

SOP- Maintenance of Computers (Hardware & Software) and Networking:

Purpose: The purpose of this Standard Operating Procedure (SOP) is to form guidelines and procedures to be adopted for maintenance of computers (Hardware & Software) and networking.

- a) **Scope:** This procedure is applicable for maintenance of computers in all the Departments, Sections and Computer Centres.
- b) **Responsibility:** System administrator.
- c) **Activities/ Information:**
 - General Procedure
 - Repair Request
 - Policies and Procedures
- d) **General Procedure:**
 - Whenever there is a problem with computer hardware or software the respective lab-in charge/individual has to submit the repair request to the director through respective HODs.
 - The copy of same to be retained in the department.
- e) **Policies and Procedures:**
 - The repair request letter has to be signed by the concerned lab-in charge and by the HOD.
 - After duly signed by the HOD and lab-in charge the repair request letter comes to Director.
 - The Director will mark to the System administrator.
 - System administrator will maintain a log book for repair request letter.
 - Priority is assigned according to the order of entry in the log register.
 - As per the order of entry in the log register, the System administrator will attend the problem.
 - The request letter is seemed to be closed once the problem is solved.
 - In due course of repair, if the need for purchase of spare parts arises, the request from system administrator is raised and the same is submitted to director through HOD CSE for its approval.
 - If the required amount is less than Rs 25000/-, director approves it for the necessary purchases and if the requirement is more, the requisition is forwarded for management approval.
- f) **Guidelines for the users:**
 - For utilization of computers, the users have to make an entry in the log register.
 - The user is not allowed to plug in their external drives without prior permission.

- The respective user will be held responsible for any damage or malfunction of the computer.
- There will be no claim for loss of data saved on desktop.
- The user should not delete/uninstall any data or software.
- Only necessary documents are allowed to print on nominal charge basis.

g) Records to be Maintained:

- Repair Request letters
- Log book containing repair request.
- User log-in registers at respective places.

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