>	IT General Office, IT Executive / IT Officer	Permanent