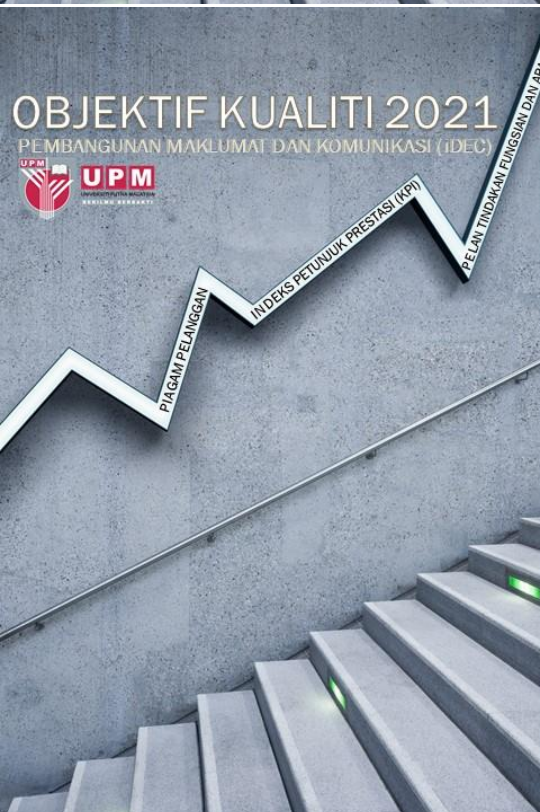




INDEKS PETUNJUK PRESTASI (KPI)

KPI	INDEKS PETUNJUK PRESTASI	SASARAN
KPI 1	MEMANTAPKAN KUALITI PERKHIDMATAN APLIKASI AKADEMIK UTAMA UNIVERSITI PADA WAKTU PENGGUNAAN PUNCAK	95%
KPI 2	MEMASTIKAN KETERSEDIAAN RANGKAIAN UPMNET PADA PERINGKAT SUPER CORE SWITCH, CORE SWITCH, DISTRIBUTION SWITCH DAN ACCESS SWITCH DI FAKULTI UPM SERDANG	95%
KPI 3	MEMASTIKAN PERKHIDMATAN SOKONGAN ICT YANG DILAKSANAKAN MENCAI TAHAP MINIMA 4 PADA SKALA LIKERT DALAM PENILAIAN KEPUASAN PELANGGAN	90%
KPI 4	MEMASTIKAN PERKHIDMATAN BAIK PULIH ICT MENEPATI TEMPOH RESPON, TEMPOH BAIK PULIH DAN MEMENUHI KEPUASAN PELANGGAN YANG DITETAPKAN	90%
KPI 5	MEMASTIKAN PEMBANGUNAN ICT DILAKSANAKAN BERDASARKAN PERMOHONAN	Q4 85%
KPI 6	MEMASTIKAN PERMOHONAN PENYELENGGARAAN APLIKASI DILAKSANAKAN BERDASARKAN KEPERLUAN	Q2 80% Q4 80%
KPI 7	MEMASTIKAN PERKHIDMATAN HELPDESK ICT YANG DILAKSANAKAN MENCAI TAHAP MINIMA 4 PADA SKALA LIKERT DALAM PENILAIAN KEPUASAN PELANGGAN	90%

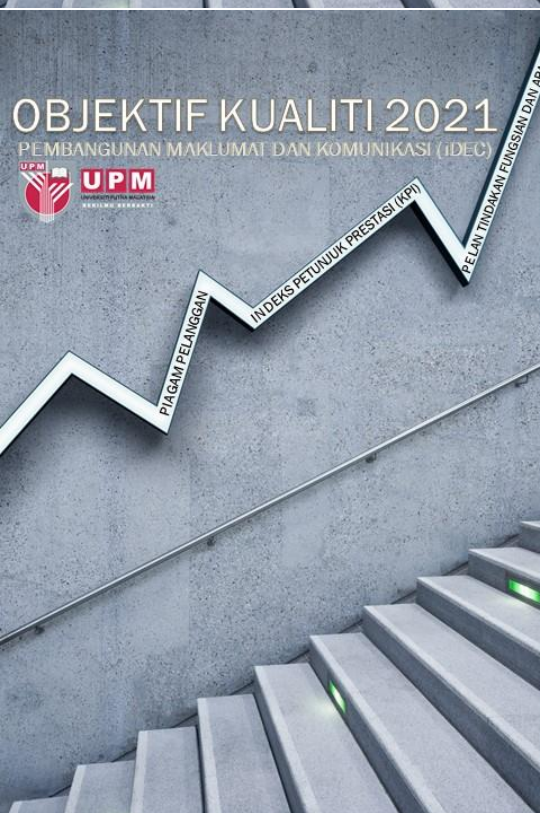
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PIAGAM PELANGGAN

PP	PIAGAM PELANGGAN	SASARAN
PP1	MEMASTIKAN KETERSEDIAAN 24 JAM SEHARI PERKHIDMATAN SISTEM APLIKASI UTAMA	95%
PP2	MEMASTIKAN KETERSEDIAAN 24 JAM SEHARI UNTUK PERKHIDMATAN RANGKAIAN UNIVERSITI	90%
PP3	MEMASTIKAN KETERSEDIAAN 24 JAM SEHARI UNTUK SISTEM TELEKOMUNIKASI	95%
PP4	MEMASTIKAN PERKHIDMATAN ICT DILAKSANAKAN DALAM TEMPOH YANG TELAH DITETAPKAN DAN MEMENUHI KEPUASAN PELANGGAN	90%
PP5	MEMASTIKAN PERKHIDMATAN HELPDESK ICT YANG DILAKSANAKAN MENCAI TAHAP MINIMA 4 PADA SKALA LIKERT DALAM PENILAIAN KEPUASAN PELANGGAN	90%

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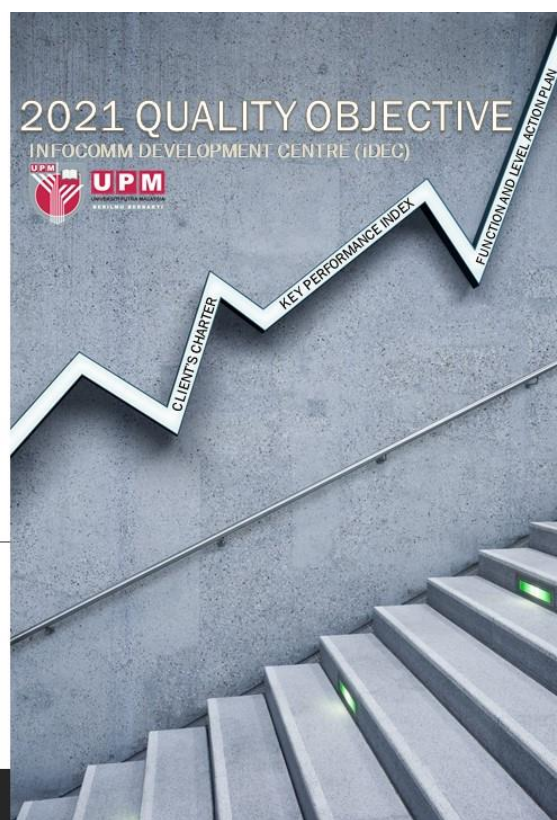
PELAN TINDAKAN FUNGSIAN DAN ARAS

PROSES UTAMA	OBJEKTIF KUALITI	PETUNJUK PRESTASI	SASARAN
PENYELENGGARAAN ICT	MEMASTIKAN PENYELENGGARAAN ICT DILAKSANAKAN DALAM TEMPOH YANG DIPERSETUJUI	PENYELENGGARAAN PERALATAN ICT DILAKSANAKAN SECARA BERKALA SEKURANG-KURANGNYA SEKALI SETAHUN	90%
PEMBANGUNAN ICT	MEMASTIKAN PEMBANGUNAN ICT DILAKSANAKAN	PERATUSAN PERMOHONAN PEMBANGUNAN ICT DILAKSANAKAN DALAM TEMPOH YANG DIPERSETUJUI.	85 %
PERKHIDMATAN ICT	MEMASTIKAN PERKHIDMATAN BAIK PULIH ICT MENEPATI TEMPOH RESPON, TEMPOH BAIK PULIH DAN MEMENUHI KEPUASAN PELANGGAN YANG DITETAPKAN	TEMPOH PEMULIHAN MASALAH SISTEM ICT DIPERBAIKI SECARA DALAMAN - 4 JAM BAGI SISTEM RANGKAIAN JIKA TIDAK MELIBATKAN KEROSAKAN PERALATAN, 5 JAM BAGI SISTEM UTAMA UNIVERSITI, 2 HARI BAGI BAIK PULIH PERALATAN ICT	90%
	MEMASTIKAN PERKHIDMATAN BAIK PULIH ICT MENEPATI TEMPOH RESPON, TEMPOH BAIK PULIH DAN MEMENUHI KEPUASAN PELANGGAN YANG DITETAPKAN	TEMPOH PEMULIHAN MASALAH SISTEM ICT DIPERBAIKI OLEH PIHAK LUAR - 2 HARI BAGI SISTEM APLIKASI DAN PANGKALAN DATA, 28 HARI UNTUK PERALATAN ICT	
	MEMASTIKAN PERMOHONAN PERKHIDMATAN SOKONGAN ICT DILAKSANAKAN.	MENCAI TAHAP MINIMA 4 PADA SKALA LIKERT DALAM PENILAIAN KEPUASAN PELANGGAN	90%

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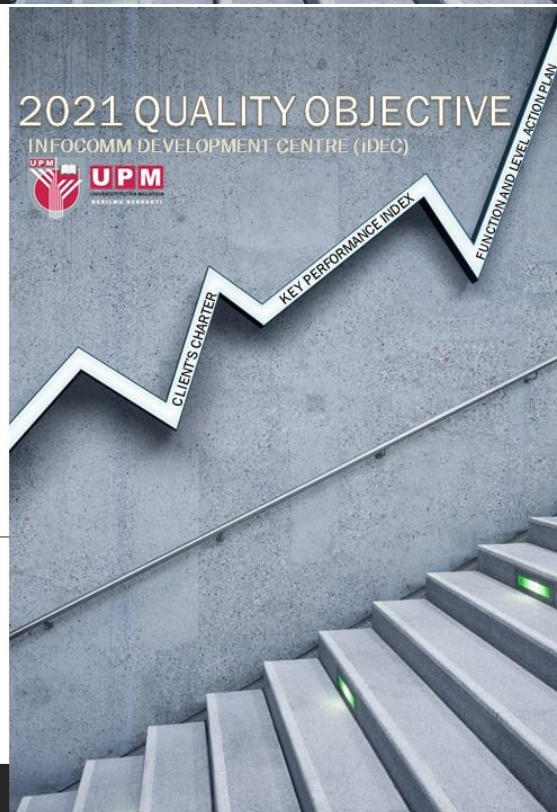
KEY PERFORMANCE INDEX (KPI)

KPI	KEY PERFORMANCE INDEX	TARGET
KPI 1	TO IMPROVE THE QUALITY OF THE UNIVERSITY'S MAIN ACADEMIC APPLICATION SERVICES DURING PERIODS OF PEAK USAGE	95%
KPI 2	TO ENSURE THE AVAILABILITY OF UPMNET NETWORK AT THE SUPER CORE SWITCH, CORE SWITCH, DISTRIBUTION SWITCH AND ACCESS SWITCH LEVELS AT THE FACULTIES IN UPM SERDANG	95%
KPI 3	TO ENSURE ICT SUPPORT SERVICES ACHIEVED A MINIMUM OF 4 LEVELS ON AN LIKERT SCALE IN ASSESSING THE LEVEL OF CUSTOMER SATISFACTION	90%
KPI 4	TO ENSURE THAT THE ICT IMPROVEMENT IMPLEMENTED WITHIN THE DESIGNATED PERIOD AND MEET CUSTOMER SATISFACTION	90%
KPI 5	TO ENSURE THE ICT DEVELOPMENT IS IMPLEMENTED ACCORDING TO THE REQUIREMENT	Q4 85%
KPI 6	TO ENSURE THE ICT APPLICATION MAINTENANCE IS IMPLEMENTED ACCORDING TO THE REQUIREMENT	Q2 80% Q4 80%
KPI 7	TO ENSURE THAT ICT HELPDESK SERVICES ACHIEVED A MINIMUM OF 4 LEVELS ON AN LIKERT SCALE IN ASSESSING THE LEVEL OF CUSTOMER SATISFACTION	90%



CLIENT'S CHARTER

PP	CLIENT'S CHARTER	TARGET
PP1	TO ENSURE 24 X 7 AVAILABILITY OF MAIN APPLICATION SYSTEM SERVICES	95%
PP2	TO ENSURE 24 X 7 AVAILABILITY OF UNIVERSITY NETWORK SERVICES	90%
PP3	TO ENSURE 24 X 7 AVAILABILITY OF TELECOMMUNICATION SYSTEM	95%
PP4	TO ENSURE THAT ICT SERVICES ARE IMPLEMENTED WITHIN THE DESIGNATED PERIOD AND MEET CUSTOMER	90%
PP5	TO ENSURE THAT ICT HELPDESK SERVICES ARE AVAILABLE WITHIN THE DESIGNATED PERIOD	90%



FUNCTION AND LEVEL ACTION PLAN

MAIN PROCESS	QUALITY OBJECTIVE	PERFORMANCE INDICATORS	TARGET
ICT MAINTENANCE	ENSURE THAT ICT MAINTENANCE IS CARRIED OUT WITHIN THE AGREED PERIOD	MAINTENANCE OF ICT EQUIPMENT IS CARRIED OUT AT LEAST ONCE A YEAR	90%
ICT DEVELOPMENT	ENSURE ICT DEVELOPMENT IS IMPLEMENTED	PERCENTAGE OF APPLICATIONS FOR ICT DEVELOPMENT CARRIED OUT WITHIN THE AGREED PERIOD	85 %
ICT SERVICES	THE ICT SYSTEM WORKS CONTINUOUSLY, RELIABLY AND EFFECTIVELY	THE RECOVERY TIME OF THE ICT SYSTEM IS FIXED INTERNALLY - 4 HOURS FOR THE NETWORK SYSTEM IF IT DOES NOT INVOLVE EQUIPMENT DAMAGE, 5 HOURS FOR THE UNIVERSITY'S MAIN SYSTEM, 2 DAYS FOR ICT EQUIPMENT REPAIR	90%
		ICT SYSTEM TROUBLESHOOTING PERIOD FIXED BY EXTERNAL PARTIES - 2 DAYS FOR APPLICATION AND DATABASE SYSTEMS, 28 DAYS FOR ICT EQUIPMENT	
	ENSURE ICT SERVICE APPLICATION IS IMPLEMENTED	ACHIEVE A MINIMUM OF 4 ON A LIKERT SCALE IN ASSESSING CUSTOMER SATISFACTION	90%

