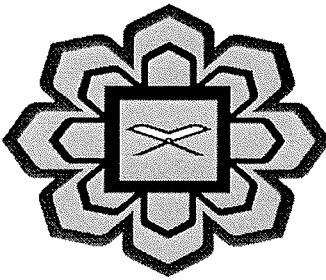


ICT
Service Level Agreement
(SLA)
Information Technology
Department



الجامعة الإسلامية العالمية ماليزيا
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA
يُونِيسَيْتِي اِسْلَامًا، اِنْتَارَا بَعْثِيَا مِلِّيْسِيَا

Garden of Knowledge and Virtue


**SULTAN AHMAD SHAH
MEDICAL CENTRE @IIUM**

ICT Service Level Agreement (SLA)

Approval

All Approvers agree to all terms and conditions outlined in this Agreement by signing below.

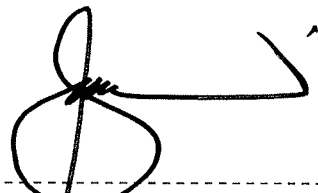
Head of Department, Information Technology Department, Sultan Ahmad Shah Medical Centre @IIUM.

Signature :  _____

Name : MUSKIM AHMAD _____

Date : 5/10/2023 _____

Hospital Director, Sultan Ahmad Shah Medical Centre @IIUM.

Signature :  _____

Name : _____

Date : _____

6/10/2023

ICT Service Level Agreement (SLA)

Document Control

Preparation

Action	Name	Date
New	Faizilah binti Ab Halim @ Awang	16/3/2023

Release

Version	Date Released	Change Notice	Pages Affected	Remarks

Distribution List

Name	Organization	Title

ICT Service Level Agreement (SLA)

1. Agreement Overview

This Agreement serves as a Service Level Agreement (SLA) between the Information Technology Department (ITIM) and Users for providing ICT services at the Sultan Ahmad Shah Medical Centre @IIUM. The terms of each ICT service the department is responsible for are described in this Agreement.

2. Goals & Objectives

This Agreement aims to obtain a mutual Agreement for ICT service provision between the ITIM and Users.

The objectives of this Agreement are to:

- Ensure the necessary components and obligations are in place so that ITIM can consistently maintain and offer ICT services to its users.
- Indicate ownership, responsibility, roles, and obligations for the service.
- Give the customer a precise, measurable description of the services being provided.
- Align real service support and delivery to expectations of service offering.

3. Stakeholders

The following ICT Service Providers and Users will be used as the basis of the Agreement and represent the stakeholders associated with this SLA:

ICT Service Provider: ITIM - Represented by HOD, ITIM.

ICT Users: SASMEC Staff - Represented by Hospital Director, SASMEC @IIUM

ICT Service Level Agreement (SLA)

4. Periodic Review

This Agreement should be examined from time to time. Facilitating routine evaluations of this document is the responsibility of the Help Desk Manager. The Help Desk Manager will incorporate all further updates after they have requested any necessary consensuses or permissions.

4.1. Service Approach

The following method may be used to carry out the support services that the ITIM offers to the user:

- Site visits, whenever required, by the ITIM.
- Remote diagnostics and support by the ITIM via a remote connection link to the user's equipment/systems.
- Remote telephone and email support by ITIM.
- Support from the system and component manufacturer, if appropriate.
- Discussions and consultations.

4.2. ICT Services Provided by ITD

The ICT services provided by ITIM, covered by this Agreement, are stated in Appendix A.

4.3. Service Exclusion

This Service Level Agreement does not cover the items listed below:

- Maintenance and support for Third-party system that is currently under warranty by the principal provider (Support to the Laboratory Information System or Radiology Information System)
- Repair or renewal of consumable supplies or accessories.
- Repair or renewal of warranty for health machinery such as defibrillators and sterilizers.

ICT Service Level Agreement (SLA)

4.4. Responsibilities

ITIM as the service provider, shall:

- Strive to fulfill the agreed resolution times defined in Appendix A.
- Provide notification to users for all scheduled maintenance.
- Provide notification to users of any significant service breakdown

The staff of SASMEC, as the service requestor, shall:

- Make themselves available within the agreed resolution time for the ITIM Support team to attend to the request.
- The user will be prompted for the following details while placing a service call to respond to a request or incident quickly and appropriately:
 - Username
 - StaffID
 - Contact number
 - Name of person to be contacted on site (if different from above)
 - Telephone number/extension of site contact (if after hours, ensure that the number provided is accessible)
 - System(s) affected
 - Brief description of the fault symptoms

The ITIM's ICT Help Desk officer will assign a unique tracking number when a service call is made, and this should be referenced in all subsequent communications regarding the fault.

4.5. Availability

Contact information for the ICT Services Help Desk is as follows:

Phone	09-591-2626
Email	itim@iium.edu.my
Service hours (Monday – Thursday)	8:30 A.M to 1:00 P.M. 2:00 P.M. to 5:00 P.M. Remote Assistance After 5:00 P.M.

ICT Service Level Agreement (SLA)

Service hours (Friday)	8:30 A.M. to 12:15 P.M. 2:45 P.M. to 5:00 P.M. Remote Assistance After 5:00 P.M.
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Appendix A - List of ICT Services ICT Service Level Agreement

List of IT Services

Version

Ver	Rev	Date	Description	Author
1.0	1.0	7/2/2020	Service Level Agreement	
1.0	2.0	16/3/2023	<ul style="list-style-type: none">• Amendment of ICT services list (refer to the attached template)• Change the response time to resolution time on the SLA	Faizilah Ab Halim