

MUŞ ALPARSLAN UNIVERSITY DEPARTMENT OF INFORMATION PROCESSING PUBLIC SERVICE STANDARDS TABLE

NO	SERVICE NAME	REQUIRED DOCUMENTS	YOUR SERVICE COMPLETION DURATION (LATEST)
1	Answering internal and external documents	Articles from EBYS	10 Business Days
2	Follow-up of Personnel Affairs of the Personnel	Request by official letter	3 Business Days
3	Computer Lab Setup	Request by official letter	15 Business Days
4	Computer Lab Maintenance and Repair	verbal request	5 Business Days
5	Building Internet Connection	Request by official letter	10 Business Days
6	Wireless Internet Setup	Request by official letter	5 Business Days
7	Staff Internet Connection	verbal request	1 Business Day
8	Detection and Repair of Network Faults	verbal request	1 Business Day
9	Maintenance and Repair of System Rooms	verbal request	1 Business Day
10	Maintenance and Repair of System Infrastructure Devices	verbal request	1 Business Day
11	Physical and Virtual Server Installation	Request by official letter	5 Business Days
12	Opening E-Mail Accounts of Units	Request by official letter	1 Business Day
13	Creating an Individual Email Account	Individual application with corporate identity	1 Business Day
14	Updating E-Mail Password	Individual application with corporate identity	1 Business Day
15	Preparation of Material Purchase Technical Specification	Request by official letter	10 Business Days
16	Institution Web Page Update	Request by official letter	5 Business Days
17	Determination of IT Needs	Request by official letter	3 Business Days
18	Software development	Request by official letter	Variable on demand
19	Evaluation of Software Needs Requests	Request by official letter	3-15 Business Days
20	Providing Technical Support to the Software Used	verbal request	1 Business Day
21	Software License Purchase or Renewal	Request by official letter	3 months
22	IP Phone Configuration	verbal request	1 Business Day
23	Phone Number Allocation	Request by official letter	1 Business Day
24	International Line Allocation	Request by official letter	1 Business Day

25	Solution to Phone Problems	verbal request	1 Business Day
26	Installation of Camera Systems	Request by official letter	15 Business Days
27	Maintenance and Repair of Cameras	verbal request	3 Business Days
28	Exporting Camera Image Records	Request by official letter	3 Business Days
29	Giving EBYS Technical Support	verbal request	1 Business Day
30	Operating System Installation	verbal request	3 Business Days
31	Installing Software	verbal request	3 Business Days
32	Detection and Troubleshooting of Computer and/or Peripherals	verbal request	1 Business Day
33	Detection of Malfunctions of Guaranteed Computer and/or Peripherals and Removal	Oral and written request	30 Business Days
34	Installation and Introduction of Computer and/or Peripherals	verbal request	1 Business Day
35	Elimination of Problems Occurring in Informatics Infrastructure	verbal request	5 Business Days
36	Internet Cable Pulling	verbal request	5 Business Days
37	Fiber Optic Cable Pulling, Termination	Request by official letter	15 Business Days
38	Network Setup	verbal request	10 Business Days
39	Detection and Troubleshooting of Turnstile Access Systems Faults	verbal request	1 Business Day

If documents other than the above-mentioned documents are requested during the application, the service is not completed within the specified time despite the application with the complete document, or if it is determined that some services are not available in the table above, apply to the first application or the second application site.

FIRST APPLICATION LOCATION:

Cengiz ALMAZ/ Branch Manager V.

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SECOND APPLICATION LOCATION:

Ali ÖZDEMİR/ Head of Department

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