

# ITD HELPDESK

A help desk provides technical support to end users, troubleshoots staff and student issues. The staff will guide them through specific tasks and actions.

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# 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

# Locate Us| ITD Main Gombak

## About us.

The Service Desk provides a single point of contact for IIUM 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@iium.edu.my](mailto:servicedesk@iium.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



# Contact ITD Management & Branches

## **INFORMATION TECHNOLOGY DIVISION, ITD**

International Islamic University Malaysia

P.O. Box 10, 53100 Kuala Lumpur,

Malaysia

Tel : 603-6421 6666

Email (@iium.edu.my) : servicedesk

Website: <http://www.iium.edu.my/division/itd>

## **IT GOVERNANCE & CUSTOMER CARE SECTION:**

Deputy Information Officer

Tel : 603-6421 4889

Email (@iium.edu.my): Siti Zarina Muhamat

## **ACADEMIC & STUDENT AFFAIRS SECTION:**

Deputy Information Officer: Hairul Laila Din

Tel : 603-6421 4875

Email (@iium.edu.my): hairul\_laila

**ADMINISTRATIVE SECTION:**

Deputy Director : Wan Surbani Wan Omar

Tel : 603-6421 5430

Email (@iium.edu.my): Wan Surbani

**ADMINISTRATIVE APPLICATION SERVICES SECTION:**

Deputy Information Officer : Abu Hurairah Manaf

Tel : 603-6421 4895

Email (@iium.edu.my): Abu Hurairah

**INFRASTRUCTURE SERVICES SECTION:**

Deputy Information Officer: Syed Mohd Hazrul Syed Salim

Tel : 603-6421 4891

Email (@iium.edu.my): Syed Hazrul

**BUSINESS INTELLIGENCE, RESEARCH & COLLABORATIVE SECTION:**

Deputy Information Officer : Abu Hurairah Manaf

Tel : 603-6421 4895

Email (@iium.edu.my): Abu Hurairah

**INFORMATION TECHNOLOGY DEPARTMENT (ITD Kuantan)**

Deputy Engineer : Abdul Naser bin Abdullah

International Islamic University Malaysia

Jalan Sultan Ahmad Shah

Bandar Indera Mahkota

25200 Kuantan, Pahang Darul Makmur

Malaysia.

Tel : 609-570 4666

Fax : 609-571 6774

Email: [helpdeskktn@iium.edu.my](mailto:helpdeskktn@iium.edu.my)

Website: <http://www.iium.edu.my/office/ocd>

### **INFORMATION TECHNOLOGY DEPARTMENT (IIUM Medical Centre)**

Deputy Information Technology Officer : Mustakim bin Ahmad

International Islamic University Malaysia Medical Centre (IIUMMC

Jalan Sultan Ahmad Shah, 25200 Kuantan.

Tel : +609 591 2500

Fax : +609 591 2699

Email : [webmaster@iium.edu.my](mailto:webmaster@iium.edu.my)

### **INFORMATION TECHNOLOGY DEPARTMENT (CFS)**

International Islamic University Malaysia Gambang Campus

Deputy Director: Mohd Zahid Ridzuan Mohd Zulkifly

Administration Building

Jalan Gambang-Maran, 26300 Gambang,

Pahang Darul Makmur, Malaysia

**Any matters related to CFS, please email**

**to: [cfs.enquiry@iium.edu.my](mailto:cfs.enquiry@iium.edu.my)**

## **LIBRARY (KNOWLEDGE MANAGEMENT)**

Library Management Services

IIUM Dar al-Hikmah Library

International Islamic University Malaysia

P.O. Box 10, 53100 Kuala Lumpur,

Malaysia

Tel: 03-6421 4825

## **IIUM PAGOH Branch**

Campus Liaison Officer: Shahidah Mahbob

International Islamic University Malaysia (IIUM)

Pagoh Edu Hub

KM 1, Jalan Panchor,

84600, Pagoh, Muar,

Johor Darul Takzim,

Malaysia



# Customer Service vs. Customer Support

The difference between customer service and customer support is that customer support teams support a product, while customer service teams provide service to a customer.

While both focus on helping customers, customer support is a specific type of customer service that involves documentation, product feedback, and technical problem solving.

## Customer Support

The short answer is that customer support is important because support agents are key for helping resolve customer queries quickly and effectively and driving customer satisfaction. This ultimately impacts customer retention, customer lifetime value, and brand reputation.

## Customer Service

Customer service refers to **the assistance an organization offers to its customers before or after they buy or use products or services**. Customer service includes actions such as offering product suggestions, troubleshooting issues, and complaints or responding to general questions.

5 strategies for delivering great customer support/service.

- Make support agents strategic students and staff.
- Ensure soft skills are just as important as “technical” ones.
- Support your support team.
- Be personable.

- Be fast.

# Service Desk Counter: Do' and Don't

## Service desk counter Do.'

1. Respect your customers.
2. Be Honest
3. Take Responsibility
4. Always Put Yourself in The Customer's Shoes
5. Express Your Gratitude

## Service desk counter Don't.

1. Don't Make Things Overly Complicated
2. Don't Be Indifferent
3. Don't Treat Customers as Transactions
4. Don't Ignore Customer Feedback
5. Don't Be Afraid of Complaints