ERL MAINTENANCE SUPPORT SDN BHD

Co. Reg. No. 199901023674 (498574-T)
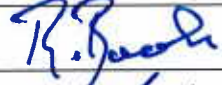

Effective Railway Operations; Reliable System Maintenance

SYSTEMS (SYS) DEPARTMENT

SYS IT PROCEDURE

Ref. No. G00.OME.M15000.BT.1003.A

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Release

	Name	Dept.	Date	Signature
Released:	Thomas Baake	Chief Executive Officer	10/03/21	
Checked:	Sukhbir Singh	Safety & Security	26/01/21	
Checked: ⨍	Ham Mow Wai	Maintenance	10.3.21	
Checked:	Jayarajah Savarimuthu	Rolling Stock & Engineering	10 3.21	
Checked:	Norazman Abu Hassan	Rolling Stock	10.3.2021	
Checked:	Abdul Halim Baharom	Infrastructure	1.3.2021	
Checked:	Muhamad Dzulfaqar Yusof	Project & Engineering	9.3.2021	
Checked:	James Boudville	Operation	26.2.21	
Checked:	Norhandee Nordin	Drivers & Stations	26-02.21	
Checked:	Omar Zakir Ibrahim	Operations Control Centre	03.03.21	
Checked:	Raefendy Ismail	Material Management	9.3.21	
Checked:	Gan Lee Hong	Procurement	02.03.21	
Checked:	Nauwalah Amat Mustakim	Finance & Administration	8/3/21	
Checked:	Suriani Farisa Md Isa	Human Resource Department	3.3.2021	
Checked:	Haryati Khalil	CEO Office	26.2.21	
Checked:	Muhammad Azim Abdullah	CEO Office	26.2.21	
Checked: ⨍	Anthony Arokianathan	Wayside	10.3.21	
Author:	Noel Devan	Systems	25/2/21	

Amendments or additions to this procedure must be indicated with a vertical black line in the adjacent left margin.

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Change Record and Configuration Control

A	15.02.21	Department Re-structuring (ELT & SIG merged into SYS) Incorporated previous documents G00.OMW.M12950.BT.1004.A	Noel Devan
Revision	**Date**	**Modification**	**Name**

Planning Of Changes Reference For Revision:	G00.OME.M15000.BT.1003.A				
Issues To Consider	**Checked** *(Please mark X)*				**Remarks**
1) Are there any negative impact?	YES		NO	X	
2) Will the integrity of QEMS be affected?	YES		NO	X	
3) Resources available?	YES	X	NO		
4) Allocation or relocation of responsibilities and authorities required?	YES		NO	X	

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1. Purpose

The purpose of this document is to provide Information Technology (IT) guidelines to all Users on the proper usage of the ERL Maintenance Support Sdn Bhd IT resources. By adhering to this policy, User will be able to act in the manner consistent with the values and objectives of the company, whilst ensuring the security of the company's computer based and infrastructure.

The procedure describes the scope, roles, responsibilities and risks associated with the use of IT resources. All Users are responsible for understanding and complying with the procedure when using company IT resources.

Among all of it, the important matters listed out are access to electronic resources, the need to have own personal account, file storage / archiving does not exceed the quota, only work-related file types are stored in the server, User to take good care of the IT equipment assigned to them and email / internet to be used only on work-related matters.

2. Scope, Distribution & Access

This procedure shall apply to all Users of IT resources. This is intended to act as a guide and to serve as the single reference point for identifying the range of controls in relation to IT Usage Policy (ODR1) as guided by their contract of employment and confidentiality undertakings their duties to E-MAS.

All Users need to be aware and understand that in the event of any breach of this procedure they will be subjected to disciplinary action.

3. Abbreviations, Definitions and References

No	Term	Definition
1	AF	SYS - IT Audit Form
2	CEO	Chief Executive Officer
3	Custodian	Owner of the IT equipment
4	EDMS	Electronic Document Management System
5	Employee(s)	A staff that employed by E-MAS
6	E-MAS	ERL Maintenance Support Sdn Bhd (199901023674) (498574-T)
7	EMSNET	E-MAS Domain
8	ERLSB	Express Rail Link Sdn.Bhd. (199601003493) (375839-H)
9	ETF	SYS - IT Equipment Transfer Form
10	HRD	Human Resource Department
11	HOD	Head Of Department
12	ODR	Others Document Referred
13	OS	Operating System of IT equipment
14	PC	Personal Computer
15	Resources/System	IT equipment's namely desktop, laptop, projector, printer and etc. Shared Folder, Resource sharing, emails and Internet
16	RF	SYS - IT Requisition Form

17	SYS-ESD	Systems – Engineering Support & Development
18	User(s)	A person who has access or uses IT facilities

4. Procedure

4.1 General Policies

4.1.1 Access to Electronic Resources — each Employee must have an account (Username and Password) in order to use the company's electronic resources. For a new Employee, HRD will request the creation of an electronic account. Account creation requests must be applied via RF form (Appendix 1). Once approved, the distribution of the task will be performed accordingly to enable access to the appropriate computing resources and to the attached networks.

4.1.2 User's malicious use of the system to develop programs that harass other Users or gain unauthorized access to any computer or computing system and/or damage the components of computer or computing system is forbidden.

4.1.3 Users are responsible for the appropriateness and content of material they transmit or publish on the system. Hate mail, harassment, abusive, vulgar, discriminatory remarks, other antisocial behaviors, or any material, which encourages conduct that would constitute a criminal offense, civil liability or otherwise violate any local or international law are expressly forbidden. For the avoidance of doubt, the management shall have a full dissection of this clause in determining if abuse has taken place.

4.1.4 Users who transfer department are required to submit RF form (Appendix 1) to SYS-ESD to transfer the Users account, mailbox and shared drive to the new department accordingly.

4.1.5 Diligent effort must be made to conserve system resources. For example, Users should frequently delete email and unused files; for large sized documents, try to use shortcuts allowing multi-Users to access certain files stored in one place rather than sending multi-copies to everyone.

4.1.6 For security and administrative purposes, SYS-ESD reserves the right with SYS HOD's approval to authorize SYS-ESD personnel to review the system use and file type. SYS-ESD reserves the right to remove a User's account on the system to prevent further unauthorized activity upon notifying the relevant HOD.

4.1.7 For Users who have left the company, SYS-ESD will remove their account via HRD Exit Clearance* form (ODR 4). Upon receiving such notification, SYS-ESD will disable the account and the personal folder and mailbox maintained at the network server will be deleted within 30 days after the notification, unless otherwise requested by the department HOD with CEO's approval.

4.1.8 Employees shall indemnify the company for any consequences resulting from the use of the company IT, other than those related to their work and duties as approved by his/her superior or in accordance with company procedures.

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4.1.9   Use of the system to access, store or distribute obscene or pornographic material is forbidden.

4.1.10 Access to the system is at the role directive of company. All data stored are considered as the sole proprietary of company. Company may review the content in accordance with the provision of applicable local law.

4.1.11 The company shall not be liable to the User for any loss or damage due to interruption of service or disclosure of any information.

4.1.12 The company may at SYS-ESD sole discretion to suspend the service, account termination at any time in the event Employee fails to comply with any of the rules as stipulated in E-MAS SYS IT Procedure.

4.1.13 Upon termination of the service for whatsoever reason, the company has the right to keep or delete the User's data, files or other information that is stored in E-MAS system under the User's account.

4.1.14 The company reserves the right to amend the policies and guides herein contained and/or the specific terms at any time and the User shall be bound by the policies and guides as amended.

4.1.15 Each account for the User shall be used solely for the Employee's own use and is non-transferable.

4.2 File Storage Policies

4.2.1   Each User is allocated a server space on the server (H:\ drive) to store their personal outlook folders or other work-related files for mobility purpose. The maximum size available on this drive is 100MB.

4.2.2   SYS-ESD will do a server space and file checking as and when necessary to ensure that the file storage size for each User does not exceed the quota and to ensure only work-related files are stored in this drive.

4.2.3   Users whose files have exceeded server space quota are recommended to archive their files into their local drive or CD-R/DVD-R. Users are responsible for archiving their own files.

4.2.4   Each department will have an average maximum of 50 - 150GB server space in Departments File Server i.e. Express66. The distribution of server space will depend on the number of Users in the department.

4.2.5   Request for folder sharing permission has to be done by submitting the RF form (Appendix 1). Alternatively, Users can request folder access permission from their HOD via email and forward the approval email to SYS-ESD to obtain the access.

4.3 IT Equipment

4.3.1   SYS-ESD shall be responsible for ensuring all licenses, permits and rights are available that may be required for accessing the computing resources.

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4.3.2   SYS-ESD will perform yearly IT audit on all E-MAS IT equipment using SYS - IT Audit form (AF). (Appendix 5)

4.3.3   IT Equipment Requisition
a. All IT equipment requisition shall be made based on the approved budget. Any deviation is subject to CEO's approval.
b. All requests for IT support (including hardware equipment and software applications) must be made via RF form (Appendix 1) and submitted to SYS-ESD. In case of urgent support, User may request via email to 'EMS SYS-IT' or call SYS-ESD and submit the RF form (Appendix 1) later.

4.3.4   Users are responsible to ensure IT equipment's assigned to them are handled with care and used for work related purposes.

4.3.5 Any request to transfer IT equipment (within ERLSB network/ external/ etc), the custodian must obtain permission from SYS-ESD by submitting the ETF form (Appendix 2) to the SYS-ESD. However, this does not include the   laptops assigned to individuals for daily use. Upon returning the equipment, the custodian is to fill up the IT equipment return details via the same form submitted and to be verified by SYS-ESD.

4.3.6   Personal Computers and IT Equipment's not belonging to the company
a. Users can bring in their personal IT Equipment's to the company.
b. Users are not allowed to connect their personal computers to company network via network cable or wireless without authorization from SYS-ESD. Authorization request must be made via the form with reasonable justification with HOD approval.
c. Consultants, vendor or other external parties who wish to connect to the company network need to fill up RF form (appendix 1) and get further approval from SYS-ESD HOD via the respective department representative
d. Users are responsible for the security of their own equipment. Company is not responsible for paying the losses and compensation for missing equipment or breakdown.

4.3.7   Additional Computing Resources
a. Request for additional IT peripherals such as external storage device, CD/DVD Writer, Broadband Modem and etc., User is required to submit the request to SYS-ESD via RF form (Appendix 1) with reasonable justification with their HOD's approval. If purchase is necessary, this subject to management approval.

4.3.8   Misuse or mishandling of IT equipment
a. Each custodian is responsible to handle IT resources in good manner and governed by regulations set out in this procedure.
b. In case of lost, stolen or damaged of IT equipment, the custodian is required to notify SYS-ESD immediately via email copied to the respective HOD. For stolen or lost cases, the custodian must make a police report and incident report to be submitted to HoD-SYS. Custodian should reimburse the sum differences incurred after deducting the claimable value from insurance to the company or an amount at the discretion of CEO. For example, the replacement cost for a new laptop – RM2500. Claimable value – RM1500. Custodian should reimburse the differences – RM1000 to the company.
c. In general, lost, stolen, or damaged desktops/laptops will be replaced with desktops/laptops from the pool of available computers. If the Employee requires a

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new desktop/laptop, such request must be made using RF form (Appendix 1) to SYS-ESD with detailed justification. Purchasing of new desktop/laptop is subject to approval from both CEO's (E-MAS & ERLSB).

d. Custodian shall promptly pay for any computer repair, service, and part replacement due to mishandling of computer equipment or damage due to force of impact with other objects. If the computer equipment beyond repairable, the custodian should reimburse the sum differences incurred after deducting the claimable value from insurance to the company or an amount at the discretion of CEO.

4.3.9   IT Equipment Replacement
b. For any IT equipment replacement, it is subjected to management approval.
c. The duration of the replacement plan for IT Equipment such as desktop and laptop are stipulated as ODR 1 (IT Usage Policy).
d. For IT equipment such as printer, projector, network switches, etc., the replacement will be recommended by SYS-ESD personnel based on the equipment condition and functionality.

4.3.10 Wireless (WIFI) Connectivity
a. The priority of wireless access is limited to HOD
b. Other Users who wish to use the wireless facility is required to submit the request to SYS-ESD via RF form (Appendix 1) with reasonable justification with their HOD's approval and subject to IP address availability.
c. For administration and traceability, HOD's are required to submit the request to SYS-ESD via RF form (Appendix 1) with the details of the device MAC address. The term "device" includes but not limited to gadgets such as laptops, net-books, iPads, and smart phones with Wi-Fi enabled features. The use of Wi-Fi enabled phones should be limited to Internet access and also depend on IT resources availability.

4.3.11 Several guidelines have been prepared to facilitate the various activities of IT equipment and processes. Please refer to "List of SYS - IT Maintenance Guidelines and IT Induction Briefing". Document No: G00.OME.M15100.BL.1001.A.* (Appendix 3).

4.4 Email and Internet Policies

4.4.1   SYS-ESD shall be responsible for creating User account for access to the services and obtaining all licenses, permits and rights as may be required for using the services.

4.4.2   The User agrees;
a. To comply with all notices and instructions issued, given or notified by SYS-ESD from time to time whether via email or E-MAS portal in respect of the use of the service.
b. To comply with the rules of any network to which the User gains access through the service.
c. To be solely responsible for all information, data retrieved, stored and transmitted by User with the service.

4.4.3   Email Policy
a. Mailbox Size
- CEO – Unlimited
- HOD – 2GB
- Employee – 1GB

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b. Email mailbox size for HOD's and Employee are subject to change in certain circumstances. Users can request to increase mailbox size by submitting the request and justification using RF form (Appendix 1), with approval from respective HOD and submit to SYS-ESD.

c. Maximum email size including attachments for internal and external communication (send/receive) is 10MB.

d. Email is to be used for Company business only. Company confidential information must not be shared outside of the Company, without authorization, at any time. Employees are also not to conduct personal business using the Company email.

e. Standardization of company email disclaimer (ODR 2) for outgoing email, both E-MAS and ERLSB will adopt generic email disclaimer and automated by the system as follows:

"This message is for the use of the addressee only. It may contain private proprietary or legally privileged statements and information. No confidentiality or privilege is waived or lost by any miss-transmission. If you are not the intended recipient, please immediately delete it and all copies of it from your system, destroy any hard copies of it and notify the sender. You must not, directly or indirectly, use, disclose, distribute, print, copy or rely on any part of the message if you are not the intended recipient. Any views expressed in this message are those of the individual sender and not those of any member of Express Rail Link Sdn Bhd and/or ERL Maintenance Support Sdn Bhd, except where the message states otherwise and the sender is authorized to state them to be the views of any such entity"

4.4.4   Internet Policy

a. Internet access is given to the HOD and the Employee authorized by HOD of the respective department. Request for Internet access can be made via RF form (Appendix 1) and submit to SYS-ESD. HOD can nominate the access time to the Internet for the User of their respective department if required.

b. All internet activities are monitored by the proxy server. Company reserves the right to see the Internet activity reports for each Employee from time to time if there is suspected misuse of the Internet usage.

c. SYS-ESD have full authorities to block or suspend any website for security purpose if found any suspicious link or activities. User may request to unblock the website which related to their works to SYS-ESD and notify via email/call.

4.4.5   The Employee shall not use the email and Internet Services

a. For any unlawful purposes.

b. To gain unauthorized access to any computer system, whether or not connected to the Internet, or any information regarded as private by other persons.

c. To send or intentionally receive any message, posting, data or material which is offensive on moral, religious or racial grounds or any threatening, harmful, unlawful, abusive, harassing, defamatory, vulgar, obscene, profane, hateful, or otherwise objectionable material of any kind, including but not limited to, any material which encourages conduct that would constitute as such.

d. To carry out any of criminal offence, civil liability or otherwise that violates any local or international law. For the avoidance of doubt, the management shall be the sole arbiter of the violation of this clause.

e. To carry out, assist or attempt to carry out mail bombing and any other activity, which would overload any mailbox with huge emails.

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    f. To carry out, assist or attempt to carry out spamming or any other activity that involves the sending of unsolicited emails that the recipient did not specifically request.

    g. To introduce, assist or attempt to introduce any computer virus or any other harmful component to E-MAS or any other person's system via the service.

    h. To perform an unauthorized transmission to a third party of confidential materials concerning the company operation and management.

    i. To transmit materials that infringe the copyright of another person or organization including intellectual property rights or trade secrets or proprietary related information.

    j. To transmit information that unnecessarily wastes effort or network resources. This includes sending and /or receiving emails that may corrupt or destroy other User's data such as file attachments which known to be infected with viruses.

    k. To create and/or transmit anonymous messages i.e. without clear indication of the sender.

4.4.6 The User shall take all such measures as may be necessary (including and without limitation changing his password from time to time) to protect the secrecy of his/her User account and/or password and shall not reveal the same to any other person.

4.4.7 The User shall maintain one log-in session at any one time for his/her particular account. The internet access ID and password is meant for the individual User. This ID and password should not be given to other Users who might use it to access websites that are not related to work or the company business.

4.4.8 The User has no rights, lien or claim to any mailbox number, User account, circuit references, passwords, User identification names and/or any codes assigned to him/her by E-MAS without SYS-ESD approval. E-MAS reserves the right to change or re-assign the same to the User at SYS-ESD sole discretion without being liable to the User in any manner whether for damages or otherwise.

4.4.9 Users are prohibited from subscribing newsgroups not associated with company's interests, and from posting information relating to the company or on the company's behalf. This includes a specific prohibition on the use of private web-mail accounts and associated chat rooms (messenger) and forums except work-related matters.

4.4.10 Users with Internet access should not access websites that is of explicit, of profit making or of videos, games nature during or outside their stipulated working hours.

4.5 Software policies

4.5.1 E-MAS abides to Copyright Act 1987 and its relevant amendments. As such, offenders can be fined from RM 2,000 to RM 20,000 for each infringing copy and/or face imprisonment of up to 5 years.

4.5.2 E-MAS does not condone the illegal duplication of software. Employees who make, acquire or use authorized copies of computer software shall be disciplined as appropriate under the circumstances. Such disciplinary action may include termination.

4.5.3 Employees shall use the software only in accordance with the license agreements and will not install unauthorized copies of the commercial software.

4.5.4 Employee shall not download or upload unauthorized software over the Internet.

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4.5.5　Employees learning of any misuse of Software or Company IT Equipment (which includes vandalism of the certificate of authenticity sticker on the PC casing chassis, PC Monitors, CD media etc) which could be detrimental to the business of the Company shall notify their immediate manager.

4.6 IT Briefing & Training

4.6.1　For a newcomer, IT briefing and training will be provided upon receiving notification from HRD via Employee Notification Form (ODR 3).

4.6.2　However, for IT refresher training it is upon request and subject to in-house resources availability and subject to approval and budget availability for any external/internal training.

5. Appendix

No	Guidelines / Forms	Reference Number
1	SYS - IT Requisition Form (RF)	G00.OME.M15100.DQ.1001.*
2	SYS - IT Equipment Transfer Form (ETF)	G00.OME.M15100.DQ.1002.*
3	IT Maintenance Guidelines and IT Induction Briefing	G00.OME.M15100.BL.1001.*
4	SYS - IT Audit Form (AF)	G00.OME.M15100.DQ.1003*

6. Others Document Referred (ODR)

No	Procedure / Forms	Reference Number
1	IT Usage Policy	ERL.OMQ.M11153.1001.*
2	Company Email Disclaimer	ERL.OMQ.M10002.1001.*
3	Employee Notification Form	G00.OMH.M11700.ZF.0017.*
4	HRD Exit Clearance Form	G00.OMH.M11730.ZF.0003.*