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General Staff Systems Branch  
HQ Southern Comd  
PIN – 908541  
c/o 56 APO

700181/Whitelisting Appln/GS (Sys)

13 Dec 2023

Dte Gen Info Sys  
General Staff Branch  
Integrated HQ of MoD (Army)  
PIN – 900 256  
c/o 56 APO

**WHITELISTING OF SOFTWARE APPLICATION : FAULT MONITORING**  
**APPLICATION VER 1.0**

1. 01 X Original Case File alongwith shadow file of **Fault Monitoring Application Ver 1.0** for whitelisting of application sw wrt this HQ is fwd herewith.
2. For info and further necessary action pl.



(Bharat Udai Seth)  
Col  
Col GS (Sys)  
for GOC-in-C

**Encls:- (01 x Original Case File & 01 x shadow File)**

~~Tele : 2673~~


~~Nov 2023~~

### CHECKLIST : PRE APPVL STG

No	Mandatory Details	Particulars
1.	Name of the project	Fault Control Application Ver 1.0
2.	Name of the sponsor	GS (Sys) Branch, HQ Southern Comd
3.	Type of Software	Customised Software
4.	Brief justification	There are more than 500 nodes in HQ Southern Comd. Variety of IT assets such as PCS, Printers, MFDs, etc have been deployed in the branches of the Comd HQ. GS (Sys) Branch is resp for provn of tech sp to the branches of Comd HQ. Due to various factors such as connectivity, missing drives, firmware upgrades, etc various eqpt gets off-road. Earlier, these faults were being reported in register maintained by GS (Sys) Branch. However, monitoring of these faults, pendency, etc was not possible due to offline paper work procedure. Hence, automation of fault control management is required.
5.	Aim, Scope, Purpose incl utility, beneficiary and tgt users	Automation of fault control management will enable GS (Sys) Branch for timely resolution of technical faults and extend technical support to the branches of Comd HQ
6.	To be hosted on Internet / ADN	ADN
7.	Being develop in-house or through IT funds	In-house development.
8.	Usability of proposed appl by other arms/services/ org/est	As per justification mentioned above, software appl is developed inhouse by HQ Southern Comd, GS (Sys) Branch. The appl allows user to login on to portal and submit his complaint duly filled up online form containing details of eqpt such as ser no, make model, issue etc. The JCO I/C of Comd Server Room allocates these complaints to the tech support team. Concerned support staff thereby resolves the error and marks the complaint as case closed. This application allows GS (Sys) Branch to determine variety of issues occurred, time taken for resolution, pendency of complaints. This data further enables GS (Sys) Branch for management of IT assets, repair/replacement of faulty eqpts as per policies laid down.
9.	HW and IT Infra reqd	Not applicable. The appln will be hosted on existing server of HQ Southern Comd.
10.	Brief details of content of the proposed SW appl	The application is developed using MySQL as DBMS and HTML, CSS, ASP.Net & JAVA.
11.	Endorsement by Head of Branch	Yes. Case file No 700181/Whitelisting/Fault Control/2023-24/GS(Sys), Note No 02 dt ___ Nov 2023 (Copy encl).
12.	Details of user base	All users of HQ Southern Comd.

Case No 700181/Whitelisting/ Fault Control /2023-24/GS(Sys)

Date : 09 Dec 2023

  
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for GOC-in-C



## STATEMENT OF CASE FOR WHITELISTING OF SOFTWARE APPLICATION

1. **Unit/Directorate/Office Initiating the Statement of Case.** GS (Sys) Branch, HQ Southern Comd Pune-01.
2. **Aim.** Whitelisting of Fault Control Application Ver 1.0 for by carrying out complete monitoring of all IT assets wrt various technical issues and its timely repair. automation of technical support management.
3. **Justification.** There are more than 500 nodes in HQ Southern Comd. Variety of IT assets such as PCS, Printers, MFDs, etc have been deployed in the branches of the Comd HQ. GS (Sys) Branch is resp for provn of tech sp to the branches of Comd HQ. Due to various factors such as connectivity, missing drivers, firmware upgrades, etc various eqpt gets off-road. Earlier, these faults were being reported in register maintained by GS (Sys) Branch. However, monitoring of these faults, pendency, etc was not possible due to offline paper work procedure. Hence, automation of fault control management is required.
4. **Authority.** As per SOP on Whitelisting of Appl Software in IA promulgated vide DDG IT letter No B/04001/Policy/Whitelisting SOP/DDG IT (T &P) dt 19 Jul 2022.
5. **Broad Purpose.** The 'Fault Control Application' is developed inhouse by GS (Sys) Branch. The appl allows user to login on to portal and submit his complaint duly filling up online form containing details of eqpt such as ser no, make model, issue etc. The JCO I/C of Comd Server Room allocates these complaints to the tech support team. Concerned support staff thereby resolves the error and marks the complaint as case closed. This application allows GS (Sys) Branch to determine variety of issues occurred, time taken for resolution, pendency of complaints. This data further enables GS (Sys) Branch for management of IT assets, repair/replacement of faulty eqpts as per policies laid down.
6. **Estimated Cost of Proposal.** NA. The software is being developed in-house.
7. **Competent Financial Authority.** DG IS, IHQ of MoD (Army) through SAC.

Case No: 700181/Whitelisting/Fault Control/2023-24/GS(Sys)

Date : 09 Dec 2023

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