

SOPs of IT Department

For Institute of Health Management Research, Bangalore

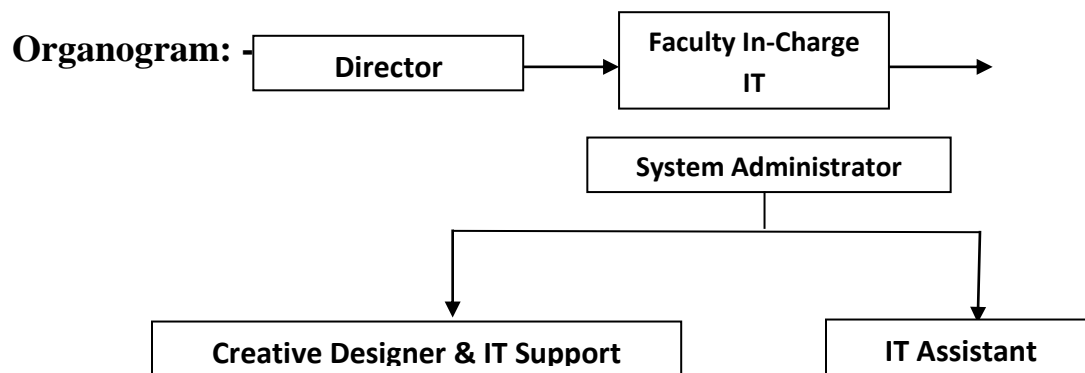

Director

IT Department -SOPs

Processes:-

- I) Stock Management
- ii) Data Backup
- iii) Hardware and Software
- iv) Troubleshooting
- V) Website & Firewall
- Vi) IT Support to various departments.

Objective: - The process helps to smooth the running of all computers and provides an opportunity to use new technology.



Linkage with Other Departments: -



DEPARTMENT PROCESS DOCUMENT

Stock Management

Creation Date:	1/1/2015
Last Updated:	8/4/2022
Creator:	Mr. Satish Singh
Process Owner:	Mr. Pradeep Kumar T K

Approval Record

Date	Version	Approver	Position	Department	Approved Y/N
1/1/2015	1.00	Dr. Jena	Director	IT	y
2/1/2016	1.1	Dr. Jena	Director	IT	Y
26/10/2016	1.2	Dr. Jena	Director	IT	Y
1/3/2019	1.3	Dr. Usha Manjunath	Director	IT	Y
16/01/2020	1.4	Dr. Usha Manjunath	Director	IT	y
8/4/2021	1.5	Dr. Usha Manjunath	Director	IT	Y

Revision History

Change Request #	Owner	Change Type	Description	Effective Date	Approved	Status
0	IT Dept	NIL		2/1/2016	Director	
01	IT Dept	01) Form introduction 02) Updated Activity description	1. Item request form introduces 2. Item request process by E-mail and items request form is included (Ref.	1/03/2019	Director	updated

			<i>Stock Management, Activity Description, Point -3</i>			
<i>02</i>	<i>IT Dept</i>	<i>03) Roles</i>	<i>Change in roles and responsibilities</i>	<i>16/01/2020</i>	<i>Director</i>	<i>Updated</i>
<i>03</i>	<i>IT Dept</i>	<i>04) Introduction</i>	<i>Objectives Updated</i>	<i>8/4/2021</i>	<i>Director</i>	<i>Updated</i>

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1. Introduction

It is, therefore, the duty and responsibility of the System Administrator to closely ensure adequate and safe storing conditions, efficient Stock Management and complete and accurate recording of all inventory movements.

Main objective(s) of this process

The objectives of inventory management are to:

- Ensure satisfactory receipt of goods
- Provide the ability to rapidly deliver goods requested.
- Keep an accurate account of the inventory movements and balance;
- Maintain complete and accurate records of the inventory situation (physical, reserved, buffer, on hand, distribution, contingency, temporary, and in transit inventories);
- Maintain adequate storage conditions, to ensure that the inventory is in usable or serviceable condition when needed;
- Implement appropriate measures to guarantee the safety and security of the goods
- Ensure the inventory is maintained according to the Layout & Storage plan; and items are conveniently staked.

2. Scope of the Process

Longitudinal Scope

The scope of inventory management starts from departmental head by handover of new items after purchase and ends by providing to the user when required. For each purchased items Computer department is responsible for testing of goods, maintaining stocks, issuing to the user, and discarding not working devices.

Latitudinal Scope

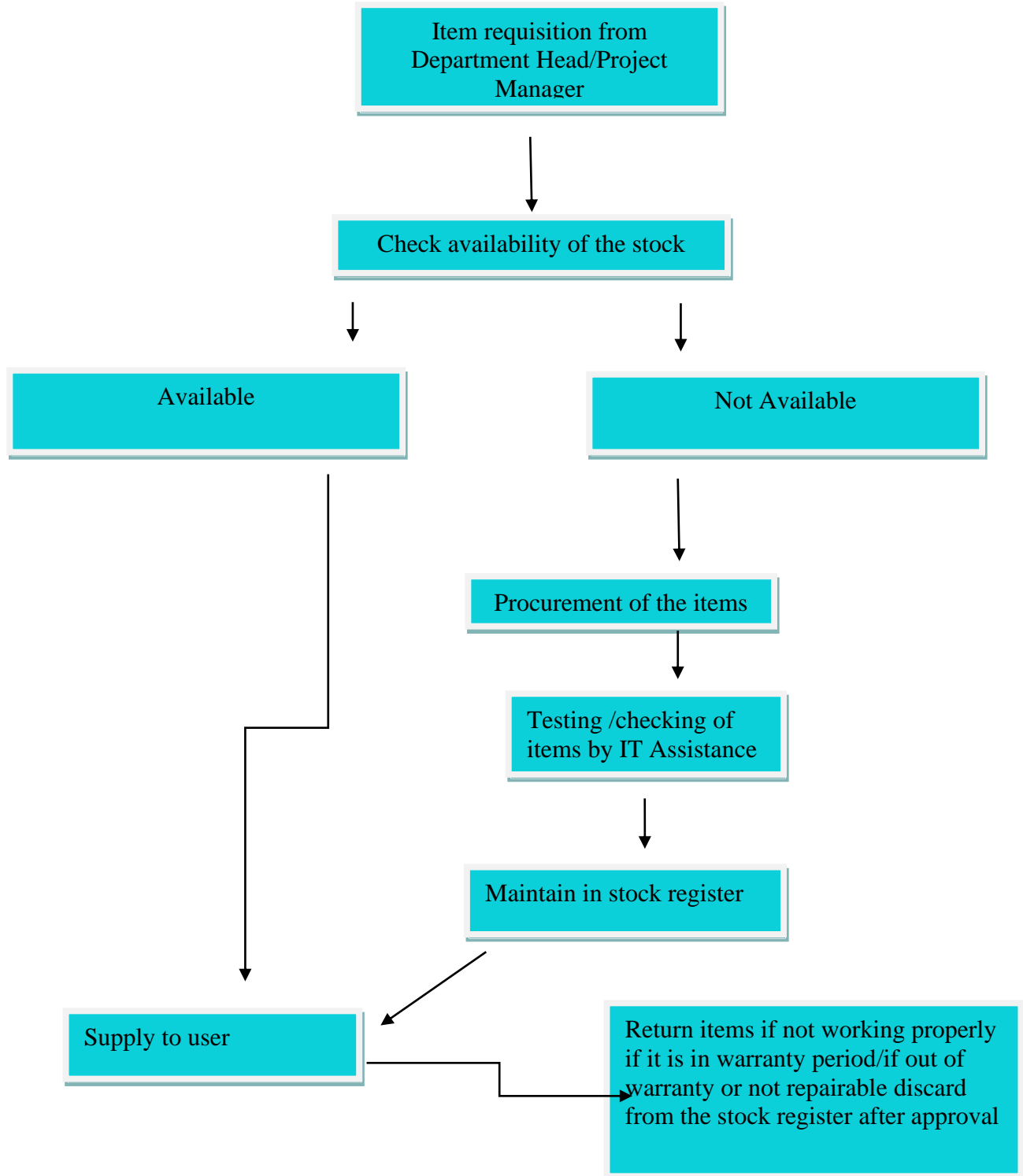
Maintain stocks of the item, which is available in the institute after purchase, Computer department must collaborate with the admin department for purchasing devices.

3. Key Roles and Responsibilities

(Who are involved in the process and what their responsibilities are)

Role (Designation)	Responsibilities
System Administrator	<ul style="list-style-type: none"> ➤ Receiving the item from Admin ➤ Testing and checking of Bill and items ➤ Arranging in stock
Assistant- IT Support	<ul style="list-style-type: none"> ➤ Collecting all the item and test each item practically ➤ Cross verifying the details ➤ Maintaining discard item

4. Graphical Overview of the Process



5. Activity Description

S. No	SLA	SLA Description	Responsibility	UOM	Preferred Direction	Target
1	Testing of the product	<ul style="list-style-type: none"> ➤ Each new computer device to be verified with the serial number, Warranty status ➤ Each computer device is to be tested practically by using them on computers 	System Administrator Assistant- IT Support	7 days	<=7 days	5 days
2	Entry in register	<ul style="list-style-type: none"> ➤ Details of the item to be maintained in the stock register <ul style="list-style-type: none"> ✓ Invoice Number ✓ Company Name ✓ Type of Product ✓ Date of purchase ✓ Number of items 	System Administrator	3 days	<=6hours	1 day
3	Issuing to the user	<ul style="list-style-type: none"> ➤ Request from the user by e-mail and request form ➤ Check the availability in stock ➤ The issue to the user ➤ Not available ➤ Request to admin for a new purchase 	Assistant- IT Support	5 days	<= 8 hours	2 days

Details of Tasks

- It includes maintenance of available Assets, Deadstock Consumables of the department.
- Record and maintain hardware and software inventories, site and/or server licensing, and user access and security, LAB visitor kept in Computer LAB, & call register with the IT Assistant.
- All the files and folders are kept in the Cupboard Asset Number - 30584

6. Measures

S. No.	Measure	Measure Description	UOM	Preferred Direction	Target	Periodicity
1	All new item should be in working condition	<ul style="list-style-type: none"> All items should have a company Invoice number All items should have a date of purchase All items should be from a branded company with warranty details 	7 days	<=Target	3 days	6 months
2	Details as per the format	<ul style="list-style-type: none"> The stock register should have a particular page for each item. The stock register clearly indicates the date of purchase, Number of available stocks, Item description, discarded item details 	7 days	<=Target	2 days	1 month
3	Request and availability/usage	<ul style="list-style-type: none"> The request should come from the user Checking in the stock register for the availability of items. Cross-checking with users for the usage of specific items. 	5 days	<=Target	1 day	6 months

7. Verification Activities

Sl No.	Description	Cupboard (IT Department)
1	All new items should be branded with warranty details	Cupboard, Manual Register
3	All item details should be a stock register	Cupboard Manual Register
4	The stock register clearly mentions the availability of items on the date	Cupboard Manual Register
5	As per the usage, items should be in stock	Cupboard Manual Register

Items Request Form

1. Name of
Faculty/Staff:.....
.....
2. Designation:.....
.....
3. Description of Equipment Required:
.....
4. Required Duration:
From.....To.....
5. Purpose of visit:.....
 - Academic
 - Research (Specify the project name)
 - Training (Specify the Training name)
 - Any other Purpose (Specify)

Date:-
Signature
Signature of Faculty/Staff
IT/Admin/HR

Authorized

For IT department:-

1. Items requested in stock - Y / N
2. Items requested need new purchase - Y / N

Signature of the Director

DEPARTMENT PROCESS DOCUMENT

Data Backup

<i>Creation Date:</i>	<i>1/1/2015</i>
<i>Last Updated:</i>	<i>16/09/2021</i>
<i>Creator:</i>	<i>Satish Kumar Singh</i>
<i>Process Owner:</i>	<i>Mr. Pradeep Kumar T K</i>

Approval Record

<i>Date</i>	<i>Version</i>	<i>Approver</i>	<i>Position</i>	<i>Department</i>	<i>Approved Y/N</i>
<i>1/1/2015</i>	<i>1.00</i>	<i>Dr. Jena</i>	<i>Director</i>	<i>IT</i>	<i>Y</i>
<i>2/1/2016</i>	<i>1.1</i>	<i>Dr. Jena</i>	<i>Director</i>	<i>IT</i>	<i>Y</i>
<i>1/02/2018</i>	<i>1.2</i>	<i>Dr. Usha</i>	<i>Director</i>	<i>IT</i>	<i>Y</i>
<i>16/01/2020</i>	<i>1.3</i>	<i>Dr. Usha Manjunath</i>	<i>Director</i>	<i>IT</i>	<i>Y</i>
<i>16/09/2021</i>	<i>1.4</i>	<i>Dr. Usha Manjunath</i>	<i>Director</i>	<i>IT</i>	<i>y</i>

Revision History

<i>Change Request #</i>	<i>Owner</i>	<i>Change Type</i>	<i>Description</i>	<i>Effective Date</i>	<i>Approved</i>	<i>Status</i>
<i>0</i>	<i>IT Dept.</i>	<i>NIL</i>	<i>Annual Review has done existing processes found to be fit for current usages and are up to date</i>	<i>2/1/2018</i>	<i>Director</i>	<i>Updated as on date 01/03/2019</i>
<i>1</i>	<i>IT Dept</i>	<i>Roles</i>	<i>Role's update</i>	<i>16/01/2020</i>	<i>Director</i>	<i>Updated</i>
<i>2</i>	<i>IT Dept</i>	<i>Revise of Complete process flow</i>	<i>Revise of Complete process flow</i>	<i>From 2022</i>	<i>16/09/2021</i>	<i>updated</i>

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1. Introduction

The purpose of this process

- Some data may be in constant use by many employees
- Other data, like staff records, may be accessed frequently by only one or two employees
- For instance, a staff member could delete a crucial list of customers by mistake
- A natural disaster could destroy the server holding key business information
- Other malware (malicious software) like Trojans and spyware may read your data and transmit it across the internet, or wipe it completely

Main objective(s) of this process is

To keep all the official data backup in one place in any manner.

2. Scope of the Process

Longitudinal Scope

This process starts from the User data and end to System Administrator (Data backup) within the campus.

Latitudinal Scope

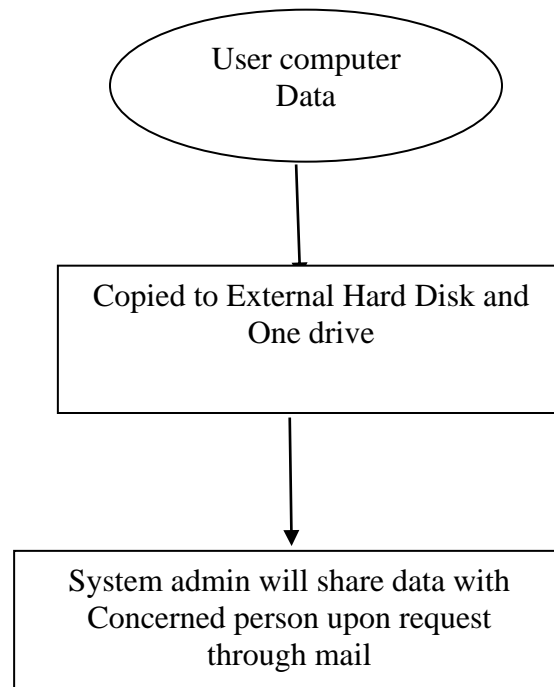
Computer Department will take the backup every three Month and keep the record in external Hard disk, One Drive password protected and Hard disk in lock & key with Assistant- IT Support.

3. Roles and Responsibilities

System Administrator/Assistant IT Support

- Ensure backup will be safe and well security protected
- Verify the data
- Take data from all the employees every three Month
- Maintain the log register data backup with date & time
- All data backups will be implemented to store in One Drive (Cloud Storage) all employee having a storage of 1 TB and department-wise Cloud storage space of 1 TB to store data

4. Graphical Overview of the Process



5. Activity Description

S. No	SLA	SLA Description	Responsibility	UOM	Preferred Direction	Target
1	Drive	<ul style="list-style-type: none"> Creating Drive in D:\ of each system Making sure that each and every person save the data in that folder No personal data to be saved in that folder 	Assistant- IT Support	7 days	<=7 days	5 days
2	Data backup	<ul style="list-style-type: none"> Once in three month IT Department will take all official data backups. IT Department will not be responsible for the loss of personal data. Each employee has been given one drive storage cloud system 	Assistant- IT Support	3 days	<=6hours	1 day

3	Data security	<ul style="list-style-type: none"> IT department keeps the backup in an External hard disk. 	System Administrator	5 days	<= 8 hours	2 days
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Details of Tasks

IT department will intimate the employees through the mail before taking a backup, IT team takes the backup once in a three-month basis. All the data are kept in a system that is password protected or External Hard disk or One Drive Cloud Storage.

6. Measures

S. No.	Measure	Measure Description	UOM	Preferred Direction	Target	Periodicity
1	D drive creation	D drive should be created and explain about the Drive to the system user.	7 days	<=Target	3 days	6 months
2	Backup	Once in three months IT department will take all the official data backup Or move to Cloud Storage.	7 days	<=Target	2 days	1 month
3	Data should be handled properly	IT department keeps the backup in an External hard disk or in Cloud Storage.	5 days	<=Target	1 day	6 months

7. Verification Activities

- Data backup should be taken of every system and saved in folder with the name of system user.
- Data backup should be taken once in three months including the outlook backup.
- All backup in the External Hard disk is kept in lock and key with the System administrator/Assistant- IT Support.
- Separate Manual Register for data backup (**Register name is Data Backup**)
IIHMR/IT/BACKUP-REG01)

DEPARTMENT PROCESS DOCUMENT

Hardware & Software Support Management

<i>Creation Date:</i>	<i>1/1/2015</i>
<i>Last Updated:</i>	<i>16/01/2020</i>
<i>Creator:</i>	<i>Satish Kumar Singh</i>
<i>Process Owner:</i>	<i>Mr. Pradeep Kumar T K</i>

Approval Record

<i>Date</i>	<i>Version</i>	<i>Approver</i>	<i>Position</i>	<i>Department</i>	<i>Approved Y/N</i>
<i>1/1/201</i>	<i>1.00</i>	<i>Dr .Jena</i>	<i>Director</i>	<i>IT</i>	<i>Y</i>
<i>2/1/2016</i>	<i>1.1</i>	<i>Dr. Jena</i>	<i>Director</i>	<i>IT</i>	<i>Y</i>
<i>1/03/2019</i>	<i>1..2</i>	<i>Dr.Usha</i>	<i>Director</i>	<i>IT</i>	<i>Y</i>
<i>16/01/2020</i>	<i>1.3</i>	<i>Dr Usha Manjunath</i>	<i>Director</i>	<i>IT</i>	<i>y</i>

Revision History

<i>Change Request #</i>	<i>Owner</i>	<i>Change Type</i>	<i>Description</i>	<i>Effective Date</i>	<i>Approved</i>	<i>Status</i>
<i>0</i>	<i>IT Dept</i>	<i>NIL</i>	<i>Annual review done existing process found to be fit for current usages and are up to date</i>	<i>2/1/2016</i>	<i>1/03/2019</i>	<i>Updated till 1.3.2019</i>
<i>1</i>	<i>IT Dept</i>	<i>Roles</i>	<i>Roles</i>	<i>16/01/2020</i>	<i>16/01/2020</i>	

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1. Introduction

The purpose of this process

Purchases of computer hardware, supplies, software, etc. are subject to the Information IT Department's approval. Purchases for these items shall not be processed until the necessary approval has been obtained.

Main objective(s) of this process is

- How the approval process work
- Process of purchase committee
- Checking process of material
- Scope of the Process:

Longitudinal Scope

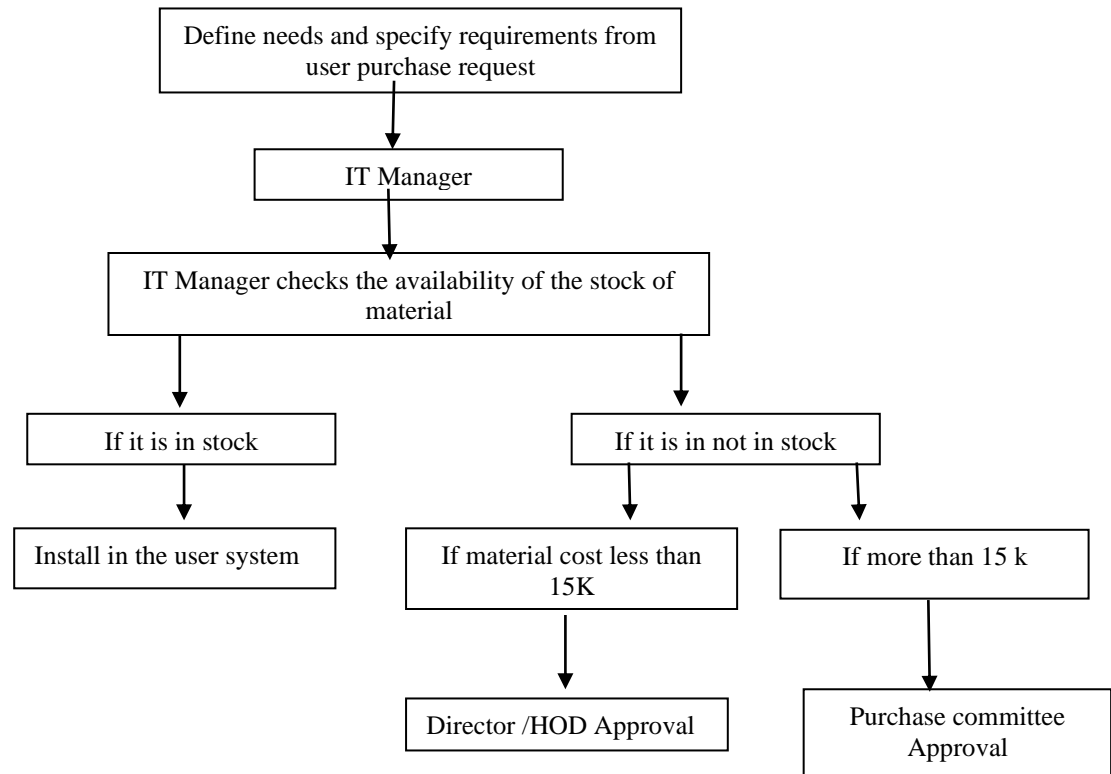
Requirement of any IT product require approval from departmental head by e-mail/format of IT procedure.

2. Roles and Responsibilities

Role (Designation)	Responsibilities
System Administrator	<ul style="list-style-type: none"> • Check the requirement of the user • Approval process done by IT Manager
Assistant - IT Support	<ul style="list-style-type: none"> • Check the items if it is there in the stock • Installation part done by IT Asst.

3. Graphical Overview of the Process

Process Flow Chart for Hardware & Software



4. Activity Description

S. No	SLA	SLA Description	Responsibility	UOM	Preferred Direction	Target
1	Hardware Support	Hardware requirement for user we will check in stock, if it not in stock, it will go for approval process. As soon we receive the material IT team will install to the user.	System Administrator & Assistant – IT Support	7 Days	<=7days	5 days

2	Software support	In need base or project base required, requirements come from the department (E-mail)	System Administrator & Assistant - IT Support	7 Days	<=7days	5 days
3	Vendor Identification and quotation	System Administrator/ IT - Assistant Identify the proper vendor for Items, as three quotations is required for buying any material, after getting the quotation PC team negotiated with the vendor & finalized it.	System Administrator	15 Days	<=10 days	10 days

Details of Tasks

- Working as System Administrator/ Assistant IT Support for providing a technical support environment comprising desktops, Laptops, Printers, LAN, Wi-Fi Networking, Computer Lab, etc.
 - Installation and maintenance of all application/system Software
 - Hardware Troubleshooting
 - AMC-related concerns and management of rented / under warranty items.
 - Handling Academic program/MDP/Research Project Lab for providing assistance in all endeavors as per AICTE norms and requirements.
 - To check everyday laptop, projector, speaker, and pointer functionally working or not. In case of a loss of pointer/remote immediately, we will inform to the academic office to take the action.
 - Software and Hardware installation are not permitted without knowledge of IT department.
 - Identify the problems & define the category like the problem is related to software or hardware, network. If hardware issue first, we check that product under warranty or AMC.
- If both are not there, then first we will diagnose the issue if it is not solved at our level then we will contact to company/supplier.

5. Measures

S. No.	Measure	Measure Description	UOM	Preferred Direction	Target	Periodicity
1	Regular Items should be in stock	<ul style="list-style-type: none"> Regular items should in stock by purchasing it once in a year Stock details should be updated 	5 days	<=Target	3 days	6 months
2	Software need assessment	<ul style="list-style-type: none"> Required software should be identified for the purpose Check the availability of free software The licenses version should be purchased in the name of the Institute 	7 days	<=Target	2 days	1 month
3	Vendors should pre-identified	<ul style="list-style-type: none"> Vendors for different computer items should be identified once in a year for regular items At least three quotation for a new purchase 	10 days	<=Target	1 day	6 months

6. Verification Activities

Sl no.	Description	Room No./File no	H/W and Software Store Place
1	All software should be license version in the name of institute	Manual Register IIHMR/IT/COMPUTER HW/SW REG01,Reg 02	IT Department / Cupboard
2	All new items should be branded with warranty details	Manual Register IIHMR/IT/COMPUTER HW/SW REG 01,reg 02	IT Department / Cupboard
3	Request form & Gate pass		

Request Form

Institute of Health Management Research, Bangalore

Sy.No.319, Hulimangala, Near Thimmareddy Layout
Electronics City, Hulimangala Post, Bangalore-560105
Ph: -080-6113 3800

To,
In charge
IT Department
IHMR, Bangalore

I _____ Department/Designation _____

Received a SN: _____ for official use.

I hereby declare that I will use the Laptop carefully and take care from loss, theft, fire, damage, etc. I will be responsible for any damage, loss, theft; fire etc. and I will pay the amount specified by the dealer or replace the laptop and/or the necessary parts. In case, I am not able to pay the amount, the same can be deducted from my salary. In case, I will resign or retire from the Institute, I will return the Laptop in good condition.

I will return this Laptop as and when Institute Management required.

Issue date from: _____ **To** _____ or (End of Project)

Thanking you,

Yours Sincerely

(.....)

Designation:

Permanent Address:

Date:

Remarks: _____ Authorized Signatory (IT Department)

DEPARTMENT PROCESS DOCUMENT

Troubleshoot management

<i>Creation Date:</i>	<i>1/12/2015</i>
<i>Last Updated:</i>	<i>16/01/2020</i>
<i>Creator:</i>	<i>Satish Singh</i>
<i>Process Owner:</i>	<i>Mr. Pradeep Kumar T K</i>

Approval Record

<i>Date</i>	<i>Version</i>	<i>Approver</i>	<i>Position</i>	<i>Department</i>	<i>Approved Y/N</i>
<i>1/1/2015</i>	<i>1.00</i>	<i>Dr. Jena</i>	<i>Director</i>	<i>IT</i>	<i>Y</i>
<i>2/1/2016</i>	<i>1.1</i>	<i>Dr. Jena</i>	<i>Director</i>	<i>IT</i>	<i>Y</i>
<i>1/03/2019</i>	<i>1.2</i>	<i>Dr.Usha</i>	<i>Director</i>	<i>IT</i>	<i>Y</i>
<i>16/01/2020</i>	<i>1.3</i>	<i>Dr.Usha Manjunath</i>	<i>Director</i>	<i>IT</i>	<i>Y</i>

Revision History

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<i>0</i>	<i>IT DEPT.</i>	<i>NIL</i>	<i>Annual review done existing process found to be fit for current usages and are up to date</i>	<i>2/1/2019</i>	<i>Director</i>	<i>Updated</i>
<i>1</i>	<i>IT Dept</i>	<i>Roles</i>	<i>Roles Update</i>	<i>16/01/2020</i>	<i>16/01/2020</i>	<i>Updated</i>

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1. Introduction

The purpose of this process is to provide IT solution to a multifaceted information technology to institute by satisfying the dynamic needs of its End-User.

Main objectives of this process is

- Smooth performance of IT Functions
- Maintenance, Safety & Security of All hardware & Software
- Maintenance, Safety & Security of Data
- Exploring new methods, functions of technology.
- Solving the complaint in minimum time.
- Maintenance of WLAN/LAN and firewall

2. Scope of the Process

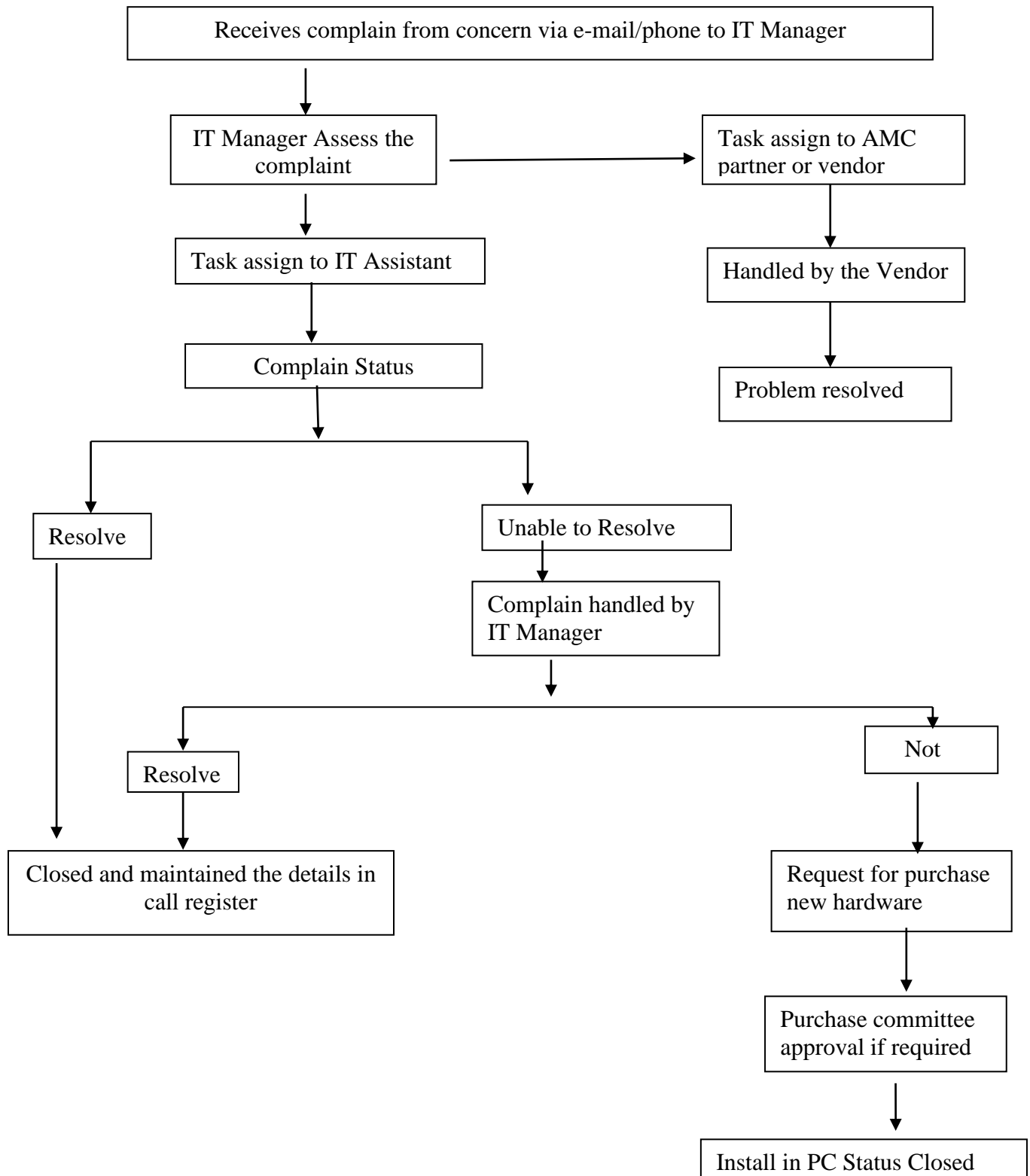
Longitudinal Scope(This process starts from Complaint received by staff member and student ends by rectifying)

Latitudinal Scope: (This process helps to troubleshoot computer problem of employee and student...)

3. Roles and Responsibilities

Role (Designation)	Responsibilities
IT In charge/ System Administrator	<ul style="list-style-type: none"> • Receiving Complaints • Assigning task as per complaint • Monitoring the complaint • Weekly Monitoring Call register for complaint status • Handling of major complaints • Procurement of hardware as per the complaint • Monitoring AMC or Vendor based on the complaint
Assistant – IT Support	<ul style="list-style-type: none"> • Evaluation of complaint by visiting to end user • Maintaining the call register • Follow up with Vendor for visit • Regular maintenance of all systems • Maintaining the network setup

4. Graphical Overview of the Process



5. Activity Description

S. No	SLA	SLA Description	Responsibility	UO M	Preferred Direction	Target
1	Troubleshooting of Computers in all department	<p>Receives a call from concern person or department regarding the problem in computer printer, LAN and others.</p> <p>Ensures on EOD by cross-checking the register that all problems are rectified.</p> <p>Some minor problems are sort out on telephone only for another problem assistant of it department visits to person's office and rectify the problem at the same time IT Assistant will note the problem in the register from the person who has a complaint and ensures that the problem is rectified</p>	IT In charge/System administrator or System analyst		First, understand the issue it's the frequent same issue or near w issue getting in the system. If frequent issues, we explain to employees how to sort it out issue if it new personally get it solved.	Depending on the problem's minimum it will take 15-20 minutes, if major like hardware or software it will take hours' time.
2	Networking	Should ensures on EOD by cross-checking the register that all problems are rectified.				

3	Printer/Scanner	Printer has installed in all department and Scanner in Faculty, Academic, research department.	IT In charge/System administrator or System analyst	All printer and scanner connected with sharing basis if some of the printer are not working the concerned department has inform IT In charge/System administrator or System analyst by verbal or mail. If some region user are not able to take print or scan, computer department take the data in pen drive and printer or scan to computer department system.	3 days
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Details of Tasks

- Management of all administrative work of IT Department.
- Orienting faculty & Staff from time to time (New Joined) about the functioning of the department process.
- Future vision & inclusion of new technologies (Like Skype, VC. Social Media)
- Representation of IT Division in front of all external delegates.
- Updated with the latest technology and maintain relationships with the Vendors.
- Purchasing of New and on-demand IT-related Hardware/ Software for all the departments of IHMR.
- Documentation and File management

- Research, plan, install, configure, troubleshoot, maintain and upgrade hardware and software interfaces with the operating system. Analyze and evaluate present or proposed procedures or problems to define data processing needs in Health sector
- Maintain confidentiality with regard to the information being processed, stored or accessed by the network.
- It includes maintenance of available Asset, Dead Stock, and Consumables of the department

Record and maintain hardware and software inventories, site and/or server licensing, and user access and security, LAB visitor, & call register.

6. Measures

S. No.	Measure	Measure Description	UOM	Preferred Direction	Target	Periodicity
1	Hardware Issue	Hardware issue in computer 1 st we will check the problem , if it is repairable we will repair in campus or if it not repairable then will send for repair center.(all decision will be taken care by IT Head and PC Member)	7 days	<=Target	3 days	6 months
2	Software	Buying the software comes from the respective department IT head and PC member & department head will take the decision.	7 days	<=Target	2 days	3 month
3	Network	Any Network issue comes, IT department check the issue on daily base.	5 days	<=Target	1 day	6 months

7. Verification Activities

Sl.No	Description	File name	Room
1	Hardware	IIHMR/IT/OTHER H/W REG01	IT Department
2	Software	IIHMR/IT/APP S/W REG01	IT Department

DEPARTMENT PROCESS DOCUMENT

Website and Firewall Management

<i>Creation Date:</i>	<i>1/1/2015</i>
<i>Last Updated:</i>	<i>16/01/2020</i>
<i>Creator:</i>	<i>Satish Kumar Singh</i>
<i>Process Owner:</i>	<i>Mr. T K Pradeep Kumar T K</i>

Approval Record

<i>Date</i>	<i>Version</i>	<i>Approver</i>	<i>Position</i>	<i>Department</i>	<i>Approved Y/N</i>
<i>1/1/2015</i>	<i>1.00</i>	<i>Dr. Jena</i>	<i>Director</i>	<i>IT</i>	<i>Y</i>
<i>1/9/2015</i>	<i>1.1</i>	<i>Dr. jena</i>	<i>Director</i>	<i>IT</i>	<i>Y</i>
<i>2/11/2016</i>	<i>1.2</i>	<i>Dr. Jena</i>	<i>Director</i>	<i>IT</i>	<i>Y</i>
<i>1/06/2017</i>	<i>1.3</i>	<i>Dr. Usha</i>	<i>Director</i>	<i>IT</i>	<i>Y</i>
<i>16/01/2020</i>	<i>1.4</i>	<i>Dr. Usha Manjunath</i>	<i>Director</i>	<i>IT</i>	<i>Y</i>

Revision History

<i>Change Request #</i>	<i>Owner</i>	<i>Change Type</i>	<i>Description</i>	<i>Effective Date</i>	<i>Approved</i>	<i>Status</i>
<i>01</i>	<i>Satish Kumar Singh</i>	<i>Implementation and the Request form</i>	New Inclusion Document Name: - Instated of request form now department will send by E-mail to computer department	<i>1st June 2017</i>	<i>1/03/2019</i>	<i>on Implementation</i>
<i>02</i>	<i>Satish Kumar Singh</i>	<i>Flow Chart page no 6 & 9</i>	<i>Graphical overview and CPU No. change</i>	<i>1/03/2019</i>	<i>15/02/2019</i>	<i>Updated</i>
<i>03</i>	<i>Mr. T K Pradeep Kumar T K</i>	<i>Process flow revised</i>	<i>Process Flow revised</i>	<i>16/01/2020</i>	<i>4/01/2020</i>	<i>updated</i>

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1. Introduction

Website Maintenance/Firewall

The purpose of this process

The purpose of this process is to establish procedures for all changes or updates to be made to the official website. The web committee (All department Head) sends the data to IT department for updating the website.

Objective(s) of this process is

The objective of the process is to enhance the effectiveness of communication both within the organization and externally through website design and maintaining current information and links .

2. Scope of the Process

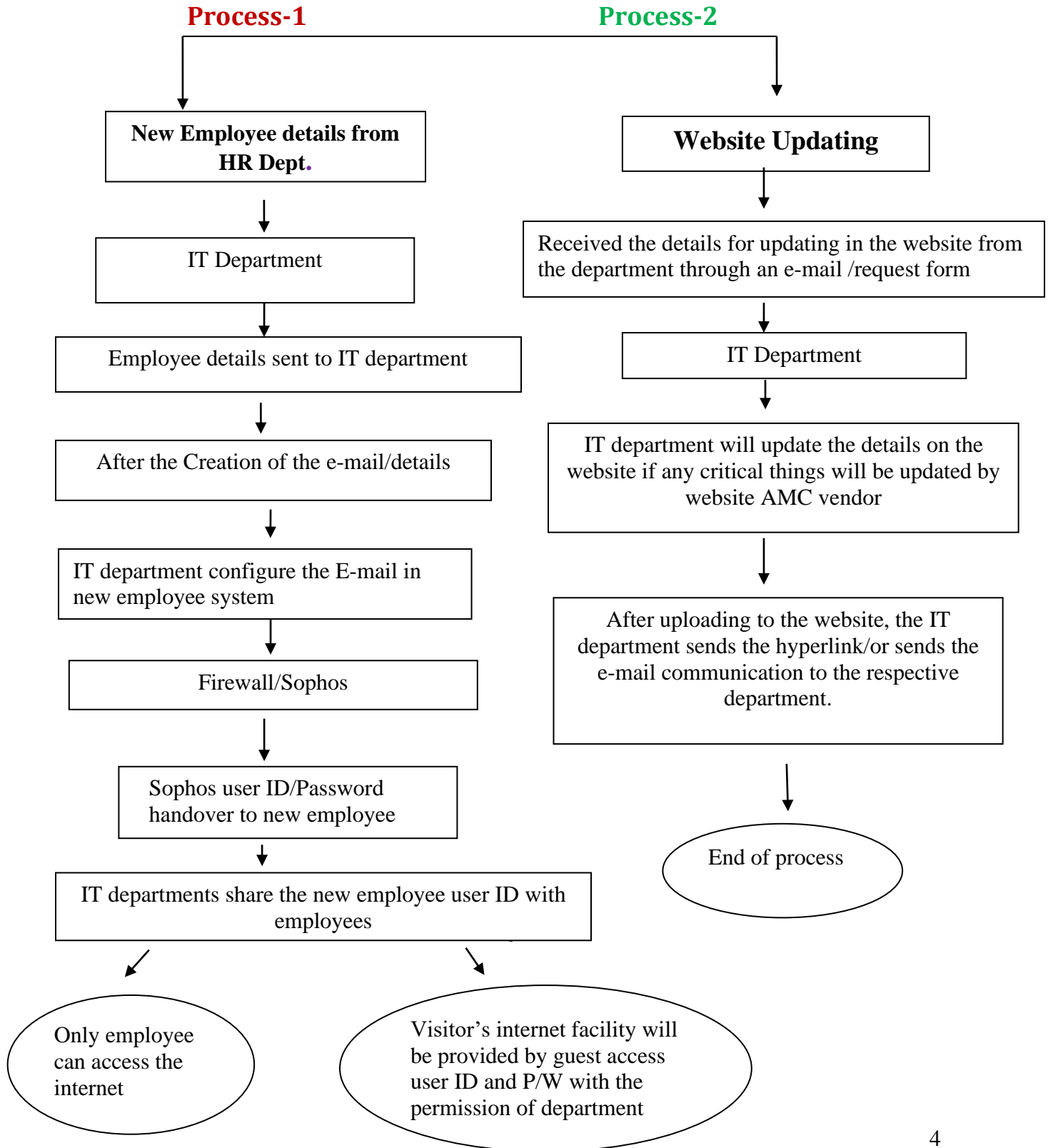
Longitudinal Scope: This process starts from the internal communication from the HR Admin/website committee and end with the IT department.

Latitudinal Scope: It extends to the whole organization. It covers officers, junior level management middle, upper level.

3. Roles and Responsibilities

Role (Designation)	Responsibilities
System administrator	<ul style="list-style-type: none"> • Collect Approved details of all new joined employee details from HR department and verify it with compatibility of data. • Creating the Sophos firewall - username and password. (For usage of Internet) • All website related regular updates done by upon request.

4. Graphical Overview of the Process



5. Activity Description

S. No	SLA	SLA Description	Responsibility	UOM	Preferred Direction	Target
1	Updating the website	Data come from respective department head to upload in website.	System Administrator	7 days	<=7 days	5 days
2	E-Mail Creation	New employee profile updating & E-mail creation request come from HR after getting details we will update.	System administrator	3 days	<=6hours	3 day
4	Outlook or, E-mail configuration	After creating the e-mail id IT team will configure the outlook mail on his/her system.	Assistant – IT Support	5 days	<= 8 hours	3 days

Details of Tasks

- Updating all details in Web portal
- E- mail Creation/Deletion
- E-mail configuration

6. Measures

S. No.	Measure	Measure Description	UOM	Preferred Direction	Target	Periodicity
1	Website updating	As soon we get the details from the department IT department will make sure updating will have within the time limit.	7 days	<=Target	3 days	6 months
2	E-mail ID	The creation of an e-mail ID will be done within a period of time.	02	<=Target	3 days	
3	Outlook Configuration	Configuration of Outlook will be done on the same day.	01	<=Target	01	

7. Verification Activities

Sl.No	Description	details
1	Data come from respective department head by e-mail to IT department.	By Email Through Email By e-mail
2	Website updating	
3	After Formatting the data System Administrator will upload to the web portal.	
4.	After uploading it the portal System administrator sends the link to the respective department.	
5.	Website update directly from the e-mail	

DEPARTMENT PROCESS DOCUMENT

<i>Creation Date:</i>	<i>1/1/2015</i>
<i>Last Updated:</i>	<i>3/03/2022</i>
<i>Creator:</i>	<i>Satish Kumar Singh</i>
<i>Process Owner:</i>	<i>Mr. Pradeep Kumar T K</i>

Approval Record

<i>Date</i>	<i>Version</i>	<i>Approver</i>	<i>Position</i>	<i>Department</i>	<i>Approved Y/N</i>
<i>1/1/2015</i>	<i>1.00</i>	<i>Dr. Jena</i>	<i>Director</i>	<i>IT</i>	<i>y</i>
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<i>1/03/2019</i>	<i>1.2</i>	<i>Dr. Usha</i>	<i>Director</i>	<i>IT</i>	<i>y</i>
<i>16/01/2020</i>	<i>1.3</i>	<i>Dr. Usha Manjunath</i>	<i>Director</i>	<i>IT</i>	<i>y</i>
<i>3/03/2022</i>	<i>1.4</i>	<i>Dr. Usha Manjunath</i>	<i>Director</i>	<i>IT</i>	<i>y</i>

Revision History

<i>Change Request #</i>	<i>Owner</i>	<i>Change Type</i>	<i>Description</i>	<i>Effective Date</i>	<i>Approved</i>	<i>Status</i>
<i>0</i>	<i>IT Dept</i>	<i>NIL</i>	<i>Annual review done existing process found to be fit for current usages and are up to date</i>	<i>2/1/2016</i>	<i>1/03/2019</i>	<i>Updated till 01/03/2019</i>
<i>1</i>	<i>IT Dept</i>	<i>Roles</i>	<i>Roles changes</i>	<i>16/01/2020</i>	<i>16/01/2020</i>	<i>updated</i>
<i>2</i>	<i>IT Dept</i>	<i>NIL</i>	<i>Annual Review has done existing processes found to be fit for current usages and are up to date</i>		<i>03/03/2022</i>	<i>Updated</i>

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1. Introduction

The purpose of this process

This process helps to ensure that all the IT support for all various activities and departments.

Main objective(s) of this process

To provide necessary support to the various departments based on their requirement.

- Ensures IT support for Class management
- Ensures and availability of IT support for different Events
- Online/Offline Meetings
- Research
- MDP/EDPs
- Other Activities of the Institute

2. Scope of the Process

Longitudinal Scope

This activity will ensure to provide IT support to all the departments from the starting of the activities till the completion

Latitudinal Scope

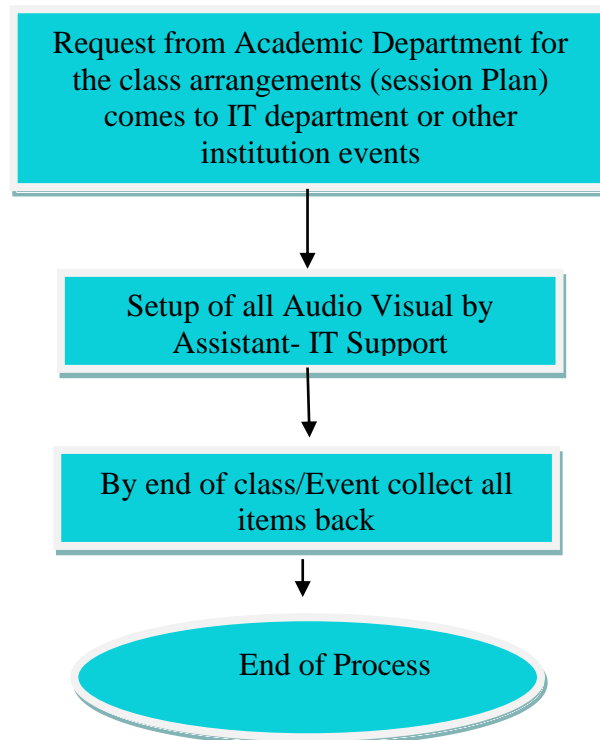
This process will help to identify the support available from IT department in IIHMR Bangalore

3. Roles and Responsibilities

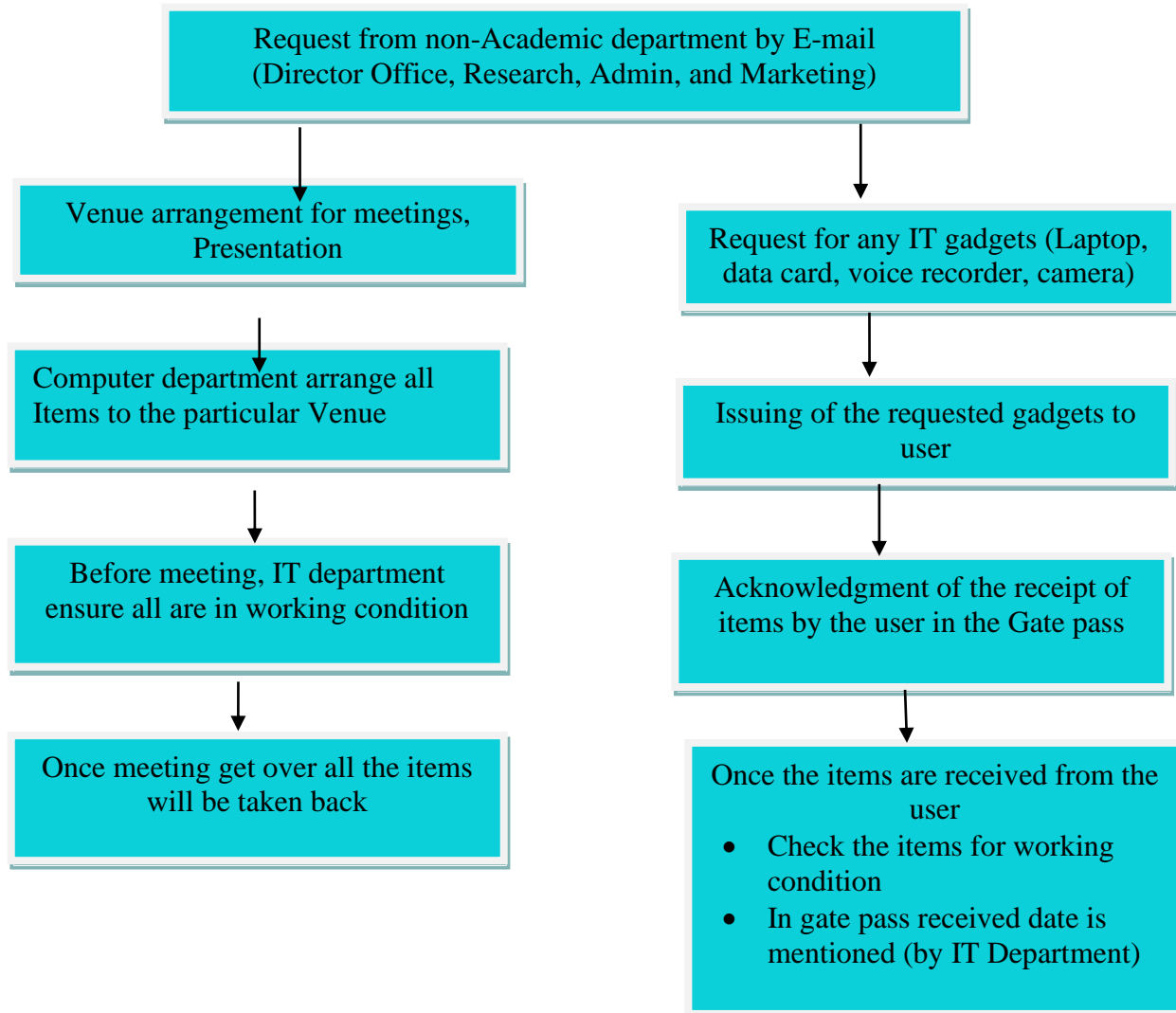
Role (Designation)	Responsibilities
System Administrator	<ul style="list-style-type: none"> • Receiving request from IIHMR-B departments for support required to organize a event • Analyze and find the available resources in department • Requesting Admin department for additional requirement • Suggesting IT assistant for arrangement • Verify the arrangement • Support of IT team during the event
Assistant- IT Support	<ul style="list-style-type: none"> • Arrange all IT-related work as suggested by the Sr. officer for the event • Register complains to Sr. officer during the event

4. Graphical Overview of the Process

Academic Department: Scheduling of Classes



Non-Academic Department



5. Activity Description

S. No	SLA	SLA Description	Responsibility	UOM	Preferred Direction	Target
1	Arrangements of Audio visual in class room.	IT department will check all the laptop, project, pointer is working before class start.	System Administrator	days	<	1
2	Issue of IT Equipment for non-Academic purposes	The IT department will provide the equipment to the requested user as per the defined process.	System Administrator/Assistant -IT Support	Days	<	1

Details of Tasks

- Audio visual Arrangement of Venue with working condition
- Make sure all the IT-related items are working class start.
- Make sure taking of any IT items they have to send the mail one day prior.
- While taking IT-related items, they have to fill the gate pass with the respective authority's signatures.

6. Measures

S. No.	Measure	Measure Description	UOM	Preferred Direction	Target	Periodicity
1	Damage or loss of IT items	<ul style="list-style-type: none"> The items issued to the user will be checked on return Any loss or damage by the user will be identified. 	No of IT items lost No of IT items damaged			Yearly

7. Verification Activities

Sl No.	Description	Almeria (IT Department)
1	All the laptop kept with the IT Department	Cupboard
2	All other items like the camera and voice recorder are kept with IT Department	Cupboard

Review Mechanism

The process mentioned will be reviewed yearly once to improve the department's quality initiatives to maintain continuous quality improvement.

GATE PASS

Date	
Name of the faculty/staff	
Designation	
Description of Equipment's/files being carried outside the campus	
Purpose	

Signature of faculty /staff

Authorized signature

HR/ ADMIN/ OSD/ IT