ISTANBUL OKAN UNIVERSITY INFORMATION TECHNOLOGIES SERVICE MANAGEMENT SYSTEM POLICY

Istanbul Okan University has adopted the principles specified in the ISO 20000-1 Information Technologies Service Management Standard in order to provide the promised level of Information Technology service to the users by correctly analysing the user needs in the Technology Services, to ensure the full compliance of itself and the users with the legislation related to Information Technologies, and to maintain the service management by constantly improving it and put it into practice. In order to ensure the satisfaction of users benefiting from IT services and to provide service in accordance with the Service Level Agreements (SLA) agreed with the user, it applies the following issues:

- Managing in accordance with ISO 20000-1 Service Management System processes, which includes Information Technologies services that will meet user needs and create added value for users who benefit from IT services,
- Providing resource need and cost of the services offered are constantly analysed and capacity planning and continuous improvement,
- Ensuring the continuity and security of the Information Technologies service infrastructure,
- Continuously measuring, evaluating and improving the SLA compliance levels of the services provided,
- By determining the competencies required for service delivery, to gain these competencies to the teams,
- In order to shorten the service interruption as much as possible, by recording problems, changes, problems, versions, classification, prioritization and taking corrective actions in accordance with ITIL processes,
- Carrying out changes and versions that may affect the services in a controlled manner and within the scope of approval,
- Ensuring the continuity of Information Technologies systems in extraordinary situations,
- Ensuring, measure and monitor compliance with the SLA levels agreed with the services provided by suppliers, users,
- We are committed to achieving the process performance targets in each service process, ensuring the business continuity of the users it serves and improving the service processes in order to fully fulfil the service level agreements, the goal of the Istanbul Okan University Information Processing Unit, which works with a user-oriented approach.

Prepared by	Recognized by
IT Manager	Secretary General