Network Management in Public Service Department

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Abstract

Malaysia Public Service Department (PSD) is a central agency carrying out function public sector human resource management which covered planning aspects, development and those managing about human resource development and organization need public sector. Use of ICT technology in PSD expanded to support implementation functions above-mentioned. Therefore, multiple applications was roused to help implement functions with quicker, easy, save time and save cost.Computer network facility needed to communicate application and server to ensure applications that was developed that achievable by consumer parties. As such, computer network service in PSD need to be maintained and governed closely to ensure it always stable and well-performed high to aid attainment of the objectives department. As such, this paper would explain related chain management had undertaken at PSD complies guideline had been set by International Organization for Standardization (ISO).

1. Introduction

LATEX Computer network was the way mutually extension between computer system and computer devices through wire or wireless. It function to enable hardware sharing and software by distribute computing task. Each network system must be handled and governed closely to ensure service which gave by uninterrupted and affected agency. Therefore, Malaysia Public Service Department (PSD) have issued Pekeliling Perkhidmatan Bilangan 15 Tahun 2006 which outlines terms of reference or chain management role in one agency as follows :(1)implement their duties form of network and telecommunication, (2) developing and implement network and telecommunication, (3)organize and administer network and telecommunication, and (4) monitor and analyse network use and telecommunication effectiveness Chain management most tasks in agency is about organize, administer, monitor and analyse network service. Process to design and develop network in customary only involve agency have just been created or agency move office.

Generally chain management in PSD categorised to 5 functions key management follow withdrawn Network Man-agement Model by International Organization for Standardization (ISO) . Chain management functions that were as follows : (1)security management, (2) configuration management, (3) fault management, (4) performance management, and (4) accounting management.

PSD have begun moving to Federal Government administrative centre Putrajaya in April 2001. At Federal Government Administration Central Putrajaya, Malaysian Administrative Modernisation and Management Planning Unit (MAMPU) have been accountable to design, prepare and manage of information technology infrastructure Putrajaya Campus Network (PCN). PCN with role as route or gateway for access to Internet, Electronic Government Network (EG*Net) and others far distance network service. MAMPU have established Shared Services Outfit (SSO) to run, implement and monitor PCN service to ensure service fluency and stability PCN. Any problems faced by agency in PCN about access to Internet, EG*Net or service other outwards PCN must reported to SSO party. As such, responsibility scope chain management in PSD and well off agency in PCN is more to internal network management only namely about organize, administer, monitor and analyse internal network service agency.

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2. PSD*Net Network Management

2.1. Security Management

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2.1.1. Subsubsection Heading Here. Subsubsection text here.

2.2. Configuration Management

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2.2.1. Subsubsection Heading Here. Subsubsection text here.

2.3. Fault Management

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2.3.1. Subsubsection Heading Here. Subsubsection text here.

2.4. Performance Management

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2.4.1. Subsubsection Heading Here. Subsubsection text here.

2.5. Accounting Management

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2.5.1. Subsubsection Heading Here. Subsubsection text here.

3. Implications if not Maintained and Administered Carefully

4. Conclusion

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Acknowledgment

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