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Development of online application portal

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The KEK Computing Research Center provides various IT services, such as email, WiFi network, data analysis system, etc. A user submits paper application forms to apply those services. Moreover, some services require endorsement by a KEK staff. From the Computing Research Center point of view, we receive applications from many users every day. These forms are checked, processed, and handed out among the responsible persons to complete applications.

To improve these circumstances, we have developed an online application portal system named “ccPortal.” This portal allows users to apply new services and modify account information online. The portal also supports the center staff’s online workflow, checking validity, creating an account, DB registration, and sending a completion notice. The ccPortal service was rolled out to KEK staff from the middle of September and gradually opened to all others by November.

We will describe the portal service and share our experience of improving work efficiency in IT service operations.

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