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Position: IT Executive, Information
Technology Department

[Signature]

Position: Manager, Information Technology
Department

No.	Date	Remarks	Revision No.	Approved by
1	01/01/17	Establishment	00	Manager, ITD
2	01/08/22	Amendment	01	Manager, ITD
3	14/06/24	Revise on references, description of working procedure and records.	02	Manager, ITD

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1.0 OBJECTIVE

The aim of this SOP is to streamline the management of user complaints on ICT equipment by providing a structured process for logging, tracking, and resolving issues.

2.0 SCOPE

The scope of this SOP applies to managing complaints received from UTS staff regarding ICT equipment on loan or ICT facilities in use.

3.0 REFERENCES

UTS ITD Helpdesk System

Link: <https://helpdesk.uts.edu.my/>

4.0 DEFINITIONS / ABBREVIATIONS

IT	:	Information Technology
ITD	:	Information Technology Department
PIC	:	Person-in-Charge
SOP	:	Standard Operating Procedure
UTS	:	University of Technology Sarawak

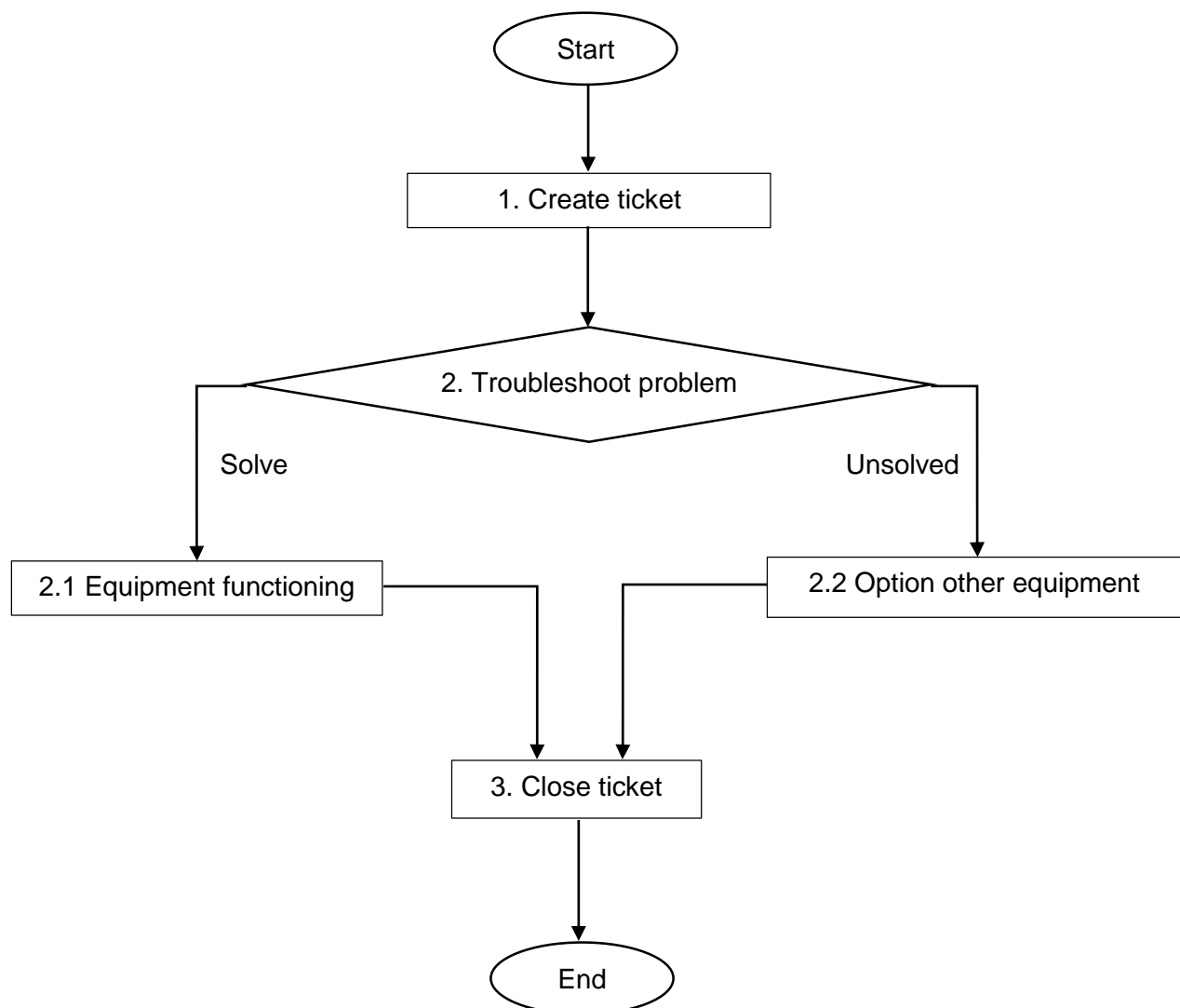
5.0 RESPONSIBILITY

- 5.1 Head of ITD is responsible to follow and adhere to this SOP.
- 5.2 The ITD staff is responsible to follow and adhere to this SOP.
- 5.3 UTS staff is responsible to follow and adhere to this SOP.

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6.0 PROCEDURE

6.1 Refer to the process flow chart.



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7.0 DESCRIPTION

No	Description	Person in Charge	Reference
1	PIC create a ticket in UTS ITD Helpdesk System for the complaint from UTS Staff via email or other communication channel.	ITD Staff	UTS ITD Helpdesk System
2	<p>PIC will troubleshoot the problem of the complaint equipment.</p> <p>2.1 If PIC is able to solve the problem and the equipment is functioning, the equipment will be return back to UTS staff.</p> <p>2.2 If PIC is unable to solve the problem, PIC will issue other equipment to loan and the problem equipment will be keep by ITD for further action.</p>	ITD Staff	
3	The open ticket will be closed with remarks of action and solution done by the PIC in the UTS ITD Helpdesk System.	ITD Staff	UTS ITD Helpdesk System
4	The initial response time for addressing a complaint is within 3 working days, and the time required for resolution may vary according to the complexity of the issue.		

8.0 RECORDS

No	Title / Records	Location / Responsibility	Retention Period
1	UTS ITD Helpdesk System	UTS ITD Helpdesk System: https://helpdesk.uts.edu.my , IT Executive / IT Officer	5 years