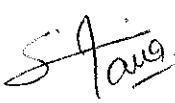





MANAGEMENT OF IT SERVICE REQUEST & INCIDENT

Prepared By:-	Approved By:-
(Signature) 	(Signature) 
Name : Siti Zarina Binti Muhamat	Name : Nurmaliza Binti Jumaat
Position: Deputy Information Technology Officer, Information Technology Division	Position: Director, Information Technology Division
Date : 23-8-2023	Date : 24/8/2023



1.0 OBJECTIVE

This procedure aims to define the management of IT service requests and incidents within the IT production environment at the Information Technology Division. Whereas IT service request is about receiving normal IT requests within the production environment, incident management deals with returning to a normal service level, as defined in a Service Level Agreement, as quickly as possible with minimum disruption to the business.

2.0 SCOPE

This procedure covers the management of IT service requests and incidents within the Information Technology Division, Gombak campus environment.

3.0 ACCOUNTABILITY

3.1 IT Governance and Customer Care Section (GCC), Information Technology Division.

4.0 DEFINITION / ABBREVIATION

- 4.1 Auto Generate : An action which is performed automatically via the HelpDesk system
- 4.2 IT : Information Technology
- 4.3 Incident : An incident is defined as an unplanned interruption or reduction in the quality of an IT service (Service Interruption).
- 4.4 ICT Service Request : A formal request from a user for something to be provided
For example: A request for information or advice,
To reset passwords or to install a workstation for new staff.
- 4.5 Incident Manager : Represent the authority to manage the receipt of IT Problems, the classification, investigation, revision and closing of IT problems.



- 4.6 Technical Support : IT staff who provides the technical support.
- 4.7 Service Desk Support : Staff stationed at the Service Desk to provide online or face to face support to end users.

5.0 REFERENCE

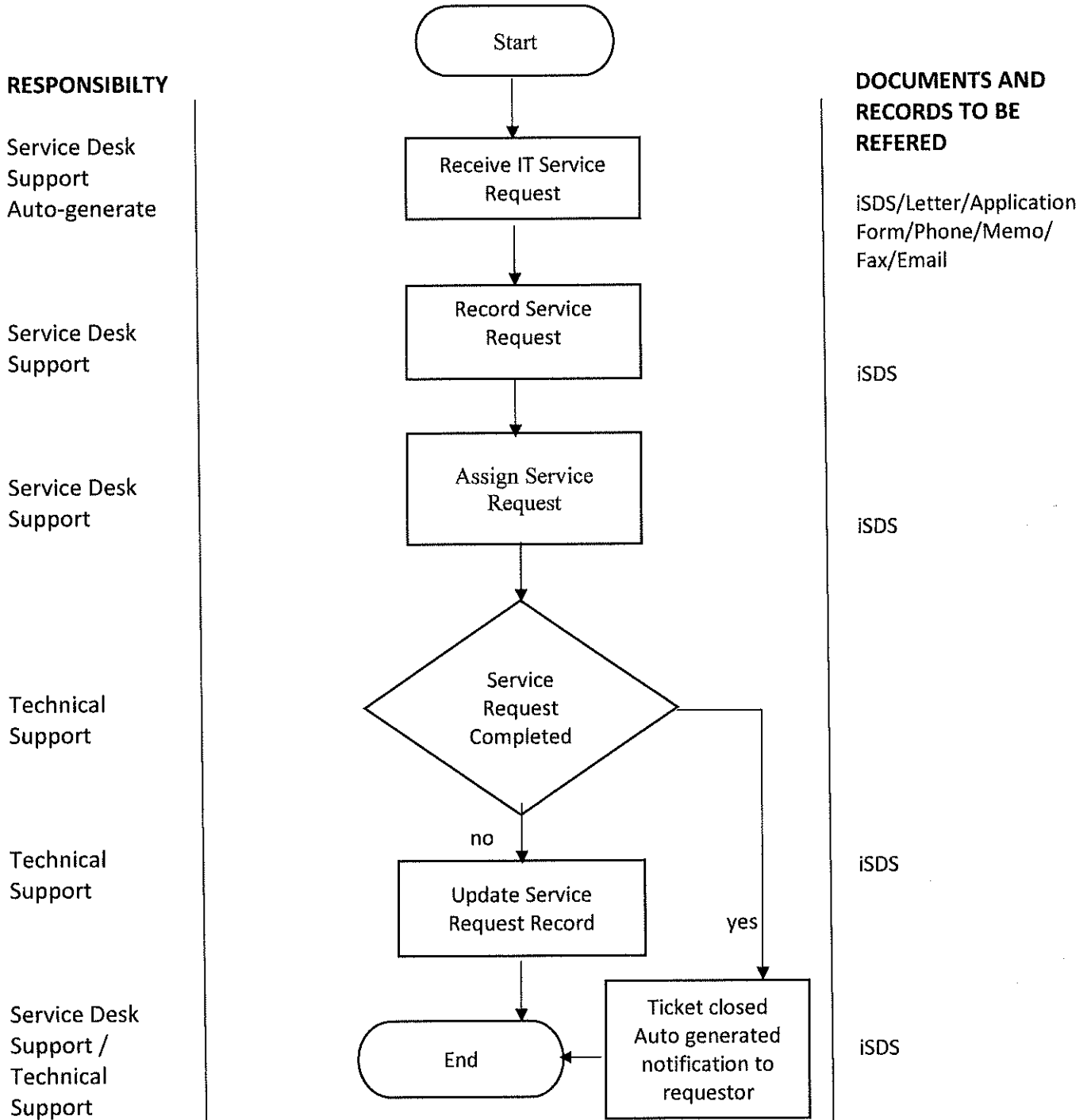
- 5.1 Infrastructure Technology Library (ITIL)
5.2 COBIT 2019

6.0 QUALITY RECORD

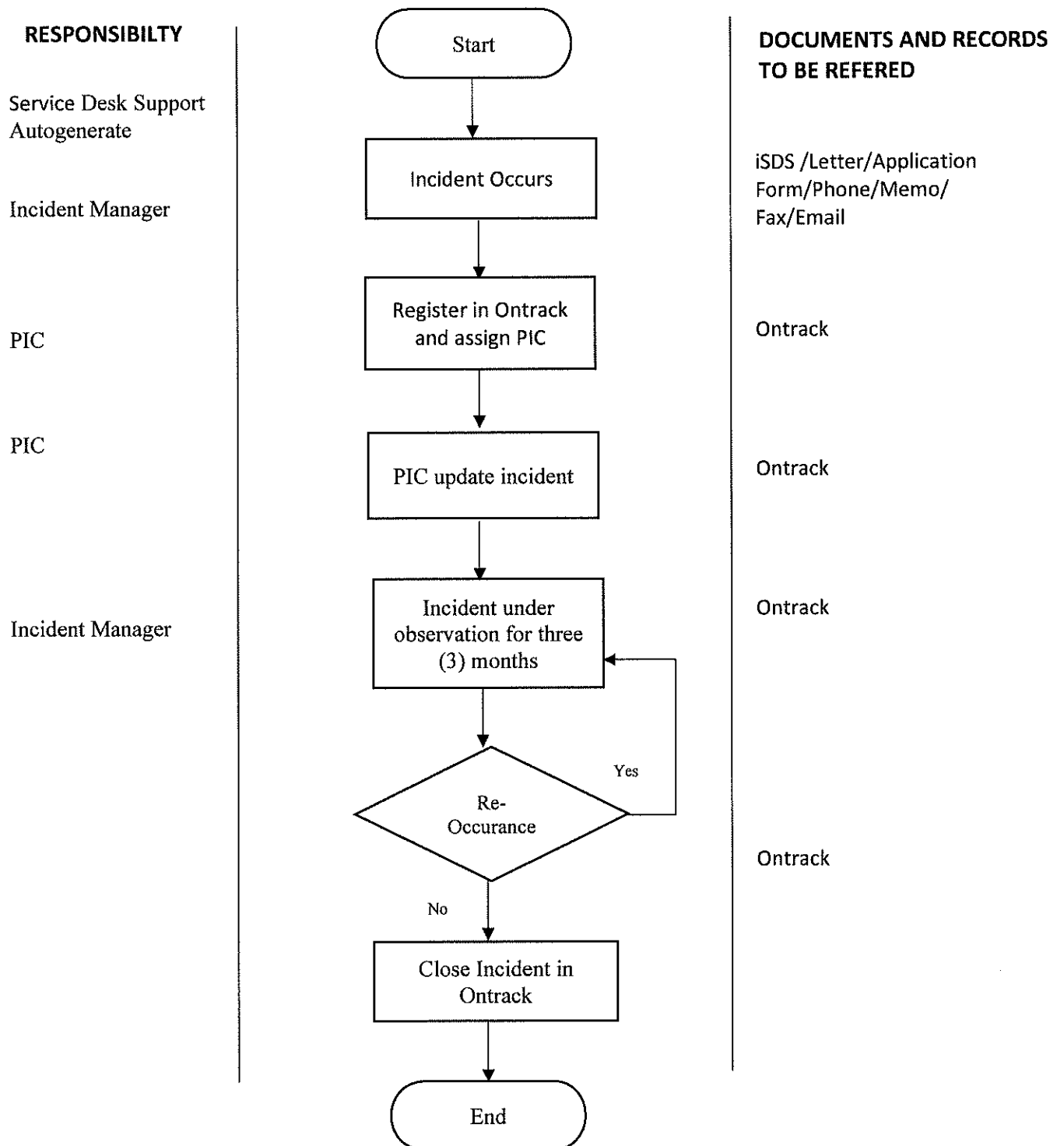
No	Quality Records	Location	Retention Period	Responsibility
1	IT Incident Record	OnTrack	3 years	Incident Manager/Authorized personnel
2	Service Desk System	iSDS/Helpdesk System	Accessible Online	Service Desk Manager

7.0 RESPONSIBILITY AND DETAILED PROCEDURE

Management of IT Service Request and Incident 1) IT Service Request



Management of IT Service Request and Incident
2) Incident



Management of IT Service Request and Incident 3) Security Incident

ICT SECURITY INCIDENT

