Audit Report for Audit ID - AU0077-3

BPM Audit Report for IT Department

Audit Score

86/100

Details

Audit	AU0077
Scheduled Audit	AU0077-3
Location	Hyderabad
Hotel	GreenPark Hotel- GPH
Department	BPM-IT
Checklist	BPM Audit Report for IT Department
Audit Type	Internal
Auditor	Venkat A
Start Date	01-12-2018
End Date	31-12-2018
Submitted Date	29-12-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	29
Chronic Issues	14

Comparison

GREENPARK HOTEL- GPH BPM AUDIT REPORT FOR IT DEPARTMENT				
BPM AUDIT REPORT FOR IT DEPARTMENT		Jul 2018	Dec 2018	**VARIANCE**	**% of Increase / Decrease (-/ +)**
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		
1	Critical Tasks	85	84	-1	-1.18%
2	IT intiatives	79	81	2	2.53%
3	Server Maintenance	73	81	8	10.96%
4	Computer Hardware Printers & Switches	82	80	-2	-2.44%
5	EPABX Telephones and Mobiles	97	95	-2	-2.06%
6	Internet WIFI	95	95	0	0%
7	Software Audit	100	100	0	0%
8	Network Security	100	97	-3	-3%
9	Business Applications	89	93	4	4.49%
10	CCTV	72	45	-27	-37.5%
11	AMC & Insurance	81	92	11	13.58%
12	Documentation and Others	73	86	13	17.81%
Audit Score		🟢 86	🟢 86	0	0%

⬆️	**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 :
   Not done

2:   Mail Alert for IP camera working   **NC**
     Rating: 0

   Observation Text :
   Not working

Section: IT intiatives
Subsection: IT initiatives

1:   Passport scanner integration working .   **NC**
     Rating: 0

   Observation Text :
   Not working

2:   Guest Room key card interface to PMS.   **NC**
     Rating: 0

3:   F&B Surveys on TABS from guest in outlets.   **NC**
     Rating: 7

   Observation Text :
   Not taking regularly

Section: IT intiatives
Subsection: Data Transfer

1:   Regular updation of Intranet.   **NC**
     Rating: 5
   Attachments :
     QUE35_IMG_20181228_114628.jpg

   Observation Text :
   Cafeteria menu, record sales staff event hotel events not updated

2:   Daily P&L account.   **NC**
     Rating: 0

3:   Online Liquor inventory.   **NC**
     Rating: 0

4:   ANPR system working status.   **NC**
     Rating: 0

   Observation Text :
   Not working

Section: Server Maintenance
Subsection: Server Maintenance

1:   Rack maintained well - Dust free   **NC**
     Rating: 6
   Attachments :
     QUE55_IMG_20181228_115211.jpg

2:   Switch Maintenance at Server room   **NC**
     Rating: 6

3:   All patch chords labeled   **NC**
     Rating: 6

4:   All cables dressed properly and identified   **NC**
     Rating: 6
   Attachments :
     QUE58_IMG_20181228_115330.jpg
     QUE58_IMG_20181228_151450.jpeg

   Observation Text :
   Not dressed properly

Section: Computer Hardware Printers & Switches
Subsection: Computers

1:   Computer Internal firewall is enabled   **NC**
     Rating: 0

Section: Computer Hardware Printers & Switches
Subsection: Switches

1:   All patch panels and switches are labeled   **NC**
     Rating: 5
   Attachments :
     QUE90_IMG_20181228_115642.jpg

2:   Dressing of cabling   **NC**
     Rating: 5
   Attachments :
     QUE91_IMG_20181228_115657.jpg

Section: Computer Hardware Printers & Switches
Subsection: UPS Systems

1:   UPS Load distribution chart updated   **NC**

Rating: 0

Observation Text :
Not avaliable

Section: EPABX Telephones and Mobiles
Subsection: EPABX

1:   Cable from MDF and EPABX dressed properly   **NC**
      Rating: 6
   Attachments :
      QUE101_IMG_20181228_121413.jpg

2:   MDF maintenance   **NC**
      Rating: 7

Section: Internet WIFI
Subsection: WIFI

1:   Maintenance of Access points and Antennas   **NC**
      Rating: 7
   Attachments :
      QUE125_IMG_20181228_151842.jpeg

Section: Business Applications
Subsection: FAMS SALTDS and TDS Pack

1:   Weekly tracking backup for 3 softwares   **NC**
      Rating: 0

   Observation Text :
   Doing monthly once

Section: CCTV
Subsection: Vehicle Tracking System

1:   Data capturing happening on Server   **NC**
      Rating: 0

2:   Storage of Data Clarity   **NC**
      Rating: 0

3:   Reports working and viewed   **NC**
      Rating: 0

4:   UPS Backup   **NC**
      Rating: 0

Section: CCTV
Subsection: CCTV

1:   Mail alert camera   **NC**
      Rating: 0

Section: AMC & Insurance
Subsection: Others

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

Section: Documentation and Others
Subsection: SMART updation

1: Data network updated   **NC**
    Rating: 5

  Observation Text :
  Not up to date

2: Internet Network updated   **NC**
    Rating: 5

  Observation Text :
  Not up to date

Chronic

Section: Critical Tasks
Subsection: Important Tasks

1: Mail Alert for IP camera working   **NC**
   Rating: 0

   Observation Text :
   Not working

Section: IT intiatives
Subsection: IT initiatives

1: Passport scanner integration working .   **NC**
   Rating: 0

   Observation Text :
   Not working

2: Guest Room key card interface to PMS.   **NC**
   Rating: 0

Section: IT intiatives
Subsection: Data Transfer

1: Daily P&L account.   **NC**
   Rating: 0

2: Online Liquor inventory.   **NC**
   Rating: 0

Section: Server Maintenance
Subsection: Server Maintenance

1: Switch Maintenance at Server room   **NC**
   Rating: 6

2: All patch chords labeled   **NC**
   Rating: 6

3: All cables dressed properly and identified   **NC**
   Rating: 6
   Attachments :
     QUE58_IMG_20181228_115330.jpg
     QUE58_IMG_20181228_151450.jpeg

   Observation Text :
   Not dressed properly

Section: Computer Hardware Printers & Switches
Subsection: Switches

1: All patch panels and switches are labeled   **NC**
    Rating: 5
  Attachments :
    QUE90_IMG_20181228_115642.jpg

2: Dressing of cabling   **NC**
    Rating: 5
  Attachments :
    QUE91_IMG_20181228_115657.jpg

Section: Computer Hardware Printers & Switches
Subsection: UPS Systems

1: UPS Load distribution chart updated   **NC**
    Rating: 0

  Observation Text :
  Not avaliable

Section: AMC & Insurance
Subsection: Others

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

Section: Documentation and Others
Subsection: SMART updation

1: Data network updated   **NC**
    Rating: 5

  Observation Text :
  Not up to date

2: Internet Network updated   **NC**
    Rating: 5

  Observation Text :
  Not up to date

Audit Questionnaire

Section: Critical Tasks
Subsection: Important Tasks

1: PMS Back up scheduled for every 6 hours
   Rating: 10
  Attachments :
   QUE1_IMG_20181228_151013.jpeg

2: PMS Manual DB backup at 10am on separate PC
   Rating: 10
  Attachments :
   QUE2_IMG_20181228_151026.jpeg

3: PMS MONTHLY BACKUP ON MEDIA stored at Finance Fire Proof Safe
   Rating: 10
  Attachments :
   QUE3_IMG_20181228_113359.jpg

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
  Attachments :
   QUE5_IMG_20181228_151153.jpeg

6: Loading latest security patches on server ☑ Not Applicable

7: Daily downloading of latest Antivirus SUPERDAT file   **NC**
   Rating: 0

  Observation Text :
  Not done

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_20181228_151212.jpeg

10: Pen drives blocked on all Systems
   Rating: 10
  Attachments :
   QUE10_IMG_20181228_151229.jpeg

11:   Internet access to users as per our policy
       Rating: 8

   Observation Text :
   Few users have full Internet.

12:   EPABX OS - back up once in a month
       Rating: 10
   Attachments :
       QUE12_IMG_20181228_151244.jpeg

13:   EPABX Preventive once in 6 months
       Rating: 10
   Attachments :
       QUE13_IMG_20181228_151250.jpeg

14:   Monthly back up of Fire Wall configuration   ☑ Not Applicable

15:   Monthly back up of FAMS, SAL TDS & TDS pack
       Rating: 10
   Attachments :
       QUE15_IMG_20181228_151300.jpeg

16:   Monthly Audit of website for proper functioning
       Rating: 8

17:   Mail Alert for IP camera working   **NC**
       Rating: 0

   Observation Text :
   Not working

Section: IT intiatives
Subsection: IT initiatives

1:   Guest Photo Check-in
       Rating: 10
   Attachments :
       QUE18_IMG_20181228_151316.jpeg

2:   Passport scanner integration working .   **NC**
       Rating: 0

   Observation Text :
   Not working

3:   SMS of Internet password to Guest on Check-in.
       Rating: 10
   Attachments :
       QUE20_IMG_20181228_114320.jpg

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

Rating: 0

5:   Airport Pickup Software - Zoop.
   Rating: 10

6:   Room Survey on TAB from guest while Check-out.
   Rating: 8

   Observation Text :
   Software working but front office team not using

7:   Voice logger working .   ☑ Not Applicable

8:   I-Alert - message working and usage.
   Rating: 10
   Attachments :
     QUE25_IMG_20181228_114450.jpg

9:   SKYRES- 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.   **NC**
   Rating: 7

   Observation Text :
   Not taking regularly

12:   Usage of Happy hours.
   Rating: 10

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:   Sales Force Data Transfer to PMS and PMS to SF.
   Rating: 9

2:   SKYRES booking transfers.
   Rating: 9

3:   Regular updation of Intranet.   **NC**
     Rating: 5
   Attachments :
     QUE35_IMG_20181228_114628.jpg

   Observation Text :
   Cafeteria menu, record sales staff event hotel events not updated

4:   Visitor Management System functioning.
     Rating: 10

   Observation Text :
   Not using

5:   Vendor Tracking System.
     Rating: 10
   Attachments :
     QUE37_IMG_20181228_151357.jpeg

6:   Daily P&L account.   **NC**
     Rating: 0

7:   Online Liquor inventory.   **NC**
     Rating: 0

8:   Purchase indent authorization online .
     Rating: 10

9:   Purchase Requisition authorization online - 2 levels.
     Rating: 10
   Attachments :
     QUE41_IMG_20181228_151413.jpeg

10:   PO authorization online - 3 levels.
     Rating: 10

11:   PO PDF mail.
     Rating: 10

12:   ANPR system working status.   **NC**
     Rating: 0

   Observation Text :
   Not working

13:   Mobile provided for Task Manager Working.
     Rating: 10

14:   IP Camera at - Receiving.
     Rating: 10
   Attachments :

QUE46_IMG_20181228_151421.jpeg

15: IP Camera at - Banquets Plate wash.
       Rating: 10
   Attachments :
       QUE47_IMG_20181228_151424.jpeg

16: IP Camera at - Banquets Plate Issue Area.
       Rating: 10
   Attachments :
       QUE48_IMG_20181228_151427.jpeg

17: Weighing scale auto capture of weight.
       Rating: 10
   Attachments :
       QUE49_IMG_20181228_115134.jpg

18: Capture of Photo while receiving.
       Rating: 10
   Attachments :
       QUE50_IMG_20181228_115148.jpg

Section: Server Maintenance
Subsection: Server Maintenance

1: Regular Monitoring of Event logs   ☑ Not Applicable

2: Regular checking for RAID Alarms   ☑ Not Applicable

3: Regular checking for hardware errors   ☑ Not Applicable

4: Daily Monitoring of SQL Sever logs   ☑ Not Applicable

5: Rack maintained well - Dust free   **NC**
       Rating: 6
   Attachments :
       QUE55_IMG_20181228_115211.jpg

6: Switch Maintenance at Server room   **NC**
       Rating: 6

7: All patch chords labeled   **NC**
       Rating: 6

8: All cables dressed properly and identified   **NC**
       Rating: 6
   Attachments :
       QUE58_IMG_20181228_115330.jpg
       QUE58_IMG_20181228_151450.jpeg

Observation Text :
Not dressed properly

9:   Power sockets check
      Rating: 8

10:   Server UPS working condition
      Rating: 10

11:   Earthing working properly
      Rating: 10

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: 9

15:   Loading of latest security patches   ☑ Not Applicable

16:   Disable of un-necessary services   ☑ Not Applicable

17:   Anti virus policy for server   ☑ Not Applicable

18:   Fire wall policy for server   ☑ Not Applicable

19:   Checking for memory utilisation   ☑ Not Applicable

20:   Server room temperature below 24 degrees   ☑ Not Applicable

21:   User accounts and policies   ☑ Not Applicable

22:   Deletion of not in use DB's after backup   ☑ Not Applicable

23:   Admin account restrict from remote login
      Rating: 10

24:   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:   Regularly taking the computers data backup
      Rating: 8

3: Monitoring the computers hard drives logs
    Rating: 8

4: Licenced softwares only installed
    Rating: 10
  Attachments :
    QUE78_IMG_20181228_115555.jpg

5: Maintaing the systems asset management
    Rating: 10
  Attachments :
    QUE79_IMG_20181228_151606.jpeg

6: Properly installed the Antivirus
    Rating: 10

7: Computer Internal firewall is enabled   **NC**
    Rating: 0

8: Computers are Maintained cleanly
    Rating: 8

9: UPS power supply to Computers
    Rating: 10

10: Yearly once doing the clean format
    Rating: 8

11: Mail data backup & deletion of unwanted mails
    Rating: 8

  Observation Text :
  Doing 2 months once

12: Mailing address book updation
    Rating: 10

Section: Computer Hardware Printers & Switches
Subsection: Printers

1: Regular Servicing of Printers
    Rating: 8

  Observation Text :
  Doing 45 days once

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   **NC**
   Rating: 5
 Attachments :
   QUE90_IMG_20181228_115642.jpg

3: Dressing of cabling   **NC**
   Rating: 5
 Attachments :
   QUE91_IMG_20181228_115657.jpg

4: Network chart at switch level to identify
   Rating: 10
 Attachments :
   QUE92_IMG_20181227_164134.jpg

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   **NC**
   Rating: 0

 Observation Text :
 Not avaliable

4: % of Load on each UPS
   Rating: 10
 Attachments :
   QUE96_IMG_20181228_151723.jpeg

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.   ☑ Not Applicable

5:   Cable from MDF and EPABX dressed properly   **NC**
    Rating: 6
  Attachments :
    QUE101_IMG_20181228_121413.jpg

6:   MDF maintenance   **NC**
    Rating: 7

7:   Network diagram available at MDF
    Rating: 10
  Attachments :
    QUE103_IMG_20181228_121436.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

12:   FCBC battery back up
    Rating: 10

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

5:   Condition of bathroom phones
    Rating: 10

6:   Status of standby room phones
        Rating: 10

   Observation Text :
   8 room phones avaliable

7:   Status of standby Bath room phones
        Rating: 10

   Observation Text :
   10 bathroom standby avaliable

Section: EPABX Telephones and Mobiles
Subsection: Mobile Phones

1:   Working condition of phones
        Rating: 10

2:   Not working/Scrapped phones
        Rating: 10

3:   Frequency of repairs
        Rating: 8

4:   CUG Plan utilisation
        Rating: 8

   Observation Text :
   Using 299 plan for hods 499 plan for GM

Section: Internet WIFI
Subsection: Wireline Internet

1:   Condition of Wireline Switches
        Rating: 10

2:   Provision for Wireline in Banquets
        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   **NC**
        Rating: 7
   Attachments :
      QUE125_IMG_20181228_151842.jpeg

4:   Signal strength in Public areas
        Rating: 10

5:   Signal strength in Rooms
        Rating: 10
    Attachments :
        QUE127_IMG_20181227_171333.jpg

6:   Signal Strength in Banquets
        Rating: 10

Section: Internet WIFI
Subsection: General

1:   No of staff trained on WIFI - Min.-3/month
        Rating: 10

2:   Internet load analysis
        Rating: 10
    Attachments :
        QUE130_IMG_20181228_151902.jpeg

3:   No.of internet complaints during quarter
        Rating: 8

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
        Rating: 10
    Attachments :
        QUE134_IMG_20181228_125418.jpg

4:   Window CAL compliance
        Rating: 10

5:   SQL CAL compliance
        Rating: 10

6:   MS office compliance
        Rating: 10

7:   Open office usage
        Rating: 10

Section: Software Audit
Subsection: Re-installation Procedure

1:   Desktop OS
    Rating: 10

2:   MS-Office
    Rating: 10

Section: Network Security
Subsection: Antivirus

1:   Regularly updating the antivirus
    Rating: 10

2:   All antivirus software version is same
    Rating: 10

   Observation Text :
   Using mcfacee

3:   All computers On-demand scan working fine
    Rating: 10

4:   Regularly checking the On Access Statistics
    Rating: 9

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   ☑ Not Applicable

Section: Network Security
Subsection: Firewall

1:   Regularly monitoring the Dell Sonic firewall   ☑ Not Applicable

2:   New updates and patches are installed   ☑ Not Applicable

3:   .exe files are blocked to all computers
    Rating: 10

4:   Social network sites blocked to unauthorized users
    Rating: 8

   Observation Text :
   Few users are access

5:   Monitor Firewall client VPN connections usage   ☑ Not Applicable

6:   Monitor -Malicious abnormal activity   ☑ Not Applicable

7:   Regular review of logs -VPN -Firewall   ☑ Not Applicable

8:   Regular review of logs -Routers-IDS-IPS-Firewall   ☑ Not Applicable

9:   Default deny policy must be installed
       Rating: 10

10:   Exemptions on fire wall documented   ☑ Not Applicable

11:   Changes documented   ☑ Not Applicable

Section: Business Applications
Subsection: PMS software

1:   Usage of Software
       Rating: 9

2:   De-activation of ID on employee exit
       Rating: 8

   Observation Text :
   Few Id's in active

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: 9

   Observation Text :
   Doing for 120 days

8:   Purging of FO Transaction
       Rating: 9

   Observation Text :
   Doing for 120 days

9:   Online Printing of all FO vouchers through PMS
       Rating: 10

10: Usages of Privilege cards maintained on Monthly Basis.
   Rating: 10

11: Touch Screen Interface
   Rating: 10

   Observation Text :
   Total 4 touch screens

12: KDS - Usage (No Manual printing of KOT)
   Rating: 10

13: Usage of Debtors followup
   Rating: 10

14: Invoices and Reminder Printing
   Rating: 10

15: Bank Reconciliation
   Rating: 10

16: Online Voucher print
   Rating: 10

17: Cheque printing
   Rating: 10

Section: Business Applications
Subsection: FAMS SALTDS and TDS Pack

1: Software backup location defined properly
   Rating: 8

2: Weekly tracking backup for 3 softwares   **NC**
   Rating: 0

   Observation Text :
   Doing monthly 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: Employee Self services
   Rating: 10

5: Performance Appraisal
   Rating: 10

6: Training ☑ Not Applicable

7: Time Office Integration
   Rating: 10

Section: Business Applications
Subsection: Website

1: Regular updation of Website information
   Rating: 8

2: Online reservation working status
   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: 10

Section: CCTV
Subsection: Vehicle Tracking System

1: Data capturing happening on Server **NC**
   Rating: 0

2: Storage of Data Clarity **NC**
   Rating: 0

3: Reports working and viewed   **NC**
     Rating: 0

4: UPS Backup   **NC**
     Rating: 0

Section: CCTV
Subsection: CCTV

1: Working condition of all cameras
     Rating: 10

   Observation Text :
   Total 29 ip cameras 30 HD cameras 3 analog

2: CCTV server/NVR working condition.
     Rating: 10

3: Clarity of video captured
     Rating: 9

4: Storage of 60 days data
     Rating: 8

   Observation Text :
   Ips cameras maintaing 45 days

5: Deletion of unnecessary data
     Rating: 8

6: Mail alert camera   **NC**
     Rating: 0

Section: AMC & Insurance
Subsection: Computers AMC

1: Servers are covered under AMC   ☑ Not Applicable

Section: AMC & Insurance
Subsection: Software AMC

1: PMS Software in AMC
     Rating: 10
   Attachments :
     QUE204_IMG_20181228_152126.jpeg

2: FAMS - Assets software in AMC
     Rating: 10

3: Salary TDS pack in AMC
     Rating: 10

4: Suppliers TDS pack in AMC
    Rating: 10

5: Time office software in AMC
    Rating: 10

   Observation Text :
   Under warranty

Section: AMC & Insurance
Subsection: EPABX

1: Epabx in AMC
    Rating: 10
   Attachments :
     QUE209_IMG_20181228_152141.jpeg

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
    Rating: 10

   Observation Text :
   It's in warranty

7: CCTV Cameras
    Rating: 10

Section: Documentation and Others
Subsection: SMART updation

1: Data network updated   **NC**
    Rating: 5

Observation Text :
Not up to date

2: Internet Network updated   **NC**
    Rating: 5

Observation Text :
Not up to date

3: Distribution charts of switches updated
    Rating: 10
Attachments :
    QUE220_IMG_20181227_180141.jpg

4: UPS layout distribution updated
    Rating: 10
Attachments :
    QUE221_IMG_20181228_152344.jpeg

5: I.P. configuration chart
    Rating: 10
Attachments :
    QUE222_IMG_20181228_152350.jpeg

6: Virus updation chart
    Rating: 10
Attachments :
    QUE223_IMG_20181227_180404.jpg

7: Backup summary chart
    Rating: 10
Attachments :
    QUE224_IMG_20181228_152400.jpeg

8: Module attributes
    Rating: 10
Attachments :
    QUE225_IMG_20181228_152405.jpeg

9: Data server configuration   ☑ Not Applicable

10: CCTV server configuration   ☑ Not Applicable

11: Desktop configuration
    Rating: 10
Attachments :
    QUE228_IMG_20181228_152417.jpeg

Section: Documentation and Others
Subsection: Weekly Checklist

1:   Run a disk scan to check for hard drive issues
       Rating: 10
   Attachments :
       QUE229_IMG_20181228_142559.jpg

2:   Run a defragmentation program
       Rating: 8

3:   Run a clean up to delete unneeded files
       Rating: 8

4:   Delete your cookies
       Rating: 8

5:   Update your virus definitions
       Rating: 8

6:   Run a full virus scan
       Rating: 8

7:   25% of Assets to be covered
       Rating: 8

Section: Documentation and Others
Subsection: Monthly Checklist

1:   Check for updates - OS
       Rating: 8

2:   Delete/uninstall unneeded or unused programs
       Rating: 8

3:   50% of the above to be completed
       Rating: 8

Section: Documentation and Others
Subsection: Quarterly Checklist

1:   Clean your keyboard
       Rating: 10
   Attachments :
       QUE239_IMG_20181228_142447.jpg

2:   Clean your monitor
       Rating: 10

3:   Clean your peripherals
       Rating: 8

4:   Change all your passwords
    Rating: 8

4:   Change all your passwords
    Rating: 8