
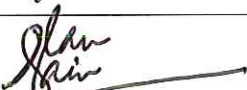



**ORIGINAL**

 INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA	VERSION NO : 02
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MANAGEMENT OF IT SERVICE REQUEST AND INCIDENT	EFFECTIVE DATE : 04/2017
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## MANAGEMENT OF IT SERVICE REQUEST AND INCIDENT

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Date :	04/2017	Date :	04/2017

## 1. OBJECTIVE

The purpose of this procedure is to define the management of IT service request and incident within the IT production environment at Information Technology Division. Whereas IT service request is about receiving normal IT request 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. SCOPE

This procedure covers the management of IT service request and incident within the Information Technology Division, Gombak campus environment.

## 3. REFERENCE

- 3.1 Infrastructure Library Resources
- 3.2 COBIT 4.1
- 3.3 ITD Website on Change Request information

## 4. DEFINITION / ABBREVIATION

- 4.1 Auto Generate : An action which is performed automatically via the Service Desk System
- 4.2 Change Manager : Represent the authority to process the request for change from receipt of request until the request is closed.
- 4.3 IT : Information Technology
- 4.4 Incident : An Incident is defined as an unplanned interruption or reduction in quality of an IT service (a Service Interruption).
- 4.5 ICT Service Request : A formal request from a user for something to be provided – for example, a request for information or advice; to reset a password; or to install a workstation for a new user.
- 4.6 Problem Manager : Represent the authority to manage receipt of IT problem, the classification, investigation, revision and closing of IT problems.
- 4.7 Technical Support : IT staff who provides the technical support
- 4.8 Service Desk Support : Staff stationed at the ICT Services Help Desk to provide phone or face-to-face support to end-users

**5. RESPONSIBILITY AND DETAILED PROCEDURE**

RESPONSIBILITY	DETAILED PROCEDURE
	Please refer to the attached flowchart on Management of IT Service Request and Incident.

**CONTROLLED COPY**

**QUALITY RECORD**

NO	QUALITY RECORDS	LOCATION	RETENTION PERIOD	RESPONSIBILITY
1.	FAQ (Frequently Asked Questions)	Online	Accessible on website	Service Desk Manager / Authorized service desk personnel
2.	IT Problems Record	Online	3 Years	Problem Manager / Authorized personnel
3.	Known Error Database	Online	Accessible online	Service Desk Manager/ Authorized service desk personnel
4.	Service Desk System	Online	Accessible online	Service Desk Manager

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# Management of IT Service Request and Incident

Version No: 02  
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## Responsibility

## Documents/Records to be referred

Service Desk Support or Auto generate

Service Desk System/  
 Letter / Application Form /  
 Phone / Memo / Fax/Email

Service Desk Support

Service Desk System

Service Desk Support

Service Desk System

Technical Support

Technical Support

Service Desk System

Service Desk Support  
 Technical Support

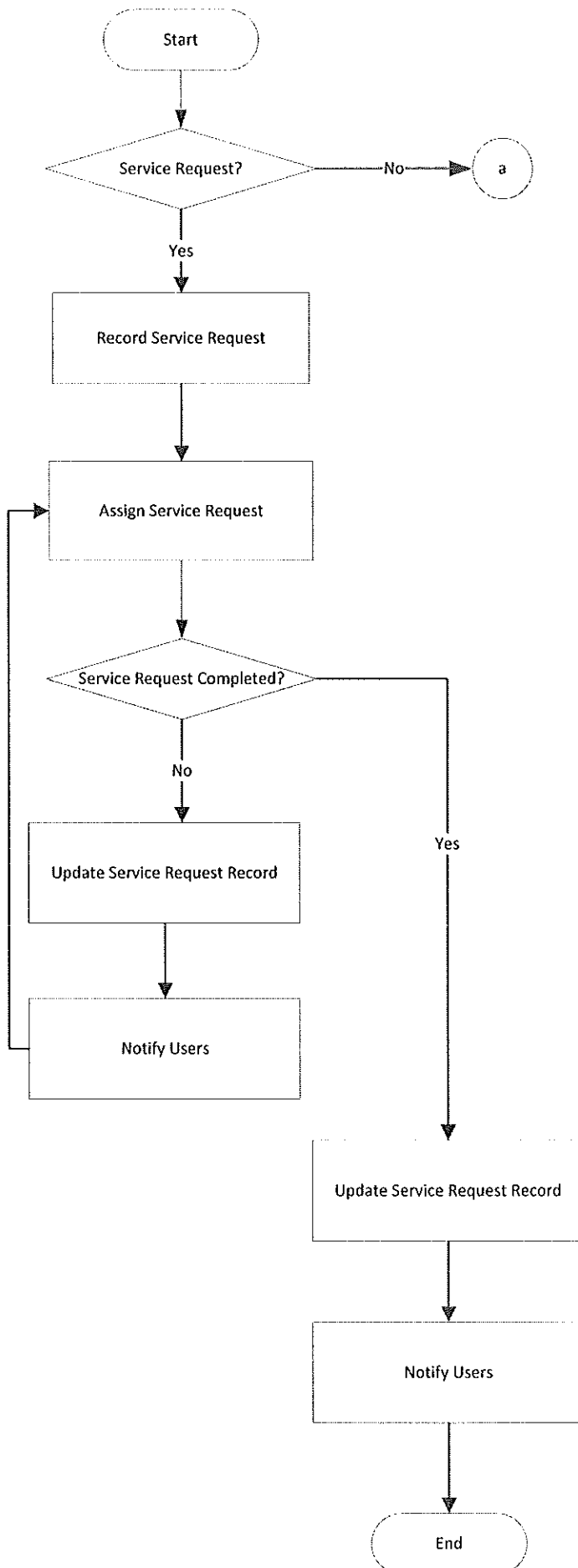
Service Desk System

Service Desk Support  
 Technical Support

Service Desk System

Service Desk Support  
 Technical Support

Service Desk System



**Responsibility**

**Documents/Record to be referred**

Service Desk Support

Service Desk Support/  
 Technical Support

Technical Support

Service Desk Support

Change Manager

Change Manager

Problem Manager

Problem Manager

Service Desk Support  
 Technical Support

Service Desk Support  
 Technical Support  
 Auto generate

Service Desk Support  
 Technical Support

FAQ  
 Known Error Database

Service Desk System/Letter /  
 Application Form / Phone /  
 Memo / Fax/Email  
 Online Monitoring tools

FAQ  
 Known Error Database

Configuration Item Records

Procedure on Management  
 of IT Change

IT Change Record

Procedure on Management  
 of IT Problem

IT Problem Record

Service Desk System

Service Desk System

Service Desk System

