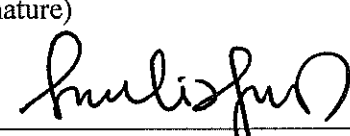


MANAGEMENT IT SERVICE REQUEST & INCIDENT

Prepared By: -	Approved By: -
(Signature) 	(Signature) 
Name : Hairul Laila Bt. Din	Name : Nurmaliza Binti Jumaat
Position: Deputy Information Technology Officer, Information Technology Division	Position: Director, Information Technology Division
Date : 23 / 5 / 2025	Date : 23 / 5 / 2025

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

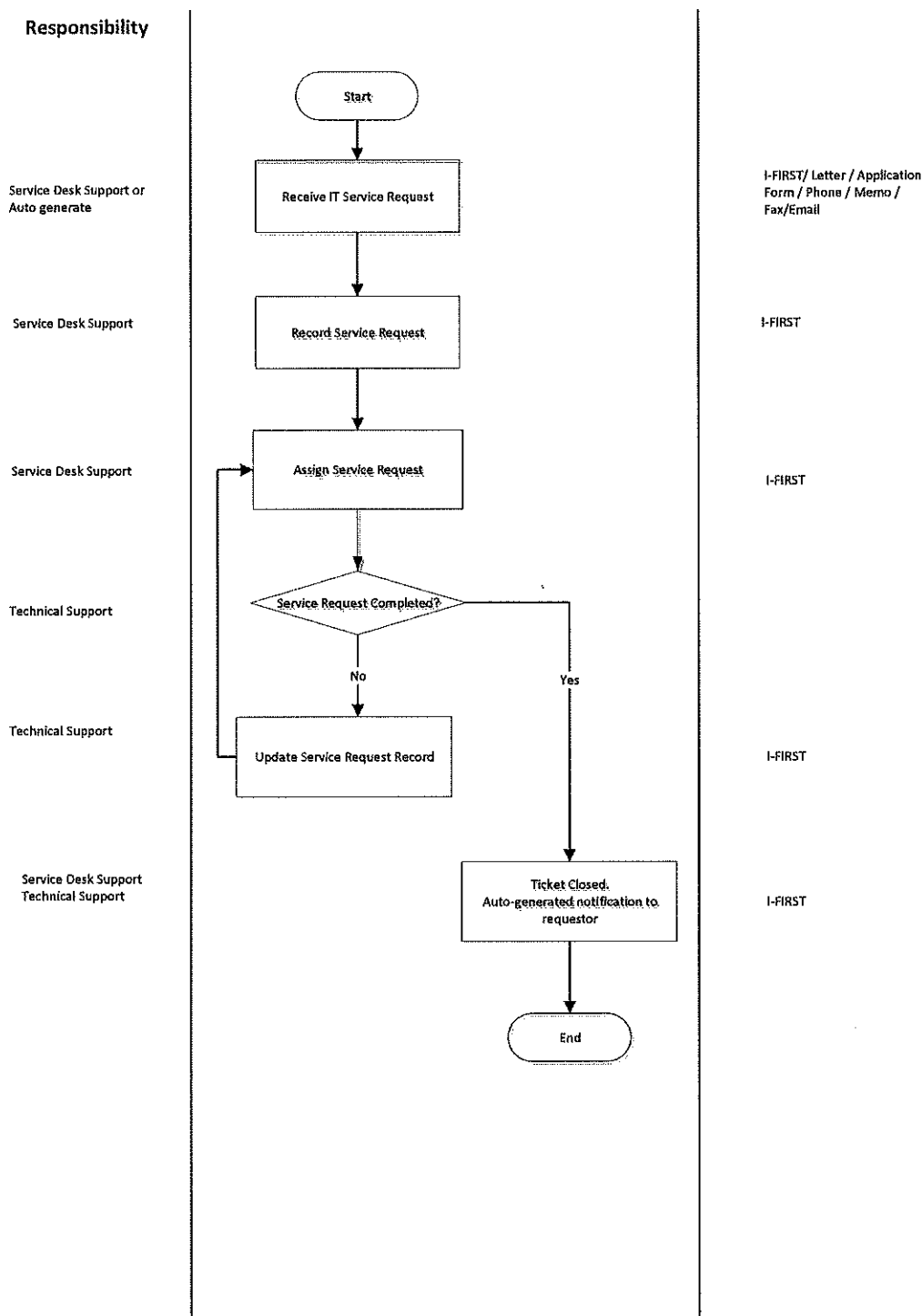
6.0 QUALITY RECORD

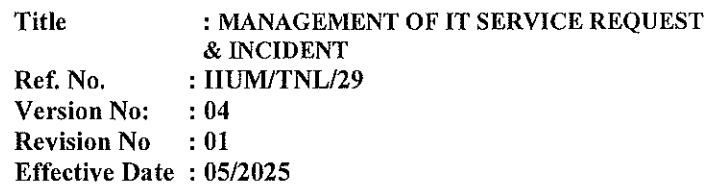
No	Quality Records	Location	Retention Period	Responsibility
1.	IT Incident Record	OnTrack System	3 years	Incident Manager. Authorized personnel
2.	I-FIRST System / Service Desk System	I-FIRST System/ Helpdesk System	Accessible Online	Service Desk Manager

7.0 RESPONSIBILITY AND DETAILED PROCEDURE

Management of IT Service Request and Incident

1) IT Service Request





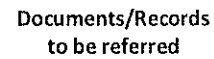
Responsibility

Incident Manager

PIC

PIC

Incident Manager



OnTrack

OnTrack

OnTrack

OnTrack