



INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA

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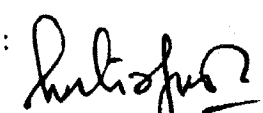
MANAGEMENT OF IT SERVICE REQUEST  
AND INCIDENT

EFFECTIVE DATE : 07/2022

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## MANAGEMENT OF IT SERVICE REQUEST AND INCIDENT

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Date : 07/2022		Date : 07/2022	

**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 within 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 Technology Library (ITIL)

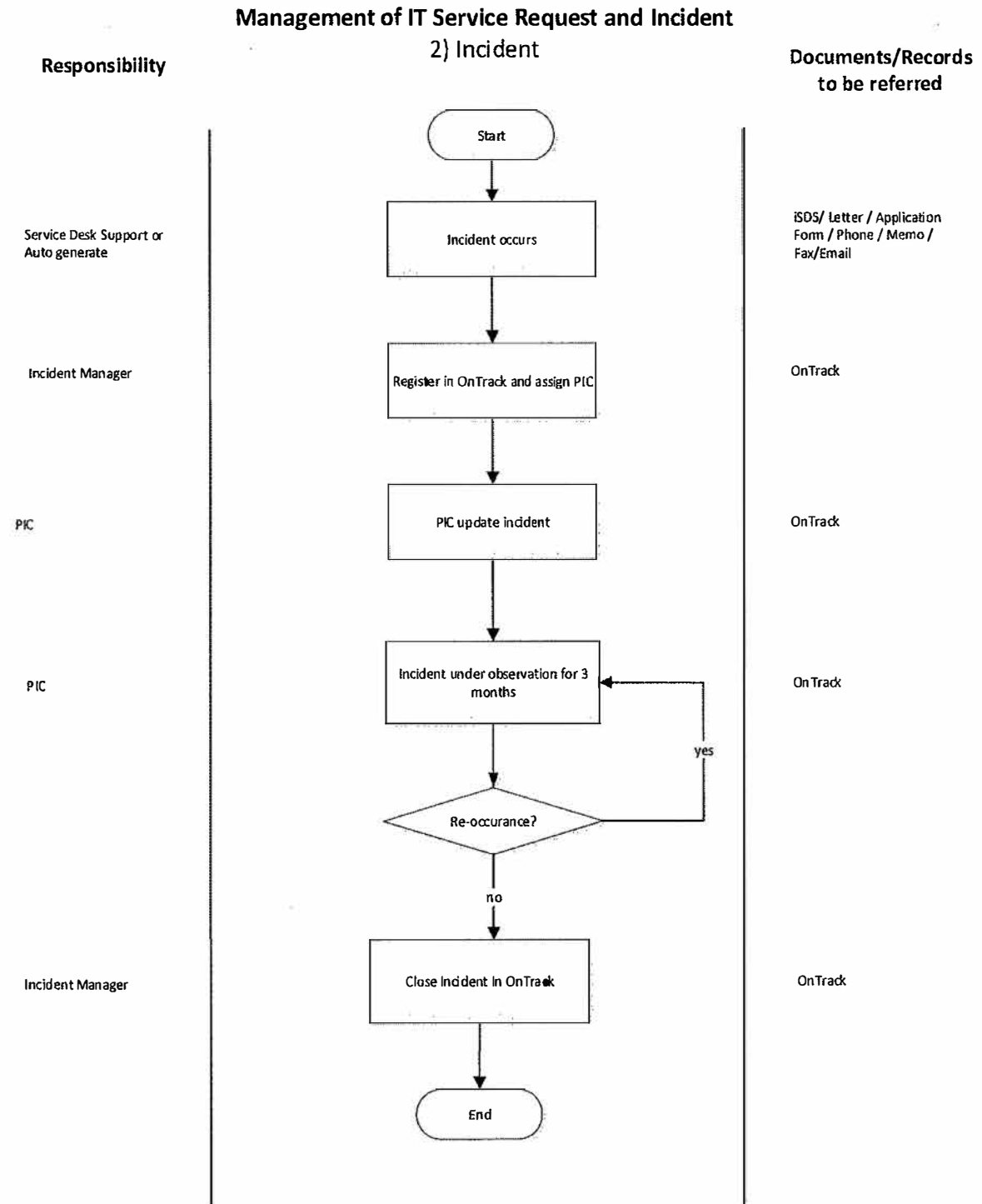
3.2 Control Objectives for Information and Related Technologies (COBIT)

**4. DEFINITION / ABBREVIATION**

4.1 Auto Generate	:	An action which is performed automatically via the Service Desk System
4.2 IT	:	Information Technology
4.3 Incident	:	An Incident is defined as an unplanned interruption or reduction in quality of an IT service (a 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 advice; to reset a password; or to install a workstation for a new user.
4.5 Incident Manager	:	Represent the authority to manage receipt of IT problem, 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-users

5. RESPONSIBILITY AND DETAILED PROCEDURE

Version No: 02  
 Revision No: 03  
 Effective Date: 01/2019



**6.0 QUALITY RECORD**

<b>NO</b>	<b>QUALITY RECORDS</b>	<b>LOCATION</b>	<b>RETENTION PERIOD</b>	<b>RESPONSIBILITY</b>
4.	IT Incident Record	OnTrack	3 Years	Incident Manager/ Authorized personnel
6.	Service Desk System	iSDS	Accessible online	Service Desk Manager