

# ICT Services Help Desk

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The ICT Services Help Desk is the **first point of contact** for all IT-related support and assistance at IIUM. Below are the services and responsibilities handled by the Service Desk:

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## Responsibilities of the ICT Services Help Desk

- Managing **service requests, problems, and incidents**
  - Addressing IT concerns of all departments and Kulliyahs
  - Tracking and resolving customer issues
  - Assisting with **employee onboarding** (IT-related)
  - Monitoring and reporting service status
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## Services Provided for IIUM Staff & Students

- **Wi-Fi Access Assistance**
  - **Create & Manage Incident Tickets**
  - **University Email Support**
  - **Entertain Calls & Queries from Users**
  - **General IT-related Assistance**
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## How to Contact the ICT Services Help Desk

**ITD Hotline:** 03-6421 6666

**WhatsApp:** 016-9832415

**Email:** servicedesk@iium.edu.my

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