

UNIVERSITI TEKNOLOGI MARA

**HELP DESK SERVICE DELIVERY MANAGEMENT
OF MALAYSIAN IMMIGRATION DEPARTMENT**

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ABSTRACT

Malaysia Immigration Department IT Service Desk also known as ADUKOM has been an important component to the organization for many years. The primary objective of the help desk is to resolve problems related to IT in the organization. Thus, the agents in the help desk must be very knowledgeable of the information systems, applications, and technologies supported. Until today, there is no study done on the system as a whole. Most efforts at improving help desk performance have been to make the current system more efficient through application of information technologies. The main objective of this study is to evaluate the efficiency of the current IT service desk based on its process flow and to identify the challenges, limitations and new opportunities of the current IT service desk to be in line with current environment. This study will use qualitative response in order to come out with a list of the current key issues, challenges, limitations and new opportunities of the current IT service desk to be in line with current environment. Furthermore, this study also intended to define and propose new IT Service Desk models focussing on the business needs.

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