

## MANAGEMENT OF IT SERVICE REQUEST

| Prepared By: -                                                                      | Approved By: -                                                                       |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
|  |  |
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| Position: Deputy Director,<br>Information Technology Division                       | Position: Director,<br>Information Technology Division                               |
| Date : 7/8/2026                                                                     | Date : 7/8/2026                                                                      |

## 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 Policy
- 5.5 IT Infrastructure Library (ITIL)
- 5.6 Control Objectives for Information and Related Technologies (COBIT)

## 6.0 QUALITY RECORD

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

## 7.0 RESPONSIBILITY AND DETAILED PROCEDURE

### Management of IT Service Request

