## Contents of CIT Procedure Manual

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Purpose: - Support and Maintenance

Scope: - To support and maintain hardware & software

Responsibility: - Network Assistant

Activities: -

Maintenance

• Staff Machines (Once in a Month)
  ○ Check if all Systems are working properly or not i.e. CD-ROM, Floppy Disk Drive, L.A.N., Anti Virus Update etc.
  ○ If problems are found, solve it, analyze it, or if time consuming forward it to Resident Engineer

• Classrooms Machines (Weekly)
  ○ Check all Systems whether they are working properly or not i.e. CD-ROM, Floppy Disk Drive, Laptop, L.A.N., Anti Virus Update, multimedia etc.
  ○ If problems are found, solve it, analyze it, if time consuming forward it to Resident Engineer

• Lab Machines (Weekly)
  ○ Check all System are working properly or not i.e. CD-ROM, Floppy Disk Drive, L.A.N., Anti Virus Update, multimedia etc.
  ○ Removing unnecessary files, Load course related software, Operating System. Etc.
  ○ Any problem identified solve it analyze it, if time consuming forward it to Resident Engineer

• Servers (Weekly / Alternate Day)
  ○ Event Log Checking,
  ○ Anti Virus Updating,
  ○ Clearing Event Logs and Temp files,
  ○ User Management,
  ○ Backup (Weekly),
  ○ Performance Monitor,

• Network Management (Weekly/ Alternate day)
  ○ Speed and Bandwidth monitoring,
  ○ LAN Switches (Checking and Resetting)
  ○ Collision Monitoring at Switch Level,
  ○ Network Expansion,

• Preventive Maintenance of all Hardware
  ○ Servicing of all Computer Hardware in YASHDA under AMC by AMC provider quarterly
Support Activities (Corrective Maintenance)

- Security Support
- File Sharing and Anti Virus Support

Hardware / Software complain from user
1. Call received from user for hardware / software complain
2. Register it in Complaints Register
3. Allot complaint number to User
4. Send engineer to attend call
5. Compliance signature of user on complain register

Priority-action to be completed by

Servers – Immediate, High Priority
Class Rooms – Immediate
Staff – 24 Hours
Labs – 24 Hours.

Hardware problem, those that cannot be solved at YASHADA
1. Reporting by Engineer that hardware cannot be repaired at YASHADA
2. Prepare Gate Pass
3. Send to Agency
4. Follow up for repair item send
5. Receive repaired item
6. Check if repair is successful
7. Get it installed

Reference Documents: -

- CRM Procedure in the COP Manual

Records: -
1. Complaint register.
2. Preventive maintenance register.

M.I.S. Parameters: -

- Internet uptime percentage
- PC downtime
Purpose: - IT Solutions

Scope: - Provide IT Solutions to YASHADA and outside agencies

Responsibility: - OIC CIT, Research Officer

Activities: -
Initiation from User or CIT about the project through internal note or request letter
Discussion with concerned person (Feasibility study)
  Operational
  Technical
  Economical

Preparation of feasibility report – within 15 days from initiation

Prepare Terms of Reference (TOR) – responsibility and terms – one week after finalization of feasibility report
Project Documentation
System Analysis
System Design
Test plan

Estimation (time and cost) – Project plan / schedule

Project monitoring and evaluation

Coding and Development
Preparation of test plan
Testing
Preparation of user manual
Implementation

Project hand over

Ownership of database
Installation of software module

Project Maintenance

Project modifications
Database modifications
Database Backup and restore

Prepared by
Sign
Date

Approved by
Sign
Date

YASHADA/P01/CIT

Clause No. 6.3
Rev. No Nil Date

DG
Sd/- xxx
25/07/2010
Reference Documents:

1. Input formats as per existing system

Records:

1. Feasibility Report
2. Request Letter / internal note
3. TOR
4. Test plan
5. SRS
7. Input Formats

M.I.S. Parameters:

- Number of software applications developed
- Number of consultancy in a year
- Number of IT projects in a year

Scope of Work, responsibilities and activity Spectrum of CIT Projects on IT & E-Governance

1. To design and deliver IT sessions as part of all the courses planned at YASHADA, so as to ensure that the training course of a state government officer also focuses on the functional effectiveness through use of Information and Communication Technology (ICT).
2. To design and deliver ICT courses which focus on capacity building within various organizations of the state government so as to improve Management ability, Technical ability and Operational ability across the state government in effective use of e-governance.
3. To provide consultancy to various state government organizations with respect to Project Conceptualization, Business Process Re-engineering, Project Management, Handholding during the project etc.
4. To monitor and evaluate e-governance initiatives across the state on behalf of the Directorate of IT.
5. To provide technical and managerial support in related activities to the Directorate of IT.
6. Provide Management related inputs and co-ordinate the activities to ensure success.
7. Design and conduct of workshops, courses, special sessions (Preparation of Syllabus, Assignments / Exercises, Course Material etc.).
8. Preparation / design of formats for Data collection, evaluation and other documentation work.
9. Visit and Study of various departments, Data collection from departments and other state government organizations
10. Report on Analysis of data collected and studies conducted.
11. Preparation of suggestive e-governance project concept and preparation of RFP, RFQ, SRS etc. in consultation with the user organization and YASHADA team.


13. Strategic tie-ups with relevant and important national institutions involved in the e-governance management domain and liaison with them to ensure productive relationship

**Activity Spectrum–**

**Project Management Related –**  
1. Business Process Re-engineering (BPR)  
2. System Requirement Specifications (SRS)  
3. Infrastructure Requirement and design (IRD)  
4. Proof of Concept or Pilot development (POC)  
5. Turnkey - Conception to Transformation

**Capacity Building Related –**  
1. Training to Administrators, Officers, operational staff or Technical Staff (TRG)  
   a. Administrators will be trained on Information Management to help strategizing and operationalising the ICT initiatives.  
   b. Officers would be trained on Operational Management and usage of ICT.  
   c. Operational staff would be trained on benefits and usage of ICT systems, in addition to their evaluation on basic computer literacy.  
   d. Technical staff would be trained to take the responsibility of System Administration (Hardware, Network, Operating Systems, Databases)  
2. Documentation work for training manual, user manual, system manual etc. (DOM)

**Strategy Related -**

1. Study on status of computerization, internal knowledge base etc.  
2. Survey, Discussions or negotiations for MOU with a national body, or networking with such institutions which would help YASHADA & project team build better process capabilities and better results.  
3. E-Governance related data repository, research etc.
Purpose: - Website and Intranet

Scope: - To manage and maintain web sites and intranet

Responsibility: - Research Officer

Activities: -

A) **http://yashadacgg.mah.nic.in** site maintenance
   Member related work -
   Check new members applied for membership (daily)
   If the member is government employee, phone to his office to confirm (same day)
   If the person exists, confirm him (same day)

   Best practice work -
   Checking mail and respond to sender immediately (daily)
   If someone has send a best practice, submit it to DG for approval (same day)
   If sanctioned, upload it (one day)
   If not sanctioned, send a regret mail to sender (same day)

B) To keep **www.yashada.org** site updated
   - Note received about changes
   - Make changes and upload within 24 hours

C) Website backup (once in a month)
   - Take backup of website folder

D) YASHADA Intranet
   - Note received about changes
   - Make changes and upload within 24 hours

Reference Documents: -

Records: -
1. Administrative notes regarding changes

M.I.S. Parameters: -
   - Intranet updating
   - Internet updating
**Purpose**: - Function as an IT Expert on panel

**Scope**: - To Function as an IT Expert on panel

**Responsibility**: - OIC CIT

**Activities**: -

- Request from concerned department
- Note for approval from DG
- Periodical interactions / contributions
- Role analysis report - Benefits to organization and YASHADA

**Reference Documents**: -

**Records**: -

- Request letter from concerned department
- Note to DG
- Role analysis report

**M.I.S. Parameters**: -

15% of time spent or the average number of hours per day spent in performing these duties
**Purpose:** - Research

**Scope:** - To conduct Research

**Responsibility:** - OIC CIT, Research Officer

**Activities:** -

As per R & D Process

**Reference Documents:** -

**Records:** -

1. Research Report

**M.I.S. Parameters:** -

- Individual research
- KRA research
- Sponsored projects
- Project related training
**Purpose:** - Administrative Management

**Scope:** - To manage administrative work

**Responsibility:** - OIC CIT

A1: Consolidated purchase indents to purchase committee
1. Hardware / Software requirement received from staff for purchases
2. Scrutinize the indent
3. If proper, send to purchase committee

A2: Conducting written tests
1. Note received from Administration to conduct test
2. Identify qualification required for the post
3. Design test
4. Conduct Test
5. Prepare result sheet
6. Submit to Administration

A3: Download rate contract from GOM site
1. Visit Maharashtra Government Site
2. Download Rate Contracts

A4: Download GRs from GOM site
1. Visit Maharashtra Government Site
2. Download GRs

A5: YASHADA Mails
A) Check mail
   - Configure Outlook Express on one of the PC
   - Check VSNL mail & POP mail (daily)

B) Pop mail account maintenance (for every employee / centre of YASHADA)
   - Information received from administration about joining or relieve of an employee
   - Create / Delete a popmail account (same day)
   - Training to user to use popmail account (one day)
A6: Institutional membership  
1. Note to DG for membership  
2. If approved send a note to accounts for preparing DD  
3. Send a letter to institute with DD  
4. Receipt from institute

A7: Training to newly joined staff  
1. Note received from Administration to train newly joined staff  
2. Meeting with joined person  
3. Identify his/her computer skill  
4. Design a training module as per need  
5. Conduct training for CMIS/HMIS

A8: Prepare budget  
1. Identify new hardware/software required for coming year  
2. Identify cost  
3. Prepare budget  
4. Submit to accounts

A9: Purchase of new hardware  
1. Requirement from user for purchase of hardware  
2. Open a file  
3. Scrutinize whether hardware is really needed or not  
4. If yes, find out what will be estimated cost  
5. Call quotations/tenders  
6. Make purchases through the purchase committee  
7. Take entry in dead stock register  
8. Install hardware  
9. Process bill

A10: Purchase of new software  
1. Requirement from user for purchase of software  
2. Open a file  
3. Scrutinize whether software is really needed or not  
4. If yes, find out what will be estimated cost  
5. Call quotations/tenders  
6. Make purchases through the purchase committee  
7. Take entry in dead stock register  
8. Install software  
9. Take entry in software library register  
10. Make 2 sets of CD  
11. Process bill
A11: Up gradation of software
1. Check Software upgrades
2. Note put up to HoD for up gradation of software
3. Upgrade software

A12: Renewal of domain name
- Get information from web to know charges for renewing
- Put up a note to HoD for sanction

Send a note to Accounts to prepare DD on the name of agency that will renew domain name for us
- Send a letter and DD to concerned agency to renew domain name
- Get confirmation

C) To host Yashada web site
- Contact vendor and arrange meeting
- If satisfied with vendor, put up a note to DDG(A) for approval
- If sanctioned, send a letter of acceptance to vendor
- Host site

D) Bill is received from vendor
1. Put up payment order to registrar for signature
2. Send payment order to accounts

E) Print web statistics
- Open web statistics site
- Print web analysis
- Submit to HoD
- Analyze failure links
- Remove cause of failure

A13: Help in conducting lab sessions
1. Letter received from Course Director for conducting lab session
2. Check whether lab is available or not
3. Identify software / hardware required for lab session
4. Arrange required software / hardware
5. Help to participants during lab session
### A14: Comprehensive Annual Maintenance Contract

**Procedure to call tender**

1. Put up a note to Director General to call tenders
2. Prepare tender document
3. Get approval to tender document
4. Call tenders - advertisement in newspaper
5. Open tender - Technical bid
7. Open Price bid
8. Prepare comparative statement
9. Put up a note to DG through DDG (Admn) for approval
10. Send letter to vendor about approval
11. Agreement between vendor and YASHADA

**Bill received from vendor (quarterly)**

1. Get sanction from DDG (Admn)
2. Prepare payment order
3. Send to Accounts for payment

### A15: Hardware repairs

1. Report from engineer to get hardware repaired
2. Ask estimated expenses for repairs
3. Scrutinize whether repairs are worth
4. If no, put up a note to DDG to write off that hardware
5. If expenses are less than Rs/-1000, get sanction from DDG
6. If expenses are more than Rs/-1000 but less than Rs/-50000, call quotations
7. Get repairs done
8. Check whether the problem is resolved
9. Process bill

### A16: Temporary Hardware / software requirement

1. Note from user for temporary hardware / software requirement
2. Check whether it's available
3. If yes, take entry in register for temporary issue of hardware / software
4. Cancel the entry when hardware / software is returned back

**Reference Documents:**

1. Rate Contract
2. Internal circulars and notes
3. Office Procedure Manual
4. Purchase Procedure Policy circular

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**YASHADA** Page No 13
Records: -
1. Note received from Administration to conduct test
2. Test Paper
3. Result sheet
4. Rate Contracts
5. GRs
6. Note to DG for membership
7. Note to accounts for preparing DD
8. Letter to institute with DD
9. Receipt from institute

M.I.S. Parameters: -
- Purchases in time
- PC downtime
### Form No 1-
**Purpose** – To administrator server and network (Weekly)

**Date** - 

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Signature -
Name -

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**Prepared by**
**MR**
Sd/- xxx
23/07/2010

**Approved by**
**DG**
Sd/- xxx
25/07/2010
Form No 2-
Purpose – To maintain computer lab (Weekly)
Date -

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Prepared by
SIGN
DATE

Approved by
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YASHADA

Page No 16
**Form No 3-**

**Purpose – To manage mail accounts (Daily)**

**Month and Year -**

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Signature -

**Prepared by**

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<tr>
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<th>MR</th>
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YASHADA

Page No 17
Form No 4-
Purpose – Web Statistics and Website Backup (Monthly)
Year –

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<tr>
<th>Month</th>
<th>Web Statistics</th>
<th>Website Backup</th>
<th>Payroll Backup</th>
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Signature -
Name

Prepared by
Sign               MR               Approved by
Date               Sd/- xxx          Sign               DG
23/07/2010          Sd/- xxx          Sign               Sd/- xxx
                                    Date               25/07/2010
**Form No 5-**

**COMPLAINT REGISTER**

<table>
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<tr>
<th>Complaint Number</th>
<th>Date of Report</th>
<th>Dept / Name of Individual</th>
<th>Machine No.</th>
<th>Nature of Problem</th>
<th>Signatur e of Engineer</th>
<th>Spares Replaced</th>
<th>Date of Repairs</th>
<th>Remarks if any</th>
<th>Signature of user</th>
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Prepared by MR Sign Sd/- xxx Date 23/07/2010

Approved by Sign Date

DG Sd/- xxx Date 25/07/2010

YASHADA
Form No 6 -
YASHWANTRAO CHAVAN ACADEMY OF DEVELOPMENT ADMINISTRATION
(Government of Maharashtra Training Academy)
Raj Bhavan Complex, Baner Road, Pune 411 007
Ph (020) 25657262, 25650784, 25650064       Fax (020) 25659135

GATE PASS

Sr No.

To,
Security In charge,
YASHADA

Please allow Shri / Smt ___________________ of ____________________
company / institute to take the following material outside YASHADA campus.

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Particulars</th>
<th>Serial No.</th>
<th>Quantity</th>
<th>Purpose / Remarks</th>
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</tbody>
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Issued by
Name ____________________
Designation ____________________
Receiver's Signature

Prepared by
Sign MR Sd/- xxx
Date 23/07/2010

Approved by
Sign DG Sd/- xxx
Date 25/07/2010
Form No. 7

Purpose – Publish Advertisement on Web

Name ______________________________

Designation _________________________

Details about Advertisement-

Heading ______________________________

Date to Upload _________________

Date to remove _________________

Soft copy provided in which format (tick appropriately)

1. PDF  2. Word  3.HTML

Signature
Date
Form No. 8

Purpose – Publish Magazines on Web

Name ______________________________

Designation _________________________

Name of Magazine ________________________

Date to Upload ________________________

Date to remove ________________________

Soft copy provided in which format (tick appropriately)

1. PDF  2. Word  3. HTML

Signature

Date
### Form No. 9

Purpose – Information about newly joined staff / relieved staff

Name ______________________________

Designation _________________________

Date of Joining / Relieving ________________________

Department in YASHADA __________________

User name and password to create while logon:

- Username ______________
- Password _______________

Signature
Date

---

<table>
<thead>
<tr>
<th>Prepared by</th>
<th>Approved by</th>
</tr>
</thead>
<tbody>
<tr>
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<td>DG</td>
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<td>23/07/2010</td>
<td>25/07/2010</td>
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**YASHADA**
Form No 10

CIT facilities requisition form

1. Name of Officer / Staff - _______________________________________

2. Designation - ___________________________________

3. Department - _____________________________

4. Requirement -

<table>
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Signature

Signature of OIC

Prepared by
Sign
Date

Approved by
Sign
Date

YASHADA

Page No 24
<table>
<thead>
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<th>CIT Procedure Manual</th>
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**Form No. - 11**

Purpose – To develop and maintain software

Department/ Center: -

Requirement: -

Any Specific Suggestion: -

Signature
Name: -
Designation: -

<table>
<thead>
<tr>
<th>Prepared by</th>
<th>MR</th>
<th>Approved by</th>
<th>DG</th>
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<tbody>
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