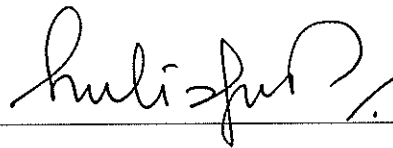


MANAGEMENT IT SERVICE REQUEST

Prepared By: -	Approved By: -
	
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Date : 24/10/2024	Date : 24/10/2025

1.0 OBJECTIVE

This procedure aims to define the management of IT service requests within the IT production environment in the Information Technology Division. It covers the steps to receive, log, process, and complete standard IT service requests, making sure support is provided on time and meets the agreed service levels (SLAs).

2.0 SCOPE

This procedure covers the management of IT service requests within the Information Technology Division.

3.0 ACCOUNTABILITY

Quality Assurance and Customer Care Section (QACC), 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 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 |
| 4.4 Technical Support | : IT staff who provide the technical support |
| 4.5 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 IIUM ICT Policy
- 5.2 ICT Regulations
- 5.3 Information Management Policy
- 5.4 IIUM ICT Security Procedure

5.5 IT Infrastructure Library (ITIL)
 5.6 Control of Business IT(COBIT)

6.0 QUALITY RECORD

No	Quality Records	Location	Retention Period	Responsibility
1.	Service Desk System	i-First/ Helpdesk System	Accessible Online	Service Desk Manager

7.0 RESPONSIBILITY AND DETAILED PROCEDURE

Management of IT Service Request

