

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:

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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