

Assessor:	Anton Nurkholis (ID 05891)
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Assessment of:	TIK (Teknologi Informasi dan Komunikasi)	Auditee(s):	Mr. Harry Soekotjo; Mr. R. Arief Setyawan; Mr. Agus Naba and related staff Guide: Mr. Tunggul
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Audit trails and sources of evidence:

- Quality Manual
- Mandatory Procedure
- Quality Objective and monitoring
- Internal audit and Management Review
- Work process of TIK (Web demonstration)
- Server Room
- IT Maintenance
- Customer survey
- Customer complain (e-complain)

Evaluation and conclusions:

Overall, Quality manual, Quality Objective and mandatory procedure were established, implemented and monitored. During assessment document, records, site observation (server) and UB web demonstration were observed and discussed.

Notes were raised as follow:

It is consider to summarize Survey Pelanggan and analyze it.
E-complain was implemented; however it consider to make filtering system in e-complain system. Followed up of complain from satuan kerja or faculty could be implemented by using soft copy.
It consider to monitor server room temperature and record it.
It could be useful to keep back up data in other building for safety and security reason.