



Realised steps and adopted procedures

ICT service

Mladen Nikolić

Realised steps on the project

○ Quality framework for ICT services

(http://www.ecbac-tempus.com/eighth_meeting/presentations/ICT_WG.pdf)

1. Solutions development team

(College of Applied Sciences in Chemical Technology in Kruševac)

- ICT database for QA indicators (Internet)-**completed**

○ International conferences:

- Mladen Nikolić, Predrag Sibinović, **INFORMATION SYSTEM IN THE FUNCTION OF A QUALITY SYSTEM DEVELOPMENT ILLUSTRATED IN THE EXAMPLE OF A SERBIAN ACADEMY OF APPLIED STUDIES**, , International Conference on Quality Assurance for Successful Business and Competitiveness, December 2014, Kopaonik, Serbia

Realised steps on the project

2. Program management team

(The Higher Technical School of Professional Education Nis, The High Education Institution for Professional Education of Preschool Teachers Krusevac)

- Tendering procedure for the equipment- **In progress, on time**

3. Operation and Technical Support team

(The Higher Technical School of Professional Education Nis)

- Project website - **Completed**

Future steps and further collaboration between partner institution

- **Installation of the equipment**

- **Installation of information system to partner institution**

Estimated time of completion: 8 -10 days upon equipment installation.

Future steps and further collaboration between partner institutions

- Redesigning partners institutions websites (1 design for all partners)
- Developing of Networks website (Upgrading exbac-tempus.com)
- Developing of Distance Learning system
- Developing of ERP system (Electronic Business and Electronic Accounting, Key Card System)

Further read: [http://www.ecbac-tempus.com/student service/AP4 INFORMATION SYSTEM IN THE FUNCTION OF A QUALITY.pdf](http://www.ecbac-tempus.com/student_service/AP4_INFORMATION_SYSTEM_IN_THE_FUNCTION_OF_A_QUALITY.pdf)

Procedures Adopted

- **Set of Rulebooks in ICT services as:**

1. Rules and Procedures of ICT services of The Academy
2. Rules and Procedures of Information System Management
3. Rules and Procedures about data storing and data security
4. Rules and procedures about computer equipment

- **Electronic ticketing (helpdesk)**

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