
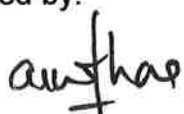

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<p>Prepared by:</p>  <p>Tun Hazman bin Abd Latif Senior Officer Head of Operations and Security Unit Information Technology Department UniKL Royal College of Medicine Perak Date: 16.06.2017</p>	<p>Approved by:</p>  <p>Nor Azhar bin Abdullah Assistant Manager Head of Information Technology Department UniKL Royal College of Medicine Perak Date: 16.06.2017</p>
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AMENDMENT RECORDS

No.	Date	Remarks	Revision No.	Approved by
1	09 May 2014	Establishment	00	Head of Information Technology Department
2.	01 July 2017	Establishment	01	Head of Information Technology Department

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1.0 OBJECTIVES

The objectives of this procedure are:


- To capture all user's technical problem or complaint pertaining to all ICT troubleshooting services.
- To outline work process within IT Department and the relevant parties to response to users' technical problem or complaint.

2.0 SCOPE

The scope of IT Helpdesk services covers ICT troubleshooting services rendered (i.e. technical problem or complaint) to UniKL RCMP employees, students and relevant third parties.


3.0 REFERENCES

Nil

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4.0 DEFINITIONS/ABBREVIATIONS

UniKL	:	Universiti Kuala Lumpur
ITD Chancellery	:	UniKL Chancellery Information Technology Division
ITD RCMP	:	UniKL Royal College of Medicine Perak Information Technology Department
User	:	UniKL RCMP staff/student
Problem	:	Issue raised by user towards any ICT-related technical issue
Supplier	:	External party that is involved due to product/service warranty, spare part(s), technology upgrade(s), equipment/ infrastructure ownership, equipment/ infrastructure replacement or any work that requires skills and knowledge that are outside the expertise of IT unit's personnel
Warranty	:	A written guarantee, issued to the UniKL RCMP of a purchased item by its manufacturer to repair or replace it if necessary within a specified period of time

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5.0 RESPONSIBILITY

5.1 IT department is responsible

- 5.1.1 To respond to user's problem or complaint and create new trouble ticket.
- 5.1.2 To assign ticket to IT personnel for further actions and record.
- 5.1.3 To analyze user problem.
- 5.1.4 To establish communication with user, ITD Chancellery, supplier and any relevant parties when required.
- 5.1.5 To establish and execute problem resolution plan / procurement processes when necessary.
- 5.1.6 To verify problem resolution plan proposed by ITD Chancellery when their support is required.
- 5.1.7 To update and close the ticket when resolution is applied and successfully completed.
- 5.1.8 To notify user when problem is resolved.

5.2 ITD Chancellery is responsible

- 5.2.1 To respond on the problem or complaint assigned by ITD RCMP via phone/email.
- 5.2.2 To analyse and propose resolution plan.
- 5.2.3 To inform ITD RCMP on the resolution implementation via phone/email.

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5.3 Supplier is responsible

5.3.1 To respond on the problem or complaint reported by ITD RCMP with regards of the warranty.

5.3.2 To check on the warranty of the reported item.

5.3.3 To replace product/service, spare part(s), technology upgrade(s), equipment/infrastructure replacement or any work that requires skills and knowledge that are outside the expertise of IT unit's personnel.

5.3.4 To inform ITD RCMP when resolution plan is successfully implemented.

6.0 PROCEDURE

6.1 Refer to the process flow chart as in the next page.

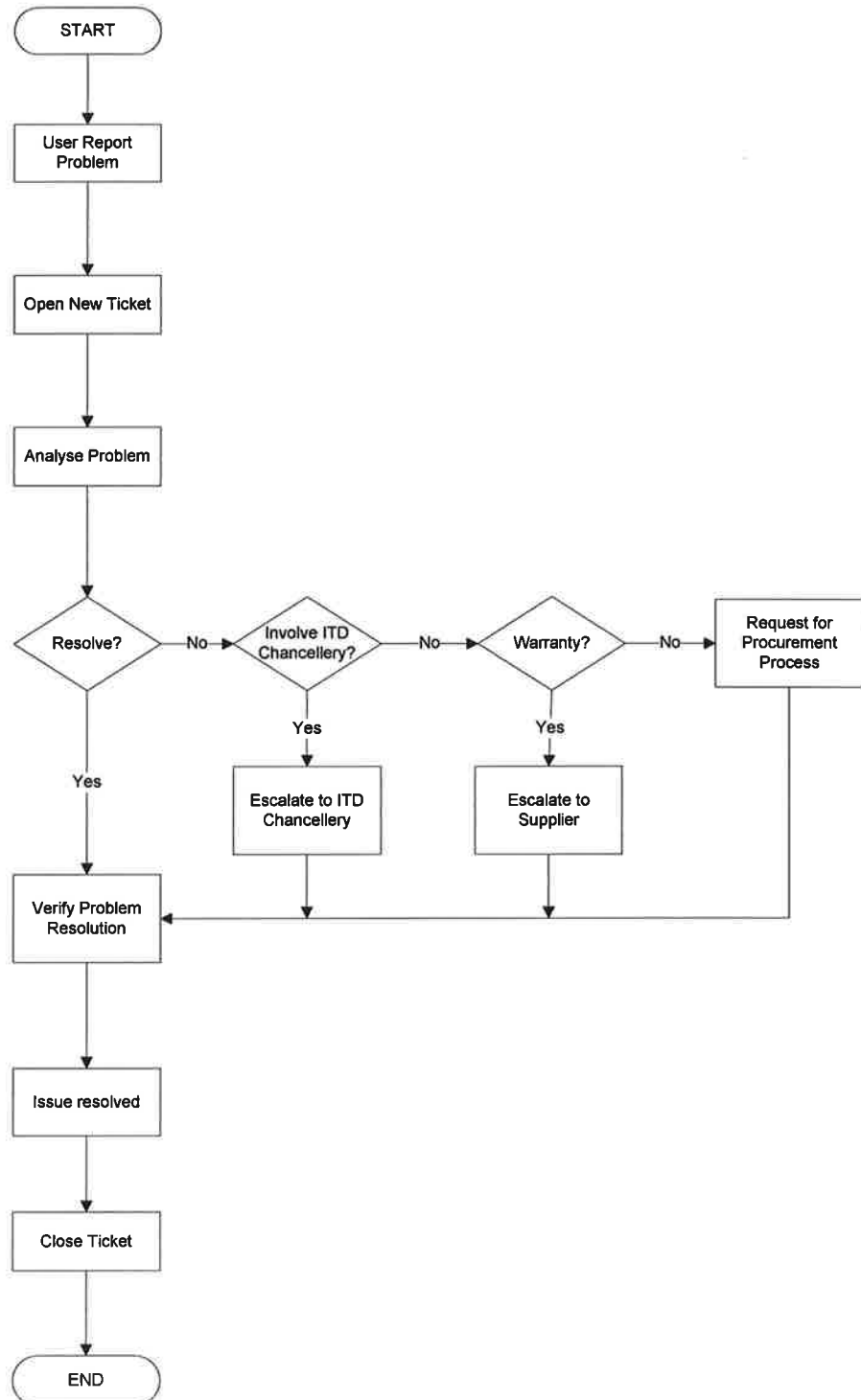



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Standard Operating Procedure for ITD Helpdesk



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7.0 DESCRIPTION

No	Description	Person in Charge	Document	Duration
1	User report problem User (UniKL RCMP Staff/Student) initiates the technical problem / complaint to IT helpdesk via email, phone, submit ticket to Helpdesk system using Online Helpdesk Form or face to face.	User		Immediately (working days)
2	Open new ticket IT staff creates a ticket for the technical problem / complaint by user and acknowledge user using Internal Online Helpdesk Form if the user lodges the complaint via email or phone or face to face.	ITD RCMP	Log record for Trouble Ticketing	Immediately (working days)

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3	Analyse Problem IT staff proceeds to attend and analyse the technical problem / complaint accordingly within the required time.	ITD RCMP	Log record for Trouble Ticketing	2-8 hours (working days)
4	Escalate to ITD Chancellery a. If the technical problem / complaint is not resolved, IT staff checks whether the issue involves ITD Chancellery. b. If yes, the technical problem / complaint will be escalated to ITD Chancellery via e-mail or phone for further action.	ITD RCMP	Log record for Trouble Ticketing	24 hours (working days)
5	Escalate to Supplier a. If the technical problem / complaint is not resolved, IT staff checks warranty/support is provided for the related issues. b. If yes, technical problem / complaint will be escalated to supplier or vendor for further action.	ITD RCMP	Log record	24 hours (working days)



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6	Request for Procurement Process If the ticket does not involve ITD Chancellery and does not have warranty/support from supplier, IT staff needs to request for procurement process according to Purchasing Procedure (UniKL/RCMP/PROC/PR-01) as to resolve the issue.	ITD RCMP	Log record for Trouble Ticketing	Within 14 working days
7	Verify Problem Resolution IT staff verifies the implementation plan to ensure the issue is resolved by ITD Chancellery / Supplier / Procurement Unit accordingly via phone/email.	ITD RCMP		2-8 hours (working days)
8	Issue Resolved When the technical problem / complaint is resolved, Helpdesk system will notify user via email or IT staff to notify user in order to acknowledge and verify that the problem has been resolved.	User		24 hours (working days)

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9	Close Ticket Ticket will be closed by IT staff upon resolution of the pertaining issue.	ITD RCMP	Log record for Trouble Ticketing	Immediately (working days)
10	To activate the automated antivirus updating system to reduce the risk of virus attack.	ITD RCMP	-	On-going
11	To use Microsoft one drive and sharepoint to migrate the data storage to cloud storage to optimize the operations of server.	ITD RCMP	-	On-going

8.0 RECORDS

No	Titles/Records	Location/Responsibility	Retention Period
1	Online Helpdesk Form (UniKL/RCMP/CD/ITD-01-01)	ITD RCMP	3 years
2	Internal Online Helpdesk Form (UniKL/RCMP/CD/ITD-01-02)	ITD RCMP	3 years