



UNIVERSITAS INDONESIA

Universitas Indonesia & IT Governance

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Office of Information System Development and Services

- Generating and maintaining all applications and IT infrastructure at UI
- Each faculties has their own IT personnel – meet bimonthly on the ICT Technical Committee meeting)
- A centralized approach for funding and support of many IT services (up to faculty level)



Areas for Coverage

- IT Support
 - Computer system: IT Security, Smartcard, DRC
 - Computer network
 - Technical Services
- Information System Development
- Internal and External Services
 - Helpdek
 - Electronic data processing
 - Support Services
 - Web services
 - IT Training and Development



IT Technical Committee

- Dissemination of updated Information to lower level units
- Finding problem's solution
- IT Roadmap and alignment to the University Strategic Plan



Implementation of Quality Management System

- ISO 9001:2008 compliance:
 - Quality policy, quality manuals, Standard Operating Procedures, Performance indicators measurement, management overview, preventive and corrective action



Lesson learnt

- New Innovation in application and services requires strong support in funding and procurement.
- Human resources management and preventing staff turnover.
- Funding support for hardware/software upgrades and purchases