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MANAGEMENT OF IT SERVICE REQUEST AND INCIDENT	EFFECTIVE DATE : 06/2020
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**MANAGEMENT OF IT SERVICE
REQUEST AND INCIDENT**

Prepared by:		Approved by:	
Signature :		Signature :	
Name :	Azlan Mohamed Zain	Name :	Assoc. Prof. Dr.Norsaremah binti Salleh
Position :	Deputy Information Technology Officer, Information Technology Division	Position :	Director Information Technology Division
Date :	06/2020	Date :	06/2020

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

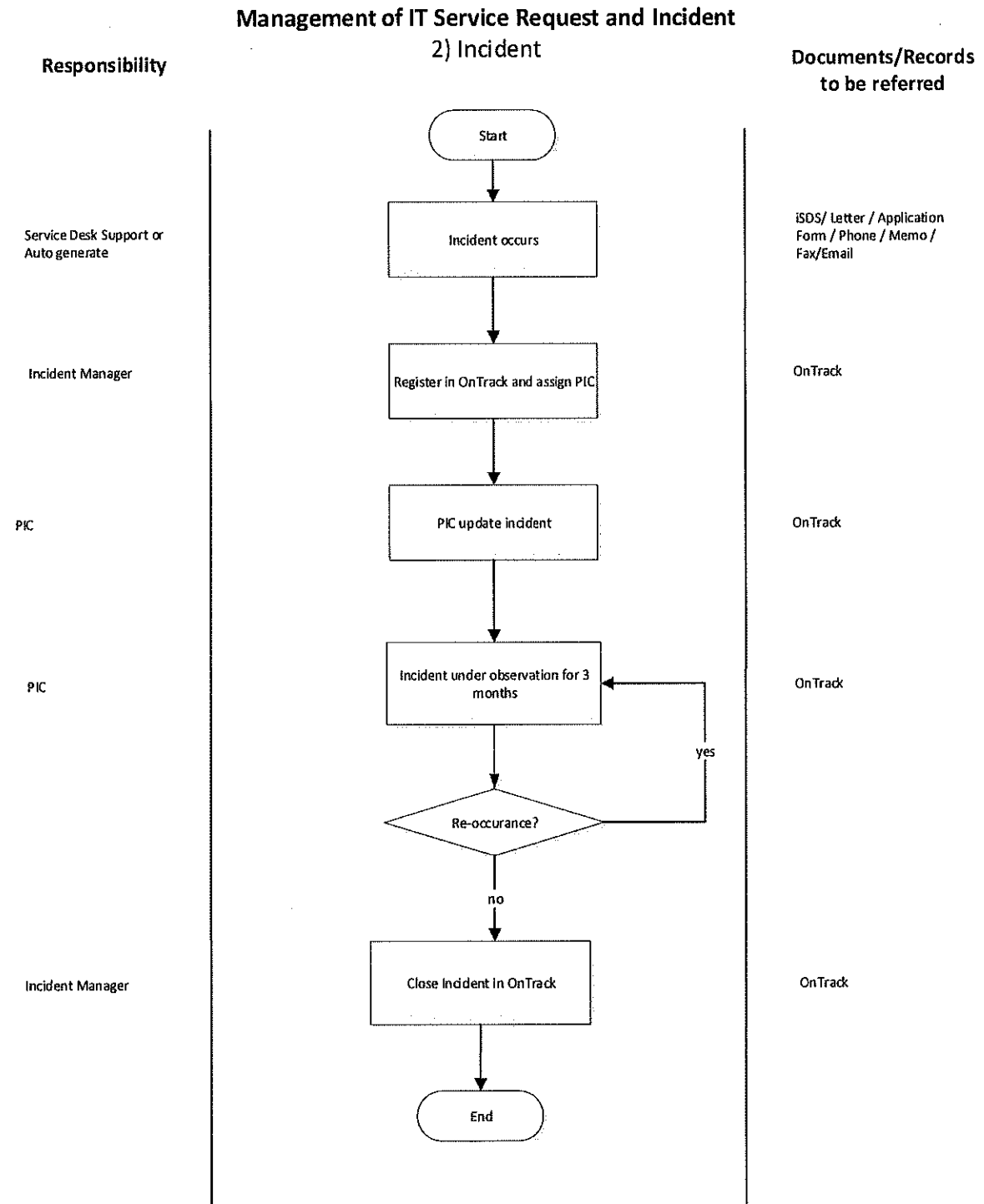
- 3.1 Infrastructure Technology Library (ITIL)
- 3.2 Control Objectives for Information and Related Technologies (COBIT)

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
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6.0 QUALITY RECORD

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