



INTERNATIONAL CAMPUS
ZHEJIANG UNIVERSITY
浙江大学国际联合学院

基于运行维护系统的ISO20000标准 研究与实践

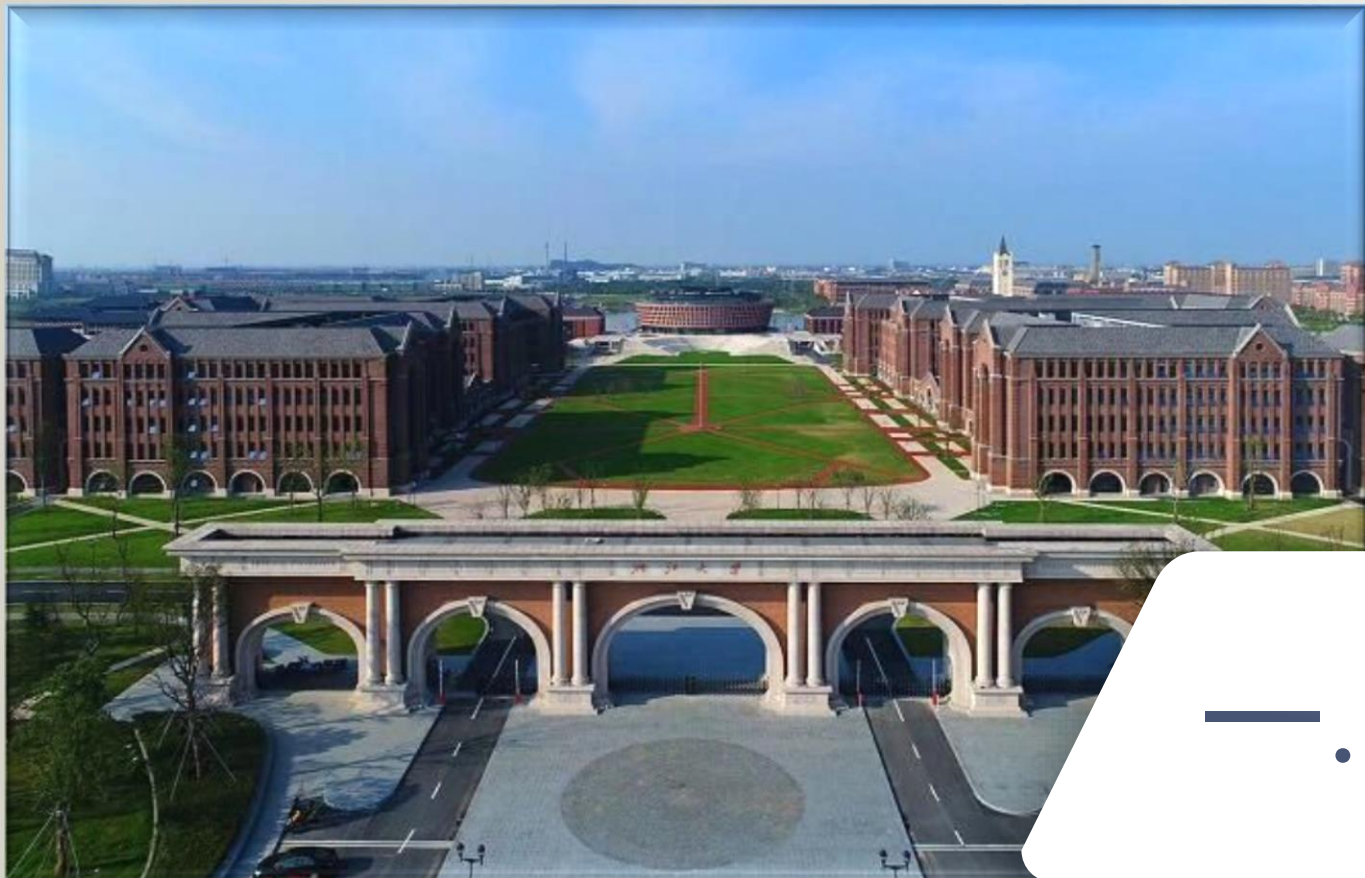
浙江大学国际联合学院
图书信息中心

王璐琪

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- 二. ISO20000
- 三. ISO20000实践
- 四. 实施成效





一. 浙江大学国际校区

PART ONE



INTERNATIONAL CAMPUS
ZHEJIANG UNIVERSITY
浙江大学国际联合学院

浙江大学国际校区

■ 校园:

➤ 地点:

➤ 浙江省海宁市

➤ 校园面积:

➤ 1200亩

➤ 正式开学:

➤ 2016年9月



浙江大学国际校区



ZJU-UoE联合学院





ZJU-UIUC联合学院



浙江大学国际联合商学院
(ZIBS)

■ 浙江大学的有机组成部分和战略办学基地

-  国际化办学理念、教育模式和体制机制创新的办学特区
-  人才培养、科学研究和成果转化相结合的战略高地

国际化的网络信息化环境



国际化的运维服务

服务内容更广泛：基础设施运维、机房巡检、服务器存储监控、网络安全、多媒体教室&会议室、桌面软硬件、自助文印、网站应用、账号等等

双语服务：服务语言（电话、现场、邮件）；宣传语言（网站、微信推文、邮件通知等）

国际化对运行维护管理提出新的挑战

服务界限不清晰，容易形成过度服务

1

业务沟通成本高

4

缺乏经验总结，遇到类似问题容易出现重复性工作

2

人员流动，工作交接不到位

5

同时出现多个故障，紧急故障响应不及时

3

....



20000

二. ISO20000

PART TWO



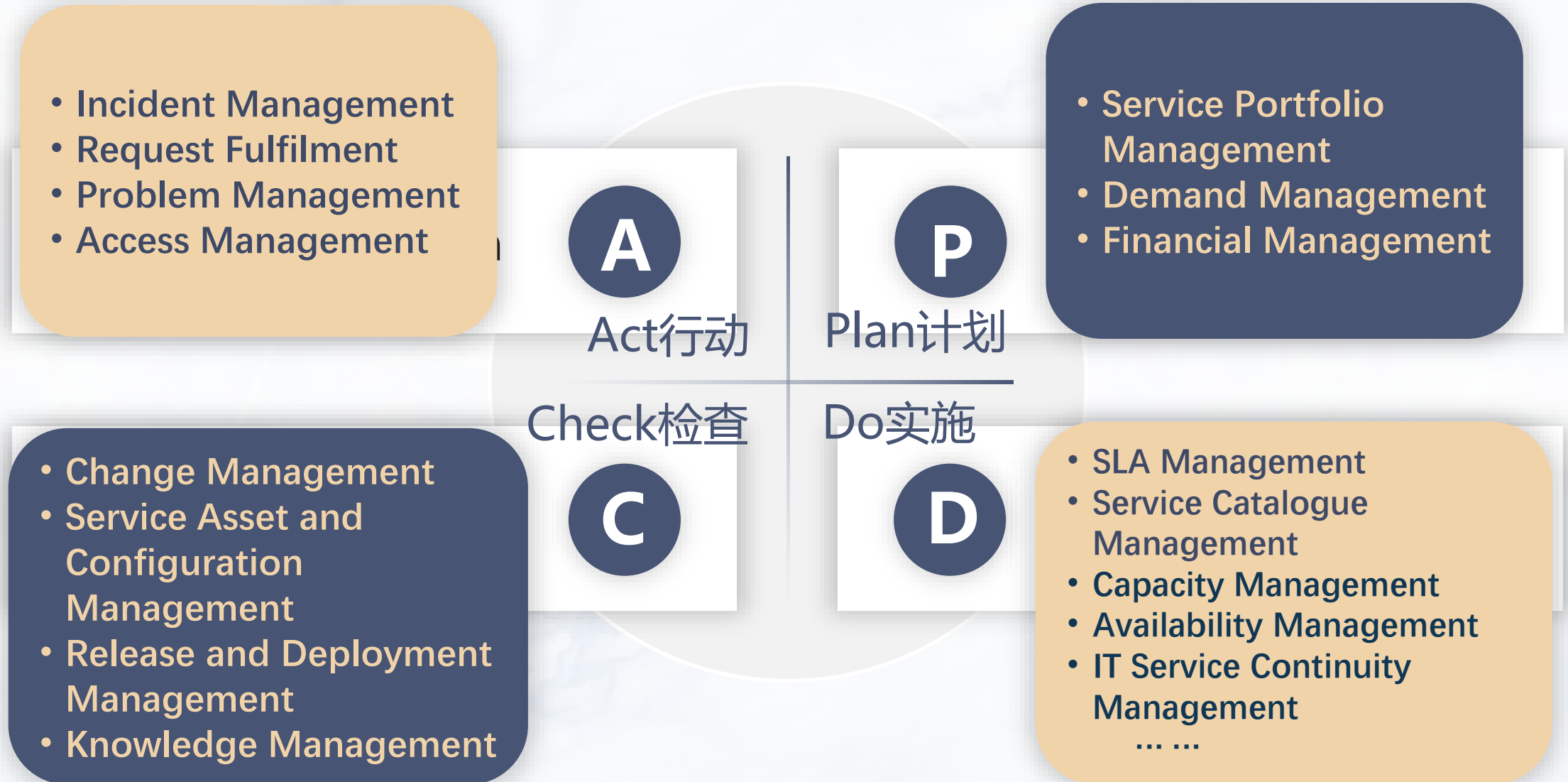
INTERNATIONAL CAMPUS
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ISO20000

ISO20000 是第一部针对 IT 运维服务管理领域的国际标准，该标准定义了一套全面的、紧密相关的服务管理流程，其主要内容均来自ITIL。

ITIL (Information Technology Infrastructure Library) : 即信息技术基础构架库，是被广泛承认IT运维管理的最佳实践。

ISO20000 – ITIL & PDCA



运维
系统

运维
团队

运维
制度

三. ISO20000实践

PART THREE

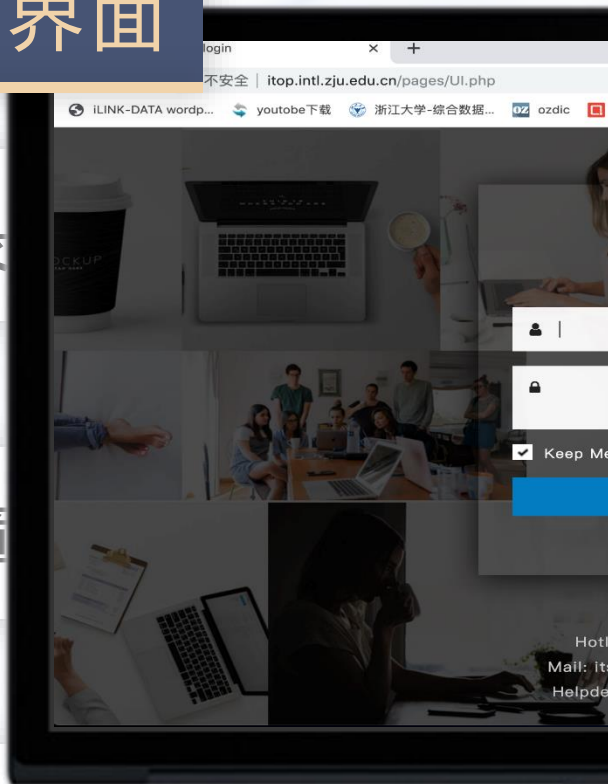
ISO20000实践 —

用户界面

登录

故障

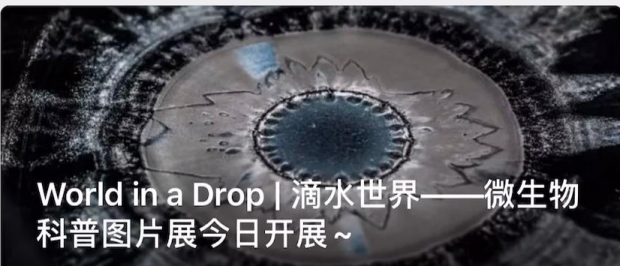
跟踪及反馈



10:58

iLINK 浙大国际校区图书信息中心

Oct 29, 2019 4:44 PM



Oct 31, 2019 5:27 PM



不是好书不推荐 | 2019年诺贝尔文学奖获得者的书，你读过么？

Have You Read the Works of Peter Handke, the 2019 Nobel Prize Winner in Literature?

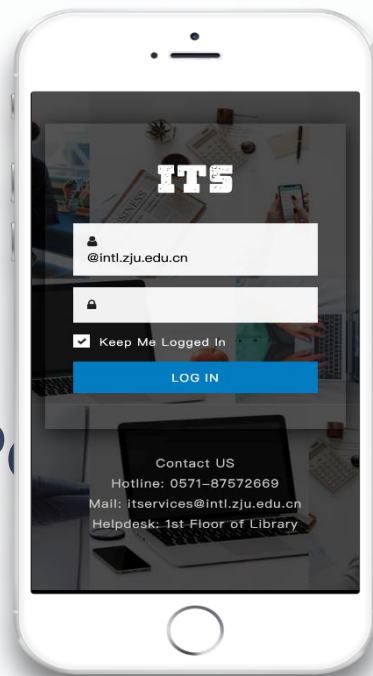


Library

ITS

Freshman

iTop



User Po

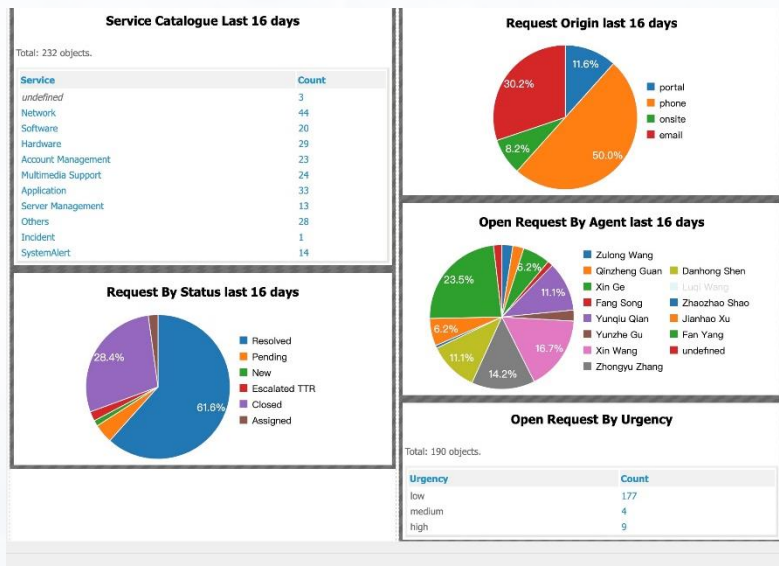
门

Reopen工单; Close评价

ISO20000实践 - 运维系统

管理界面

Helpdesk管理 (自定义、多维度)



配置管理

Pages: 1 All objects per page

Printer	Organization	Status	Business criticality	Location	Brand	Model
ZJE大楼一楼黑白自助打印机	ZJU	implementation	high	ZJU-UOE Building	Fuji Xerox	DocuCentre-V 3060
ZJE大楼办公打印机	ZJU	production	high	ZJU-UOE Building	undefined	undefined
ZJU大楼二楼黑白自助打印机	ZJU	implementation	high	ZJU-UIUC Building	Fuji Xerox	DocuCentre-V 3060
ZJU大楼办公打印机	ZJU	production	high	ZJU-UIUC Building	undefined	undefined
书院甲一楼彩色自助打印机	ZJU	implementation	high	Residential College A	Fuji Xerox	DocuCentre-C 3373
书院甲一楼黑白自助打印机	ZJU	implementation	high	Residential College A	Fuji Xerox	DocuCentre-V 3060
图书馆一楼黑白自助打印机	ZJU	implementation	high	Library	Fuji Xerox	DocuCentre-V 3060
图书馆二楼彩色自助打印机	ZJU	implementation	high	Library	Fuji Xerox	DocuCentre-VI C 2271
学服一楼黑白自助打印机	ZJU	implementation	high	Student Center	Fuji Xerox	DocuCentre-C 3373
教A一楼黑白自助打印机	ZJU	implementation	high	Learning and Teaching Building North A	Fuji Xerox	DocuCentre-V 3060
教B一楼黑白自助打印机	ZJU	implementation	high	Learning and Teaching Building North B	Fuji Xerox	DocuCentre-V 3060
文理学院四楼黑白自助打印机	ZJU	implementation	high	Art and Science Building	Fuji Xerox	DocuCentre-V 3060
文理楼办公打印机	ZJU	production	high	Art and Science Building	undefined	undefined
物业办公打印机	ZJU	production	high	Residential College A	undefined	undefined
行政楼四楼彩色自助打印机	ZJU	implementation	high	Administration Building	Fuji Xerox	DocuCentre-C 3373

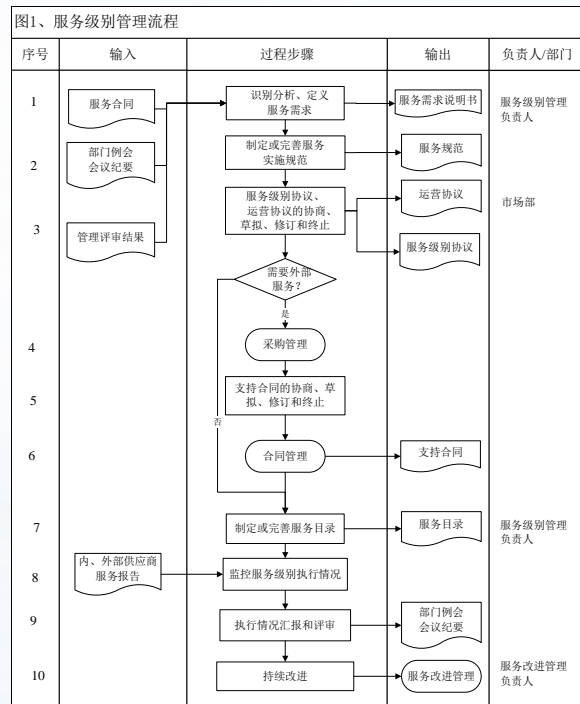
ISO20000实践 – 运维团队

IT主管	Administrator Change Approver
IT服务专员	Service manager
HelpDesk工程师	Service Desk Agent
网络运维工程师	Configuration Manager Support Agent Change Implementor Service Desk Agent
多媒体运维工程师	Configuration Manager Support Agent Service Desk Agent
桌面运维工程师	Configuration Manager Support Agent Change Implementor Service Desk Agent
其他驻场工程师	Support Agent Service Desk Agent



ISO20000实践 – 运维制度

- **建立24个程序文件：** 服务级别管理程序、变更管理程序、事件管理程序、配置管理程序、内部审核程序、投诉处理程序... ..
- **每个程序包含：** 目的、过程定义、术语、流程、过程描述、文件历史记录等。



ITS
Information Technology Services
简体中文

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About ITS ▾
Online Help Request

IT Service Category & SLA

Home > About ITS > IT Service Category & SLA

Purpose of service catalogue & SLA

ITS provides a wide range of IT services to support teaching, learning, research and administration. When several requests happen together, it may bring a disorder in service process. An SLA defines an amount of time for a task to be completed, like resolving an incident or fulfilling a service catalogue order. This could reduce the effort and time needed to administer agreements and provide better and more timelier information, lead to fewer service problems and faster resolutions when problems occur. Finally result in a stronger long-term relationship between ITS and recipients.

IT Service Category & SLA

- [Newsletters](#)
- [iLINK magazine](#)
- [Contact Us](#)
- [Guidance](#)

Comments

Total: 29 objects.

 [New...](#) [Other Actions](#) 

Pages:   **1** 2 3   objects per page

User Request	Title	Caller	Start date	User comment	Agent	User satisfaction
R-004988	The computer can't be turned on	KuanYoow Chan	2019-11-11 16:17:50	Zhongyu was able to pinpoint the source of the problem quickly and resolved the issues immediately. I would like to thank him for his expert help.	Zhongyu Zhang	Very satisfied
R-004987	无线网络连接异常	Di Chen	2019-11-11 16:02:53	Problem solved efficiently.	Zhongyu Zhang	Very satisfied
R-004942	统计教学楼一体机教室无线投屏使用情况	Zhaozhao Shao	2019-11-08 14:02:46	GOOD JOBS	Yunqiu Qian	Very satisfied
R-004908	INTL账号问题	Yunzhe Gu	2019-11-07 15:00:12	非常快的解决了这个问题	Xin Ge	Very satisfied
R-004859	一号书院一区3B无线连不上	Xiangwei Shen	2019-11-05 12:01:22	问题已解决, 很迅速, 很靠谱, 多谢!	Zhongyu Zhang	Very satisfied

四. 实施成效

PART FOUR

实施成效

- ✓ 提升运维人员的标准化服务意识;
- ✓ 量化工作量, 建立考核体系
- ✓ 建立可持续改善的运维机制
- ✓



师生为本

提供标准、专业、有温度的IT服务



INTERNATIONAL CAMPUS
ZHEJIANG UNIVERSITY
浙江大学国际联合学院



谢谢

THANK YOU

浙江大学国际联合学院
图书信息中心
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