İSTANBUL
OKAN ÜNİVERSİTESİ

INFORMATION TECHNOLOGY SERVICE MANAGEMENT SYSTEM POLICY

Istanbul Okan University adopts the principle of providing information technology services effectively, securely, and sustainably in line with user requirements. Our University plans, implements, monitors, and develops its information technology service management processes in accordance with the ISO 20000-1 Information Technology Service Management Standard through a continuous improvement approach. In this context, it aims to enhance service quality, ensure user satisfaction, and guarantee service continuity.

Policy Core Actions;

- To ensure service quality by accurately analyzing user requirements and managing value-adding information technology services in accordance with the ISO 20000-1 standard.
- To carry out capacity planning by analyzing resource requirements and costs related to information technology services and to ensure service continuity.
- To ensure uninterrupted service delivery by maintaining the security and continuity of the information technology infrastructure.
- To regularly measure and evaluate compliance with service level agreements (SLAs) and enhance service performance through improvement activities.
- To improve service quality by identifying the competencies required for service delivery and developing the knowledge and skills of personnel.
- To ensure service continuity by recording, classifying, prioritizing, and managing incident, problem, change, and release management processes in accordance with Information Technology Infrastructure Library (ITIL) processes.
- To ensure system integrity and security by implementing changes and releases that may affect services in a controlled and approved manner.
- To ensure the continuity of information technology systems by taking the necessary precautions against emergencies.
- To ensure the sustainability of service quality by monitoring the compliance of services provided by suppliers with SLA levels.
- To continuously improve service management processes by achieving service process performance targets and supporting the business continuity of the units receiving services, in line with a user-oriented service approach.

