Audit Report for Audit ID - AU0075-2

<u>BPM Audit Report for IT Department</u>

Audit Score

80/100

Details

Audit	AU0075
Scheduled Audit	AU0075-2
Location	Visakhapatnam
Hotel	GreenPark Hotel- GPV
Department	BPM
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 intiatives	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 intiatives
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 intiatives
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 :
   Cafteria 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 avaliable

3:   Changes documented   **NC**
Rating: 0

Observation Text :
No Documentation Avaliable

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 intiatives
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 intiatives
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 :
Cafteria 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 Avaliable

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 intiatives
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 intiatives
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 :
   Cafteria 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 avaliable

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

   Observation Text :
   No Documentation Avaliable

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