

# Locate Us| ITD Main Gombak

## About us.

The Service Desk provides a single point of contact for IUM staffs and students to report all ICT issues, queries and service requests associated with the ICT services provided by the university via face to face, phone, email, WhatsApp and Service Desk system.

- Allocate incidents and requests to support team for resolution
- Prioritise and escalate incidents and requests
- Monitor progress of incidents and requests
- Keep users up to date with progress

## Contact us

ICT Service Desk: 03-6421 6666

WhatsApp Hotline 016-983 2415

email:  
[servicedesk@iiium.edu.my](mailto:servicedesk@iiium.edu.my)

Located at Level 1, ITD building.

Service desk officers are available to help you at our walk-in counter.

Operational hours:  
8.30am to 5.00pm  
(Monday to Friday)

12.30pm-2.00pm  
(Lunch break)

Closed (Weekends)

## ICT SERVICES HELP DESK

INFORMATION  
TECHNOLOGY DIVISION



Revision #6

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