

# Network Management in Public Service Department

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[git://github.com/Razale/Latex.git](https://github.com/Razale/Latex.git)

## 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

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Generally chain management in PSD categorised to 5 functions key management follow withdrawn Network Man-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. Figure 1 shows the relation PCN network, Internet and EG \* Net.

Figure 1 : picture (How to insert picture/images here?)

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## 2. PSD\*Net Network Management

PSD network management \* Net divide into 5 major functions of management as outlined by the International Organization for Standardization (ISO) of Security Management, Configuration Management, Fault Management, Performance Management and Management Accounting.

### 2.1. Security Management

Security management seeks to control user access to networks, applications, servers and databases based on only a certain access level according to policy set by the department. This is intended to avoid network abuse with the

intention or not, and confidential information can only be accessed by authorized users only.

**2.1.1. Subsubsection Heading Here.** Subsubsection text here.

## **2.2. Configuration Management**

Configuration management seeks to monitor network and system configuration information so that the effects of operating a network of different versions of hardware and software can be detected and managed properly. Information about system hardware configuration and software stored in a database that can be achieved by the network administrator so that when problems occur, the database will be used to help solve the problem.

**2.2.1. Subsubsection Heading Here.** Subsubsection text here.

## **2.3. Fault Management**

Fault Management intended to detect, record, inform the user and repair / rectify network problems automatically to ensure the network operates effectively. Any errors that occur will cause network downtime or system instability.

Management errors involve early detection of symptoms and isolation problems. When the problem was resolved and tested, detection methods and problem solving are recorded. All log information or data flow is recorded and saved to make detection of problems reported by consumers in the future.

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## **2.4. Performance Management**

Performance management seeks to measure accessibility to various aspects of network performance to ensure network performance can be maintained at levels that can be received by the department. Examples of parameters used in performance measurement include network throughput, response times and use of on-line users (network utilization).

Performance management involves three main steps. First, performance data associated with the selected parameters collected. Second, the data analysis to determine normal levels. Third, set performance thresholds for each parameter is important. This means that if these parameters have reached the prescribed threshold level, a network administrator must give attention to these matters to prevent disruption to the network system.

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## **2.5. Accounting Management**

Management accounting seeks to plan, measure, control and monitor the utilization / network response times, software license and maintenance of network equipment network equipment to comply with the contract documents have been agreed with suppliers. Management accounting is to minimize network problems and maximize access to all network users as stipulated in the contract.

**2.5.1. Subsubsection Heading Here.** Subsubsection text here. Figure 2 and 3 show the network equipment used to manage network PSD \* Net. (How to insert images for the whole page?)

## **3. Implications if not Maintained and Administered Carefully**

Management network that is not governed effectively and carefully will cause disruption to services and network downtime can not be accepted by users and management departments. Among the implications that would arise if network management is not administered effectively and thoroughly as follows:

## **4. Conclusion**

Overall network management is very important to ensure that the services provided by the department to operate smoothly.

## **Acknowledgment**

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