Prepared by:	Approved by:
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Position: IT Executive, Information Technology Department	Position: Manager, Information Technology Department

AMENDMENT RECORDS

No.	Date	Remarks	Revision No.	Approved by
1	01/10/24	Establishment	00	Manager, ITD

1.0   OBJECTIVE

To standardize the process for recording network incidents affected backbone appliances and generating monthly and annual availability reports for accurate monitoring and improved network reliability.

2.0   SCOPE

The scope of this SOP applies to record of incident affected backbone network appliances.

3.0   REFERENCES

3.1   PRTG Network Monitoring System

Link: https://nms.uts.edu.my/index.htm

3.2   ITD Dashboard

Link: https://itd.uts.edu.my/summary/

3.3   Network Incident Management SOP (UTS/ITD/P13)

4.0   DEFINITIONS / ABBREVIATIONS

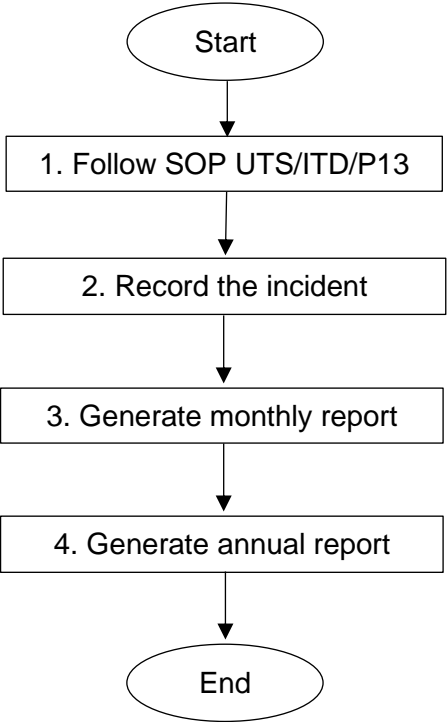|		
NMS	:	Network Monitoring System
PRTG	:	Paessler Router Traffic Grapher
IT	:	Information Technology
ITD	:	Information Technology Department
SOP	:	Standard Operating Procedure
UTS	:	University of Technology Sarawak

5.0   RESPONSIBILITY

5.1   Head of ITD is responsible to ensure the SOP is adhered to.

5.2   The IT Executive and IT Officer is responsible to follow and adhere to this SOP.

6.0 PROCEDURE

6.1 Refer to the process flow chart.

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                    ┌───────────┐
                    │   Start   │
                    └─────┬─────┘
                          │
                          ▼
              ┌───────────────────────┐
              │ 1. Follow SOP UTS/ITD/P13 │
              └───────────┬───────────┘
                          │
                          ▼
              ┌───────────────────────┐
              │ 2. Record the incident │
              └───────────┬───────────┘
                          │
                          ▼
              ┌───────────────────────┐
              │ 3. Generate monthly report │
              └───────────┬───────────┘
                          │
                          ▼
              ┌───────────────────────┐
              │ 4. Generate annual report │
              └───────────┬───────────┘
                          │
                          ▼
                    ┌───────────┐
                    │    End    │
                    └───────────┘
```

7.0   DESCRIPTION

No	Description	Person in Charge	Document
1	Network availability is continuously monitor through NMS and any incidents are managed in accordance with the Network Incident Management SOP.	ITD Staff	UTS/ITD/P13
2	Record the network incident that managed through SOP UTS/ITD/P13.	IT Executive/ IT Office	ITD Dashboard
3	At the end of the month, from the cumulative of the incident records, generate the monthly report. To calculate the monthly availability percentage, use this formula: $$\frac{Number\ of\ days\ without\ incident\ of\ the\ month}{30}\ x\ 100$$	IT Executive/ IT Office	ITD Dashboard
4	At the end of the year, from the cumulative of the monthly report, generate the annual report. To calculate the annual availability percentage, use this formula: $$\frac{Sum\ of\ monthly\ percentage\ of\ the\ year}{12}\ x\ 100$$	IT Executive/ IT Office	ITD Dashboard
5	This process begins on the first day of a specific year and concludes on the last day of the same year.		

8.0   RECORDS

No	Title / Records	Location / Responsibility	Retention Period
1	**PRTG NMS Data**	PRTG NMS: https://nms.uts.edu.my/index.htm, IT Executive / IT Officer	2 years
2	**ITD Dashboard**	ITD Dashboard: https://itd.uts.edu.my/summary/	5 years