



AKSES

<https://serviceportal.jdn.gov.my>

Log masuk

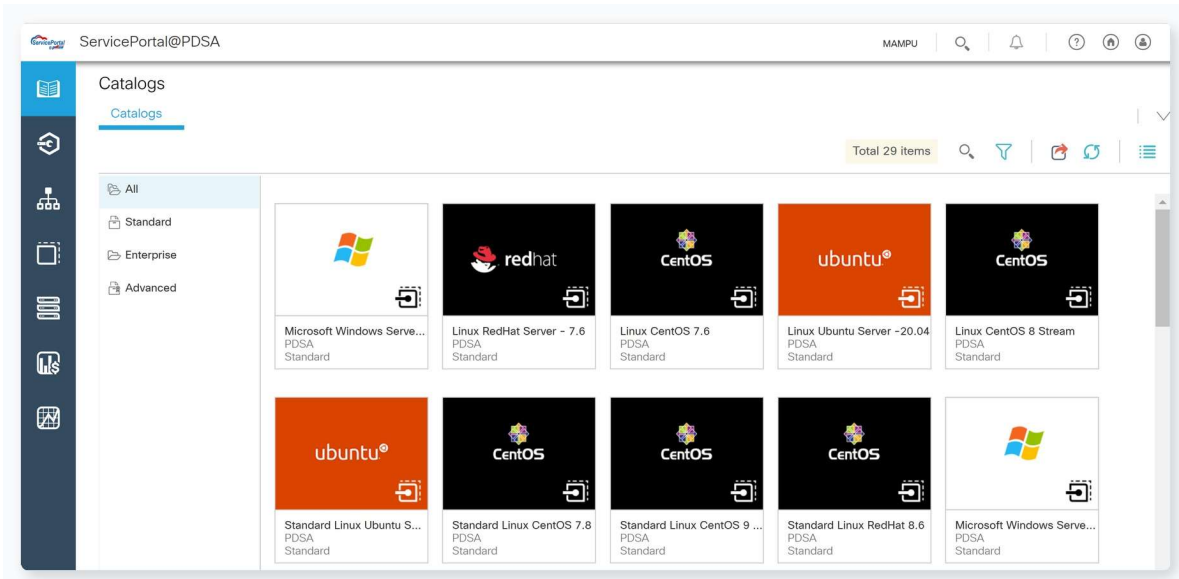
Masukkan Username dan Password yang telah diberikan.

01

Permohonan Virtual Machine (VM)

Catalogs • Standard / Enterprise / Premium

Kenali menu Catalogs



Paparan menu Catalogs untuk pemilihan kategori VM.

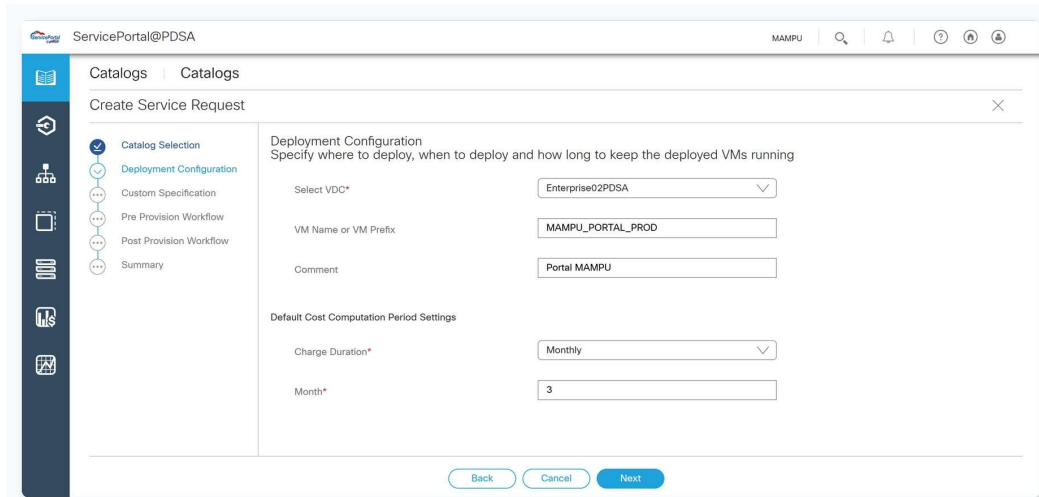
STANDARD	ENTERPRISE	PREMIUM
development/staging (NO BACKUP)	production (with PDSA Backup)	production (with DR support)

Tatacara Mohon VM

1	Pilih catalogs type (Standard/Enterprise/Premium).
2	Pilih OS (Windows/Ubuntu/Centos) – right click, pilih Create Request.
3	Klik NEXT.

Tetapan Deployment & Spesifikasi VM

VDC • Nama VM • CPU • Memory



The screenshot shows the 'Create Service Request' form in the ServicePortal@PDSA system. The 'Deployment Configuration' step is active, showing fields for 'Select VDC*' (Enterprise02PDSA), 'VM Name or VM Prefix' (MAMPU_PORTAL_PROD), 'Comment' (Portal MAMPU), 'Charge Duration*' (Monthly), and 'Month*' (3). The form includes 'Back', 'Cancel', and 'Next' buttons at the bottom.

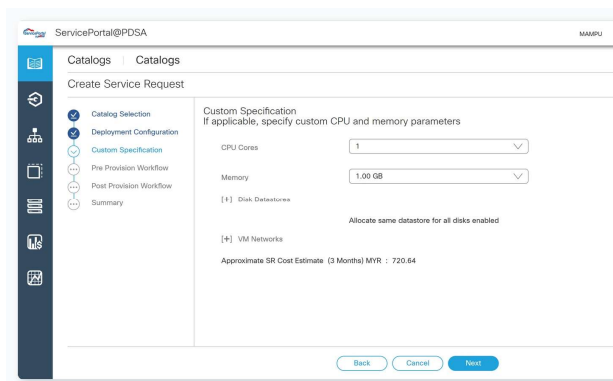
4 Select VDC* = Pastikan VDC betul (Standard/Enterprise/Premium).

5 VM Name or VM Prefix = Mengikut format penamaan yang ditetapkan.

6 Comment = Nama Aplikasi/Projek.

7 Klik NEXT.

Jenis	Format Nama VM
Production	NamaAgensi_NamaApp • Contoh: JDN_Portal_Prod
Staging/Development	NamaAgensi_NamaApp_Dev • Contoh: JDN_Portal_Dev



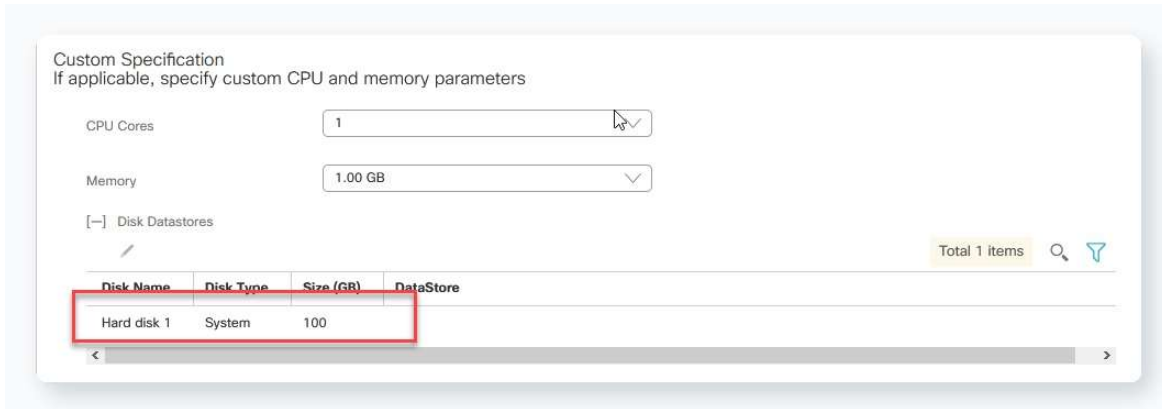
The screenshot shows the 'Create Service Request' form in the ServicePortal@PDSA system, specifically the 'Custom Specification' step. It displays fields for 'CPU Cores' (1) and 'Memory' (1.00 GB). There are also checkboxes for 'Disk Datastores' and 'VM Networks'. The form includes 'Back', 'Cancel', and 'Next' buttons at the bottom.

8 Pilih bilangan CPU Core (drop down list).

9 Pilih saiz memory (drop down list).

Storan & Rangkaian VM

Disk Datastores • VM Networks • Workflow



Custom Specification
If applicable, specify custom CPU and memory parameters

CPU Cores: 1

Memory: 1.00 GB

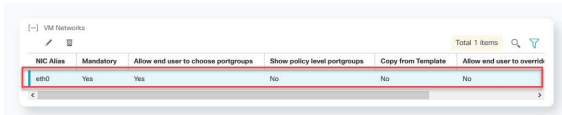
[+] Disk Datastores

Disk Name	Disk Type	Size (GB)	DataStore
Hard disk 1	System	100	

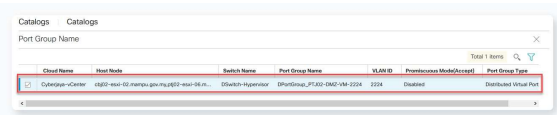
Total 1 items

10 Klik + Disk Datastores. Klik/Highlight pada Hard Disk 1 (100GB), klik ikon edit jika ingin mengubah saiz storan.

11 Klik + VM Networks. Klik 2 kali pada eth0, kemudian klik SELECT.



NIC Alias	Mandatory	Allow end user to choose portgroups	Show policy level portgroups	Copy from Template	Allow end user to override
eth0	Yes	Yes	No	No	No



Cloud Name	Host Node	Switch Name	Port Group Name	VLAN ID	Provisioning Model/Script	Port Group Type
Catalog-1	192.168.0.100	VMware-virtual	VMware-virtual	2224	Default	Standard Virtual Port

12 Pastikan tick pada Cloud Name dan klik SELECT.

13 Klik SUBMIT (untuk melengkapkan proses Custom Specification).

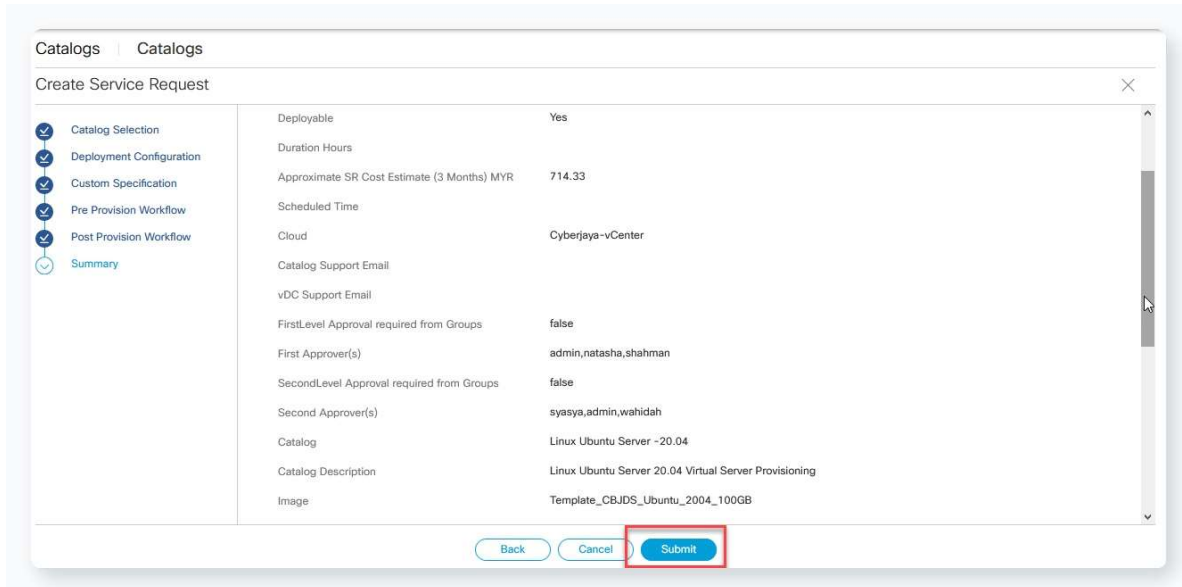
14 Klik NEXT (untuk melengkapkan proses Pre Provision Workflow).

15 Klik NEXT (untuk melengkapkan proses Post Provision Workflow).



Semak & Hantar Permohonan VM

Summary • Submit • Pengesahan e-mel



Paparan Summary sebelum permohonan dihantar.

16

Semak butiran permohonan pada Summary dan klik Submit jika telah selesai.

17

Tunggu emel pengesahan terima permohonan & emel permohonan kelulusan.

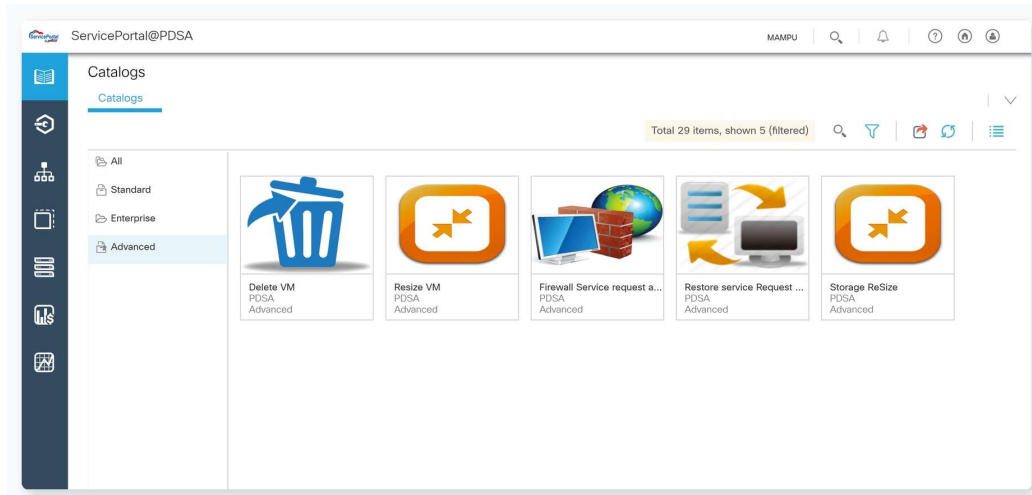
Ringkasan aliran

Catalogs → Deployment Configuration → Custom Specification → Pre Provision Workflow → Post Provision Workflow → Summary → Submit.

02

Permohonan Firewall PDSA

Advanced • Firewall Service Request



Catalogs Catalogs

Create Service Request

● Last validation status of the workflow: OK

Custom Workflow Inputs
If applicable, specify workflow input values

Select an SR to Load Inputs

Customer Name*

Address*

Email*

Mobile. No.*

Fax. No.

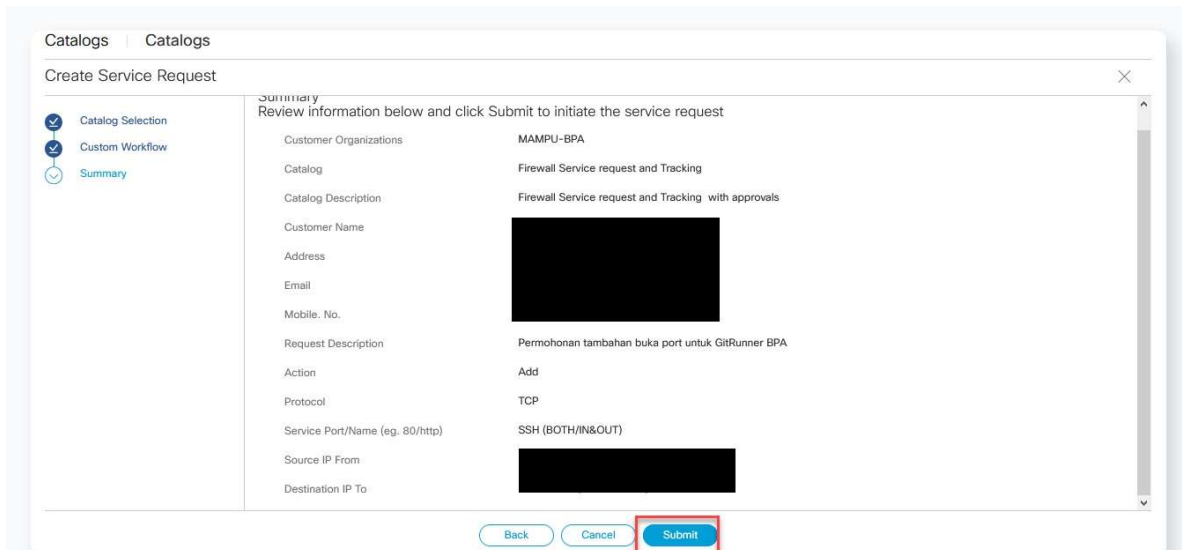
Request Description

Back Cancel Next

- 1 Pilih Firewall Service Request (Klik 2 kali).
- 2 Klik NEXT (untuk melengkapkan proses Catalog Selection).
- 3 Pastikan semua butiran wajib telah diisi dan klik NEXT.

Semakan Akhir Firewall PDSA

Summary • Submit



Catalogs | Catalogs

Create Service Request

Summary

Review information below and click Submit to initiate the service request

Customer Organizations	MAMPU-BPA
Catalog	Firewall Service request and Tracking
Catalog Description	Firewall Service request and Tracking with approvals
Customer Name	[REDACTED]
Address	[REDACTED]
Email	[REDACTED]
Mobile No.	[REDACTED]
Request Description	Permohonan tambahan buka port untuk GitRunner BPA
Action	Add
Protocol	TCP
Service Port/Name (eg. 80/http)	SSH (BOTH/IN&OUT)
Source IP From	[REDACTED]
Destination IP To	[REDACTED]

Back Cancel Submit

4

Semak butiran permohonan pada Summary dan klik Submit jika telah selesai.



Rujukan laluan menu

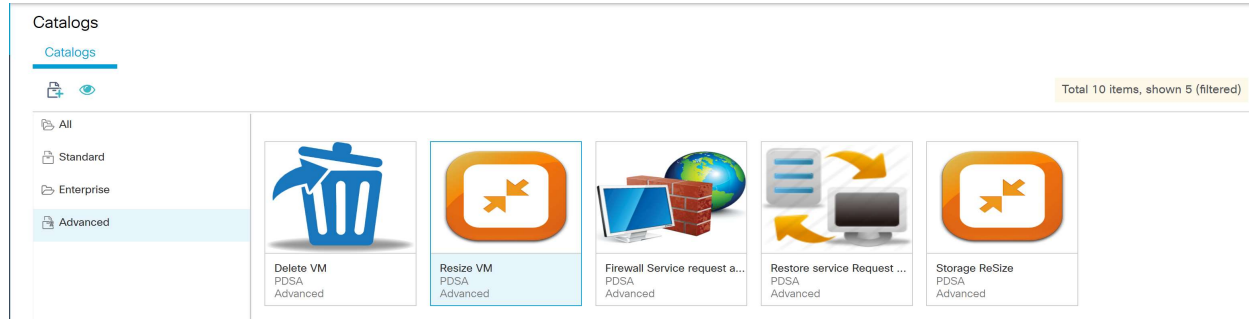
Advanced → Firewall Service Request → isi butiran wajib → NEXT → Summary → Submit.

03

Permohonan Resize VM (CPU dan RAM)

Advanced • Resize VM

Resize VM



Permohonan Resize VM (CPU dan RAM)

1 Right Click pada icon Resize VM, dah pilih Create Request, Klik Next

2 Klik Select, dan pilih Nama VM yang dikehendaki.

Custom Workflow Inputs

If applicable, specify workflow input values

Resize VM

Select an SR to Load Inputs

Select..

Select_VM*

Select PDSA-MyApps-Prod

EMAIL ID*

Select vCPU*

Select...

Select Memory*

Select...

3 Masukkan EMAIL ID, pilih vCPU dan RAM yang diperlukan (kapasiti sedia ada + kapasiti baru)
Contoh, kapasiti RAM sedia ada adalah 8GB, dan tambahan RAM adalah 8GB, sila pilih kapasiti RAM 16GB.

4 Tekan Submit jika selesai.

04

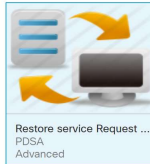
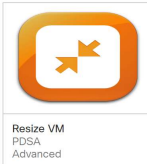
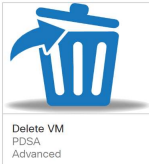
Permohonan Restore

Advanced • Restore Service Request

Permohonan Restore

1

Right click pada icon Restore service Request, dan pilih Create Request, Klik Next



2

Isikan maklumat yang diperlukan

Request Description*	Recovery
Host Name/IP*	
Server Type*	Virtual - VMware
Server Location*	Putrajaya
Recovery Action/Destination*	Different Server
Recovery Type*	Directory/Files
Dependencies	
Remark	
Date to Recover*	08/18/26
Time to Recover*	5:00

Back

Cancel

Next

Hostname/IP: Nama VM atau IP VM

Date to Recover: Tarikh yang hendak direstore (retention 30 hari)

3

Klik Next dan Submit.

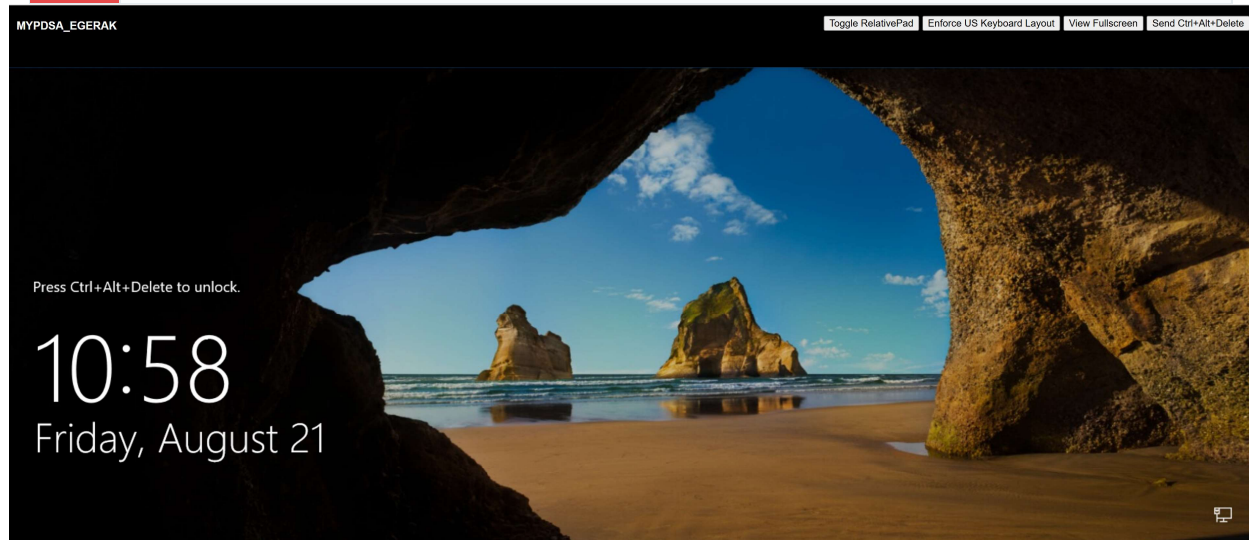
05

Console/Akses VM

Virtual Resources • VMs • VMRC Console (HTML5)

Console/Akses VM

- 1 Untuk console direct ke dalam VM, pilih ikon Virtual Resources (menu tepi), dah pergi pada tab VMs
- 2 Senarai VM akan dipaparkan, pilih VM yang hendak diakses, right click dan pilih VMRC Console (HTML5)
- 3 Pengguna akan dapat direct akses ke dalam VM



Selain paparan VM, pengguna juga dapat menjalankan fungsi berikut :

- View Details
- Access VM Credentials
- Launch VM Client
- VMRC Console (HTML5)
- Power ON**
- Power OFF
- Suspend
- Shutdown Guest
- Standby
- Reset
- Reboot
- Inventory Collection Request for VM
- Enable/Disable VMRC Console