

# University of Malaya (UM)

## IT Governance Model



**UNIVERSITY  
OF MALAYA**

*The Leader in Research & Innovation*

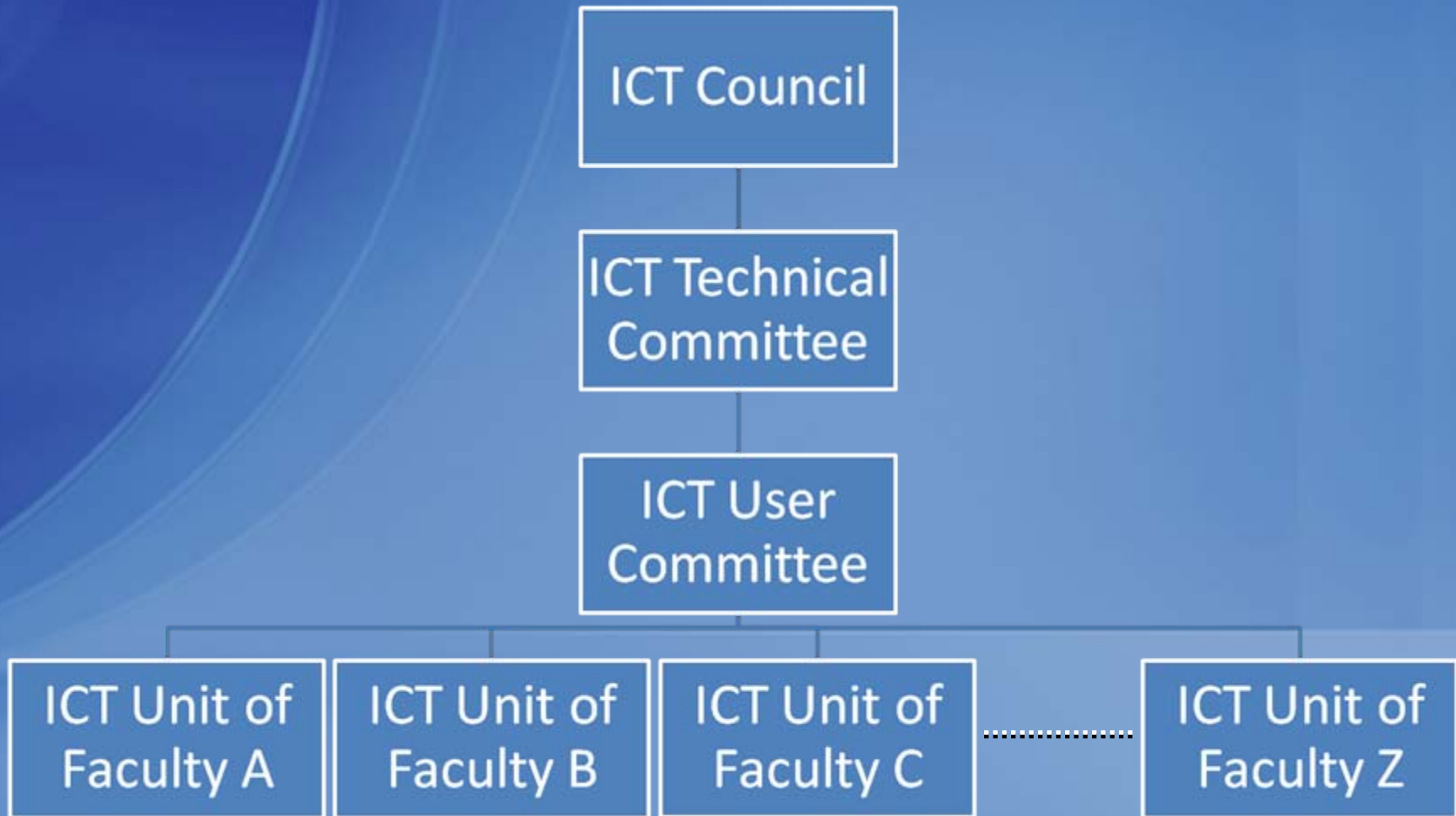
# IT Centre

- The IT Centre is responsible for:
  - IT infrastructure for the campuses
  - Wireless Services for the campus
  - Databases and Servers
  - Key Applications
  - Campus IT Security
  - Procurement of major software and hardware at university level

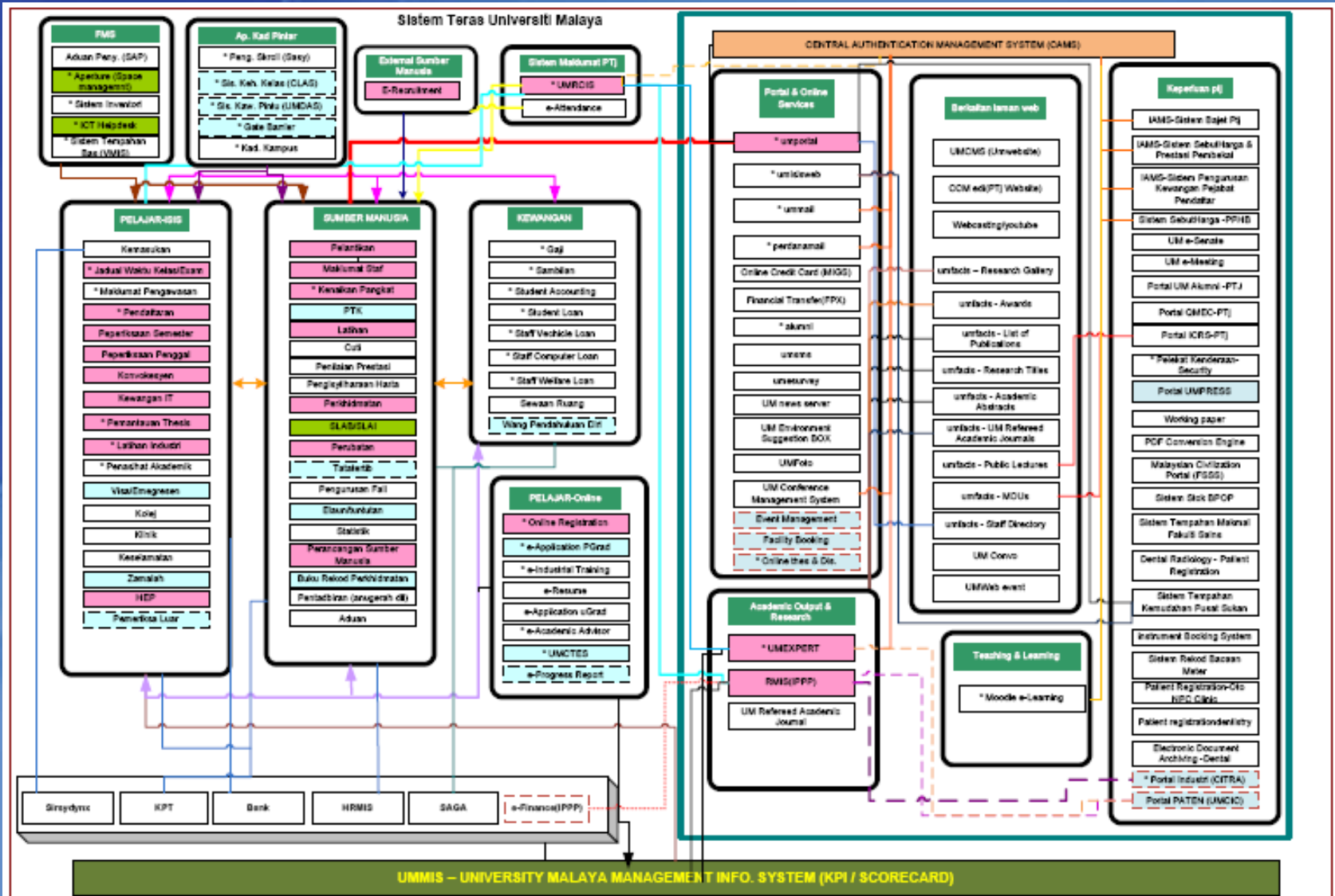
# Faculty/Centre

- IT requirement for labs & research
- Specialist ICT equipment
- IT Officers placed at each faculty/centre
  - First level troubleshooting
  - Basic maintenance
  - Bridge to IT Centre
- Faculties/centres that do not have expertise can seek IT Centre for assistance & advice.

# IT Organization Structure



# Application Architecture



# Challenges

- Ensure high availability (>98%) of the network, servers and applications
- Support: Various level of support within limited staff (APs, PCs, software, etc )
- In-house Application development:
  - Dynamic nature of the university
  - Rapid growth
  - Move towards a paperless environment
- Content development for E-learning
- Skilled staffs: Open Source, High-level application development, etc