Information and Communication Technology (ICT) has been created to simplify human tasks. Nowadays, ICT is becoming more widely used by higher learning institutions to support their academic activities particularly in teaching and research. Users play an important role in any situation; therefore a study to evaluate the ICT infrastructure was conducted in a public university in Malaysia known as the Islamic Science University of Malaysia (USIM). The study was conducted to gather information from the users of the ICT facilities. This paper will discuss findings of the study in terms of the computer functions, system services, training and the ICT maintenance from the users' perspective. An evaluation of current ICT infrastructure was needed in order to understand how users and the organization could best benefit front services provided. The results indicate that ICT needs to be improved to ensure that more benefits can be gained.