

Title	CIT Procedure Manual	Clause No.	Rev. No Nil
Documentation No.	YASHADA/S01/CIT	6.3	Date

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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

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### 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

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**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

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**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
6. User Manual
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.

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11. Preparation of suggestive e-governance project concept and preparation of RFP, RFQ, SRS etc. in consultation with the user organization and YASHADA team.
12. One time Preparation of state and National level 'Best Practices Compendium' and continuous updation and evaluation / assessment of the new initiatives. Bi-Monthly newsletter on e-gain activities and e-governance activities across the state.
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.

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**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](http://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

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**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

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**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

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**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)

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**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

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**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

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**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
6. Scrutinize 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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**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

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**Form No 1-**

Purpose – To administrator server and network (Weekly)

Date -

Sr No	Performance Monitoring	Backup	Defragmentation	User Management	Collision and network monitoring at swatch level	Anti virus

Signature -

Name -

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**Form No 2-**

Purpose – To maintain computer lab (Weekly)

Date -

Sr No	Update / Check vaxine	Cleaning and reloading of O/S	De fragment hard disks	Load related software	Alter LAB PC setup

Signature -

Name -

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**Form No 3-**

Purpose – To manage mail accounts (Daily)

Month and

Year -

Date	<a href="mailto:cit@yashada.org">cit@yashada.org</a>	<a href="mailto:yashada@vsnl.com">yashada@vsnl.com</a>	Lotus Notes mail	<a href="mailto:cgg@yashada.org">cgg@yashada.org</a>	CGG Site membership
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Signature -

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Form No 4-

Purpose – Web Statistics and Website Backup (Monthly)

Year –

Month	Web Statistics	Website Backup	Payroll Backup
January			
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			

Signature -  
Name

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**Form No 5-**

**COMPLAINT REGISTER**

Complaint Number	Date of Report	Dept / Name of Individual	Machine No.	Nature of Problem	Signature of Engineer	Spares replaced	Date of Repairs	Remarks if any	Signature of user

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**Form No 6 -**

**YESHWANTRAO 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.

Sr. No.	Particulars	Serial No.	Quantity	Purpose / Remarks

Issued by  
Name \_\_\_\_\_  
Designation \_\_\_\_\_  
Receiver's Signature

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**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

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**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

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**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

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**Form No 10**

**CIT facilities requisition form**

1. Name of Officer / Staff - \_\_\_\_\_

2. Designation - \_\_\_\_\_

3. Department - \_\_\_\_\_

4. Requirement -

Sr No	Hardware	Software

Signature

Signature of OIC

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Sign	Sd/- xxx	Sign	Sd/- xxx
Date	23/07/2010	Date	25/07/2010
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Title	CIT Procedure Manual	Clause No.	Rev. No Nil
Documentation No.	YASHADA/S01/CIT	6.3	Date

**Form No. - 11**

Purpose – To develop and maintain software

Department/ Center: -

Requirement: -

Any Specific Suggestion: -

Signature  
Name: -  
Designation: -

Prepared by Sign Date	MR Sd/- xxx 23/07/2010	Approved by Sign Date	DG Sd/- xxx 25/07/2010
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