



# Academy Quality framework ICT service

Mladen Nikolić

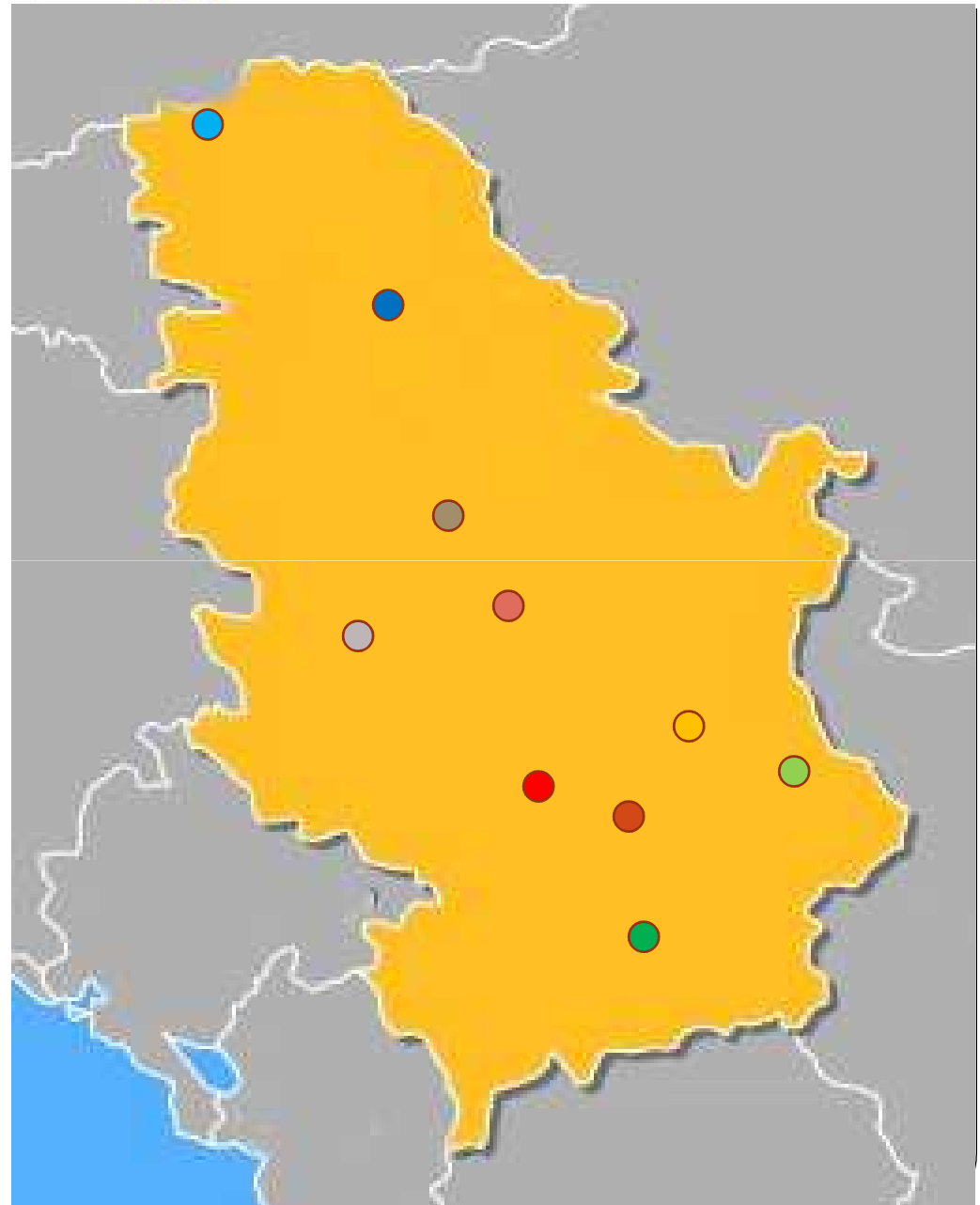


Education and Culture  
TEMPUS

# Introduction



- Environment?
  - Different platforms
  - Different services
  - No centralized IT solutions
  - Lack of innovation, research and partnerships



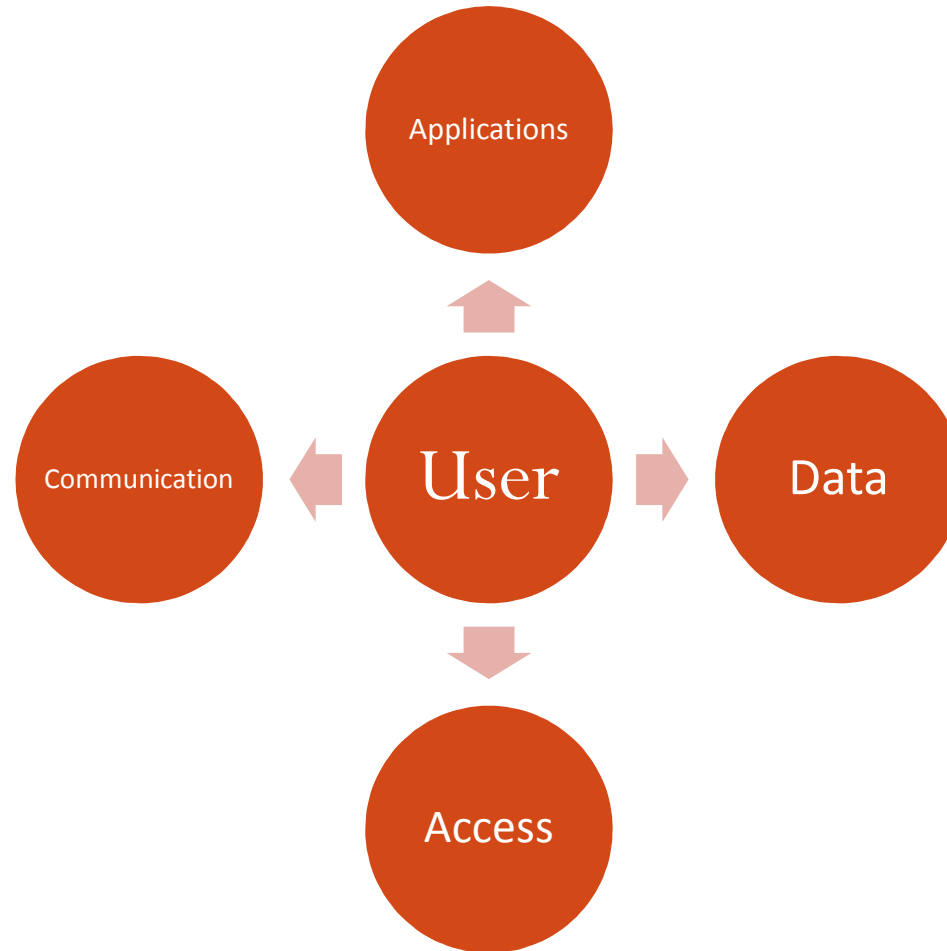
# MISSION



- Integration of educational organizations
- Unified platforms
- Unified services
- Centralized IT solutions
- Innovation, research and partnerships



# VISION



# VISION



- Layered approach – bottom-up
  - Infrastructure and network
  - Security: privacy of data
  - Application hosting / performance
  - Monitoring and minimal disruptions
- Equal service for all users
- Redundancy, fail-over and clustering on
  - Hardware, software and people!

# CRITICAL PROCESSES



- Choosing the right platform or product?
  - Product and functionality: matrix
  - Topology (star, tree, bus...)
  - In-house support + internal staff
  - Financial cost (installation, license, support contract)
  - Is the product a (current) default, what future does it have?
    - Long term support, end of life?
- Server room design
  - Fire protection data centers
  - Airco
  - Power...
- Design and implementation
  - Mail services (exchange, office 365)
  - File, Print and other basic services
  - Remote applications and environment
  - Clustering
  - Backup strategy
  - Monitoring
  - Web services
  - And many others...

# STRATEGIC GOALS



- Network
  - Installation, upgrades and configuration of network devices, cabling
  - Securing network devices and implementation security devices
    - Webfiltering, firewall, reverse proxy, Wifi
  - Routing, DNS, DHCP and other network services
  - Radius (EDUROAM wifi network)
- Servers
  - Design, installation and maintenance
  - Virtualization (hyper-v and vmware)
  - Storage configuration and maintenance
  - Hardware and application monitoring
  - Remote access (ILO) and central management

# OPERATIONAL GOALS



- Each campus / site must be able to run independent for a scope of basic services
  - Authentication, authorization, file , print, collaboration, support, local Lan

**Importance: design of solutions takes the above into account!**

- Virtualization
- Bring your own device
- VoIP
- ICT department in real life is more:  
Audio, video, ICT internal education, cash and payment devices, videoconferencing,...



# ACTION PLANS



Actions	Who	Timing	Resources	Monitoring	Status	Success rate
<b>Forming ICT teams for operational structure</b>	Representatives of staff members	27.11.2013/31.12.2013	HR	Mladen Nikolić	On target	100%
<b>Identification and development of applications and services</b>	ICT team	01.01.2014/15.10.2014	HR	Antić Dragan	On target	80%
<b>Network logically</b>	ICT team	20.02.2014/20.03.2014	HR	Antić Dragan	On target	80%
<b>Agreements and deals for equipment</b>	Legal team+ ICT team	20.03.2014/20.06.2014	HR	Ivan Tomić	On target	100%
<b>Network physical</b>	Vendor +ICT team	20.06.2014/20.08.2014	HR+ equipment	Aleksandar Spasić	On target	30%
<b>Design, installation and maintenance</b>	ICT team + vendor	01.09.2014/15.10.2014	HR+ equipment	Nenad Janjić	On target	30%

# OPERATIONAL STRUCTURE



# OPERATIONAL STRUCTURE



- IT Services is a multi-disciplinary team with expertise in technology, education, operations management, business, and project management.
- The Operations and Technical Support team
  - Support Center, Print Services, and the Post Office. The Help Desk and Desk Side Support
- The Program Management Office team
  - responsible for the business and financial management operations of IT Services.
- The Solutions Development team
  - focuses on finding new, better, and more effective ways to integrate technology and software applications to support the operations of the Colleges.
- The Network and Systems Infrastructure team
  - designing, building, securing, documenting, and maintaining the Colleges' overall technology infrastructure
  - The goal of the Digital Learning team is to foster technology integration in the curriculum while supporting the exploration of emerging learning technologies.

THANK YOU!

Obrigado pela vossa atenção!

Vielen Dank für Ihre Aufmerksamkeit!!!!

