



Standard Operating Procedure (SOP) PPTI UNESA



BRIEF PROFILE OF DIRECTORATE OF TECHNOLOGY, INFORMATION, COMMUNICATION, AND COOPERATION

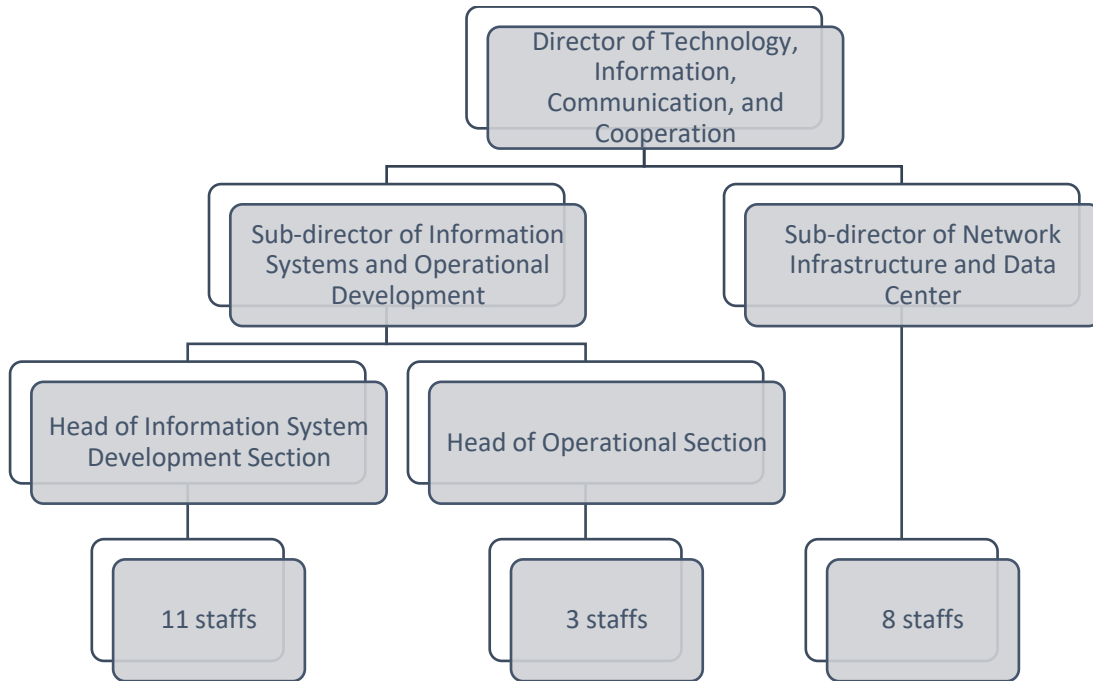
The IT&C Directorate is under the Vice Rector for Planning, Development, Cooperation, and Information and Communication Technology (ICT). The IT&C Directorate oversees three sub-directorates:

1. Network Infrastructure and Data Center Sub-Directorate
2. Information System Development and Operations Sub-Directorate
3. Domestic Cooperation Sub-Directorate
4. International Cooperation Sub-Directorate

In the fiscal year 2023, the Sub-Directorate of Information System Development and Operations achieved significant advancements in the development of information systems. Specifically, they successfully conceptualized and implemented a total of 19 new Information Systems, with 13 applications deployed into operational use, while the development of the remaining 6 applications is ongoing. Additionally, maintenance activities were diligently executed on 37 existing information systems at Surabaya State University.

Moreover, the Sub-Directorate of Network Infrastructure and Data Center's proactive approach ensures the optimal functioning and longevity of the institution's technological infrastructure. This includes enhancing Wi-Fi service accessibility for academics on campus through various network infrastructure improvements, such as increasing bandwidth, implementing WPA Enterprise for enhanced security measures, modernizing aging infrastructure, and deploying numerous access points across the campus environment.

ORGANIZATIONAL STRUCTURE OF THE DIRECTORATE OF TECHNOLOGY, INFORMATION, COMMUNICATION AND COOPERATION



Responsibilities and functions:

- Director of TICC:
Directing the vision and strategy of the organization's information technology, ensuring technological innovation supports competitive advantage, system security, and efficient achievement of business goals.
- Sub-director of Information Systems and Operational Development:
Responsible for coordinating the development and operationalization of new information systems. Leading the team in designing, developing, and implementing innovative information technology solutions tailored to the organization's needs.
 - Head of Information System Development Section:
Directly responsible for designing, developing, and testing new information systems needed to support organizational operations. Leading the application development team and ensuring that the solutions produced meet established quality standards.
 - Head of Operational Section:
Responsible for overseeing the day-to-day operations of existing information systems, ensuring service availability and system reliability. Accountable for resolving operational issues as they arise and collaborating with the team to enhance operational efficiency.
- Sub-director of Network Infrastructure and Data Center:
In charge of managing and maintaining the organization's network infrastructure and data center. Leading the network infrastructure development strategy, ensuring network

availability and reliability, and managing the data center to support organizational operational activities.

SERVICE REGULATIONS

General Provisions

1. The IT&C Directorate provides domain, web hosting, VPS, and colocation server services free of charge to users within the UNESA environment.
2. The use of domain names must follow the domain name writing conventions established by the IT&C Directorate.
3. The service validity periods are as follows:
 - a. For official institutional bodies: Permanent
 - b. For subordinate institutions and incidental activities: As agreed upon and approved by both parties.
4. In day-to-day management, the services provided are managed by the technical responsible party as a representative of the administrative responsible party.
5. The manager is only responsible for recording the delegation of names requested from the service.
6. In the event of a dispute, the manager reserves the right to suspend the use of services until the issue is resolved.
7. Service users are entitled to technical support from the IT&C Directorate.
8. The IT&C Directorate reserves the right to take necessary actions, such as revocation, suspension, and others, if the service is deemed to be non-compliant with the regulations established by the IT&C Directorate.
9. All provided services may only be used for academic, research, instructional, and professional purposes.

Service Agreement

Technical support for users is available during working hours on weekdays (07.30-17.00 WIB). Users can obtain support by contacting the IT&C Directorate through e-services, telephone, WhatsApp, or by visiting the IT&C Directorate in person.

Privacy and User Personal Rights

1. Service owners have full rights to use and develop the services they own while adhering to the rules and procedures established by the IT&C Directorate.
2. Any information related to data owned by users will not be published by the IT&C Directorate to any third party.

User Responsibilities

The responsibilities of users of services within the IT&C Directorate are to adhere to the regulations and provisions in force within the IT&C Directorate and UNESA. Matters that have not been determined will be established at a later time. In the event of changes to the regulations or provisions in force, notification will be provided via email address, the IT&C Directorate website, or other announcements.

Security Regarding Passwords

1. Users are responsible for their usernames and passwords and their confidentiality.

2. The IT&C Directorate is not responsible for any occurrences involving users' usernames and passwords, including instances where unauthorized parties are known to have accessed them.
3. Users are advised to use passwords that combine lowercase letters, uppercase letters, numbers, and symbols.
4. Users are advised to regularly change their passwords using the provided applications.
5. If a user forgets their password, both the technical responsible party and the administrative responsible party can contact the IT&C Directorate.

Content Limitations

1. There are no restrictions on the content of files owned by users, as long as the content of those files does not contain elements of ethnic, religious, racial, and societal discrimination.
2. Services are not to be used for criminal purposes (e.g., hacking and phishing).
3. Users are fully responsible for the legality of the content or material they store.
4. The IT&C Directorate is not responsible for incidents resulting from the content or material of files owned by users.
5. Users must use paid website templates or free but legal website templates. The IT&C Directorate also provides website templates, but they are only intended for faculties, departments, and units.

Prohibited User Activities

1. Users are not permitted to use the IT&C Directorate servers for any activities that contradict the laws of the Republic of Indonesia.
2. Users are fully responsible for the content of the services they possess.
3. Users are not allowed to store files or content, whether directly or indirectly containing the following:
 - a. MP3 files or similar
 - b. Hackers and phreaking programs/archived pirated software/warez sites/illegal content/infringing copyrighted material.
4. Users are not allowed to use the IT&C Directorate servers for ADULT hosting.
5. Users are not allowed to attempt to damage, alter data, or systems that belong to the IT&C Directorate and are not the property of the respective user, or engage in activities deemed harmful to the system, whether intentionally or unintentionally.
6. Users are not allowed to damage or attempt to alter data and server systems owned by third parties through the IT&C Directorate servers, whether intentionally or unintentionally.





Violation of Regulations

1. The IT&C Directorate will issue a stern warning once to the hosting owner via email / phone from the administrative and technical responsible parties with a deadline of 3x24 hours.
2. If the warning is disregarded by the user, the IT&C Directorate may unilaterally terminate the services owned until the user contacts the IT&C Directorate again.
3. During the service termination, the data on the server will not be lost.

USER GUIDE

Information: The visualization form of process flow used is not the standard flowchart format to depict the process flow within a computer system. Instead, a modified flowchart format is utilized where the process is executed by two agents, namely human and computer system. The difference between the two agents will be distinguished in the symbol representation.

DAFTAR SIMBOL FLOWCHART

SIMBOL	PENJELASAN
Terminal Point / Titik Terminal Start/End 	Menunjukkan permulaan (start) atau akhir (end) dari suatu proses
Flow Direction / Simbol arus 	Simbol yang digunakan untuk menghubungkan antara simbol yang satu dengan yang lainnya (<i>Connecting Line</i>). Simbol ini juga berfungsi untuk menunjukkan arah alur dari proses
Process 	Simbol yang digunakan untuk menunjukkan kegiatan yang dilakukan
Input/Output Data 	Simbol yang digunakan untuk merepresentasikan input data atau output data yang terjadi tanpa bergantung dari jenis perantaranya. Simbol ini juga berfungsi sebagai informasi

List of Executants

Actor	Role
Unit/Organisasi, Civitas (Pegguna Layanan)	
Service Desk/Div. Operasional	
Kasubdit PSI	
Kasubdit IJK	
PIC	



MINISTRY OF EDUCATION AND CULTURE
STATE UNIVERSITY OF SURABAYA
DIRECTORATE OF INFORMATION TECHNOLOGY
COMMUNICATION AND COOPERATION

SOP NUMBER	POB-LA-002
MANUFACTURING DATE	January 08, 2024
DATE OF REVISION / REVISION TO	-
EFFECTIVE DATE	Starting January 08, 2024
AUTHORIZED BY	TIKK DIRECTOR Prof. Slamet Setiawan, M.A., Ph.D. NIP. 196806081994031005
SOP NAME	Email Password Reset Request

LEGAL BASIS	IMPLEMENTER QUALIFICATIONS
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<ol style="list-style-type: none"> Permenristekdikti number 71 of 2017 concerning guidelines for the preparation and evaluation of business process maps and standard operating procedures within the Ministry of Research, Technology and Higher Education. Permenristekdikti number 68 of 2017 concerning guidelines for the implementation of position analysts within the Ministry of Research, Technology and Higher Education. Permenristekdikti number 2 of 2018 concerning workload analysis of executive positions within the Ministry of Research, Technology and Higher Education. Permenristekdikti number 4 of 2018 concerning position descriptions within universities and technology institutions Preparation of business process maps and standard operating procedures Permenristekdikti number 62 of 2017 concerning Information Technology Governance within kemenristekdikti Chancellor's Decree Number 021/UN38.13/HK/KM/2016 concerning the change of name upt. The computer center (UPT PUSKOM) became the Information Technology Development Center (PPTI) of Surabaya State University. 	<ol style="list-style-type: none"> Civitas Service Division
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RELATED	TOOLS/EQUIPMENT
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<ol style="list-style-type: none"> Microsoft License Application Application for an Anti-Plagiarism Software Account Request for access to non-Microsoft subscription software Email Request 	<ol style="list-style-type: none"> Computer/Printer/Scanner Internet Network
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WARNING	LOGGING AND DATA COLLECTION
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If the email password reset request service procedure is made too late, then the implementation of the late email password reset request service activity will be delayed	Stored as electronic and manual data
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No.	Activity Description	Executive		Executive			Description
		Civitas	Service Division	Completeness	Time	Output	
1.	Start						
2.	Civitas requests an email password reset by visiting in person or via e-service.			Email Password Reset Request	2 Hours	Email Password Reset Request	
3.	The service division accepts email password reset requests. Yes (in person), no (via e-service)			Email Password Reset Request	1 Hours	Email Password Reset Request	
4.	The service division submits a password reset request to the e-layanan application.				1 Hours	The password reset request is recorded in the e-service	
7.	The service division resets the password according to existing procedures.				1 Hours	Reset password	IK document reset password
8.	The service division resets the password according to existing procedures.				2 Hours	Password reset request completed	
9.	End						

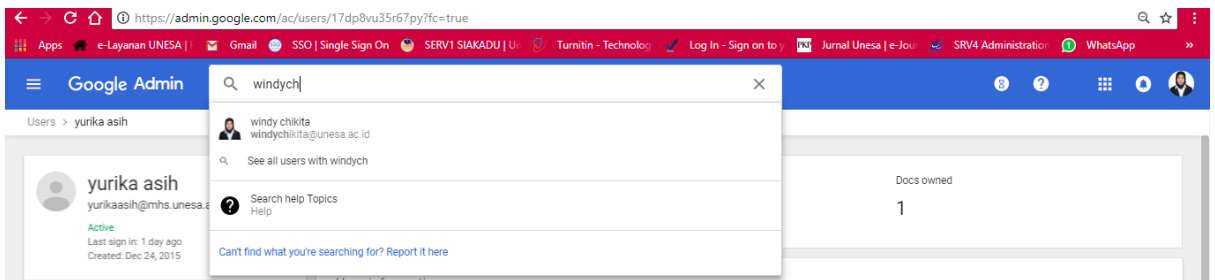
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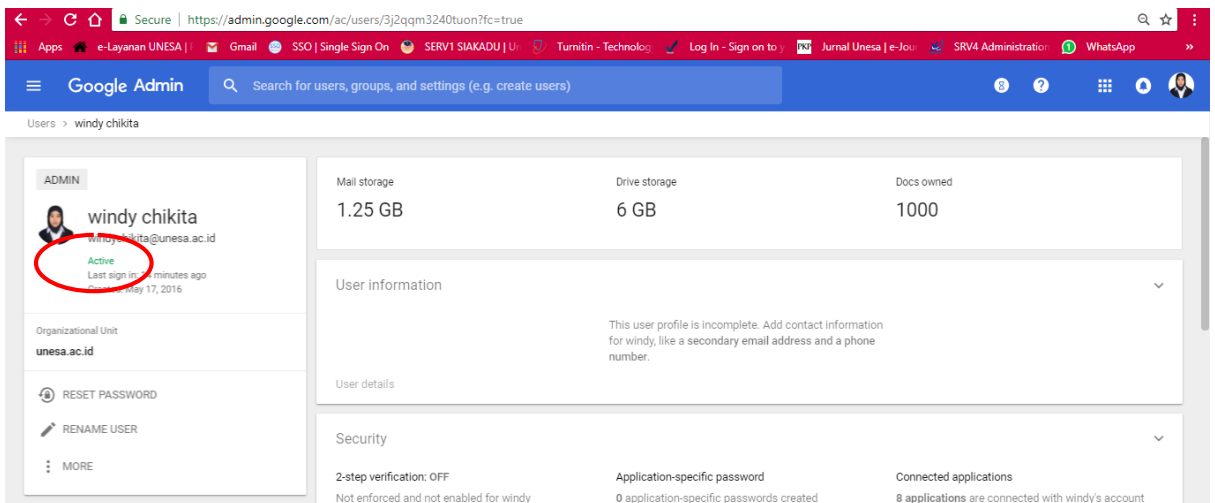
 <p>MINISTRY OF EDUCATION AND CULTURE STATE UNIVERSITY OF SURABAYA DIRECTORATE OF INFORMATION TECHNOLOGY COMMUNICATION AND COOPERATION</p>	IK NUMBER	IK-LA-002
	MANUFACTURING DATE	January 08, 2024
	DATE OF REVISION / REVISION TO	-
	EFFECTIVE DATE	Starting January 08, 2024
	AUTHORIZED BY	TIKK DIRECTOR Prof. Slamet Setiawan, M.A., Ph.D. NIP. 196806081994031005
IK NAME	Reset Password	
PURPOSE	TOOLS/EQUIPMENT	
1. Procedures for serving email password reset requests	1. Computer 2. Internet Network	

WORK INSTRUCTIONS

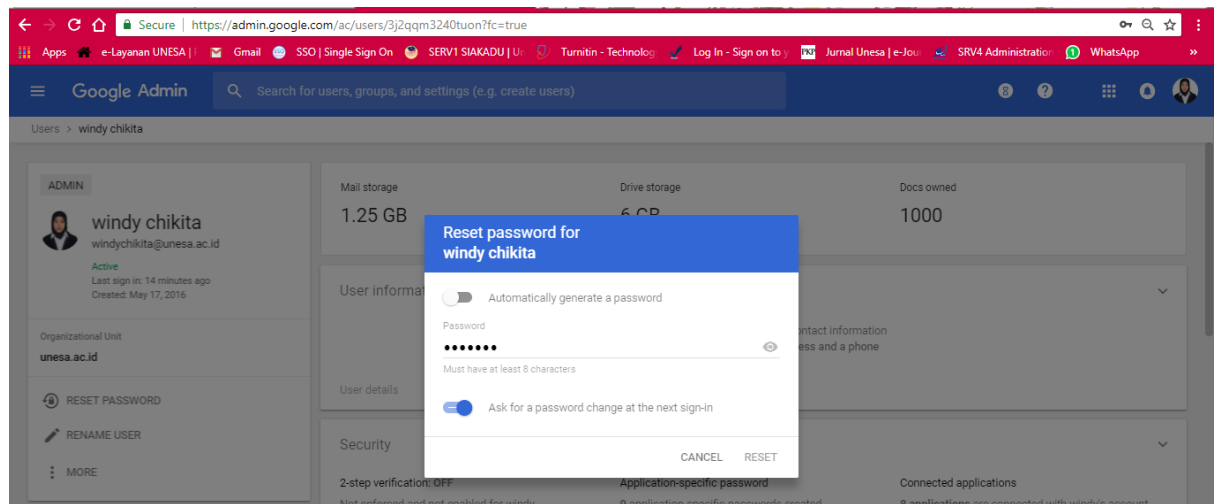
1. Service division staff log in to Google admin
2. The service division staff looks for the user's email to be reset.



3. Then the data you are looking for appears and click the reset password button to reset the password.



4. Reset password dan enabled (Ask for a password change at the next sign-in)



5. Click the reset button, the password has been successfully reset.







6. Finish



MINISTRY OF EDUCATION AND CULTURE
STATE UNIVERSITY OF SURABAYA
DIRECTORATE OF INFORMATION TECHNOLOGY
COMMUNICATION AND COOPERATION


SOP NUMBER	POB-LA-005
MANUFACTURING DATE	January 08, 2024
DATE OF REVISION / REVISION TO	-
EFFECTIVE DATE	Starting January 08, 2024
AUTHORIZED BY	TIKK DIRECTOR Prof. Slamet Setiawan, M.A., Ph.D. NIP. 196806081994031005
SOP NAME	Software Subscription Proposal

LEGAL BASIS	IMPLEMENTER QUALIFICATIONS
<ol style="list-style-type: none">1. Permenristekdikti number 71 of 2017 concerning guidelines for the preparation and evaluation of business process maps and standard operating procedures within the Ministry of Research, Technology and Higher Education.2. Permenristekdikti number 68 of 2017 concerning guidelines for the implementation of position analysts within the Ministry of Research, Technology and Higher Education.3. Permenristekdikti number 2 of 2018 concerning workload analysis of executive positions within the Ministry of Research, Technology and Higher Education.4. Permenristekdikti number 4 of 2018 concerning position descriptions within universities and technology institutions5. Preparation of business process maps and standard operating procedures6. Permenristekdikti number 62 of 2017 concerning Information Technology Governance within kemenristekdikti7. Chancellor's Decree Number 021/UN38.13/HK/KM/2016 concerning the change of name upt. The computer center (UPT PUSKOM) became the Information Technology Development Center (PPTI) of Surabaya State University.	<ol style="list-style-type: none">1. Civitas2. Service Division
RELATED	TOOLS/EQUIPMENT
<ol style="list-style-type: none">1. Email Password Reset Request	<ol style="list-style-type: none">1. Computer2. Internet Network
WARNING	LOGGING AND DATA COLLECTION
If the service procedure for submitting a software subscription proposal is made late, the implementation of the service activity for submitting a software subscription proposal will be delayed.	Stored as electronic and manual data

No.	Activity Description	Executive		Standard Quality			Description
		Civitas	Service Division	Completeness	Time	Output	
1.	Start						
2.	User submits software subscription proposal through e-Layanan			Software Subscription Proposal	2 Hours	Software Subscription Proposal	
3.	The service division receives access requests for non-microsoft subscription software through e-service or e-catalog.			Software Subscription Proposal	1 Hour	Software Subscription Proposal	
4.	The service division registered the civitas email to be able to access non-microsoft subscription software.				2 Hours		IK Document for Non-Microsoft Subscription Software Access Registration
5.	The application sends an email to inform the account of non-microsoft subscription software.				1 Hour		Account Information for non-microsoft subscription software.
6.	End						

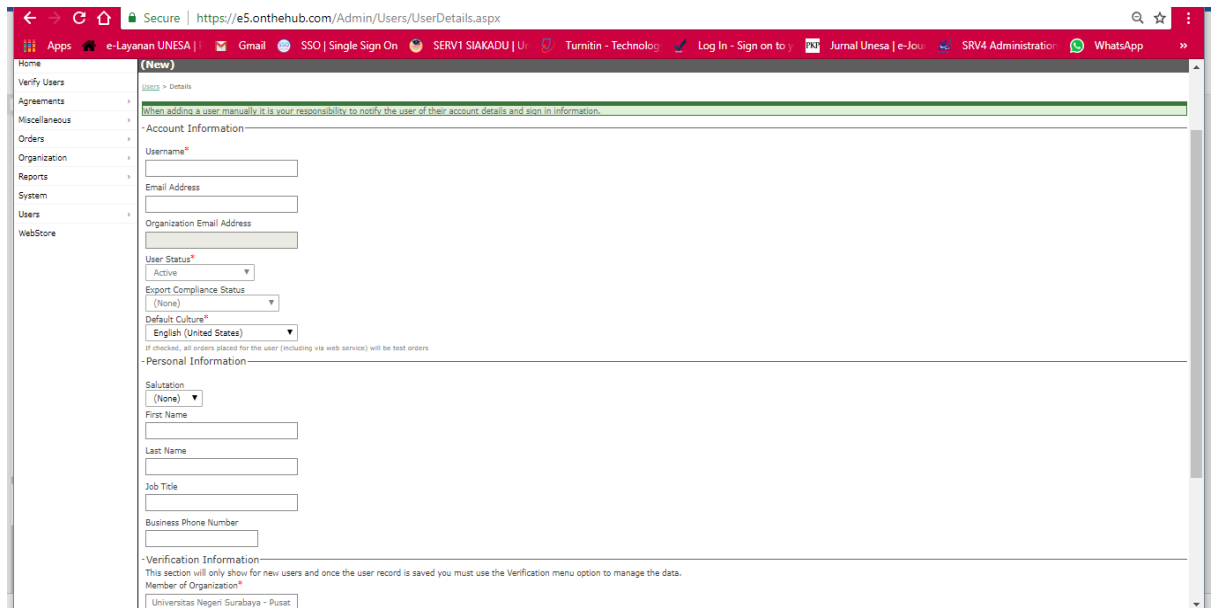
Picture Description :

 : Start/End
  : Process
  : Process Direction
  : Inter-page Connections
  : Decision Making

 <p>UNESA</p> <p>MINISTRY OF EDUCATION AND CULTURE</p> <p>STATE UNIVERSITY OF SURABAYA</p> <p>DIRECTORATE OF INFORMATION TECHNOLOGY COMMUNICATION AND COOPERATION</p>	NOMOR IK	IK-LA-005
	MANUFACTURING DATE	January 08, 2024
	DATE OF REVISION / REVISION TO	-
	EFFECTIVE DATE	Starting January 08, 2024
	AUTHORIZED BY	TIKK DIRECTOR Prof. Slamet Setiawan, M.A., Ph.D. NIP. 196806081994031005
	IK NAME	Non-Microsoft Subscription Software Access Registration
PURPOSE	TOOLS/EQUIPMENT	
1. How to serve Non-Microsoft Subscription Software Access Registration	1. Computer 2. Internet Network	

WORK INSTRUCTIONS

1. Service division staff log in to Microsoft Imagine Unesa
2. Service division staff choose user menu -> user -> add user



3. The service division staff fills in the data as requested and microsoft imagine will send an email for microsoft imagine account information.
4. Finish



MINISTRY OF EDUCATION AND CULTURE

STATE UNIVERSITY OF SURABAYA

DIRECTORATE OF INFORMATION TECHNOLOGY
COMMUNICATION AND COOPERATION

SOP NUMBER	POB-LA-007
MANUFACTURING DATE	January 08, 2024
DATE OF REVISION / REVISION TO	-
EFFECTIVE DATE	Starting January 08, 2024
AUTHORIZED BY	TIKK DIRECTOR Prof. Slamet Setiawan, M.A., Ph.D. NIP. 196806081994031005
SOP NAME	Non-Microsoft Subscription Software Access Requests

LEGAL BASIS

1. Permenristekdikti number 71 of 2017 concerning guidelines for the preparation and evaluation of business process maps and standard operating procedures within the Ministry of Research, Technology and Higher Education.
2. Permenristekdikti number 68 of 2017 concerning guidelines for the implementation of position analysts within the Ministry of Research, Technology and Higher Education.
3. Permenristekdikti number 2 of 2018 concerning workload analysis of executive positions within the Ministry of Research, Technology and Higher Education.
4. Permenristekdikti number 4 of 2018 concerning position descriptions within universities and technology institutions
5. Preparation of business process maps and standard operating procedures
6. Permenristekdikti number 62 of 2017 concerning Information Technology Governance within kemenristekdikti
7. Chancellor's Decree Number 021/UN38.13/HK/KM/2016 concerning the change of name upt. The computer center (UPT PUSKOM) became the Information Technology Development Center (PPTI) of Surabaya State University.

IMPLEMENTER QUALIFICATIONS

1. Civitas
2. Service Division

RELATED

TOOLS/EQUIPMENT

1. Computer
2. Internet Network

WARNING

LOGGING AND DATA COLLECTION


If the non-microsoft subscription software access request service procedure is made late, the implementation of non-microsoft subscription software access request service activities will be delayed.

Stored as electronic data

No.	Activity Description	Executive		Standard Quality			Description
		Civitas	Service Division	Completeness	Time	Output	
1.	Start						
2.	User sends a request for access to non-Microsoft subscription software through e-catalog or e-service.			Non-microsoft subscription software access request	2 Hours	Non-microsoft subscription software access request	
3.	The service division receives access requests for non-microsoft subscription software through e-service or e-catalog.			Non-microsoft subscription software access request	1 Hour	Non-microsoft subscription software access request	
4.	The service division registered the civitas email to be able to access non-microsoft subscription software.				2 Hours		IK Document for Non-Microsoft Subscription Software Access Registration
5.	The application sends an email to inform the account of non-microsoft subscription software.				1 Hour		Account Information for non-microsoft subscription software.
6.	End						

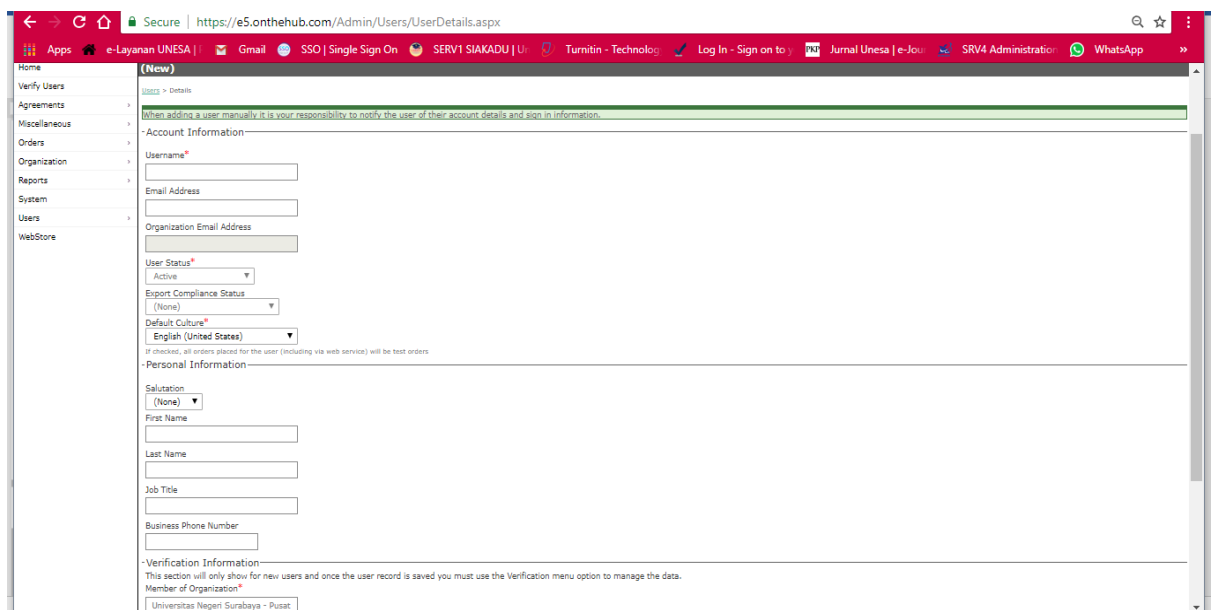
Picture Description :

: Start/End
 : Process
 : Process Direction
 : Inter-page Connections
 : Decision Making

 <p>MINISTRY OF EDUCATION AND CULTURE STATE UNIVERSITY OF SURABAYA DIRECTORATE OF INFORMATION TECHNOLOGY COMMUNICATION AND COOPERATION</p>	IK NUMBER	IK-LA-007
	MANUFACTURING DATE	January 08, 2024
	DATE OF REVISION / REVISION TO	-
	EFFECTIVE DATE	Starting January 08, 2024
	AUTHORIZED BY	TIKK DIRECTOR Prof. Slamet Setiawan, M.A., Ph.D. NIP. 196806081994031005
	IK NAME	Non-Microsoft Subscription Software Access Registration
PURPOSE	TOOLS/EQUIPMENT	
1. How to serve Non-Microsoft Subscription Software Access Registration	1. Computer 2. Internet Network	

WORK INSTRUCTIONS

1. Service division staff log in to Microsoft Imagine Unesa
2. Service division staff choose user menu -> user -> add user



3. The service division staff fills in the data as requested and microsoft imagine will send an email for microsoft imagine account information.
4. Finish



MINISTRY OF EDUCATION AND CULTURE
 STATE UNIVERSITY OF SURABAYA
 DIRECTORATE OF INFORMATION TECHNOLOGY
 COMMUNICATION AND COOPERATION


SOP NUMBER	POB-LA-003
DATE OF MANUFACTURE	January 08, 2024
REVISION DATE/REVISION TO	-
EFFECTIVE DATE	Starting January 08, 2024
AUTHORIZED BY	Director of TIKK Prof. Slamet Setiawan, M.A., Ph.D. NIP. 196806081994031005
SOP NAME	SSO Activation Requests

BASIC OF LAW	IMPLEMENTER QUALIFICATIONS
<ol style="list-style-type: none"> 1. Permenristekdikti number 71 of 2017 concerning guidelines for the preparation and evaluation of business process maps and standard operating procedures within the Ministry of Research, Technology and Higher Education. 2. Permenristekdikti number 68 of 2017 concerning guidelines for the implementation of position analysts within the Ministry of Research, Technology and Higher Education. 3. Permenristekdikti number 2 of 2018 concerning workload analysis of executive positions within the Ministry of Research, Technology and Higher Education. 4. Permenristekdikti number 4 of 2018 concerning position descriptions within universities and technology institutions 5. Preparation of business process maps and standard operating procedures 6. Permenristekdikti number 62 of 2017 concerning Information Technology Governance within kemenristekdikti 7. Chancellor's Decree Number 021/UN38.13/HK/KM/2016 concerning the change of name upt. The computer center (UPT PUSKOM) became the Information Technology Development Center (PPTI) of Surabaya State University. 	<ol style="list-style-type: none"> 1. Civitas 2. The Service Division
RELATED FILES	TOOLS/EQUIPMENT
<ol style="list-style-type: none"> 1. E-mail creation 	<ol style="list-style-type: none"> 1. Computer 2. Internet Network
WARNING	LOGGING AND DATA COLLECTION
If the SSO activation request service procedure is late, the implementation of the SSO activation request service activities will be delayed	Stored as electronic data

No.	Activity Description	Executive		Standard Quality			Description
		Civitas	Services Division	Completeness	Time	Output	
1.	Start						
2.	Civitas make request of sso activation by coming in person or through e-layanan website.			SSO activation requests	2 Hours	SSO activation requests	
3.	The service division receives sso activation requests. Yes (in person), No (via e-service).			SSO activation requests	2 Hours	SSO activation requests	
4.	The service division enters the sso activation request into the e-layanan application.				1 Hours	SSO activation requests recorded on e-layanan	
5.	The service division checks the email in the database. Yes (email does not exist) No (email already exists)				1 Hour	Checking emails in the database	
4.	Create Email				1 Hour	Email creation	IK document of email creation
7.	The service division activates the sso according to existing procedures.				1 Hour	SSO activation	IK document sso activation
8.	The service division changes the status of the sso activation request to close in e-service.				1 Hour	SSO activation request resolved	
9.	End						

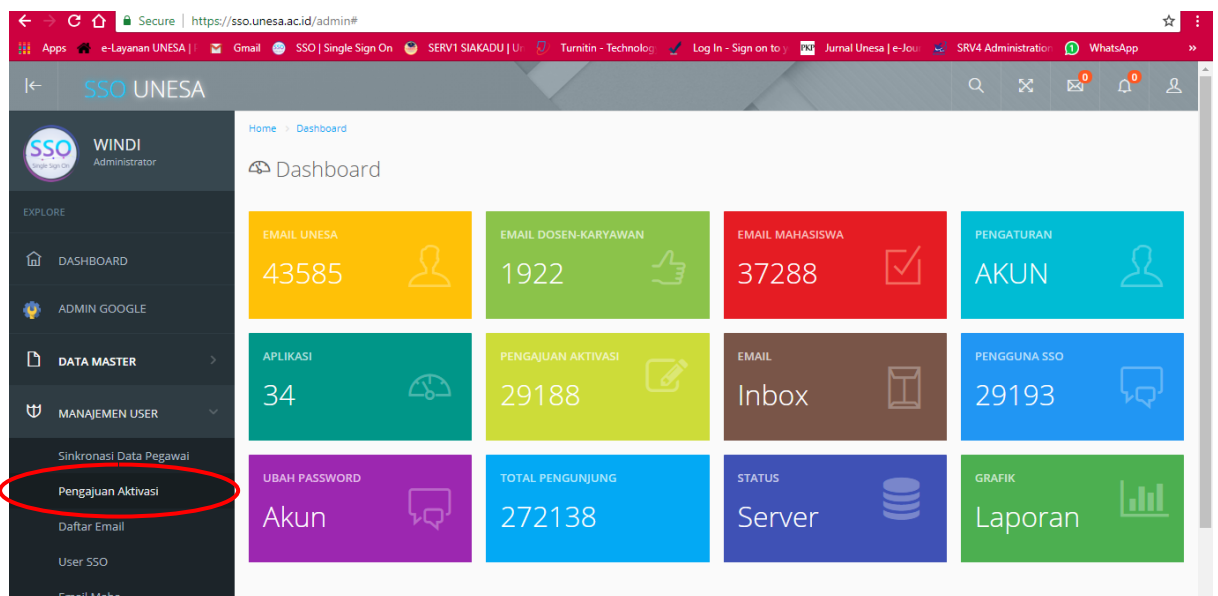
Picture Description:

: Start/End
 : Process
 : Process Directions
 : Inter-page Connections
 : Decision-making

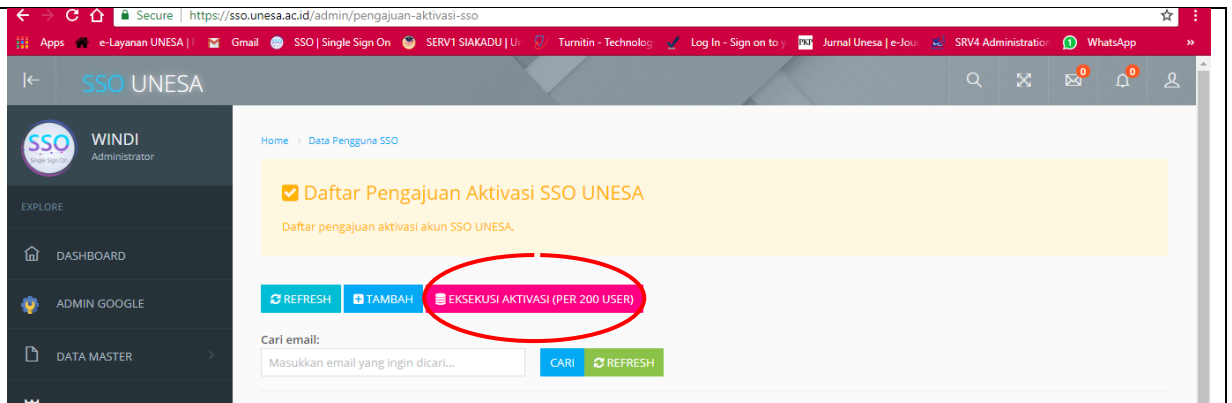
 <p>UNESA</p> <p>MINISTRY OF EDUCATION AND CULTURE</p> <p>STATE UNIVERSITY OF SURABAYA</p> <p>DIRECTORATE OF INFORMATION TECHNOLOGY COMMUNICATION AND COOPERATION</p>	NUMBER OF IK	IK-LA-003
	DATE OF MANUFACTURE	January 08, 2024
	REVISION DATE/REVISION TO	-
	EFFECTIVE DATE	Starting January 08, 2024
	AUTHORIZED BY	Director of TIKK Prof. Slamet Setiawan, M.A., Ph.D. NIP. 196806081994031005
NAME OF IK	SSO Activation	
PURPOSE	TOOLS/EQUIPMENT	
1. As staff guidelines for SSO activation	1. Computer 2. Internet Network	

WORK INSTRUCTION

1. Service division staff log in SSO
2. Service division staff select the user management menu - activation submission.



3. Then click the activation execution button to be able to process all activation requests



4. Finish.



MINISTRY OF EDUCATION AND CULTURE
 STATE UNIVERSITY OF SURABAYA
 DIRECTORATE OF INFORMATION TECHNOLOGY
 COMMUNICATION AND COOPERATION

SOP NUMBER	POB-LA-006
DATE OF MANUFACTURE	January 08, 2024
REVISION DATE/REVISION TO	-
EFFECTIVE DATE	Starting January 08, 2024
AUTHORIZED BY	Director of TIKK Prof. Slamet Setiawan, M.A., Ph.D. NIP. 196806081994031005
SOP NAME	Anti Plagiarism Software Account Requests

BASIC OF LAW	IMPLEMENTER QUALIFICATIONS
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<ol style="list-style-type: none"> Permenristekdikti number 71 of 2017 concerning guidelines for the preparation and evaluation of business process maps and standard operating procedures within the Ministry of Research, Technology and Higher Education. Permenristekdikti number 68 of 2017 concerning guidelines for the implementation of position analysts within the Ministry of Research, Technology and Higher Education. Permenristekdikti number 2 of 2018 concerning workload analysis of executive positions within the Ministry of Research, Technology and Higher Education. Permenristekdikti number 4 of 2018 concerning position descriptions within universities and technology institutions Preparation of business process maps and standard operating procedures Permenristekdikti number 62 of 2017 concerning Information Technology Governance within kemenristekdikti Chancellor's Decree Number 021/UN38.13/HK/KM/2016 concerning the change of name upt. The computer center (UPT PUSKOM) became the Information Technology Development Center (PPTI) of Surabaya State University. 	<ol style="list-style-type: none"> Civitas The Service Division Director of TIKK Office Administration
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RELATED FILES	TOOLS/EQUIPMENT
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<ol style="list-style-type: none"> Anti Plagiarism Software Account Request 	<ol style="list-style-type: none"> Computer Internet Network
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WARNING	LOGGING AND DATA COLLECTION
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If the Anti Plagiarism Software Account Request service procedure is carried out late, the implementation of activities using the Anti Plagiarism Software will be delayed.	Stored as electronic data
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No.	Activity Description	Executive		Standard Quality			Description
		Civitas	Services Division	Completeness	Time	Output	
1.	Start						
2.	User submits anti-plagiarism software account request through e-layanan			Anti Plagiarism Software Account Request	2 Hours	Anti Plagiarism Software Account Request	
3.	The service division receives anti-plagiarism software account requests through e-layanan			Anti Plagiarism Software Account Request	1 Hour	Anti Plagiarism Software Account Request	
4.	The service division registered the civitas email to be able to use the anti-plagiarism software.				2 Hours		Document IK Registration of Anti-Plagiarism Software Account
5.	The application sends an email to inform the anti-plagiarism software account				1 Hour		Account Information to access Anti-Plagiarism Software
6.	End						

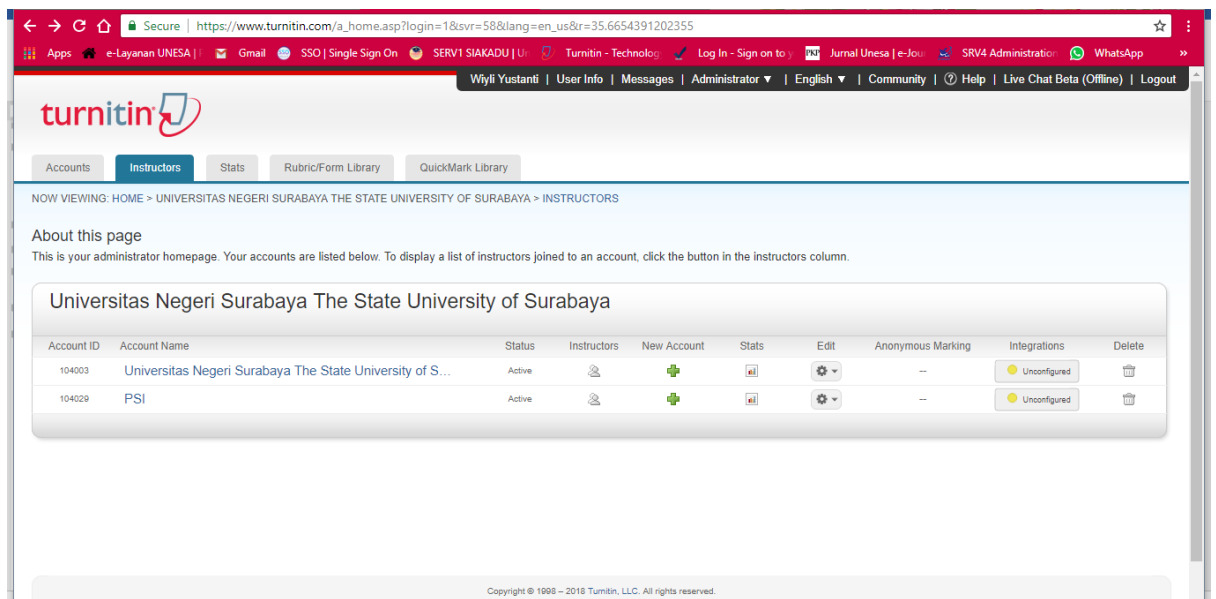
Picture Description:

 : Start/End
  : Process
  : Process Directions
  : Inter-page Connections
  : Decision-making

 <p>MINISTRY OF EDUCATION AND CULTURE STATE UNIVERSITY OF SURABAYA DIRECTORATE OF INFORMATION TECHNOLOGY COMMUNICATION AND COOPERATION</p>	NUMBER OF IK	IK-LA-006
	DATE OF MANUFACTURE	January 08, 2024
	REVISION DATE/REVISION TO	-
	EFFECTIVE DATE	Starting January 08, 2024
	AUTHORIZED BY	Director of TIKK Prof. Slamet Setiawan, M.A., Ph.D. NIP. 196806081994031005
	NAME OF IK	Anti-Plagiarism Software Account Registration
PURPOSE	TOOLS/EQUIPMENT	
1. How to serve Anti-Plagiarism Software Account Registration	1. Computer 2. Internet Network	

WORK INSTRUCTION

1. The service division staff log in to the turnitin website
2. The service division staff select the add instructor buttons



3. The service division staff select the add instructor button

turnitin

Accounts Instructors Stats Rubric/Form Library QuickMark Library

NOW VIEWING: HOME > UNIVERSITAS NEGERI SURABAYA THE STATE UNIVERSITY OF SURABAYA > INSTRUCTORS

About this page
This is your instructor list. Instructors joined to your account appear below. To add a new instructor to your account, click the add instructor button.

pages: 1 2 3 4 5 6 7

Instructors Stats Email All Upload List Add Instructor

Joined	Instructor name	User ID	Email	Drop	Class	Class ID	Password	Status
11-Apr-2017	KELAS A 2013	1062497251	bywardono@gmail.com		(no classes)			
23-Jan-2018	Skripsi A 2018	1070948770	lindahianasari@gmail.com		SKRIPSI 2018 (1)	17287759	skripsia	Active
23-Jan-2018	Skripsi B 2018	1070948834	jsietni@gmail.com		SKRIPSI 2018 (2)	17287773	skripsib	Active
23-Jan-2018	Skripsi C 2018	1070948880	bagus0029@gmail.com		SKRIPSI 2018 (3)	17287819	skripsic	Active
23-Jan-2018	Skripsi D 2018	1070948904	akusatrio3@gmail.com		(no classes)			
23-Jan-2018	Skripsi D 2018	1070950063	rizkiyanto321@gmail.com		SKRIPSI 2018 (7)	17288054	skripsid	Active
23-Jan-2018	Skripsi E 2018	1070948966	vendisetyopambudi@gmail.c...		SKRIPSI 2018 (4)	17287843	skripsie	Active
23-Jan-2018	Skripsi F 2018	1070949023	cenderairan12@gmail.com		SKRIPSI 2018 (5)	17287850	skripsif	Active
23-Jan-2018	Skripsi G 2018	1070949053	ahwanhusadah11@gmail.com		SKRIPSI 2018 (6)	17287858	skripsig	Active

4. Fill in the civitas data to be able to add a turnitin account

Add Instructor

To add an instructor, enter a first name, last name, and email address and click submit.

If the instructor already has a user profile, they will be notified and joined to your account immediately. If they do not have a profile, we will create one and send them an email notification with a temporary password.

Account name
Universitas Negeri Surabaya The State University of Surabaya

First name

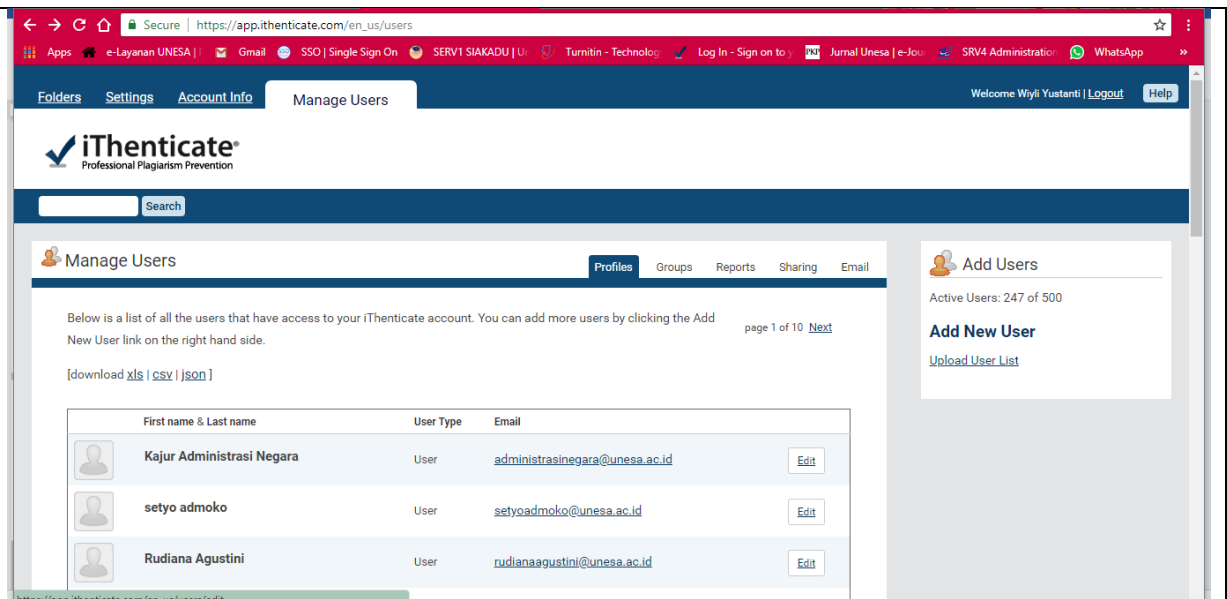
Last name

Email (User name):

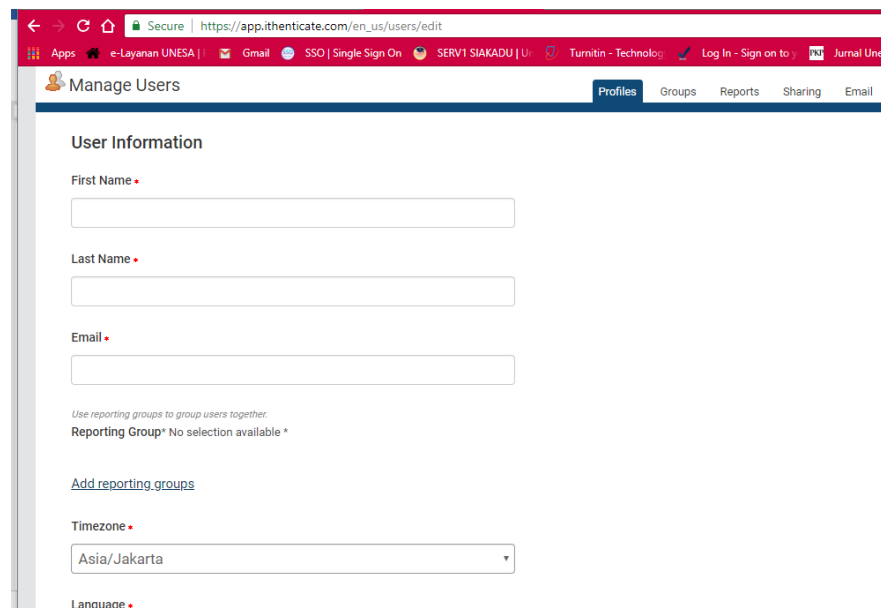
5. End

6. The service division staff log in to the ithenticate website.


7. The service division staff choose the manage users menu.












- The service division staff choose the add new user button. Fill in the civitas data to be able to add an ithenticate account.









- Finish.

 <p style="text-align: center;"> UNESA MINISTRY OF EDUCATION AND CULTURE STATE UNIVERSITY OF SURABAYA DIRECTORATE OF INFORMATION TECHNOLOGY COMMUNICATION AND COOPERATION </p>	SOP NUMBER	POB-LA-001
	DATE OF MANUFACTURE	January 08, 2024
	REVISION DATE/REVISION TO	-
	EFFECTIVE DATE	Starting January 08, 2024
	AUTHORIZED BY	Director of TIKK Prof. Slamet Setiawan, M.A., Ph.D. NIP. 196806081994031005
	SOP NAME	Email Requests
BASIC OF LAW	IMPLEMENTER QUALIFICATIONS	
<ol style="list-style-type: none"> 1. Permenristekdikti number 71 of 2017 concerning guidelines for the preparation and evaluation of business process maps and standard operating procedures within the Ministry of Research, Technology and Higher Education. 2. Permenristekdikti number 68 of 2017 concerning guidelines for the implementation of position analysts within the Ministry of Research, Technology and Higher Education. 3. Permenristekdikti number 2 of 2018 concerning workload analysis of executive positions within the Ministry of Research, Technology and Higher Education. 4. Permenristekdikti number 4 of 2018 concerning position descriptions within universities and technology institutions 5. Preparation of business process maps and standard operating procedures 6. Permenristekdikti number 62 of 2017 concerning Information Technology Governance within kemenristekdikti 7. Chancellor's Decree Number 021/UN38.13/HK/KM/2016 concerning the change of name upt. The computer center (UPT PUSKOM) became the Information Technology Development Center (PPTI) of Surabaya State University. 	<ol style="list-style-type: none"> 1. Civitas 2. Director of TIKK 3. Services Division 	
RELATED FILES	TOOLS/EQUIPMENT	
<ol style="list-style-type: none"> 1. Email Password Reset Request 2. SSO Activation Request 3. Microsoft License Application 4. Anti Plagiarism Software Account Request 5. Non-Microsoft Subscription Software Access Request 	<ol style="list-style-type: none"> 1. Computer/Printer/Scanner 2. Internet Network 	
WARNING	LOGGING AND DATA COLLECTION	
If the email request service procedure is late, the implementation of email request service activities will be delayed.	Stored as electronic data	

No.	Activity Description	Executive			Standard Quality			Description
		Civitas	Services Division	Head of PPTI	Completeness	Time	Output	
1.	Start							
2.	User creates an email request letter or through the e-layanan application.				Email Requests	1 Day	Email Requests	
3.	The service division receives the letter or email request via e-service. Yes (via mail) No (via e-service)				Email Requests	1 Day	Email Requests	
4.	The service division records the incoming mail and enters it into the e-service application. (if email request via mail)					2 Hours	Letter is recorded and assigned an incoming letter number	
5.	The Director of TIKK approves the email request for processing.					1 Hour	Director of TIKK Approval	
6.	The service division processes the email request according to the instructions.					1 Hour	Email is generated and informed to the user	IK document of email creation
7.	The service division changes the status of the email request in e-service to close.					2 Hours	Email request resolved	
8.	End							

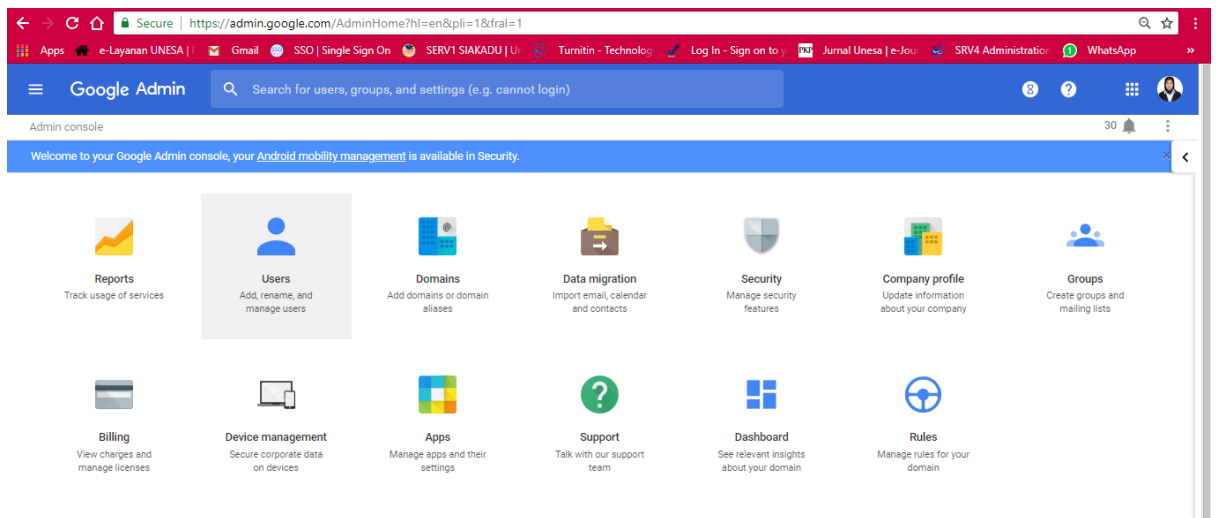
Picture Description:

 : Start/End
  : Process
  : Process Directions
  : Inter-page Connections
  : Decision-making

 <p>MINISTRY OF EDUCATION AND CULTURE STATE UNIVERSITY OF SURABAYA DIRECTORATE OF INFORMATION TECHNOLOGY COMMUNICATION AND COOPERATION</p>	NUMBER OF IK	IK-LA-001
	DATE OF MANUFACTURE	January 08, 2024
	REVISION DATE/REVISION TO	-
	EFFECTIVE DATE	Starting January 08, 2024
	AUTHORIZED BY	Director of TIKK Prof. Slamet Setiawan, M.A., Ph.D. NIP. 196806081994031005
	NAME OF IK	Email Requests
PURPOSE	TOOLS/EQUIPMENT	
1. As a staff guideline for email creation	1. Computer/Printer/Scanner 2. Internet Network	

WORK INSTRUCTION

1. The service division staff login to google admin
2. The service division staff click the user button to create a new email.



3. Fill in email data as requested

Add new user

First name *
jurnal

Last name *
informatika

Primary email *
jurnalinformatika @ unesa.ac.id

Organizational unit*
unesa.ac.id

Secondary email

Phone number

CANCEL ADD NEW USER

4. The service division staff inform email information to users
5. Login to SSO, enter the general service menu and select e-service.

Dashboard - Divisi Layanan dan Kerjasama
Selamat Datang di E-Layanan UNESA

11:07
Wednesday, July 18th 2018

Data Layanan (OPEN)

Tambah Baru

No.	Tanggal Kode Tiket Status	Nip - Nama Unit Kerja	Kategori Subjek Keluhan Uraian File Surat	Disposisi	Detail
1.	18 Jul 2018 - 11:06 2018071800000003	1201604220 Windy Chikita Cornia Putri PPT1	Email Unesa permintaan email mohon dibuatkan email : jurnalinformatika		Detail

6. Then click the details button to be able to inform the email that has been created.

Subjek Keluhan: permintaan email

Kategori: Email Unesa

Divisi: Divisi Layanan dan Kerjasama

PIC: Windy Chikita Cornia Putri

Uraian: mohon dibuatkan email : jurnalinformatika

Usulan Solusi: mohon segera diinformasikan. terima kasih

Status: On Process Closed

Jawaban Admin: baik sudah kami buatkan dengan email : jurnalinformatika@unesa.ac.id password : unesa123

Ambil Close











7. Finish.








MINISTRY OF EDUCATION AND CULTURE
STATE UNIVERSITY OF SURABAYA
DIRECTORATE OF INFORMATION TECHNOLOGY
COMMUNICATION AND COOPERATION


SOP NUMBER	POB-LA-004
DATE OF MANUFACTURE	January 08, 2024
REVISION DATE/REVISION TO	-
EFFECTIVE DATE	Starting January 08, 2024
AUTHORIZED BY	Director of TIKK Prof. Slamet Setiawan, M.A., Ph.D. NIP. 196806081994031005
SOP NAME	Microsoft License Requests

BASIC OF LAW	IMPLEMENTER QUALIFICATIONS
<ol style="list-style-type: none"> Permenristekdikti number 71 of 2017 concerning guidelines for the preparation and evaluation of business process maps and standard operating procedures within the Ministry of Research, Technology and Higher Education. Permenristekdikti number 68 of 2017 concerning guidelines for the implementation of position analysts within the Ministry of Research, Technology and Higher Education. Permenristekdikti number 2 of 2018 concerning workload analysis of executive positions within the Ministry of Research, Technology and Higher Education. Permenristekdikti number 4 of 2018 concerning position descriptions within universities and technology institutions Preparation of business process maps and standard operating procedures Permenristekdikti number 62 of 2017 concerning Information Technology Governance within kemenristekdikti Chancellor's Decree Number 021/UN38.13/HK/KM/2016 concerning the change of name upt. The computer center (UPT PUSKOM) became the Information Technology Development Center (PPTI) of Surabaya State University. 	<ol style="list-style-type: none"> Civitas The Service Division
RELATED FILES	TOOLS/EQUIPMENT
<ol style="list-style-type: none"> SSO Activation Request Email Password Reset Request 	<ol style="list-style-type: none"> Computer Internet Network
WARNING	LOGGING AND DATA COLLECTION
If the Microsoft License request service procedure is made late, the implementation of Microsoft license request service activities will be delayed.	Stored as electronic data

No.	Activity Description	Executive		Standard Quality			Description
		Civitas	Services Division	Completeness	Time	Output	
1.	Start						
2.	Civitas downloads the application master.						
2.	Users send Microsoft license requests via e-service or come directly to the directorate office.			Microsoft License Requests	2 Hours	Microsoft License Requests	
3.	The service division receives the microsoft license request via e-layanan website.			Microsoft License Requests	1 Hour	Microsoft License Requests	
4.	The service division enters the microsoft license request into the e-layanan website.				2 Hours		License request recorded on e-layanan application
5.	Application sends an email to inform the microsoft license request procedure.				1 Hour		Microsoft license request procedure information
6.	Civitas comes to the office to get a license from the service division.				2 Hours		
7.	The service division provides the microsoft license according to the procedure.				1 Hour		Microsoft License Request IK Documents
7.	The service division changes the status of the microsoft license request in e-layanan to close.				2 Hours	Microsoft License Requests Resolved	
8.	End						

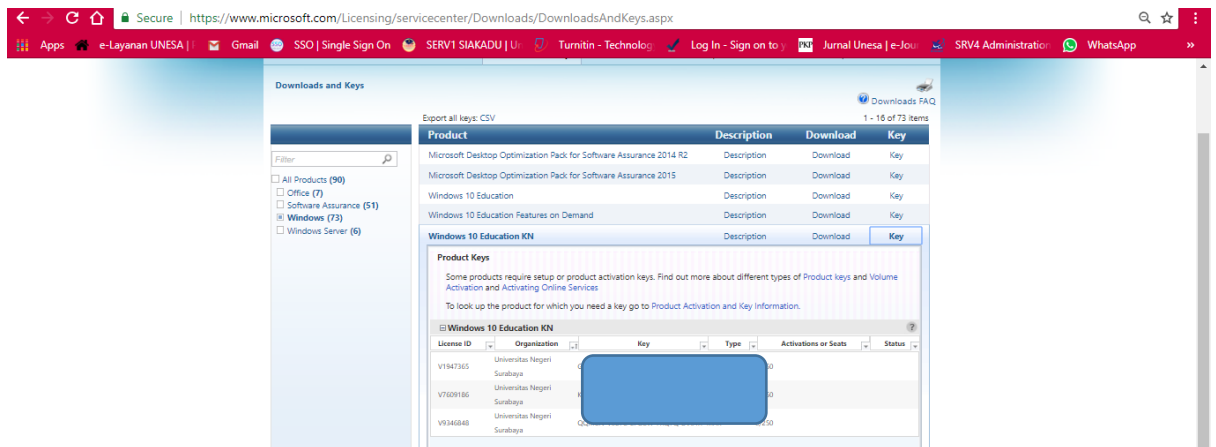
Picture Description :

 : Start/End
 : Process
 : Process Directions
 : Inter-page Connections
 : Decision-making

 <p>UNESA</p> <p>MINISTRY OF EDUCATION AND CULTURE</p> <p>STATE UNIVERSITY OF SURABAYA</p> <p>DIRECTORATE OF INFORMATION TECHNOLOGY COMMUNICATION AND COOPERATION</p>	NUMBER OF IK	IK-LA-004
	DATE OF MANUFACTURE	January 08, 2024
	REVISION DATE/REVISION TO	-
	EFFECTIVE DATE	Starting January 08, 2024
	AUTHORIZED BY	Director of TIKK Prof. Slamet Setiawan, M.A., Ph.D. NIP. 196806081994031005
	NAME OF IK	Microsoft License
PURPOSE	TOOLS/EQUIPMENT	
1. As staff guidelines for microsoft license requests	<ol style="list-style-type: none"> 1. Computer 2. Internet Network 	

WORK INSTRUCTION

1. The service division staff login to microsoft website
2. The service division staff choose the download and keys menu, select the product to be able to view the license.
















3. The service division staff give the serial number to the product that has been selected.
4. Finish.








MINISTRY OF EDUCATION AND CULTURE
 STATE UNIVERSITY OF SURABAYA
 DIRECTORATE OF INFORMATION TECHNOLOGY
 COMMUNICATION AND COOPERATION

<p>MINISTRY OF EDUCATION AND CULTURE STATE UNIVERSITY OF SURABAYA DIRECTORATE OF INFORMATION TECHNOLOGY COMMUNICATION AND COOPERATION</p>	SOP NUMBER	POB-AK-009
	DATE OF MANUFACTURE	January 08, 2024
	REVISION DATE/REVISION TO	-
	EFFECTIVE DATE	Starting January 08, 2024
	AUTHORIZED BY	Director of TIKK Prof. Slamet Setiawan, M.A., Ph.D. NIP. 196806081994031005
SOP NAME	Academic data request	
BASIC OF LAW	IMPLEMENTER QUALIFICATIONS	
<ol style="list-style-type: none"> Permenristekdikti number 71 of 2017 concerning guidelines for the preparation and evaluation of business process maps and standard operating procedures within the Ministry of Research, Technology and Higher Education. Permenristekdikti number 68 of 2017 concerning guidelines for the implementation of position analysts within the Ministry of Research, Technology and Higher Education. Permenristekdikti number 2 of 2018 concerning workload analysis of executive positions within the Ministry of Research, Technology and Higher Education. Permenristekdikti number 4 of 2018 concerning position descriptions within universities and technology institutions Preparation of business process maps and standard operating procedures Permenristekdikti number 62 of 2017 concerning Information Technology Governance within kemenristekdikti Chancellor's Decree Number 021/UN38.13/HK/KM/2016 concerning the change of name upt. The computer center (UPT PUSKOM) became the Information Technology Development Center (PPTI) of Surabaya State University. 	<ol style="list-style-type: none"> Work unit Vice Rector for Academic Affairs Director of TIKK Div. Services Head of PSI Sub-Dit 	
RELATED FILES	TOOLS/EQUIPMENT	
<ol style="list-style-type: none"> Work instruction for entry of e-layanan customer complaints 	<ol style="list-style-type: none"> Computer/Printer/Scanner Internet Network 	
WARNING	LOGGING AND DATA COLLECTION	
If the service procedure for unlocking the filling of grades is made late, the implementation of the unlocking of filling of grades will be delayed.	Stored as electronic data	

No.	Activity Description	Executive					Standard Quality			Description
		Work Unit	Vice Rector of Academic Affairs	Services Division	Director of TIKK	PSI Division	Completeness	Time	Output	
1.	Start									
2.	The head of the unit or directorat makes a letter of request for academic data addressed to the vice dean for academic affairs								Academic data request letter	
3.	The vice rector for academic affairs approves and disposes of the letter to the Director of TIKK						Cover letter and supporting documents	2 Days	Letter that has been approved by the Vice Rector of Academic Affairs	
4.	The service division receives the letter and records the incoming letter and input into e-layanan website for further submission to the Director of TIKK						Disposition letter from the vice rector for academic affairs and attachments	2 Hours	Letter is recorded and assigned an incoming letter number	IK document for entering e-layanan customer complaints
5.	Director of TIKK disposes the letter to the PSI division						Disposition letter from TIKK Director and attachments	1 Day	Disposition letter from the Director of TIKK	
6.	The PSI Division processes the letter according to the instructions.						Disposition letter from Director TIKK and attachments	1 Day	Academics data	
7.	The PSI Division submits the processed letter and academic data to Div. of Services.							1 Day	Academics data	
8.	The Service Division writes a reply letter to the head of the unit along with the requested academic data attachment							1 Day	Letter of reply	
9.	The service division changes the status of the letter in e-service to close							2 Hours	Letter resolved	
10.	End									

Picture Description:

 : Start/End
 : Process
 : Process Directions
 : Inter-page Connections
 : Decision-making



MINISTRY OF EDUCATION AND CULTURE
STATE UNIVERSITY OF SURABAYA
DIRECTORATE OF INFORMATION TECHNOLOGY
COMMUNICATION AND COOPERATION

SOP NUMBER	POB-AK-001
MANUFACTURING DATE	January 08, 2024
DATE OF REVISION / REVISION TO	-
EFFECTIVE DATE	Starting January 08, 2024
AUTHORIZED BY	TIKK DIRECTOR Prof. Slamet Setiawan, M.A., Ph.D. NIP. 196806081994031005
SOP NAME	Improvement of course grades

LEGAL BASIS

1. Permenristekdikti number 71 of 2017 concerning guidelines for the preparation and evaluation of business process maps and standard operating procedures within the Ministry of Research, Technology and Higher Education.
2. Permenristekdikti number 68 of 2017 concerning guidelines for the implementation of position analysts within the Ministry of Research, Technology and Higher Education.
3. Permenristekdikti number 2 of 2018 concerning workload analysis of executive positions within the Ministry of Research, Technology and Higher Education.
4. Permenristekdikti number 4 of 2018 concerning position descriptions within universities and technology institutions
5. Preparation of business process maps and standard operating procedures
6. Permenristekdikti number 62 of 2017 concerning Information Technology Governance within kemenristekdikti
7. Chancellor's Decree Number 021/UN38.13/HK/KM/2016 concerning the change of name upt. The computer center (UPT PUSKOM) became the Information Technology Development Center (PPTI) of Surabaya State University.

IMPLEMENTER QUALIFICATIONS

1. Lecturer
2. Faculty
3. Vice Rector for Academic Affairs
4. Head of PSI Sub-Dit
5. Head. Subdivision of Administration
6. Service Division

RELATED

1. Course grade correction work instruction
2. Work instruction for entering customer complaints into e-service

TOOLS/EQUIPMENT











1. Computer/Printer/Scanner
2. Internet Network

WARNING

If the procedure for repairing student grades is made late, the implementation of student grade service activities will be delayed.






LOGGING AND DATA COLLECTION

Stored as electronic and manual data

No.	Activity Description	Executive					Standard Quality			Description	
		Lecturer	Faculty	Vice Rector for Academic Affairs	Head. TU Subdivision	Head of PSI Sub-Dit	Service Division	Completeness	Time		Output
1.	Start										
2.	Lecturer makes a letter of request for grade change addressed to the vice dean for academic affairs							Grade Files / Student Transcripts		Grade Change Request Letter	
3.	Faculty makes a cover letter to the vice rector for academic affairs							Lecturer's application letter, Grade File / Student Transcript	2 Days	Cover letter from faculty	
4.	Vice rector for academic affairs approves and disposes of the letter to Head of PSI Sub-Dit								2 Days	Letter that has been accredited by the Vice Chancellor or for Academic Affairs	
5.	Head. Subdiv. Receives the letter and records the incoming letter for further submission to Head of PSI Sub-Dit								2 Hours	Letter is recorded and assigned an incoming letter number	
6.	Head of PSI Sub-Dit dispatches the letter to the service division								1 Day	Disposition letter from Head of PSI Sub-Dit	

7.	The service division processes the mail according to the instructions.									1 Day	Value Changed according to the letter	IK document on student grade improvement
8.	The service division enters data into the e-service application									1 Day	E-layanan Data	IK document for entering customer complaints into e-layanan
9.	The service division changed the status of the letter in e-service to close.									2 Hours	Letter resolved	
10.	End											

Picture Description :

 : Start/End
  : Process
  : Process Direction
  : Inter-page Connections
  : Decision Making



MINISTRY OF EDUCATION AND CULTURE
 STATE UNIVERSITY OF SURABAYA
 DIRECTORATE OF INFORMATION TECHNOLOGY
 COMMUNICATION AND COOPERATION

SOP NUMBER	POB-AK-002
MANUFACTURING DATE	January 08, 2024
DATE OF REVISION / REVISION TO	-
EFFECTIVE DATE	Starting January 08, 2024
AUTHORIZED BY	TIKK DIRECTOR Prof. Slamet Setiawan, M.A., Ph.D. NIP. 196806081994031005
SOP NAME	Late filling of grades

LEGAL BASIS

1. Permenristekdikti number 71 of 2017 concerning guidelines for the preparation and evaluation of business process maps and standard operating procedures within the Ministry of Research, Technology and Higher Education.
2. Permenristekdikti number 68 of 2017 concerning guidelines for the implementation of position analysts within the Ministry of Research, Technology and Higher Education.
3. Permenristekdikti number 2 of 2018 concerning workload analysis of executive positions within the Ministry of Research, Technology and Higher Education.
4. Permenristekdikti number 4 of 2018 concerning position descriptions within universities and technology institutions
5. Preparation of business process maps and standard operating procedures
6. Permenristekdikti number 62 of 2017 concerning Information Technology Governance within kemenristekdikti
7. Chancellor's Decree Number 021/UN38.13/HK/KM/2016 concerning the change of name upt. The computer center (UPT PUSKOM) became the Information Technology Development Center (PPTI) of Surabaya State University.

IMPLEMENTER QUALIFICATIONS

1. Lecturer
2. Faculty
3. Vice Rector for Academic Affairs
4. Head of PSI Sub-Dit
5. Head of Subdivision. TU
6. Service Division

RELATED

1. Work instruction for filling in late grades
2. Work instruction on entering e-service customer complaints

TOOLS/EQUIPMENT

1. Computer/Printer/Scanner
2. Internet Network

WARNING

If the procedure for repairing student grades is made late, the implementation of student grade service activities will be delayed.

LOGGING AND DATA COLLECTION

Stored as electronic and manual data

No.	Activity Description	Executive					Standard Quality			Description
		Lecturer	Faculty	Vice Rector for Academic Affairs	Head. TU Subdivision	Head of PSI Sub-Dit	Completeness	Time	Output	
1.	Start									
2.	Lecturer makes a late grade entry request letter addressed to the vice dean for academic affairs						List of student grades that have not been entered		Cover letter from faculty	
3.	Faculty makes a cover letter to the vice rector for academic affairs						Lecturer application letter and supporting files	2 Days	Cover letter from faculty	
4.	Vice rector for academic affairs approves and disposes of the letter to Head of PSI Sub-Dit						Cover letter and supporting files	2 Days	Letter that has been accredited by the vice rector b.academic	
5.	The service division receives letters and records incoming letters for further submission to Head of PSI Sub-Dit						Disposition letter from the vice rector for academic affairs and attachments	2 Hours	Letter is recorded and assigned an incoming letter number	
6.	Head of PSI Sub-Dit dispatches the letter to the service division						Disposition letter from Head of PSI Sub-Dit and attachments	1 Day	Disposition letter from Head of PSI Sub-Dit	
7.	The service division processes the mail according to the instructions.						Disposition letter from Head of PSI Sub-Dit and attachments	1 Day	Value filled in according to the attachment	IK document for late grade filling
8.	The service division enters data into the e-service application							1 Day	E-layanan Data	IK document for entering customer complaints e-service
9.	The service division changed the status of the letter in e-service to close.							2 Hours	Letter resolved	
10.	End									

Picture Description :

: Start/End
 : Process
 : Process Direction
 : Inter-page Connections
 : Decision Making



MINISTRY OF EDUCATION AND CULTURE
 STATE UNIVERSITY OF SURABAYA
 DIRECTORATE OF INFORMATION TECHNOLOGY
 COMMUNICATION AND COOPERATION

SOP NUMBER	POB-AK-004
MANUFACTURING DATE	January 08, 2024
DATE OF REVISION / REVISION TO	-
EFFECTIVE DATE	Starting January 08, 2024
AUTHORIZED BY	TIKK DIRECTOR Prof. Slamet Setiawan, M.A., Ph.D. NIP. 196806081994031005
SOP NAME	PDDIKTI Data Changes

LEGAL BASIS

1. Permenristekdikti number 71 of 2017 concerning guidelines for the preparation and evaluation of business process maps and standard operating procedures within the Ministry of Research, Technology and Higher Education.
2. Permenristekdikti number 68 of 2017 concerning guidelines for the implementation of position analysts within the Ministry of Research, Technology and Higher Education.
3. Permenristekdikti number 2 of 2018 concerning workload analysis of executive positions within the Ministry of Research, Technology and Higher Education.
4. Permenristekdikti number 4 of 2018 concerning position descriptions within universities and technology institutions
5. Preparation of business process maps and standard operating procedures
6. Permenristekdikti number 62 of 2017 concerning Information Technology Governance within kemenristekdikti
7. Chancellor's Decree Number 021/UN38.13/HK/KM/2016 concerning the change of name upt. The computer center (UPT PUSKOM) became the Information Technology Development Center (PPTI) of Surabaya State University.

IMPLEMENTER QUALIFICATIONS

1. Student
2. Service Division
3. Vice Chancellor for Academic Affairs
4. Head of PSI Sub-Dit
5. Chancellor

RELATED

1. Work instructions for changing PDDIKTI data

TOOLS/EQUIPMENT











1. Computer
2. Internet Network

WARNING

If the PDDIKTI data change service procedure is created too late, then the implementation of PDDIKTI data change service activities will be late.

LOGGING AND DATA COLLECTION

Stored as electronic data

No.	Activity Description	Executive					Standard Quality			Description
		Student	Services Division	Head of PSI Sub-Dit	Vice Chancellor for Academic Affairs	Rector	Completeness	Time	Output	
1.	Start									
2.	Students submit supporting files for PDDIKTI data changes								Supporting files	
3.	The service division staff receives the data change file								Supporting files	
4.	Service division staff analyze data errors that occur at PDDIKTI						2 Days		PDDIKTI Data Error	
5.	The service division staff prepares a cover letter according to the error and submits it to Head of PSI Sub-Dit to be signed						1 Days		Cover letter signed by head of PSI Sub-Dit	
6.	If there are errors in the student's biodata, the letter is submitted to the vice chancellor for academic affairs. If there are errors in the academic data, the letter is submitted to the chancellor									
7.	The staff of the chancellor/vice chancellor for academic affairs wrote a letter addressed to PDDIKTI which was then submitted to TIKK to be reported to PDDIKTI						3 Days		Writing a letter to PDDIKTI	
8.	Service division staff receive a letter of introduction from the chancellor/vice chancellor for academic affairs						1 Days		Application letter to PDDIKTI	

No.	Activity Description	Executive					Standard Quality			Description
		Student	Services Division	Head of PSI Sub-Dit	Vice Chancellor for Academic Affairs	Rector	Student	Services Division	Output	
9.	The service division uploads the required files to the PDDIKTI website						1 Days	Upload Supporting Files	IK Document PDDIKTI data changes	
10.	The service division staff checks again whether the file has been approved or rejected						90 Days	PDDIKTI Data Changes		
11.	End									













Picture Description :

: Start/End
 : Process
 : Process Direction
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 : Decision Making








MINISTRY OF EDUCATION AND CULTURE
STATE UNIVERSITY OF SURABAYA
DIRECTORATE OF INFORMATION TECHNOLOGY
COMMUNICATION AND COOPERATION

<p>MINISTRY OF EDUCATION AND CULTURE STATE UNIVERSITY OF SURABAYA DIRECTORATE OF INFORMATION TECHNOLOGY COMMUNICATION AND COOPERATION</p>	SOP NUMBER	POB-AK-005
	MANUFACTURING DATE	January 08, 2024
	DATE OF REVISION / REVISION TO	-
	EFFECTIVE DATE	Starting January 08, 2024
	AUTHORIZED BY	TIKK DIRECTOR Prof. Slamet Setiawan, M.A., Ph.D. NIP. 196806081994031005
SOP NAME	Changes in course grade transcripts	
LEGAL BASIS		IMPLEMENTER QUALIFICATIONS
<ol style="list-style-type: none"> Permenristekdikti number 71 of 2017 concerning guidelines for the preparation and evaluation of business process maps and standard operating procedures within the Ministry of Research, Technology and Higher Education. Permenristekdikti number 68 of 2017 concerning guidelines for the implementation of position analysts within the Ministry of Research, Technology and Higher Education. Permenristekdikti number 2 of 2018 concerning workload analysis of executive positions within the Ministry of Research, Technology and Higher Education. Permenristekdikti number 4 of 2018 concerning position descriptions within universities and technology institutions Preparation of business process maps and standard operating procedures Permenristekdikti number 62 of 2017 concerning Information Technology Governance within kemenristekdikti Chancellor's Decree Number 021/UN38.13/HK/KM/2016 concerning the change of name upt. The computer center (UPT PUSKOM) became the Information Technology Development Center (PPTI) of Surabaya State University. 		<ol style="list-style-type: none"> Student Faculty Vice Chancellor for Academic Affairs Head of PSI Sub-Dit Service Division
RELATED		TOOLS/EQUIPMENT
<ol style="list-style-type: none"> Work instructions change course grade transcripts Work instructions for entering customer complaints into e-layanan 		<ol style="list-style-type: none"> Computer/Printer/Scanner Internet Network
WARNING		LOGGING AND DATA COLLECTION
If the service procedure for changing course grade transcripts is made late, then the implementation of the service for changing course grade transcripts will be delayed		Stored as electronic data

No.	Activity Description	Executive					Standard Quality			Description
		Student	Faculty	Vice Chancellor for Academic Affairs	Service Division	Head of PSI Sub-Dit	Completeness	Time	Output	
1.	Start									
2.	Students write a letter requesting changes to their transcripts addressed to the deputy dean for academic affairs									
3.	The faculty makes a letter of introduction to the vice chancellor for academic affairs						Temporary grades transcript / KHS		Request letter for changes to course transcripts	
4.	The vice chancellor for academic affairs approved and disposed of the letter to the Head of PSI Sub-Dit						Application letter and attachments	2 Days	Cover letter from faculty	
5.	The service division receives letters and records incoming letters for further submission to the Head of PSI Sub-Dit						Cover letter from faculty and supporting files	2 Days	The letter has been approved by the vice chancellor for academic affairs	
6.	The Head of PSI Sub-Dit disposes of the letter to the service division							2 Hours	Registered mail and receive an incoming mail number	
7.	The service division processes letters according to existing instructions.							1 Days	Letter of disposition of the Head of PSI Sub-Dit	
8.	The service division enters data into the e-layanan application							1 Days	Transcript data changes according to the letter	The IK document changes the course transcript
9.	The service division changed the status of the letter in e-layanan to closed							1 Days	E-service data	The IK document includes customer complaints to e-layanan
10.	End							2 Hours	Letter completed	

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MINISTRY OF EDUCATION AND CULTURE
 STATE UNIVERSITY OF SURABAYA
 DIRECTORATE OF INFORMATION TECHNOLOGY
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SOP NUMBER	POB-AK-010
MANUFACTURING DATE	January 08, 2024
DATE OF REVISION / REVISION TO	-
EFFECTIVE DATE	Starting January 08, 2024
AUTHORIZED BY	TIKK DIRECTOR Prof. Slamet Setiawan, M.A., Ph.D. NIP. 196806081994031005
SOP NAME	SPMB registration data correction

LEGAL BASIS

1. Permenristekdikti number 71 of 2017 concerning guidelines for the preparation and evaluation of business process maps and standard operating procedures within the Ministry of Research, Technology and Higher Education.
2. Permenristekdikti number 68 of 2017 concerning guidelines for the implementation of position analysts within the Ministry of Research, Technology and Higher Education.
3. Permenristekdikti number 2 of 2018 concerning workload analysis of executive positions within the Ministry of Research, Technology and Higher Education.
4. Permenristekdikti number 4 of 2018 concerning position descriptions within universities and technology institutions
5. Preparation of business process maps and standard operating procedures
6. Permenristekdikti number 62 of 2017 concerning Information Technology Governance within kemenristekdikti
7. Chancellor's Decree Number 021/UN38.13/HK/KM/2016 concerning the change of name upt. The computer center (UPT PUSKOM) became the Information Technology Development Center (PPTI) of Surabaya State University.

IMPLEMENTER QUALIFICATIONS

1. New Student Candidates
2. Service Division
3. PSI Division

RELATED

1. Work instruction for changing SPMB student registration data

TOOLS/EQUIPMENT











1. Computer/Printer/Scanner
2. Internet Network

WARNING





If the service procedure for changing SPMB student registration data is made late, the implementation of SPMB registration data change activities will be delayed.

LOGGING AND DATA COLLECTION

Stored as electronic and manual data

No.	Activity Description	Executive			Standard Quality			Description
		New Student Candidates	Service Division	Information System Development Division	Completeness	Time	Output	
1.	Start							
2.	Prospective new students come with the wrong registration form				Incorrect registration form			
3.	The service division provides a blank for changing registration data					2 Days		
4.	Prospective new students fill in the blank data according to the correct data				Disposition letter from the vice rector for academic affairs and attachments	2 Hours		IK document for entering e-service customer complaints
5.	The service division receives the applicant data change form and supporting files				Disposition letter from Head of PSI Sub-Dit and attachments	1 Day		
6.	The service division submits the registrant data change form to the PSI division				Disposition letter from Head of PSI Sub-Dit and attachments	1 Day		
7.	PSI Division changes the data according to the form					1 Day		
8.	PSI division returns the file to the service division for archiving					1 Day		
10.	End							

Picture Description :










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SOP NUMBER	POB-AK-012
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DATE OF REVISION / REVISION TO	-
EFFECTIVE DATE	Starting January 08, 2024
AUTHORIZED BY	TIKK DIRECTOR Prof. Slamet Setiawan, M.A., Ph.D. NIP. 196806081994031005
SOP NAME	UKT Data Changes

LEGAL BASIS	IMPLEMENTER QUALIFICATIONS
<ol style="list-style-type: none"> Permenristekdikti number 71 of 2017 concerning guidelines for the preparation and evaluation of business process maps and standard operating procedures within the Ministry of Research, Technology and Higher Education. Permenristekdikti number 68 of 2017 concerning guidelines for the implementation of position analysts within the Ministry of Research, Technology and Higher Education. Permenristekdikti number 2 of 2018 concerning workload analysis of executive positions within the Ministry of Research, Technology and Higher Education. Permenristekdikti number 4 of 2018 concerning position descriptions within universities and technology institutions Preparation of business process maps and standard operating procedures Permenristekdikti number 62 of 2017 concerning Information Technology Governance within kemenristekdikti Chancellor's Decree Number 021/UN38.13/HK/KM/2016 concerning the change of name upt. The computer center (UPT PUSKOM) became the Information Technology Development Center (PPTI) of Surabaya State University. 	<ol style="list-style-type: none"> Student Vice Chancellor for Academic Affairs Head of PSI Sub-Dit Service Division
RELATED	TOOLS/EQUIPMENT
<ol style="list-style-type: none"> Work instructions for changing UKT data 	<ol style="list-style-type: none"> Computer Internet Network
WARNING	LOGGING AND DATA COLLECTION
If the UKT Data Change procedure If it is made late, the student's lecture will be delayed	Stored as electronic data

No.	Activity Description	Executive				Standard Quality			Description
		Student	Vice Chancellor for Academic Affairs	Service Division	Head of PSI Sub-Dit	Completeness	Time	Output	
1.	Start								
2.	Students write a letter requesting changes to UKT data to the Vice Chancellor for Finance					Student Files		Letter of request for UKT data change	
3.	The vice chancellor for finance approved and disposed of the letter to the Head of PSI Sub-Dit					Letter of request for UKT data change	2 Days	The letter has been approved by the vice chancellor for finance	
4.	The service division receives letters and records incoming letters for further submission to the Head of PSI Sub-Dit						2 Days	Registered mail and receive an incoming mail number	
5.	The Head of PSI Sub-Dit disposes of the letter to the service division						2 Hours	PSI Sub-Dit head disposition letter	
6.	The service division processes letters according to existing instructions.						1 Days	Letter completed	
7.	End						2 Hours		

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