

# Services: ITD Service Desk

ITD Service desk responsibilities such as:

1. Managing service requests, problems, and incidents
2. Addressing IT concerns of all departments in the organization
3. Tracking customer issues
4. Enabling employee onboarding
5. Monitoring reports

Service provided for Staff/Student at IIUM

1. Wi-Fi access
2. Create incident ticket.
3. University Email
4. Entertain call from user.
5. IT related

## **How to Contact ITD Service Desk**

ITD hotline: 03 64216666

Email servicedesk@iium.edu.my

ITD hotline WhatsApp: 0169832415

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