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SARAWAK ECONOMIC DEVELOPMENT CORPORATION

QUALITY PROCEDURE

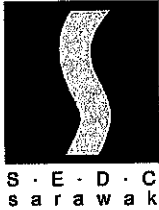
DATA CONTROL

DOCUMENT NO.: QP-SEDC-20

CONTROLLED COPY

	PREPARED BY:	APPROVED BY:
SIGNATURE		
NAME	Hajah Siti Nurazlina Dollah Ahmat Usop	Haji Abdul Hadi Datuk Haji Abdul Kadir
DESIGNATION	Director, Information & Communications Technology Division	General Manager, SEDC
DATE	5 February 2020	5 February 2020

ISSUED TO	IQD		
REVISION NO.	1	DATE	5 February 2020



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1. OBJECTIVE

This procedure provides guidelines to control all electronic data used by SEDC and to ensure it is secure and up-to-date.

2. SCOPE

This procedure is applicable for all data control and database / server maintenance.

3. DEFINITION

Data control involve backup support for following systems:

- a) Backup Record File - Backup details such as date, file name and time of backup.
- b) IFCA Financial System - Computerised financial accounting system used in SEDC.
- c) IFCA Procurement System - Online procurement system process includes budget control.
- d) IFCA Loan+/KPIs - SEDC Loan Management System for entrepreneurs.
- e) IFCA KAIZENHR - Human resource management system
- f) IFCA PAMIS - Property and asset management information system
- g) Management Information System (MIS) - Updating SEDC's Management with financial performance and other relevant information. It generate Executive Report and Executive Summary Report.
- h) Personnel Information System - Facilitate in retrieving & preparing SEDC's personnel's information and control medical expenses.
- i) DETOS-CCM - Facilitate committee members and SEDC's Management in tracking the status of formulated results.
- j) File Register System (FRS) - Keep record for all SEDC official file. This system will facilitate the following:
 - i) Centralised the monitoring, maintaining and controlling of file by Registry Unit (HRM).
 - ii) Allow user to create a reference file according to division depending on security access level.
- k) Medical Information System (MEDIS) - To record and track staff medical benefit expenditure
- l) Store Management System (SMS) - To manage item in the inventory and charge out to divisions accordingly
- m) Transport Booking System (TBS) - Web based system for SEDC transport booking
- n) MyBooking - Web based system for SEDC Meeting Room booking includes Refreshment & Equipment



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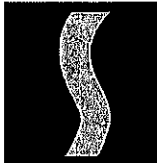
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4. ABBREVIATIONS

DIR(ICT)	-	Director, Information & Communications Technology Division
DIR(ID)	-	Director, Initiating Division
ISO	-	Information System Officer
AISO	-	Assistant Information System Officer
CO	-	Computer Operator
ICT	-	Information & Communications Technology Division

5. QUALITY RECORD

ATTACHMENT	TYPE	RETENTION	LOCATION
1	<u>List for Network Application System</u>	Permanent	ICT
2	<u>SEDC Network / Internet Access.Email / User-ID Request Form</u>	Permanent	ICT
-	Data Tape	Permanent	ICT
-	Backup Record Book	Permanent	ICT



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QUALITY PROCEDURE

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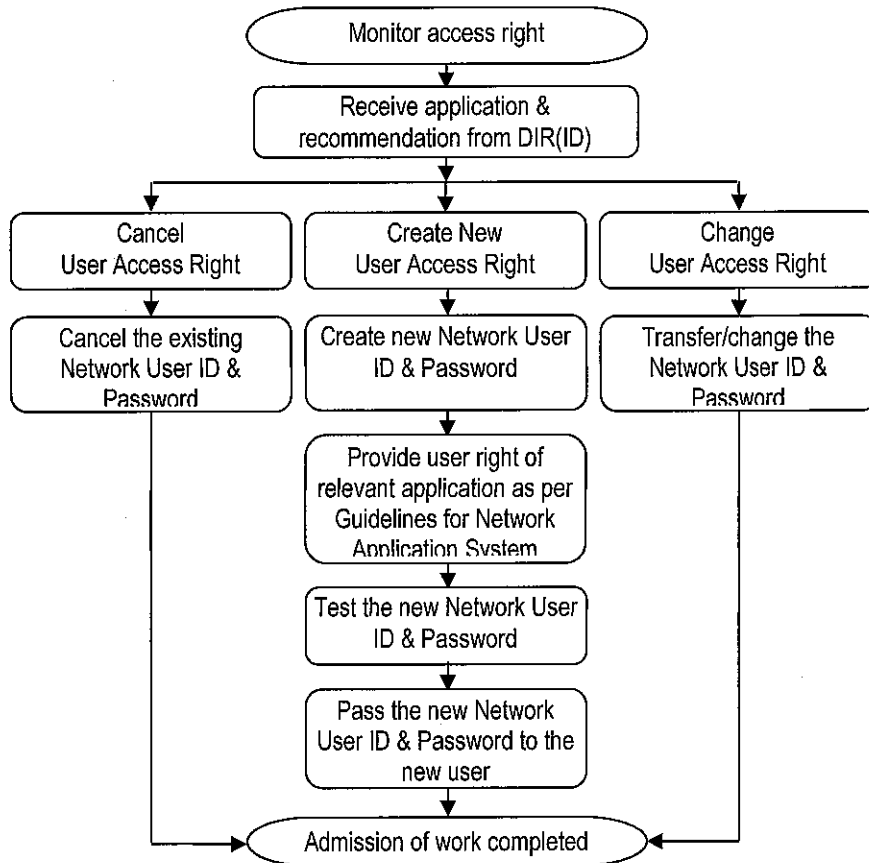
REVISION 1

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INPUT

- Request to create a new, cancel or change of User Access Right

A. System Network & Control of Access Right



Responsibility Quality Record

DIR(ICT)

DIR(ICT)

DIR(ID)

ISO

ISO

ISO

ISO

ISO

Attachment 2:
SEDC Network / Internet
Access.Email / User-ID
Request Form

Attachment 1:
List for Network Application
System

PROCESS

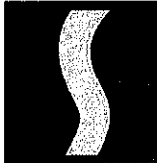
OUTPUT

PROCESS OUTPUT:

- User Access Right created, cancelled or changed as per request

REFERENCE DOCUMENTATION:

- None



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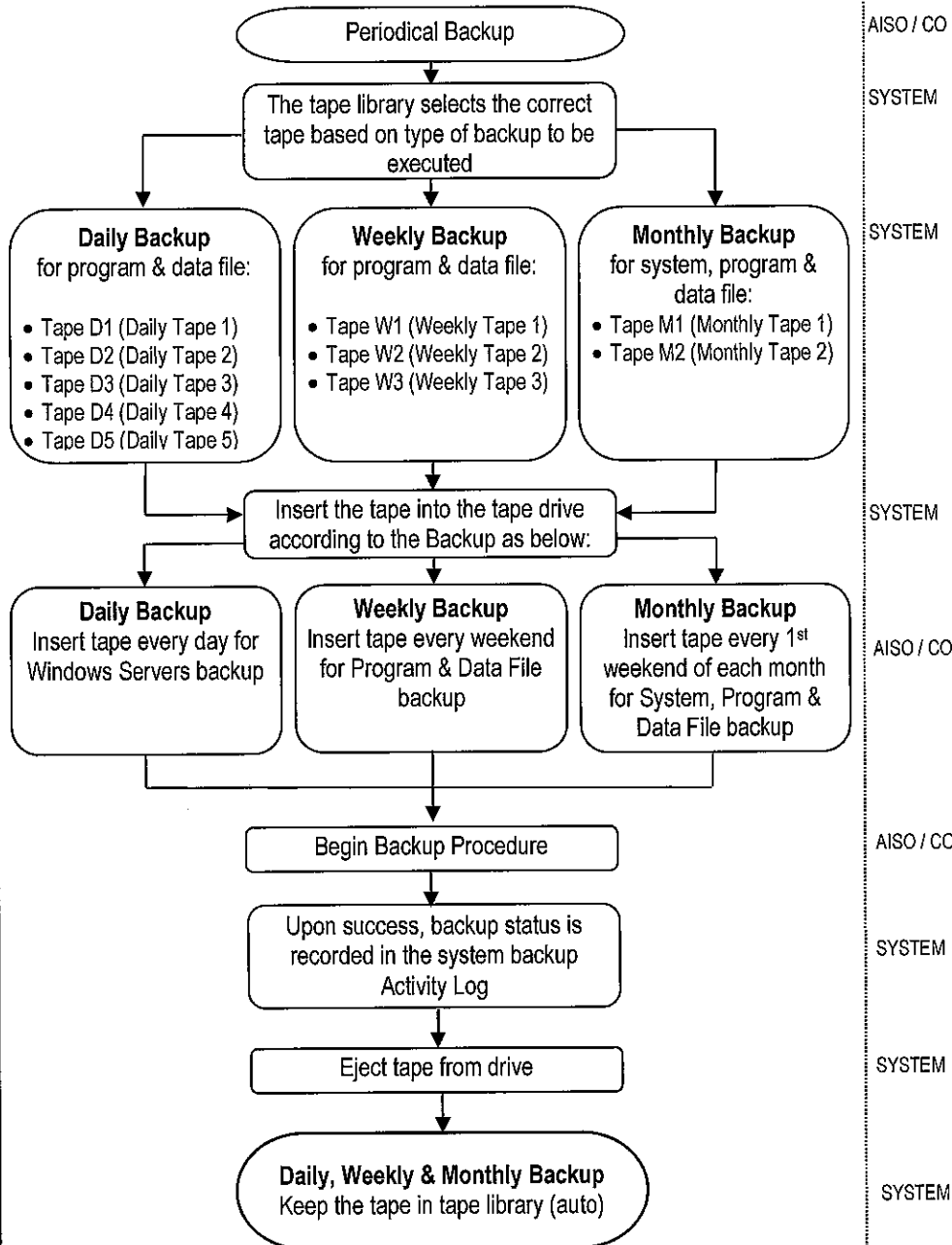
REVISION 1

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IN-
PUT

- Daily, Weekly & Monthly Backup

B. Backup for System, Program & Data



Responsibility Quality Record

AISO / CO

SYSTEM

SYSTEM

SYSTEM

AISO / CO

AISO / CO

SYSTEM

SYSTEM

SYSTEM

P
R
O
C
E
S
S

OUT-
PUT

PROCESS OUTPUT:

- Backup done

REFERENCE DOCUMENTATION:

- None

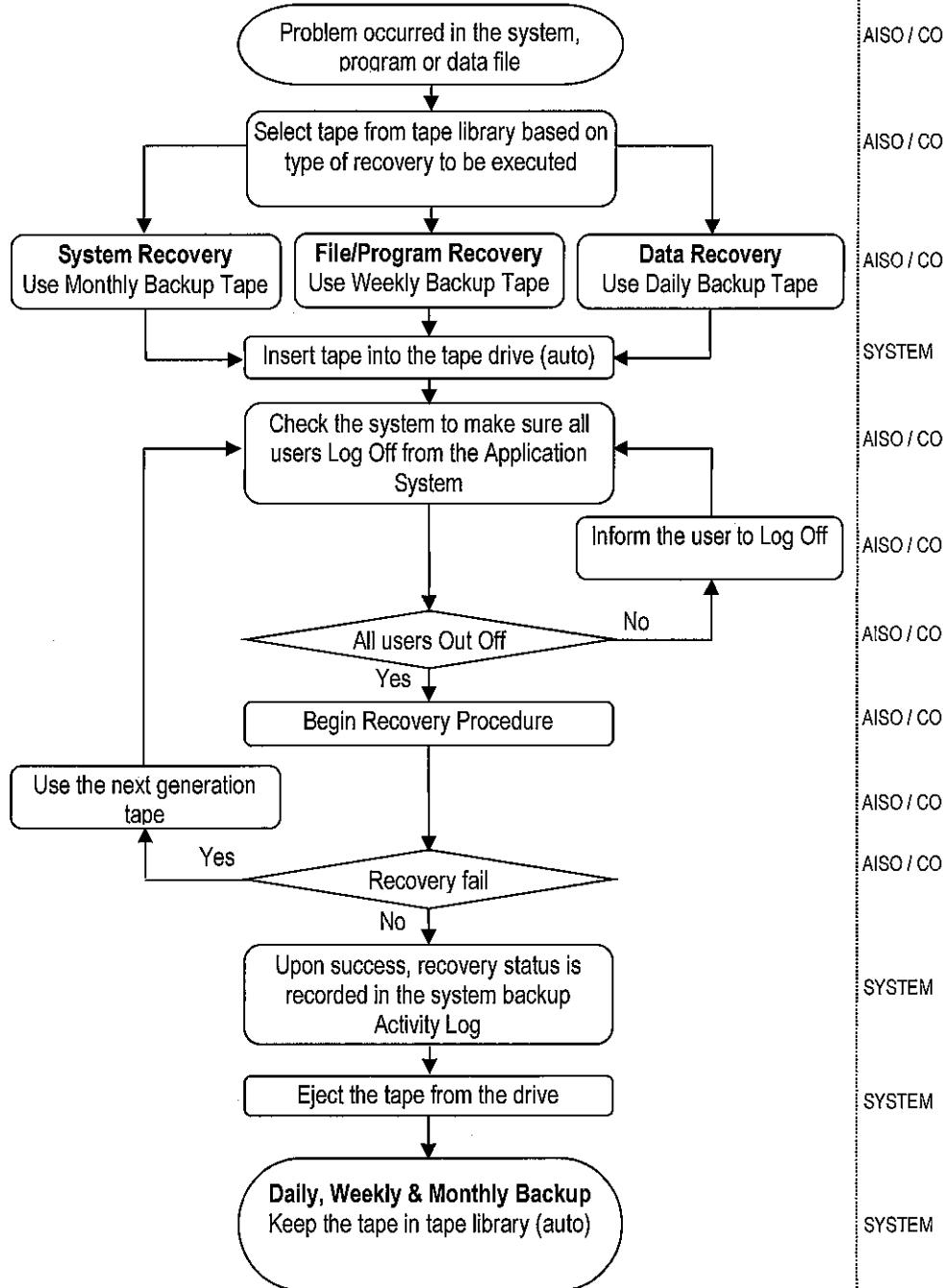


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INPUT

- When problem occurred in the system, program or data file

C. System, Program & Data File Recovery



Responsibility Quality Record

AIISO / CO

AIISO / CO

AIISO / CO

SYSTEM

AIISO / CO

AIISO / CO

AIISO / CO

AIISO / CO

AIISO / CO

AIISO / CO

SYSTEM

SYSTEM

SYSTEM

S E M G O R P

OUTPUT

PROCESS OUTPUT:
 • Successfully Recovered

REFERENCE DOCUMENTATION:
 • None



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REVISION HISTORY SHEET

Rev. No.	Document History
0	Newly established. Page 5 - 7 <ul style="list-style-type: none">The present data backup and restore procedure is automated with the usage of backup tape library. Attachment 2 <ul style="list-style-type: none">Amend the Attachment 2 – SEDC Network Access / e-mail Account Request Form
1.	<ul style="list-style-type: none">Cover Page - Change of General Manager's name

(A) List of In- House Application System & Owners**Currently Using As At January 2018**

No	System	Description	Owner
1	Medical Information System (MEDIS)	To record and track staff medical benefit expenditure	HRA
2	Store Management System (SMS)	To manage item in the inventory and charge out to divisions accordingly	HRA
3	Training Database V1.0 (TrainingDB)	To record and manage SEDC staff training information	HRA
4	Personnel Information System (PIS)	To record and manage SEDC staff personal data information	HRA
5	Files Registry System (FRS)	To record and track open and closed files	HRA
6	Transport Booking System (TBS)*	Web based system for SEDC transport booking	HRA
7	MyBooking *	Web based system for SEDC Meeting Room booking includes Refreshment & Equipment	HRA
8	Centralised Form Depository (SEDC Just Cloud)*	Web-based document sharing application to store & share SEDC related forms.	ICT
9	Centralised Photo Repository (SEDC Just Cloud)*	Web-based image sharing application to store & share SEDC related photos.	ICT
10	Sistem Aplikasi Bantuan Helpdesk (SABH)*	Online helpdesk ticketing system for SEDC ICT related support.	ICT
11	SEDC Phone Directory (SEDC Phone)	Online database for SEDC staff contact information	ICT
12	EDD Programs Online Forms (V1) (EDD Online)*	Web-based EDD program application form	EDD
13	Entrepreneur Information System (EIS)	Online database to record and track performance of SEDC entrepreneurs	EDD
14	Decision Tracking Online System (DETOS)	Online database to track and follow up decisions in management meetings	LAD
15	E-Suggestion Program (E-SP)*	Web based staff suggestion program	IQD
16	Management Information System (MIS)*	To monitor SEDC group of Companies revenue, P&L, KPI and balance sheet	PMD

* web based interface

**SEDC NETWORK ACCESS / E-MAIL ACCOUNT
REQUEST FORM**



For Divisional Use	
Request Date: _____	
Application Details	
Name of Applicant: _____	
IC No: _____	Service Request: <input type="checkbox"/> Network <input type="checkbox"/> Email
Division: _____	
Designation: _____	
Please Tick [/] Whichever is Applicable	
Type of Request: <input type="checkbox"/> New <input type="checkbox"/> Delete <input type="checkbox"/> Modify	
Please State the Purpose	
_____ _____ _____	
Signed by Applicant: _____	Signed by Divisional Director: _____

For ICT Division Use	
Director of ICT Approval	
<input type="checkbox"/> Approved <input type="checkbox"/> Not Approved	Signed by Divisional Director: _____
Action Taken	
User ID: _____ @sedc.my Action: <input type="checkbox"/> Created <input type="checkbox"/> Not Created <input type="checkbox"/> Deleted <input type="checkbox"/> Modified (Please Specify) _____	
Remarks: _____ _____ _____	Signed by Officer Incharge: _____ Name: Date: