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Position: IT Executive, Information
Technology Department

[Signature]

Position: Manager, Information Technology
Department

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

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1.0 OBJECTIVE

The objective of this SOP to provides a structured approach to handle unexpected events or disruptions of the network availability.

2.0 SCOPE

The scope of this SOP applies to the management of network incidents within the UTS campus.

3.0 REFERENCES

- 3.1 PRTG Network Monitoring System: <https://nms.uts.edu.my/index.htm>
- 3.2 UTS ITD Helpdesk System: <https://helpdesk.uts.edu.my/>

4.0 DEFINITIONS / ABBREVIATIONS

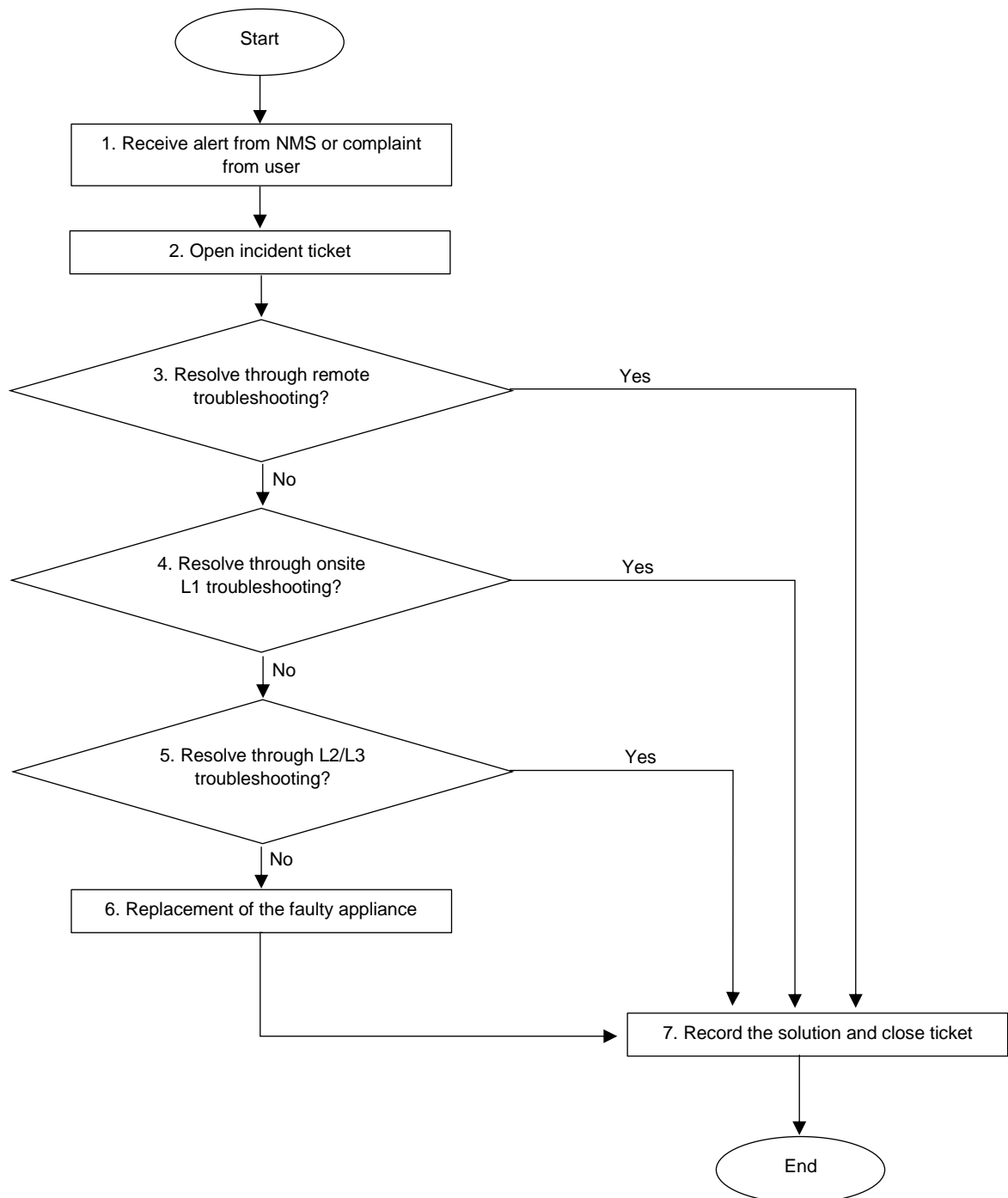
NMS	:	Network Monitoring System
PRTG	:	Paessler Router Traffic Grapher
ICT	:	Information and Communication Technology
IT	:	Information Technology
ITD	:	Information Technology Department
SOP	:	Standard Operating Procedure
UTS	:	University of Technology Sarawak
L	:	Level
PIC	:	Person-in-charge


5.0 RESPONSIBILITY

- 5.1 Head of ITD is responsible to ensure the SOP is adhered to.
- 5.2 The ITD staff is responsible to follow and adhere to this SOP.

6.0 PROCEDURE


6.1 Refer to the process flow chart.



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7.0 DESCRIPTION

No	Description	Person in Charge	Document
1	PIC receive network failure through NMS alert or user's complaint.	ITD Staff	PRTG NMS/ Email
2	PIC log the issue in brief and open a ticket.	ITD Staff	UTS ITD Helpdesk System
3	<p>Resolve through remote troubleshooting?</p> <p>3.1 If yes, proceed to No.7 Record the solution and close ticket.</p> <p>3.2 If no, proceed to perform L1 onsite troubleshooting by:</p> <ul style="list-style-type: none"> i. Confirming power status ii. Verify physical connection iii. Check reachability of the device iv. Restart the device 	<p>ITD Staff</p> <p>Technician</p>	UTS ITD Helpdesk System
4	<p>Resolve through onsite L1 troubleshooting?</p> <p>4.1 If yes, proceed to No.7 Record the solution and close ticket.</p> <p>4.2 If no, proceed to perform L2/L3 troubleshooting by:</p> <ul style="list-style-type: none"> i. Reviewing configuration ii. Network analysis iii. Firmware or system integrity check iv. Collaborate with vendors or third-party support 	<p>Technician</p> <p>IT Executive/ IT Officer</p>	UTS ITD Helpdesk System

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5	<p>Resolve through L2/L3 troubleshooting?</p> <p>5.1 If yes, proceed to No.7 Record the solution and close ticket.</p> <p>5.2 If no and the appliance is found faulty, proceed to No.6. Replacement of the faulty appliance.</p>	<p>IT Executive/ IT Officer</p> <p>IT Executive/ IT Officer</p>	<p>UTS ITD Helpdesk System</p>
6	<p>Replacement of the faulty appliance.</p> <p>Affected user will be informed regarding the downtime.</p>	IT Executive/ IT Officer	Email
7	<p>Record the solution and close ticket.</p> <p>Once the issue resolved, the affected users will be informed on the internet service restoration.</p>	ITD Staff	UTS ITD Helpdesk System
8	<p>The duration to complete the process from start to finish is 7 working days or subject to spare part availability.</p>		

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	Network Incident Ticket	UTS ITD Helpdesk System: https://helpdesk.uts.edu.my/ , IT Executive	5 years
3	Complaint Email	ITD Email: icthelpdesk@uts.edu.my , IT Executive / IT Officer	3 years