

# Audit Report for Audit ID - AU0069-2

## BPM Audit Report for IT Department

Audit Score

91/100

### Details

Audit	AU0069
Scheduled Audit	AU0069-2
Location	Hyderabad
Hotel	Marigold Hotel
Department	BPM-IT
Checklist	BPM Audit Report for IT Department
Audit Type	Internal
Auditor	Venkat A
Start Date	01-05-2018
End Date	31-05-2018
Submitted Date	31-05-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	35
Chronic Issues	17

## Comparison

### MARIGOLD HOTEL BPM AUDIT REPORT FOR IT DEPARTMENT

BPM AUDIT REPORT FOR IT DEPARTMENT		Nov 2017	May 2018	VARIANCE	% of Increase / Decrease (-/+)
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		
1	Critical Tasks	84	92	8	9.52%
2	IT initiatives	82	82	0	0%
3	Server Maintenance	83	98	15	18.07%
4	Computer Hardware Printers & Switches	81	88	7	8.64%
5	EPABX Telephones and Mobiles	88	95	7	7.95%
6	Internet WIFI	89	93	4	4.49%
7	Software Audit	99	100	1	1.01%
8	Network Security	90	88	-2	-2.22%
9	Business Applications	90	95	5	5.56%
10	CCTV	75	85	10	13.33%
11	AMC & Insurance	88	91	3	3.41%
12	Documentation and Others	93	90	-3	-3.23%
Audit Score		● 87	● 91	4	4.6%

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

# Non-Compliance

## Section: Critical Tasks

### Subsection: Important Tasks

- 1: Daily downloading of latest Antivirus SUPERDAT file **NC**

Rating: 0

Observation Text :

weakly once

- 2: Mail Alert for IP camera working **NC**

Rating: 7

## Section: IT initiatives

### Subsection: IT initiatives

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

Rating: 0

- 2: online Entry of KOT for buffets using TABS. **NC**

Rating: 5

Observation Text :

not taking regularly

## Section: IT initiatives

### Subsection: Data Transfer

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

Rating: 7

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

Rating: 0

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

Rating: 0

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

Rating: 0

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

Rating: 0

## Section: Server Maintenance

### Subsection: Server Maintenance

- 1: Rack maintained well - Dust free **NC**

Rating: 5

Attachments :

QUE56\_IMG\_20180529\_163923.jpg

QUE56\_IMG\_20180530\_145026.jpg

QUE56\_IMG\_20180530\_145033.jpg

**Section:** Computer Hardware Printers & Switches

**Subsection:** Computers

- 1: Following the Yearly check list **NC**

Rating: 5

Attachments :

QUE81\_IMG\_20180530\_162222.jpg

Observation Text :

only half yearly checklist availability

- 2: Regularly taking the computers data backup **NC**

Rating: 7

- 3: Computers are Maintained cleanly **NC**

Rating: 5

Attachments :

QUE88\_IMG\_20180530\_150400.jpg

QUE88\_IMG\_20180530\_150412.jpg

- 4: UPS power supply to Computers **NC**

Rating: 7

Attachments :

QUE89\_IMG\_20180530\_150302.jpg

Observation Text :

stores system has no ups connection

- 5: Yearly once doing the clean format **NC**

Rating: 5

Observation Text :

Yearly not doing

**Section:** Computer Hardware Printers & Switches

**Subsection:** Switches

- 1: Network chart at switch level to identify **NC**

Rating: 0

**Section:** EPABX Telephones and Mobiles

**Subsection:** EPABX

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

Rating: 0

**Section:** EPABX Telephones and Mobiles

**Subsection:** Mobile Phones

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

Rating: 7

Observation Text :

4 scrap mobiles Available

**Section:** Internet WIFI

**Subsection:** Wireline Internet

1: No of rooms patch chords checked/Replaced **NC**

Rating: 5

**Section:** Internet WIFI

**Subsection:** General

1: No of staff trained on WIFI - Min.-3/month **NC**

Rating: 5

Observation Text :

this month trained only 2 persons

**Section:** Network Security

**Subsection:** Firewall

1: New updates and patches are installed **NC**

Rating: 5

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

Rating: 0

Observation Text :

no documents

3: Changes documented **NC**

Rating: 0

Observation Text :

no documents

**Section:** Business Applications

**Subsection:** PMS software

1: Online KOT printing **NC**

Rating: 5

Observation Text :

not using for saffron soul

**Section:** Business Applications

**Subsection:** HRMS

1: Time Office Integration **NC**

Rating: 5

**Section:** CCTV

**Subsection: CCTV**

1: Clarity of video captured **NC**  
Rating: 7

2: Storage of 90 days data **NC**  
Rating: 0

Observation Text :  
maintaining only 30 days

**Section: AMC & Insurance****Subsection: Computers AMC**

1: Servers are covered under AMC **NC**  
Rating: 0

Observation Text :  
it is under warranty

**Section: Documentation and Others****Subsection: SMART updation**

1: Data network updated **NC**  
Rating: 7

2: Distribution charts of switches updated **NC**  
Rating: 7

3: Data server configuration **NC**  
Rating: 0

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

1: Clean your keyboard **NC**  
Rating: 7

2: Clean your monitor **NC**  
Rating: 7

3: Clean your peripherals **NC**  
Rating: 7

4: Rebuild your desktop **NC**  
Rating: 7

Observation Text :  
doing once in year

# Chronic

## Section: Critical Tasks

### Subsection: Important Tasks

- 1: Mail Alert for IP camera working **NC**  
Rating: 7

## Section: IT initiatives

### Subsection: IT initiatives

- 1: Guest Room key card interface to PMS. **NC**  
Rating: 0
- 2: online Entry of KOT for buffets using TABS. **NC**  
Rating: 5

Observation Text :  
not taking regularly

## Section: IT initiatives

### Subsection: Data Transfer

- 1: Vendor Tracking System. **NC**  
Rating: 0
- 2: Daily P&L account. **NC**  
Rating: 0

## Section: Server Maintenance

### Subsection: Server Maintenance

- 1: Rack maintained well - Dust free **NC**  
Rating: 5  
Attachments :  
QUE56\_IMG\_20180529\_163923.jpg  
QUE56\_IMG\_20180530\_145026.jpg  
QUE56\_IMG\_20180530\_145033.jpg

## Section: Computer Hardware Printers & Switches

### Subsection: Computers

- 1: Following the Yearly check list **NC**  
Rating: 5  
Attachments :  
QUE81\_IMG\_20180530\_162222.jpg

Observation Text :  
only half yearly checklist availability

- 2: Regularly taking the computers data backup **NC**  
Rating: 7

3: Yearly once doing the clean format **NC**

Rating: 5

Observation Text :

Yearly not doing

**Section:** EPABX Telephones and Mobiles

**Subsection:** EPABX

1: Head phones functioning. **NC**

Rating: 0

**Section:** EPABX Telephones and Mobiles

**Subsection:** Mobile Phones

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

Rating: 7

Observation Text :

4 scrap mobiles Available

**Section:** Internet WIFI

**Subsection:** General

1: No of staff trained on WIFI - Min.-3/month **NC**

Rating: 5

Observation Text :

this month trained only 2 persons

**Section:** Network Security

**Subsection:** Firewall

1: Exemptions on fire wall documented **NC**

Rating: 0

Observation Text :

no documents

2: Changes documented **NC**

Rating: 0

Observation Text :

no documents

**Section:** CCTV

**Subsection:** CCTV

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

Rating: 0

Observation Text :

maintaining only 30 days

**Section:** AMC & Insurance



**Subsection:** Computers AMC

- 1: Servers are covered under AMC **NC**  
Rating: 0

Observation Text :  
it is under warranty

**Section:** Documentation and Others

**Subsection:** Quarterly Checklist

- 1: Rebuild your desktop **NC**  
Rating: 7

Observation Text :  
doing once in year

# Audit Questionnaire

## Section: Critical Tasks

### Subsection: Important Tasks

- 1: PMS Back up scheduled for every 6 hours  
Rating: 10  
Attachments :  
QUE1\_IMG\_20180529\_124122.jpg
- 2: PMS Manual DB backup at 10am on separate PC  
Rating: 10  
Attachments :  
QUE2\_IMG\_20180529\_124220.jpg
- 3: PMS MONTHLY BACKUP ON MEDIA stored at Finance Fire Proof Safe  
Rating: 10  
Attachments :  
QUE3\_IMG\_20180529\_140204.jpg
- 4: PMS MONTHLY BACKUP ON MEDIA stored at Unit Head Office  
Rating: 10  
Attachments :  
QUE4\_IMG\_20180529\_140849.jpg
- 5: PMS MONTHLY BACKUP ON MEDIA stored at IT Department  
Rating: 10  
Attachments :  
QUE5\_IMG\_20180529\_141432.jpg
- 6: Loading latest security patches on server  
Rating: 10  
Attachments :  
QUE6\_IMG\_20180529\_141911.jpg
- 7: Daily downloading of latest Antivirus SUPERDAT file **NC**  
Rating: 0  
  
Observation Text :  
weakly once
- 8: Fire Wall Policy as per our policy for server / others  
Rating: 10
- 9: PMS INS Yearly data on Media  
Rating: 10
- 10: Pen drives blocked on all Systems  
Rating: 10

## Observation Text :

4 systems access to pendrives for Digital signature

11: Internet access to users as per our policy

Rating: 10

12: EPABX OS - back up once in a month

Rating: 10

Attachments :

QUE12\_IMG\_20180529\_143442.jpg

13: EPABX Preventive once in 6 months

Rating: 10

Attachments :

QUE13\_IMG\_20180531\_113913.jpg

14: Monthly back up of Fire Wall configuration

Rating: 10

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

Rating: 10

Attachments :

QUE15\_IMG\_20180529\_142729.jpg

16: Monthly Audit of website for proper functioning

Rating: 10

17: Mail Alert for IP camera working **NC**

Rating: 7

**Section:** IT initiatives

**Subsection:** IT initiatives

1: Guest Photo Check-in

Rating: 10

Attachments :

QUE18\_IMG\_20180529\_150006.jpg

2: Passport scanner integration working .

Rating: 10

Attachments :

QUE19\_IMG\_20180530\_143757.jpg

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

Rating: 10

Attachments :

QUE20\_IMG\_20180529\_150448.jpg

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

Rating: 0

5: Airport Pickup Software - Zoop.

Rating: 10

Attachments :

QUE22\_IMG\_20180529\_150742.jpg

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

Rating: 10

Attachments :

QUE23\_IMG\_20180529\_151748.jpg

7: Voice logger working .

Rating: 10

Attachments :

QUE24\_IMG\_20180529\_153518.jpg

8: I-Alert - message working and usage.

Rating: 10

9: CARE - call center software functioning and usage.

Rating: 10

10: online Entry of KOT for buffets using TABS. **NC**

Rating: 5

Observation Text :

not taking regularly

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

Rating: 10

Attachments :

QUE28\_IMG\_20180529\_151854.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

Attachments :

QUE31\_IMG\_20180529\_153850.jpg

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.

Rating: 10

3: CRS booking transfers.

Rating: 10

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

Rating: 7

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

Rating: 0

6: Vendor Tracking System. **NC**

Rating: 0

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

Rating: 0

8: Online Liquor inventory. **NC**

Rating: 0

9: Purchase indent authorization online .

Rating: 10

Attachments :

QUE41\_IMG\_20180529\_162119.jpg

QUE41\_IMG\_20180529\_162130.jpg

10: Purchase Requisition authorization online - 2 levels.

Rating: 10

11: PO authorization online - 3 levels.

Rating: 10

Attachments :

QUE43\_IMG\_20180529\_162157.jpg

12: PO PDF mail.

Rating: 10

Attachments :

QUE44\_IMG\_20180529\_162533.jpg

13: ANPR system working status.

Rating: 10

14: Mobile provided for Task Manager Working.

Rating: 10

15: IP Camera at - Receiving.

Rating: 10

Attachments :

QUE47\_IMG\_20180529\_162757.jpg

16: IP Camera at - Banquets Plate wash.

Rating: 10

Attachments :

QUE48\_IMG\_20180529\_162851.jpg

17: IP Camera at - Banquets Plate Issue Area.

Rating: 10

Attachments :

QUE49\_IMG\_20180529\_162916.jpg

18: Weighing scale auto capture of weight.

Rating: 10

Attachments :

QUE50\_IMG\_20180530\_151127.jpg

19: Capture of Photo while receiving.

Rating: 10

Attachments :

QUE51\_IMG\_20180530\_151420.jpg

**Section:** Server Maintenance

**Subsection:** Server Maintenance

1: Regular Monitoring of Event logs

Rating: 10

Attachments :

QUE52\_IMG\_20180529\_163237.jpg

2: Regular checking for RAID Alarms

Rating: 10

3: Regular checking for hardware errors

Rating: 10

4: Daily Monitoring of SQL Sever logs

Rating: 10

5: Rack maintained well - Dust free **NC**

Rating: 5

Attachments :

QUE56\_IMG\_20180529\_163923.jpg

QUE56\_IMG\_20180530\_145026.jpg

QUE56\_IMG\_20180530\_145033.jpg

6: Switch Maintenance at Server room

Rating: 10

Attachments :

QUE57\_IMG\_20180529\_163622.jpg

7: All patch chords labeled

Rating: 10

Attachments :

QUE58\_IMG\_20180529\_163649.jpg

8: All cables dressed properly and identified

Rating: 10

Attachments :

QUE59\_IMG\_20180529\_163735.jpg

QUE59\_IMG\_20180529\_163751.jpg

9: Power sockets check

Rating: 10

Attachments :

QUE60\_IMG\_20180529\_163836.jpg

10: Server UPS working condition

Rating: 10

Attachments :

QUE61\_IMG\_20180529\_164137.jpg

11: Earthing working properly

Rating: 10

12: Regular check of disk usage

Rating: 10

13: Removing un-necessary files /data

Rating: 10

14: Review of user accounts and clean up

Rating: 10

15: Loading of latest security patches

Rating: 10

16: Disable of un-necessary services

Rating: 10

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

Rating: 10

Attachments :

QUE71\_IMG\_20180529\_164755.jpg

21: User accounts and policies

Rating: 10

22: PMSDB not to exceed 10GB ☒ Not Applicable

23: Deletion of not in use DB's after backup

Rating: 10

24: Admin account restrict from remote login

Rating: 10

25: Don't share the folders except PMS Folder

Rating: 10

**Section:** Computer Hardware Printers & Switches

**Subsection:** Computers

1: Following the local user access procedure

Rating: 10

2: Following weekly check list

Rating: 10

Attachments :

QUE78\_IMG\_20180530\_144229.jpg

3: Following the Monthly check list

Rating: 10

Attachments :

QUE79\_IMG\_20180530\_144259.jpg

4: Following the Quarterly check list

Rating: 10

Attachments :

QUE80\_IMG\_20180530\_144312.jpg

5: Following the Yearly check list **NC**

Rating: 5

Attachments :

QUE81\_IMG\_20180530\_162222.jpg

Observation Text :

only half yearly checklist availability

6: Regularly taking the computers data backup **NC**

Rating: 7

7: Monitoring the computers hard drives logs

Rating: 10



8: Licenced softwares only installed

Rating: 10

9: Maintaing the systems asset management

Rating: 10

Attachments :

QUE85\_IMG\_20180529\_165620.jpg

QUE85\_IMG\_20180529\_165628.jpg

10: Properly installed the Antivirus

Rating: 10

11: Computer Internal firewall is enabled

Rating: 10

12: Computers are Maintained cleanly **NC**

Rating: 5

Attachments :

QUE88\_IMG\_20180530\_150400.jpg

QUE88\_IMG\_20180530\_150412.jpg

13: UPS power supply to Computers **NC**

Rating: 7

Attachments :

QUE89\_IMG\_20180530\_150302.jpg

Observation Text :

stores system has no ups connection

14: Yearly once doing the clean format **NC**

Rating: 5

Observation Text :

Yearly not doing

15: Mail data backup & deletion of unwanted mails

Rating: 10

Attachments :

QUE91\_IMG\_20180529\_170937.jpg

16: Mailing address book updation

Rating: 10

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

### **Subsection:** Printers

1: Regular Servicing of Printers

Rating: 10

Attachments :

QUE93\_IMG\_20180529\_171152.jpg

2: Laser/ Deskjet refill quality

Rating: 9

**Section:** Computer Hardware Printers & Switches

**Subsection:** Switches

1: UPS connections to all switches

Rating: 10

2: All patch panels and switches are labeled

Rating: 10

3: Dressing of cabling

Rating: 10

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

Rating: 0

**Section:** Computer Hardware Printers & Switches

**Subsection:** UPS Systems

1: Earthing to UPS power supply

Rating: 10

2: Battery working condition

Rating: 10

3: UPS Load distribution chart updated

Rating: 10

Attachments :

QUE101\_IMG\_20180531\_141137.jpg

4: % of Load on each UPS

Rating: 10

Observation Text :

maintaining 75%

**Section:** EPABX Telephones and Mobiles

**Subsection:** EPABX

1: Separate earthing and working status

Rating: 10

2: Separate UPS supply and batteries backup

Rating: 10

3: Telephone consoles functioning

Rating: 10

4: Head phones functioning. **NC**

Rating: 0

5: Cable from MDF and EPABX dressed properly

Rating: 10

Attachments :

QUE107\_IMG\_20180529\_171704.jpg

6: MDF maintenance

Rating: 10

Attachments :

QUE108\_IMG\_20180529\_171732.jpg

7: Network diagram available at MDF

Rating: 10

Attachments :

QUE109\_IMG\_20180529\_171752.jpg

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

Attachments :

QUE113\_IMG\_20180529\_171930.jpg

12: FCBC battery back up

Rating: 10

Attachments :

QUE114\_IMG\_20180529\_171959.jpg

13: Analog trunks functioning.

Rating: 10

### **Section:** EPABX Telephones and Mobiles

#### **Subsection:** Telephones

1: Bathroom Phone instrument complaints

Rating: 10

2: Functioning of Digital Phones

Rating: 10

3: Room Phone Instrument complaints

Rating: 10

4: Condition of Room phones

Rating: 10

Attachments :

QUE119\_IMG\_20180530\_144501.jpg

5: Condition of bathroom phones

Rating: 10

Attachments :

QUE120\_IMG\_20180530\_144511.jpg

6: Status of standby room phones

Rating: 10

7: Status of standby Bath room phones

Rating: 10

**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 :

4 scrap mobiles Available

3: Frequency of repairs

Rating: 10

4: CUG Plan utilisation

Rating: 10

Observation Text :

299 using 70% and reaming 30% using 399 plan

**Section:** Internet WIFI

**Subsection:** Wireline Internet

1: Condition of Wireline Switches

Rating: 10

2: Condition of Patch chords provided in rooms

Rating: 10

Attachments :

QUE128\_IMG\_20180529\_173931.jpg

3: No of rooms patch chords checked/Replaced **NC**

Rating: 5

4: Provision for Wireline in Banquets

Rating: 10

- 5: UPS Power supply to Switches.

Rating: 10

**Section:** Internet WIFI

**Subsection:** WIFI

- 1: Working of Access points

Rating: 10

- 2: Uninterrupted power supply to Access points

Rating: 10

- 3: Maintenance of Access points and Antennas

Rating: 10

- 4: Precautions for external access points ☒ Not Applicable

- 5: Signal strength in Public areas

Rating: 10

- 6: Signal strength in Rooms

Rating: 10

- 7: Signal Strength in Banquets

Rating: 10

**Section:** Internet WIFI

**Subsection:** General

- 1: No of staff trained on WIFI - Min.-3/month **NC**

Rating: 5

Observation Text :

this month trained only 2 persons

- 2: Internet load analysis

Rating: 10

Attachments :

QUE140\_IMG\_20180530\_165341.jpg

- 3: No.of internet complaints during quarter

Rating: 10

**Section:** Software Audit

**Subsection:** Software Audit

- 1: Windows Server Licenses - compliance

Rating: 10

- 2: SQL server licenses - compliance

Rating: 10

## 3: Windows Desktop OS Compliance

Rating: 10

## 4: Window CAL compliance

Rating: 10

## 5: SQL CAL compliance

Rating: 10

## 6: MS office compliance

Rating: 10

Observation Text :

14 Ms office license

## 7: Open office usage

Rating: 10

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

## 1: Windows - Server

Rating: 10

## 2: SQL Server

Rating: 10

3: Desktop OS ☒ Not Applicable4: MS-Office ☒ Not Applicable**Section:** Network Security**Subsection:** Antivirus

## 1: Regularly updating the antivirus

Rating: 10

Observation Text :

automatically updated

## 2: All antivirus software version is same

Rating: 10

Observation Text :

using mcafee

## 3: All computers On-demand scan working fine

Rating: 10

## 4: Regularly checking the On Access Statistics

Rating: 10

- 5: All computers Access Protection is enabled  
Rating: 10
- 6: All computers Buffer overflow protection is enabled  
Rating: 10
- 7: All computers On-Delivery E Mail Scanner is enabled  
Rating: 10
- 8: Verify that scheduled scanning is enabled  
Rating: 10
- 9: All computers On access demand is enabled  
Rating: 10

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

- 1: Regularly monitoring the Dell Sonic firewall  
Rating: 10
- 2: New updates and patches are installed **NC**  
Rating: 5
- 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  
Rating: 10
- 7: Regular review of logs -VPN -Firewall  
Rating: 10
- 8: Regular review of logs -Routers-IDS-IPS-Firewall  
Rating: 10
- 9: Default deny policy must be installed  
Rating: 10
- 10: Exemptions on fire wall documented **NC**  
Rating: 0

Observation Text :  
no documents

11: Changes documented **NC**

Rating: 0

Observation Text :

no documents

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

## 1: Usage of Software

Rating: 10

## 2: De-activation of ID on employee exit

Rating: 10

## 3: User access rights review

Rating: 8

## 4: Parameter changes during last 3 months

Rating: 10

## 5: Purging of Guest History

Rating: 10

## 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

Rating: 10

## 12: Touch Screen Interface

Rating: 10

13: Online KOT printing **NC**

Rating: 5

Observation Text :

not using for saffron soul



14: Usage of Debtors followup

Rating: 10

15: Invoices and Reminder Printing

Rating: 10

16: Bank Reconciliation

Rating: 10

17: Online Voucher print

Rating: 10

18: Cheque printing ☒ Not Applicable

**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: 8

Observation Text :

Doing 15days once

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

Rating: 10

5: Employee Self services

Rating: 10

## 6: Performance Appraisal

Rating: 10

7: Training ☒ Not Applicable8: Time Office Integration **NC**

Rating: 5

**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: 10

## 2: Regular monitoring of SPAM Mails

Rating: 10

**Section: CCTV****Subsection: Vehicle Tracking System**

## 1: Data capturing happening on DVR &amp; Server

Rating: 10

## 2: Storage of Data Clarity

Rating: 8

Attachments :

QUE211\_IMG\_20180531\_111852.jpg

QUE211\_IMG\_20180531\_111920.jpg

## 3: Reports working and viewed

Rating: 10

Attachments :

QUE212\_IMG\_20180531\_112104.jpg

QUE212\_IMG\_20180531\_112139.jpg

4: UPS Backup

Rating: 10

Observation Text :

half kvb batteries are using

**Section: CCTV**

**Subsection: CCTV**

1: Working condition of all cameras

Rating: 9

Observation Text :

Total - 110 cameras non working - 9 cameras

2: CCTV server/DVR working condition

Rating: 10

Observation Text :

only using DVR

3: Clarity of video captured **NC**

Rating: 7

4: Storage of data in DVR's

Rating: 10

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

Rating: 0

Observation Text :

maintaining only 30 days

6: Deletion of unnecessary data

Rating: 10

7: Mail alert camera NW

Rating: 10

Observation Text :

working only for new nvr cameras

**Section: AMC & Insurance**

**Subsection: Computers AMC**

1: Servers are covered under AMC **NC**

Rating: 0

Observation Text :

it is under warranty

**Section:** AMC & Insurance

**Subsection:** Software AMC

1: PMS Software in AMC

Rating: 8

Attachments :

QUE222\_IMG\_20180531\_111433.jpg

QUE222\_IMG\_20180531\_111441.jpg

QUE222\_IMG\_20180531\_111450.jpg

Observation Text :

approval taken payment not be paid

2: Care Software in AMC ☒ Not Applicable

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\_20180531\_111536.jpg

7: CRS software in AMC ☒ Not Applicable

**Section:** AMC & Insurance

**Subsection:** EPABX

1: Epabx in AMC

Rating: 8

Attachments :

QUE229\_IMG\_20180531\_112457.jpg

QUE229\_IMG\_20180531\_112508.jpg

QUE229\_IMG\_20180531\_112520.jpg

Observation Text :

Approval taken payment not done

**Section:** AMC & Insurance

**Subsection:** Others

1: Vehicle recording in AMC

Rating: 10

Observation Text :

VTs is under warranty

**Section:** AMC & Insurance

**Subsection:** Insurance

1: EPABX

Rating: 10

Attachments :

QUE231\_IMG\_20180531\_114512.jpg

QUE231\_IMG\_20180531\_114522.jpg

QUE231\_IMG\_20180531\_114529.jpg

2: Passport scanner

Rating: 10

3: Softwares working with Dongle

Rating: 10

4: Voice Logger

Rating: 10

5: Laptops in Insurance

Rating: 10

6: Insurance for UPS less than 1 KVA ☒ Not Applicable

7: CCTV Cameras

Rating: 10

8: Mobile phones.

Rating: 10

**Section:** Documentation and Others

**Subsection:** SMART updation

1: Data network updated **NC**

Rating: 7

2: Internet Network updated

Rating: 10

3: Distribution charts of switches updated **NC**

Rating: 7

4: UPS layout distribution updated

Rating: 10

Attachments :

QUE242\_IMG\_20180531\_112851.jpg

5: I.P. configuration chart

Rating: 10

Attachments :

QUE243\_IMG\_20180531\_112945.jpg

6: Virus updation chart

Rating: 10

7: Backup summary chart

Rating: 10

Attachments :

QUE245\_IMG\_20180530\_191741.jpg

8: GUI PMS user chart

Rating: 10

Attachments :

QUE246\_IMG\_20180530\_191655.jpg

QUE246\_IMG\_20180530\_191707.jpg

QUE246\_IMG\_20180530\_191718.jpg

9: Module attributes

Rating: 8

10: Maintenance charts

Rating: 10

Attachments :

QUE248\_IMG\_20180531\_142724.jpg

11: Data server configuration **NC**

Rating: 0

12: Care server configuration ☒ Not Applicable

13: CCTV server configuration ☒ Not Applicable

14: Desktop configuration

Rating: 10

Attachments :

QUE252\_IMG\_20180531\_113302.jpg

## **Section:** Documentation and Others

### **Subsection:** Weekly Checklist

1: Run a disk scan to check for hard drive issues

Rating: 10

Attachments :

QUE253\_IMG\_20180530\_191501.jpg

2: Run a defragmentation program

Rating: 10

- 3: Run a clean up to delete unneeded files

Rating: 10

- 4: Back up your files to a remote location

Rating: 10

Attachments :

QUE256\_IMG\_20180530\_191518.jpg

- 5: Empty your recycle bin

Rating: 10

- 6: Delete your Internet files

Rating: 10

- 7: Clear your browsing history

Rating: 10

- 8: Delete your cookies

Rating: 10

- 9: Update your virus definitions

Rating: 10

- 10: Run a full virus scan

Rating: 10

- 11: 25% of Assets to be covered

Rating: 10

**Section:** Documentation and Others

**Subsection:** Monthly Checklist

- 1: Check for updates - OS

Rating: 10

- 2: Delete/uninstall unneeded or unused programs

Rating: 10

Attachments :

QUE265\_IMG\_20180530\_191605.jpg

- 3: 50% of the above to be completed

Rating: 10

**Section:** Documentation and Others

**Subsection:** Quarterly Checklist

- 1: Clean your keyboard **NC**

Rating: 7

- 2: Clean your monitor **NC**

Rating: 7

3: Clean your peripherals **NC**

Rating: 7

4: Rebuild your desktop **NC**

Rating: 7

Observation Text :

doing once in year

5: Change all your passwords

Rating: 10