MANAGEMENT IT SERVICE REQUEST & INCIDENT

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1.0 OBJECTIVE

This procedure aims to define the management of IT service requests and incidents within the IT production environment at Information Technology Division. Whereas IT services 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.

3.0 ACCOUNTABILITY

Quality Assurance & Customer Care (QACC), Information Technology Division

4.0 DEFINATION/ ABBREVIATION

4.1 Auto Generate	:	An action which is performed automatically via the I-FIRST 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 advise. 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 user.

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 System	3 years	Incident Manager. Authorized personnel
2.	I-FIRST System / Service Desk System	I-FIRST System/ Helpdesk System	Accessible Online	Service Desk Manager

7.0 RESPONSIBILITY AND DETAILED PROCEDURE

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

Responsibility

Responsibility	Flowchart	Reference
	Start	
Service Desk Support or Auto generate	Receive IT Service Request	I-FIRST/ Letter / Application Form / Phone / Memo / Fax/Email
Service Desk Support	Record Service Request	I-FIRST
Service Desk Support	Assign Service Request	I-FIRST
Technical Support	Service Request Completed?	
Technical Support	Update Service Request Record (No)	I-FIRST
Service Desk Support Technical Support	Ticket Closed. Auto-generated notification to requestor (Yes)	I-FIRST
	End	

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Management of IT Service Request and Incident
2) Incident

Responsibility		Documents/Records to be referred
	Start	
Service Desk Support or Auto generate	Incident occurs	I-FIRST/ Letter / Application Form / Phone / Memo / Fax/Email
Incident Manager	Register in OnTrack and assign PIC	OnTrack
PIC	PIC update incident	OnTrack
PIC	Incident under observation for 3 months	OnTrack
	Re-occurance?	
Incident Manager	Close Incident in OnTrack	OnTrack
	End	