

# Audit Report for Audit ID - AU0075-2

## BPM Audit Report for IT Department

Audit Score

80/100

### Details

Audit	AU0075
Scheduled Audit	AU0075-2
Location	Visakhapatnam
Hotel	GreenPark Hotel- GPV
Department	BPM-IT
Checklist	BPM Audit Report for IT Department
Audit Type	Internal
Auditor	Venkat A
Start Date	01-06-2018
End Date	30-06-2018
Submitted Date	30-06-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	41
Chronic Issues	14

## Comparison

### GREENPARK HOTEL- GPV BPM AUDIT REPORT FOR IT DEPARTMENT

BPM AUDIT REPORT FOR IT DEPARTMENT		Oct 2017	Jun 2018	VARIANCE	% of Increase / Decrease (-/+)
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		
1	Critical Tasks	63	69	6	9.52%
2	IT initiatives	79	76	-3	-3.8%
3	Server Maintenance	90	83	-7	-7.78%
4	EPABX Telephones and Mobiles	89	81	-8	-8.99%
5	Network Security	71	75	4	5.63%
6	Business Applications	85	88	3	3.53%
7	CCTV	70	81	11	15.71%
8	AMC & Insurance	69	88	19	27.54%
9	Computer Hardware Printers & Switches	--	63	--	--
10	Internet WIFI	--	100	--	--
Audit Score		● 77	● 80	3	3.9%

	80-100 = Green	Good / Excellent
	61-79 = Yellow	Average
	60 below is Red	Poor / Fair

# Non-Compliance

## Section: Critical Tasks

### Subsection: Important Tasks

- 1: PMS Back up scheduled for every 6 hours **NC**

Rating: 0

Observation Text :

No schedule dackup

- 2: Loading latest security patches on server **NC**

Rating: 6

Observation Text :

Not Done regularly

- 3: EPABX OS - back up once in a month **NC**

Rating: 0

Observation Text :

Backup not taking

- 4: EPABX Preventive once in 6 months **NC**

Rating: 0

Observation Text :

Not Done

- 5: Monthly back up of FAMS, SAL TDS & TDS pack **NC**

Rating: 0

Observation Text :

Not Done

## Section: IT initiatives

### Subsection: IT initiatives

- 1: Passport scanner integration working . **NC**

Rating: 0

Observation Text :

Integration Not Working

- 2: Guest Room key card interface to PMS. **NC**

Rating: 0

Observation Text :

Integration Not Working

## Section: IT initiatives

### Subsection: Data Transfer

- 1: Sales Force Data Transfer to PMS and PMS to SF. **NC**

Rating: 5

- 2: Regular updation of Intranet. **NC**

Rating: 5

Observation Text :

Caferia menu, Awards, record sales not updating

- 3: Visitor Management System functioning. **NC**

Rating: 0

Observation Text :

Not in use

- 4: Vendor Tracking System. **NC**

Rating: 0

Observation Text :

Not in use

- 5: Daily P&L account. **NC**

Rating: 0

- 6: Online Liquor inventory. **NC**

Rating: 0

Observation Text :

Not in use

- 7: ANPR system working status. **NC**

Rating: 6

Observation Text :

Need accuracy

#### **Section:** Server Maintenance

#### **Subsection:** Server Maintenance

- 1: Regular Monitoring of Event logs **NC**

Rating: 5

Attachments :

QUE52\_IMG\_20180629\_170606.jpg

Observation Text :

Not done regularly

- 2: Regular checking for RAID Alarms **NC**

Rating: 7

- 3: All patch chords labeled **NC**

Rating: 7

Attachments :

QUE58\_IMG\_20180630\_130444.jpg

- 4: Loading of latest security patches **NC**  
Rating: 7
- 5: Disable of un-necessary services **NC**  
Rating: 7
- 6: Don't share the folders except PMS Folder **NC**  
Rating: 7

Observation Text :  
Shared floder found

**Section:** Computer Hardware Printers & Switches

**Subsection:** Computers

- 1: Following weekly check list **NC**  
Rating: 5
- 2: Following the Monthly check list **NC**  
Rating: 5
- 3: Following the Quarterly check list **NC**  
Rating: 5
- 4: Following the Yearly check list **NC**  
Rating: 5

**Section:** Computer Hardware Printers & Switches

**Subsection:** Switches

- 1: All patch panels and switches are labeled **NC**  
Rating: 6  
Attachments :  
QUE96\_IMG\_20180630\_131443.jpg
- 2: Dressing of cabling **NC**  
Rating: 6  
Attachments :  
QUE97\_IMG\_20180630\_131501.jpg
- 3: Network chart at switch level to identify **NC**  
Rating: 5  
Attachments :  
QUE98\_IMG\_20180630\_131515.jpg

**Section:** EPABX Telephones and Mobiles

**Subsection:** EPABX

- 1: Head phones functioning. **NC**

Rating: 0

Observation Text :

Not Using

- 2: Network diagram available at MDF **NC**

Rating: 0

**Section:** EPABX Telephones and Mobiles

**Subsection:** Mobile Phones

- 1: Not working/Scrapped phones **NC**

Rating: 7

Observation Text :

10 scrap mobiles available

**Section:** Network Security

**Subsection:** Firewall

- 1: Monitor -Malicious abnormal activity **NC**

Rating: 5

- 2: Exemptions on fire wall documented **NC**

Rating: 0

Observation Text :

No documentation available

- 3: Changes documented **NC**

Rating: 0

Observation Text :

No Documentation Available

**Section:** Business Applications

**Subsection:** PMS software

- 1: Purging of Guest History **NC**

Rating: 0

- 2: Usages of Privilege cards **NC**

Rating: 0

- 3: Usage of Debtors followup **NC**

Rating: 0

Observation Text :

Not in use

**Section:** CCTV

**Subsection:** Vehicle Tracking System

- 1: Storage of Data Clarity **NC**

Rating: 6

Attachments :

QUE211\_IMG\_20180629\_161937.jpg

Observation Text :

Clarity is not good

2: Reports working and viewed **NC**

Rating: 6

**Section:** CCTV

**Subsection:** CCTV

1: Storage of 90 days data **NC**

Rating: 6

Observation Text :

Maintenaning 60 days data

**Section:** AMC & Insurance

**Subsection:** Others

1: Vehicle recording in AMC **NC**

Rating: 0

**Section:** AMC & Insurance

**Subsection:** Insurance

1: Insurance for UPS less than 1 KVA **NC**

Rating: 0

Observation Text :

Not taken

# Chronic

## Section: Critical Tasks

### Subsection: Important Tasks

- 1: EPABX Preventive once in 6 months **NC**

Rating: 0

Observation Text :

Not Done

- 2: Monthly back up of FAMS, SAL TDS & TDS pack **NC**

Rating: 0

Observation Text :

Not Done

## Section: IT initiatives

### Subsection: IT initiatives

- 1: Passport scanner integration working . **NC**

Rating: 0

Observation Text :

Integration Not Working

- 2: Guest Room key card interface to PMS. **NC**

Rating: 0

Observation Text :

Integration Not Working

## Section: IT initiatives

### Subsection: Data Transfer

- 1: Sales Force Data Transfer to PMS and PMS to SF. **NC**

Rating: 5

- 2: Regular updation of Intranet. **NC**

Rating: 5

Observation Text :

Caeteria menu, Awards, record sales not updating

- 3: Vendor Tracking System. **NC**

Rating: 0

Observation Text :

Not in use

- 4: Daily P&L account. **NC**

Rating: 0



**Section:** EPABX Telephones and Mobiles**Subsection:** EPABX

- 1: Head phones functioning. **NC**  
Rating: 0

Observation Text :  
Not Using

**Section:** Network Security**Subsection:** Firewall

- 1: Changes documented **NC**  
Rating: 0

Observation Text :  
No Documentation Available

**Section:** Business Applications**Subsection:** PMS software

- 1: Purging of Guest History **NC**  
Rating: 0
- 2: Usage of Debtors followup **NC**  
Rating: 0

Observation Text :  
Not in use

**Section:** CCTV**Subsection:** CCTV

- 1: Storage of 90 days data **NC**  
Rating: 6

Observation Text :  
Maintenaning 60 days data

**Section:** AMC & Insurance**Subsection:** Others

- 1: Vehicle recording in AMC **NC**  
Rating: 0

# Audit Questionnaire

**Section:** Critical Tasks

**Subsection:** Important Tasks

1: PMS Back up scheduled for every 6 hours **NC**

Rating: 0

Observation Text :

No schedule dackup

2: PMS Manual DB backup at 10am on separate PC

Rating: 10

Attachments :

QUE2\_IMG\_20180629\_162938.jpg

3: PMS MONTHLY BACKUP ON MEDIA stored at Finance Fire Proof Safe

Rating: 10

4: PMS MONTHLY BACKUP ON MEDIA stored at Unit Head Office

Rating: 10

5: PMS MONTHLY BACKUP ON MEDIA stored at IT Department

Rating: 10

6: Loading latest security patches on server **NC**

Rating: 6

Observation Text :

Not Done regularly

7: Daily downloading of latest Antivirus SUPERDAT file

Rating: 10

8: Fire Wall Policy as per our policy for server / others

Rating: 10

9: PMS INS Yearly data on Media

Rating: 10

Attachments :

QUE9\_IMG\_20180629\_165822.jpg

10: Pen drives blocked on all Systems ☒ Not Applicable

11: Internet access to users as per our policy ☒ Not Applicable

12: EPABX OS - back up once in a month **NC**

Rating: 0

Observation Text :

Backup not taking

13: EPABX Preventive once in 6 months **NC**

Rating: 0

Observation Text :

Not Done

14: Monthly back up of Fire Wall configuration

Rating: 10

15: Monthly back up of FAMS, SAL TDS & TDS pack **NC**

Rating: 0

Observation Text :

Not Done

16: Monthly Audit of website for proper functioning

Rating: 8

17: Mail Alert for IP camera working

Rating: 10

**Section:** IT initiatives

**Subsection:** IT initiatives

1: Guest Photo Check-in

Rating: 10

Attachments :

QUE18\_IMG\_20180629\_170031.jpg

2: Passport scanner integration working . **NC**

Rating: 0

Observation Text :

Integration Not Working

3: SMS of Internet password to Guest on Check-in.

Rating: 10

4: Guest Room key card interface to PMS. **NC**

Rating: 0

Observation Text :

Integration Not Working

5: Airport Pickup Software - Zoop.

Rating: 10

6: Room Survey on TAB from guest while Check-out.

Rating: 10

7: Voice logger working . ☒ Not Applicable

8: I-Alert - message working and usage.

Rating: 10

Attachments :

QUE25\_IMG\_20180629\_170141.jpg

9: CARE - call center software functioning and usage.

Rating: 10

10: online Entry of KOT for buffets using TABS.

Rating: 10

11: F&B Surveys on TABS from guest in outlets.

Rating: 10

Attachments :

QUE28\_IMG\_20180629\_170251.jpg

12: Usage of Happy hours. ☒ Not Applicable

13: Banquet billing with transfer from FP.

Rating: 10

14: Banquet Advance Tagging for reservation

Rating: 10

15: Requirement entry edit restrict after printing FP.

Rating: 10

#### **Section:** IT initiatives

##### **Subsection:** Data Transfer

1: PMS data transfer to Maxim. ☒ Not Applicable

2: Sales Force Data Transfer to PMS and PMS to SF. **NC**

Rating: 5

3: CRS booking transfers.

Rating: 10

4: Regular updation of Intranet. **NC**

Rating: 5

Observation Text :

Caferia menu, Awards, record sales not updating

5: Visitor Management System functioning. **NC**

Rating: 0

Observation Text :

Not in use

6: Vendor Tracking System. **NC**

Rating: 0

Observation Text :

Not in use

7: Daily P&L account. **NC**

Rating: 0

8: Online Liquor inventory. **NC**

Rating: 0

Observation Text :

Not in use

## 9: Purchase indent authorization online .

Rating: 10

Attachments :

QUE41\_IMG\_20180629\_170419.jpg

## 10: Purchase Requisition authorization online - 2 levels.

Rating: 10

Attachments :

QUE42\_IMG\_20180629\_170429.jpg

## 11: PO authorization online - 3 levels.

Rating: 10

Attachments :

QUE43\_IMG\_20180629\_170439.jpg

## 12: PO PDF mail.

Rating: 10

13: ANPR system working status. **NC**

Rating: 6

Observation Text :

Need accuracy

## 14: Mobile provided for Task Manager Working.

Rating: 10

## 15: IP Camera at - Receiving.

Rating: 10

Attachments :

QUE47\_IMG\_20180629\_170522.jpg

## 16: IP Camera at - Banquets Plate wash.

Rating: 10

Attachments :

QUE48\_IMG\_20180629\_170536.jpg

17: IP Camera at - Banquets Plate Issue Area.

Rating: 10

Attachments :

QUE49\_IMG\_20180629\_170547.jpg

18: Weighing scale auto capture of weight.

Rating: 10

19: Capture of Photo while receiving.

Rating: 10

Attachments :

QUE51\_IMG\_20180629\_172949.jpg

### **Section:** Server Maintenance

#### **Subsection:** Server Maintenance

1: Regular Monitoring of Event logs **NC**

Rating: 5

Attachments :

QUE52\_IMG\_20180629\_170606.jpg

Observation Text :

Not done regularly

2: Regular checking for RAID Alarms **NC**

Rating: 7

3: Regular checking for hardware errors

Rating: 10

4: Daily Monitoring of SQL Sever logs

Rating: 10

5: Rack maintained well - Dust free ☒ Not Applicable

6: Switch Maintenance at Server room ☒ Not Applicable

7: All patch chords labeled **NC**

Rating: 7

Attachments :

QUE58\_IMG\_20180630\_130444.jpg

8: All cables dressed properly and identified

Rating: 8

Attachments :

QUE59\_IMG\_20180630\_130757.jpg

9: Power sockets check ☒ Not Applicable

10: Server UPS working condition

Rating: 10

Attachments :

QUE61\_IMG\_20180630\_130508.jpg

- 11: Earthing working properly ☒ Not Applicable
- 12: Regular check of disk usage  
Rating: 8
- 13: Removing un-necessary files /data  
Rating: 8
- 14: Review of user accounts and clean up  
Rating: 8
- 15: Loading of latest security patches **NC**  
Rating: 7
- 16: Disable of un-necessary services **NC**  
Rating: 7
- 17: Anti virus policy for server  
Rating: 10
- 18: Fire wall policy for server  
Rating: 10
- 19: Checking for memory utilisation  
Rating: 10
- 20: Server room temperature below 24 degrees ☒ Not Applicable
- 21: User accounts and policies ☒ Not Applicable
- 22: PMSDB not to exceed 10GB ☒ Not Applicable
- 23: Deletion of not in use DB's after backup  
Rating: 8
- 24: Admin account restrict from remote login  
Rating: 10

Observation Text :

.

- 25: Don't share the folders except PMS Folder **NC**  
Rating: 7

Observation Text :

Shared floder found

**Section:** Computer Hardware Printers & Switches

**Subsection: Computers**

- 1: Following the local user access procedure ☒ Not Applicable
- 2: Following weekly check list **NC**  
Rating: 5
- 3: Following the Monthly check list **NC**  
Rating: 5
- 4: Following the Quarterly check list **NC**  
Rating: 5
- 5: Following the Yearly check list **NC**  
Rating: 5
- 6: Regularly taking the computers data backup  
Rating: 8
- 7: Monitoring the computers hard drives logs ☒ Not Applicable
- 8: Licenced softwares only installed ☒ Not Applicable
- 9: Maintaing the systems asset management  
Rating: 8  
Attachments :  
QUE85\_IMG\_20180630\_134205.jpg
- 10: Properly installed the Antivirus ☒ Not Applicable
- 11: Computer Internal firewall is enabled ☒ Not Applicable
- 12: Computers are Maintained cleanly ☒ Not Applicable
- 13: UPS power supply to Computers ☒ Not Applicable
- 14: Yearly once doing the clean format ☒ Not Applicable
- 15: Mail data backup & deletion of unwanted mails ☒ Not Applicable
- 16: Mailing address book updation ☒ Not Applicable

**Section: Computer Hardware Printers & Switches****Subsection: Printers**

- 1: Regular Servicing of Printers ☒ Not Applicable
- 2: Laser/ Deskjet refill quality ☒ Not Applicable

**Section: Computer Hardware Printers & Switches**



**Subsection: Switches**

1: UPS connections to all switches ☒ Not Applicable

2: All patch panels and switches are labeled **NC**

Rating: 6

Attachments :

QUE96\_IMG\_20180630\_131443.jpg

3: Dressing of cabling **NC**

Rating: 6

Attachments :

QUE97\_IMG\_20180630\_131501.jpg

4: Network chart at switch level to identify **NC**

Rating: 5

Attachments :

QUE98\_IMG\_20180630\_131515.jpg

**Section: Computer Hardware Printers & Switches****Subsection: UPS Systems**

1: Earthing to UPS power supply ☒ Not Applicable

2: Battery working condition

Rating: 10

Attachments :

QUE100\_IMG\_20180630\_131537.jpg

3: UPS Load distribution chart updated ☒ Not Applicable

4: % of Load on each UPS ☒ Not Applicable

**Section: EPABX Telephones and Mobiles****Subsection: EPABX**

1: Separate earthing and working status ☒ Not Applicable

2: Separate UPS supply and batteries backup ☒ Not Applicable

3: Telephone consoles functioning

Rating: 10

4: Head phones functioning. **NC**

Rating: 0

Observation Text :

Not Using

5: Cable from MDF and EPABX dressed properly

Rating: 8

## Attachments :

QUE107\_IMG\_20180630\_140858.jpg

- 6: MDF maintenance  
Rating: 8
- 7: Network diagram available at MDF **NC**  
Rating: 0
- 8: PRI card functioning  
Rating: 10
- 9: Digital Cards functioning -Any faulty ext.  
Rating: 10
- 10: Analog extensions working -Any faulty ext.  
Rating: 10
- 11: Working condition of FCBC  
Rating: 10
- 12: FCBC battery back up ☒ Not Applicable
- 13: Analog trunks functioning.  
Rating: 10

**Section:** EPABX Telephones and Mobiles**Subsection:** Telephones

- 1: Bathroom Phone instrument complaints ☒ Not Applicable
- 2: Functioning of Digital Phones ☒ Not Applicable
- 3: Room Phone Instrument complaints ☒ Not Applicable
- 4: Condition of Room phones ☒ Not Applicable
- 5: Condition of bathroom phones ☒ Not Applicable
- 6: Status of standby room phones ☒ Not Applicable
- 7: Status of standby Bath room phones ☒ Not Applicable

**Section:** EPABX Telephones and Mobiles**Subsection:** Mobile Phones

- 1: Working condition of phones  
Rating: 10
- 2: Not working/Scrapped phones **NC**  
Rating: 7

Observation Text :

10 scrap mobiles available

3: Frequency of repairs

Rating: 10

4: CUG Plan utilisation

Rating: 10

Observation Text :

Hod using 399 Gm using 499

**Section:** Internet WIFI

**Subsection:** Wireline Internet

- 1: Condition of Wireline Switches ☒ Not Applicable
- 2: Condition of Patch chords provided in rooms ☒ Not Applicable
- 3: No of rooms patch chords checked/Replaced ☒ Not Applicable
- 4: Provision for Wireline in Banquets ☒ Not Applicable
- 5: UPS Power supply to Switches. ☒ Not Applicable

**Section:** Internet WIFI

**Subsection:** WIFI

- 1: Working of Access points ☒ Not Applicable
- 2: Uninterrupted power supply to Access points ☒ Not Applicable
- 3: Maintenance of Access points and Antennas ☒ Not Applicable
- 4: Precautions for external access points ☒ Not Applicable

5: Signal strength in Public areas

Rating: 10

Attachments :

QUE136\_IMG\_20180630\_130835.jpg

6: Signal strength in Rooms

Rating: 10

Attachments :

QUE137\_IMG\_20180630\_131119.jpg

7: Signal Strength in Banquets

Rating: 10

Attachments :

QUE138\_IMG\_20180630\_131127.jpg

**Section:** Internet WIFI

**Subsection: General**

- 1: No of staff trained on WIFI - Min.-3/month ☒ Not Applicable
- 2: Internet load analysis ☒ Not Applicable
- 3: No.of internet complaints during quarter ☒ Not Applicable

**Section: Software Audit****Subsection: Software Audit**

- 1: Windows Server Licenses - compliance ☒ Not Applicable
- 2: SQL server licenses - compliance ☒ Not Applicable
- 3: Windows Desktop OS Compliance ☒ Not Applicable
- 4: Window CAL compliance ☒ Not Applicable
- 5: SQL CAL compliance ☒ Not Applicable
- 6: MS office compliance ☒ Not Applicable
- 7: Open office usage ☒ Not Applicable

**Section: Software Audit****Subsection: Re-installation Procedure**

- 1: Windows - Server ☒ Not Applicable
- 2: SQL Server ☒ Not Applicable
- 3: Desktop OS ☒ Not Applicable
- 4: MS-Office ☒ Not Applicable

**Section: Network Security****Subsection: Antivirus**

- 1: Regularly updating the antivirus  
Rating: 10
- 2: All antivirus software version is same  
Rating: 10

Observation Text :  
Using McAfee

- 3: All computers On-demand scan working fine ☒ Not Applicable
- 4: Regularly checking the On Access Statistics ☒ Not Applicable

- 5: All computers Access Protection is enabled ☒ Not Applicable
- 6: All computers Buffer overflow protection is enabled ☒ Not Applicable
- 7: All computers On-Delivery E Mail Scanner is enabled ☒ Not Applicable
- 8: Verify that scheduled scanning is enabled ☒ Not Applicable
- 9: All computers On access demand is enabled ☒ Not Applicable

### **Section:** Network Security

#### **Subsection:** Firewall

- 1: Regularly monitoring the Dell Sonic firewall  
Rating: 8
- 2: New updates and patches are installed  
Rating: 8
- 3: .exe files are blocked to all computers  
Rating: 10
- 4: Social network sites blocked to unauthorized users  
Rating: 10
- 5: Monitor Firewall client VPN connections usage  
Rating: 10
- 6: Monitor -Malicious abnormal activity **NC**  
Rating: 5
- 7: Regular review of logs -VPN -Firewall  
Rating: 8
- 8: Regular review of logs -Routers-IDS-IPS-Firewall  
Rating: 8
- 9: Default deny policy must be installed  
Rating: 10
- 10: Exemptions on fire wall documented **NC**  
Rating: 0

Observation Text :

No documentation available

- 11: Changes documented **NC**  
Rating: 0

Observation Text :

No Documentation Available

**Section:** Business Applications**Subsection:** PMS software

- 1: Usage of Software  
Rating: 8
- 2: De-activation of ID on employee exit  
Rating: 8
- 3: User access rights review  
Rating: 9
- 4: Parameter changes during last 3 months  
Rating: 10
- 5: Purging of Guest History **NC**  
Rating: 0
- 6: Purging of Reservations  
Rating: 10
- 7: Purging of Guest Ledger  
Rating: 10
- 8: Purging of FO Transaction  
Rating: 10
- 9: Online Printing of all FO vouchers through PMS  
Rating: 10
- 10: PC master updations  
Rating: 10
- 11: Usages of Privilege cards **NC**  
Rating: 0
- 12: Touch Screen Interface  
Rating: 10
- 13: Online KOT printing  
Rating: 10
- 14: Usage of Debtors followup **NC**  
Rating: 0

Observation Text :

Not in use

- 15: Invoices and Reminder Printing  
Rating: 10

16: Bank Reconciliation

Rating: 10

17: Online Voucher print

Rating: 10

18: Cheque printing

Rating: 10

**Section:** Business Applications

**Subsection:** FAMS SALTDS and TDS Pack

1: Software backup location defined properly

Rating: 10

2: Weekly tracking backup for 3 softwares

Rating: 10

Attachments :

QUE192\_IMG\_20180629\_171657.jpg

Observation Text :

Not done weakly

3: Software Updates are done regularly

Rating: 10

**Section:** Business Applications

**Subsection:** Time office Software

1: Machine working properly

Rating: 10

**Section:** Business Applications

**Subsection:** HRMS

1: Usage of all online modules

Rating: 10

2: Hire Process Usage ☒ Not Applicable

3: Payroll Usage

Rating: 10

4: Bonus Usage ☒ Not Applicable

5: Employee Self services

Rating: 10

6: Performance Appraisal

Rating: 10

7: Training ☒ Not Applicable

- 8: Time Office Integration  
Rating: 10

**Section:** Business Applications

**Subsection:** Website

- 1: Regular updation of Website information  
Rating: 8
- 2: Online guest comments working  
Rating: 10
- 3: Online reservation working status  
Rating: 10
- 4: Working status of web bookings to CRS  
Rating: 10

**Section:** Business Applications

**Subsection:** DMS software

- 1: Usage of DMS software  
Rating: 10

**Section:** Business Applications

**Subsection:** Mailing

- 1: De-activation of unused mail boxes  
Rating: 8
- 2: Regular monitoring of SPAM Mails  
Rating: 8

**Section:** CCTV

**Subsection:** Vehicle Tracking System

- 1: Data capturing happening on DVR & Server  
Rating: 8

- 2: Storage of Data Clarity **NC**  
Rating: 6

Attachments :

QUE211\_IMG\_20180629\_161937.jpg

Observation Text :

Clarity is not good

- 3: Reports working and viewed **NC**  
Rating: 6

- 4: UPS Backup



Rating: 8

**Section: CCTV**

**Subsection: CCTV**

- 1: Working condition of all cameras

Rating: 9

Observation Text :

Total 56 cameras 2 ips cameras not working

- 2: CCTV server/DVR working condition

Rating: 10

- 3: Clarity of video captured

Rating: 8

- 4: Storage of data in DVR's

Rating: 10

- 5: Storage of 90 days data **NC**

Rating: 6

Observation Text :

Maintenaning 60 days data

- 6: Deletion of unnecessary data

Rating: 10

- 7: Mail alert camera NW

Rating: 8

**Section: AMC & Insurance**

**Subsection: Computers AMC**

- 1: Servers are covered under AMC

Rating: 10

**Section: AMC & Insurance**

**Subsection: Software AMC**

- 1: PMS Software in AMC

Rating: 10

- 2: Care Software in AMC

Rating: 10

Observation Text :

Updted to to fx service

- 3: FAMS - Assets software in AMC

Rating: 10

4: Salary TDS pack in AMC

Rating: 10

5: Suppliers TDS pack in AMC

Rating: 10

6: Time office software in AMC

Rating: 10

Attachments :

QUE227\_IMG\_20180629\_162424.jpg

QUE227\_IMG\_20180629\_162435.jpg

QUE227\_IMG\_20180629\_162443.jpg

7: CRS software in AMC

Rating: 10

Observation Text :

Updated to skyres

**Section:** AMC & Insurance

**Subsection:** EPABX

1: Epabx in AMC

Rating: 10

**Section:** AMC & Insurance

**Subsection:** Others

1: Vehicle recording in AMC **NC**

Rating: 0

**Section:** AMC & Insurance

**Subsection:** Insurance

1: EPABX

Rating: 10

2: Passport scanner

Rating: 10

3: Softwares working with Dongle

Rating: 10

4: Voice Logger ☒ Not Applicable

5: Laptops in Insurance

Rating: 10

6: Insurance for UPS less than 1 KVA **NC**

Rating: 0

Observation Text :

Not taken

7: CCTV Cameras

Rating: 10

8: Mobile phones.

Rating: 10

**Section:** Documentation and Others

**Subsection:** SMART updation

- 1: Data network updated ☒ Not Applicable
- 2: Internet Network updated ☒ Not Applicable
- 3: Distribution charts of switches updated ☒ Not Applicable
- 4: UPS layout distribution updated ☒ Not Applicable
- 5: I.P. configuration chart ☒ Not Applicable
- 6: Virus updation chart ☒ Not Applicable
- 7: Backup summary chart ☒ Not Applicable
- 8: GUI PMS user chart ☒ Not Applicable
- 9: Module attributes ☒ Not Applicable
- 10: Maintenance charts ☒ Not Applicable
- 11: Data server configuration ☒ Not Applicable
- 12: Care server configuration ☒ Not Applicable
- 13: CCTV server configuration ☒ Not Applicable
- 14: Desktop configuration ☒ Not Applicable

**Section:** Documentation and Others

**Subsection:** Weekly Checklist

- 1: Run a disk scan to check for hard drive issues ☒ Not Applicable
- 2: Run a defragmentation program ☒ Not Applicable
- 3: Run a clean up to delete unneeded files ☒ Not Applicable
- 4: Back up your files to a remote location ☒ Not Applicable
- 5: Empty your recycle bin ☒ Not Applicable

- 6: Delete your Internet files ☒ Not Applicable
- 7: Clear your browsing history ☒ Not Applicable
- 8: Delete your cookies ☒ Not Applicable
- 9: Update your virus definitions ☒ Not Applicable
- 10: Run a full virus scan ☒ Not Applicable
- 11: 25% of Assets to be covered ☒ Not Applicable

**Section:** Documentation and Others**Subsection:** Monthly Checklist

- 1: Check for updates - OS ☒ Not Applicable
- 2: Delete/uninstall unneeded or unused programs ☒ Not Applicable
- 3: 50% of the above to be completed ☒ Not Applicable

**Section:** Documentation and Others**Subsection:** Quarterly Checklist

- 1: Clean your keyboard ☒ Not Applicable
- 2: Clean your monitor ☒ Not Applicable
- 3: Clean your peripherals ☒ Not Applicable
- 4: Rebuild your desktop ☒ Not Applicable
- 5: Change all your passwords ☒ Not Applicable