# Table of Contents

<table>
<thead>
<tr>
<th>SERVICES</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application System Development and Maintenance</td>
<td>1</td>
</tr>
<tr>
<td>Calendaring and Collaboration Services</td>
<td>1</td>
</tr>
<tr>
<td>Digital Library Services</td>
<td>2</td>
</tr>
<tr>
<td>Electronic Document Management</td>
<td>2</td>
</tr>
<tr>
<td>Electronic Meeting</td>
<td>3</td>
</tr>
<tr>
<td>High Performance Computing Facilities</td>
<td>3</td>
</tr>
<tr>
<td>Hosted Software Services</td>
<td>4</td>
</tr>
<tr>
<td>Human Resource Management System (HRMS)</td>
<td>4</td>
</tr>
<tr>
<td>ICT Awareness and Training</td>
<td>5</td>
</tr>
<tr>
<td>IIUM Licensed Software</td>
<td>5</td>
</tr>
<tr>
<td>ICT Service Desk</td>
<td>6</td>
</tr>
<tr>
<td>IIUM Unified Communication</td>
<td>7</td>
</tr>
<tr>
<td>IIUM Weblog</td>
<td>7</td>
</tr>
<tr>
<td>Learning Management System (LMS)</td>
<td>8</td>
</tr>
<tr>
<td>Staff Portal (myIIUM Portal)</td>
<td>9</td>
</tr>
<tr>
<td>Staff Email</td>
<td>10</td>
</tr>
<tr>
<td>Staff Web-hosting</td>
<td>10</td>
</tr>
<tr>
<td>Telecommunication Services</td>
<td>11</td>
</tr>
<tr>
<td>Training Lab</td>
<td>11</td>
</tr>
<tr>
<td>Video and tele-conferencing Services</td>
<td>12</td>
</tr>
<tr>
<td>Wireless Services</td>
<td>12</td>
</tr>
</tbody>
</table>
Service Description

Information Technology Division and other related University entity provide application system development and maintenance services to support business processes of the University. Some of existing application systems is as follows:

- **Student Information System**
  a. Academic Modules
  b. Non-academic Modules
  c. Financial Modules
- **Human Resource Management System**
- **Payroll**
- **Library related application systems**
- **Online Convocation System**

Service Availability

This service is available 24/7, excluding periods of scheduled downtime.

Further Information or Assistance

Support for this service is provided by the ICT Service Desk or by the respective University entity responsible for an individual application system.

Staff portal: [http://my.iium.edu.my](http://my.iium.edu.my)

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Service Description

The Advanced Information Messaging System (AIMS) allows staff to manage their personal calendar and share their calendar events with anyone in the community. The personal calendar is accessible from anywhere anytime, provided that staff is connected to the network and has access to the Calendaring/File Sharing module of AIMS. Other services available in AIMS are as follows:

- **Shoutbox**
- **Forum**
- **Community Centre**
- **News**

Service Availability

This service is available 24/7, excluding periods of scheduled downtime.

Further Information or Assistance

Support for this service is provided by the ICT Service Desk.

Staff portal: [http://my.iium.edu.my](http://my.iium.edu.my)
Service Description

The Library operations are computerized using an integrated library automation system. The system allows for speedy and convenient access to the library's catalogue both from within the library and remotely through the Internet. Its 'broadcast' search facility provides direct access and simultaneous searches to a selection of other libraries' online catalogues. Some of the digital services available are as follows:

- **Online Public Access Catalogue (OPAC)**
- **Online databases Video on demand**

Service Availability

This service is available 24/7, excluding periods of scheduled downtime.

Further Information or Assistance

Support for this service is provided by the IIUM Library at phone extension 4825.

Staff portal: [http://my.iium.edu.my](http://my.iium.edu.my)

Library Website: [http://lib.iium.edu.my](http://lib.iium.edu.my)

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Service Description

The University provides variety of electronic document management services for staff to store and share their electronic documents. The electronic document repositories are accessible from anywhere. The repositories are as follows:

- **Media on Demand**
- **Electronic Document Management System (EDMS)**
- **Advanced Information Messaging System (AIMS)**

Service Availability

This service is available 24/7, excluding periods of scheduled downtime.

Further Information or Assistance

Media on Demand: Support for this service is provided by the IIUM Library at phone extension 4825.

EDMS and AIMS: Support for this service is provided by the ICT Service Desk.

Staff portal: [http://my.iium.edu.my](http://my.iium.edu.my)

Library Website: [http://lib.iium.edu.my](http://lib.iium.edu.my)
**Service Description**

The University provides E-Meeting system for staff to use in meetings organized in the University. Via the E-Meeting System, the meeting secretariat is able to administer and manage a meeting online. Meeting notification, agenda and documents may be electronically administered, managed and shared.

**Service Availability**

This service is available 24/7, excluding periods of scheduled downtime.

**Further Information or Assistance**

Support for this service is provided by the ICT Service Desk.

Staff portal: [http://my.iium.edu.my](http://my.iium.edu.my)
Hosted Software Services

Service Description

The University provides software hosting services for staff which enable staff to utilize software hosted on the Citrix server. Some of the available software is as follows:

- **SPSS (full module)**
- **Adobe Photoshop, Adobe Acrobat, Adobe Dreamweaver, etc**
- **Oracle Client Application**
- **Microsoft Office 2007**
- **End Notes**

Service Availability

This service is available 24/7, excluding periods of scheduled downtime.

Further Information or Assistance

Support for this service is provided by the ICT Service Desk.

Staff portal: [http://my.iium.edu.my](http://my.iium.edu.my)
Website: [http://iiumcitrix4.iium.edu.my](http://iiumcitrix4.iium.edu.my)

Human Resource Management System

Service Description

The HRMS provides self-service online portal to enable staff to perform various online transactions, which amongst others are listed as follows:

- **Employee Self-Service**
- **Manager Self-Service**
- **Self-service Learner**
- **CLA Self-service Learner**
- **Self-service Time Clock Academic**
- **Internet Expenses**

Service Availability

This service is available 24/7, excluding periods of scheduled downtime.

Further Information or Assistance

Support for this service is provided by the HRMS Technical Support of Management Services Division (MSD) at phone extension 5783.

Staff portal: [http://my.iium.edu.my](http://my.iium.edu.my)
MSD Website: [http://www.iium.edu.my/msd/](http://www.iium.edu.my/msd/)
Email: ohrms@iiu.edu.my
Service Description

Although staff training is centrally managed by the Management Services Division, some ICT related trainings and awareness may be done by the respective ICT related entities in the University. These kinds of trainings may be categorized as follows:

- Training on the application systems developed in-house by respective ICT entity of the University.
- Training on the application systems out-sourced by a third-party.
- Training and awareness sessions on general ICT services provided to the IIUM community.

Service Availability

This service is available as per scheduled by the respective ICT entities in charge of individual application systems.

Further Information or Assistance

Support for this service is provided by ICT Service Desk or by the respective University entity responsible for an individual application system.

Email: servicedesk@iiu.edu.my

Service Description

IIUM provides standard software to be installed on staff personal computers and notebooks issued by the University. This standard and supported software can be downloaded at IIUM Software Repository available through the myIIUM Portal. Standard software available for staff usage is as follows:

- Windows Operating System (Vista, XP)
- SPSS (full module)
- Adobe Photoshop, Adobe Acrobat, Adobe Dreamweaver, etc
- End Notes
- SAS
- Mindjet Manager
- Microsoft Visio
- Microsoft Project
- Microsoft Visual Studio

Service Availability

This service is available 24/7, excluding periods of scheduled downtime.

Further Information or Assistance

Support for this service is provided by the ICT Service Desk.

Staff portal: http://my.iium.edu.my

Software repository:
http://community.iium.edu.my
Service Description

The ICT Service Desk provides a single point of contact for IIUM students and staff to report all ICT issues, queries and service requests associated with the ICT services provided by the University. It is designed to be the first point of contact for ICT support and work towards the resolution of issues in the minimum amount of time possible to ensure that any disruptions are minimized.

Service Availability

The opening hours of the ICT Service Desk are as follows:

Monday to Thursday:
8.00 am to 5.00 pm

Friday: 8.00 am to 12.15 noon,
2.45 pm to 5.00 pm

The ICT Service Desk is closed on Sundays and public holidays.

Further Information or Assistance

ICT Service Desk (Gombak):
Email: servicedesk@iiu.edu.my
Phone no.: 2222(in-campus), 03-61965211
Fax: 2221

ICT Service Desk (Kuantan):
Email: servicedeskktm@iium.edu.my
Phone no.: 6666 (in-campus), 09-5716666
Fax: 09-5716774

ICT Service Desk (CFS PetalingJaya):
Email: servicedeskpj@iium.edu.my
Phone no.: 3461 (in-campus), 03-77803461
Fax: 03-79553401

ICT Service Desk (CFS Nilai):
Email: servicedesknilai@iium.edu.my
Phone no.: 3409 (in-campus), 06-8563409
Fax: 06-8503455
Service Description

This service offers IIUM staff choice in how their communications and collaboration software is delivered, managed, and maintained. This provides complete communication tools listed as follows:

- VoIP telephone service
- Audio and video conferencing
- Voice mail
- Presence and contact information
- Instant messaging
- Calendaring
- Speech technology-enabled Interactive Voice Response

Service Availability

This service is available 24/7, excluding periods of scheduled downtime.

Further Information or Assistance

Support for this service is provided by the ICT Service Desk.

Email: servicedesk@iiu.edu.my

Service Description

The IIUM weblog provides staff the opportunity to share knowledge with the community via the WordPress blogging platform. This service is available in the staff portal and is accessible anywhere anytime.

Service Availability

This service is available 24/7, excluding periods of scheduled downtime.

Further Information or Assistance

Support for this service is provided by the ICT Service Desk.

Staff portal: http://my.iiium.edu.my

ICT Service Catalogue For Staff
Service Description

The LMS component is a fully integrated web-based e-Learning solution which provides members of the IIUM community with tools to develop, implement and share effectively instructional resources and to enhance the learning process within the IIUM community. Features of the LMS are as follows:

- Announcement facility
- Notes facility
- Documents facility
- Forum facility
- Learning track facility
- Assignment and assessment facilities

Service Availability

This service is available 24/7, excluding periods of scheduled downtime.

Further Information or Assistance

Support for this service is provided by the Centre for Professional Development (CPD) at phone extension 4152, 4153 or 4059.

LMS Website: http://elearn.iium.edu.my

Staff portal: http://my.iium.edu.my
Service Description

The myIIUM is a campus portal for the IIUM staff and students. It is accessible anywhere and anytime via the IIUM website or the URL http://my.iium.edu.my. Staff has to use the myIIUM portal account username and password to log in to the portal. The portal acts as the main gateway to many online resources of the University. The single sign-on capability of the myIIUM portal provides convenient access to various online resources with only one login step.

Some of the services available in the myIIUM Portal are as follows:

- **Access to staff personal records**
- **Access to online services for staff such as result entry, viewing student records, teaching workload, class list, Human Resource Management System, etc.**
- **Single sign-on to various email accounts and other services**
- **Announcement via Bulletin Board**
- **Personal advertisement and birthday wishes**
- **Quick Links**
- **IIUM Weblog**

Service Availability

This service is available 24/7, excluding periods of scheduled downtime.

Further Information or Assistance

Support for this service is provided by the ICT Service Desk.

Staff portal: [http://my.iium.edu.my](http://my.iium.edu.my)
Staff Email

**Service Description**

All IIUM staff must ensure that they have acquired the University email account. The current practice requires staff to apply for the IIUM email account online via http://www.iium.edu.my/email. Consistent accessing and managing the University email is very important to ensure all University announcements are communicated to the staff.

**Service Availability**

This service is available 24/7, excluding periods of scheduled downtime.

**Further Information or Assistance**

Support for this service is provided by the ICT Service Desk.

Webmail: [http://webmail.iium.edu.my](http://webmail.iium.edu.my)

Staff portal: [http://my.iium.edu.my](http://my.iium.edu.my)

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Staff Web-hosting

**Service Description**

In addition to the IIUM Weblog, the staff web-hosting allows staff to have their web page hosted on the University server. The web-hosting facility is only available to IIUM staff who has an email account registered with the domain name iiu.edu.my. The website’s URL will look like the following:

http://staff.iiu.edu.my/youremailaccount

**Service Availability**

This service is available 24/7, excluding periods of scheduled downtime.

**Further Information or Assistance**

Support for this service is provided the ICT Service Desk.

Staff portal: [http://my.iium.edu.my](http://my.iium.edu.my)

Staff web-hosting website: [http://staff.iium.edu.my](http://staff.iium.edu.my)
Service Description

The telecommunication services provided by the University enable staff to take advantage of the digital features of the telecommunication facilities. Among the features available are voice mail and individual billing.

Service Availability

This service is available on special request by the organizer of an event.

Further Information or Assistance

Support for this service is provided by ICT Service Desk.

Email: servicedesk@iiu.edu.my

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Service Description

A number of training labs are available for ICT training for staff. The computer labs are equipped with up-to-date computing facilities to support ICT training in the University.

Service Availability

This service is available on special request by the organizer of an event.

Further Information or Assistance

Support for this service is provided by ICT Service Desk.

Email: servicedesk@iiu.edu.my
Service Description

The video and tele-conferencing service is provided to the staff to support meetings, discussions, mass briefing, seminar and teaching held between different campuses of the University.

Service Availability

This service is available on special request by the organizer of an event.

Further Information or Assistance

Support for this service is provided by the ICT Service Desk.

Email: servicedesk@iiu.edu.my

Service Description

The University provides campus-wide wireless access in the academic areas of the University. Staff must register themselves prior to getting the wireless access.

Service Availability

This service is available 24/7, excluding periods of scheduled downtime.

Further Information or Assistance

Support for this service is provided by the ICT Service Desk.

Wireless website: 
http://wireless.iium.edu.my