

## TKU' S INFORMATIONAL SERVICES WON ISO 20000 RECOGNITION

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TKU recently has won recognition by ISO 20000 for her information services, and becomes the first university in the world to get such an appreciation. President C. I. Chang indicates that the quality of services, which ISO 20000 evaluated, is what emphasized in the “total quality management” (TQM) in TKU' s administrative objective—satisfaction, quality management, and continuing improvement. Presently, the school has entitled every academic and administrative division to set up “Key Performance Indicator” (KPI) to move toward effective improvement by monitoring the quantified indicators. President Chang appreciates the efforts of the staffs of Information processing Center, and expects the joint cooperation and continuous efforts of all staffs of TKU in improving our info management and services, and in the hope of leading a info trend in the nation.

TKU passed the ISO 27001 recognition in 2006 for info security, and became the first academic organization to get the honor. Last year, TKU had cooperated with the “Digital Information Management Center” of ACER Inc. to establish SOC—Security Operation Center. This year, TKU passed the evaluation in four major service items—PC Repairing, Management of PC Practice Lab, Campus Mail Services, and Non-interrupted Kernel Web. Other organizations that pass the same certification include Industrial Technology Research Institute of Taiwan, and FETnet.

Dr. Hwang Ming-tar, Director of Information Processing Center, indicates that the preparation for the ISO 20000 evaluation has lasted for one year, which marks the beginning of quantified info management. To begin with the center regulates the procedures of info services and set up clear key performance indicators. By analyzing the KPI, the center can calculate the important factors to improve service quality. After that, those improving

factors will be traced through the process of “PDCA.” In this way, the center delivers monthly, seasonally, and yearly reports for monitoring and improvement. Take some figures of performance in “PC Repairing” for example. Presently, 85% of the application for services will be completed within 3 days, 95% will be completed within 5 day, once the application is received by the divisions. In the figure of Campus Mail Services, the TKU servers are able to intercept 99% of garbage or fake mails.

After passing the evaluation, TKU will prepare for regular review every half a year. To substantiate the ISO 20000 evaluation, the center will keep improving the factors of info services listed on KPI, and plan to expand the reviewed item to involve “Teaching Resource Platform.”

Yu Jin-tarng, who is responsible for organizing the preparation in the center, points out that to get ready for ISO 20000 and ISO 27001 evaluations, TKU staffs have to prepare for public reviewing every three months. Adding up to the regular inside reviews, the working loads for the staffs of Information processing Center are overwhelming. The center is working on integrating the two evaluations to find out the shared working procedures and reports, such as that for communicating about info security.

In addition, the center will integrate the six services windows—Web Management, Teaching Resources Assistance, Management of Special Projects, Administrative Info, System Management, and Digital Design—into one “Joint Service Platform,” which is expected to be materialized within one year. Sun Pei-ju, second year graduate student of Graduate Institute of Information Management, felt glad and proud to hear the good news of passing ISO 20000 evaluations, which indicates that TKU’ s info security and services are publicly noticeable. ( ~Chen Chi-szu)