

# Audit Report for Audit ID - AU0077-2

## BPM Audit Report for IT Department

Audit Score

86/100

### Details

Audit	AU0077
Scheduled Audit	AU0077-2
Location	Hyderabad
Hotel	GreenPark Hotel- GPH
Department	BPM-IT
Checklist	BPM Audit Report for IT Department
Audit Type	Internal
Auditor	Venkat A
Start Date	01-07-2018
End Date	31-07-2018
Submitted Date	31-07-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	33
Chronic Issues	14

## Comparison

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

BPM AUDIT REPORT FOR IT DEPARTMENT		Dec 2017	Jul 2018	VARIANCE	% of Increase / Decrease (-/+)
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		
1	Critical Tasks	72	85	13	18.06%
2	IT initiatives	82	79	-3	-3.66%
3	Server Maintenance	71	73	2	2.82%
4	Computer Hardware Printers & Switches	87	82	-5	-5.75%
5	EPABX Telephones and Mobiles	95	97	2	2.11%
6	Internet WIFI	85	95	10	11.76%
7	Software Audit	100	100	0	0%
8	Network Security	97	100	3	3.09%
9	Business Applications	78	89	11	14.1%
10	CCTV	83	72	-11	-13.25%
11	AMC & Insurance	88	81	-7	-7.95%
12	Documentation and Others	81	73	-8	-9.88%
Audit Score		● 85	● 86	1	1.18%

	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

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

Rating: 0

## Section: IT initiatives

### Subsection: IT initiatives

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

Rating: 0

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

Rating: 0

Observation Text :

Not implemented

- 3: Room Survey on TAB from guest while Check-out. **NC**

Rating: 5

Observation Text :

front office staff doing

- 4: I-Alert - message working and usage. **NC**

Rating: 6

## Section: IT initiatives

### Subsection: Data Transfer

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

Rating: 0

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

Rating: 0

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

Rating: 0

Observation Text :

Not in use

## Section: Server Maintenance

### Subsection: Server Maintenance

- 1: Switch Maintenance at Server room **NC**

Rating: 5

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

Rating: 7

Attachments :

QUE58\_IMG\_20180726\_154727.jpg

- 3: All cables dressed properly and identified **NC**

Rating: 7

Attachments :

QUE59\_IMG\_20180726\_154827.jpg

**Section:** Computer Hardware Printers & Switches

**Subsection:** Switches

- 1: All patch panels and switches are labeled **NC**

Rating: 6

- 2: Dressing of cabling **NC**

Rating: 6

**Section:** Computer Hardware Printers & Switches

**Subsection:** UPS Systems

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

Rating: 0

Observation Text :

No Chart

- 2: % of Load on each UPS **NC**

Rating: 0

Observation Text :

No Data

**Section:** Business Applications

**Subsection:** PMS software

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

Rating: 0

**Section:** Business Applications

**Subsection:** HRMS

- 1: Usage of all online modules **NC**

Rating: 0

**Section:** CCTV

**Subsection:** CCTV

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

Rating: 0

Observation Text :

maintaining 30 days of data

2: Mail alert camera NW **NC**

Rating: 0

Observation Text :

Not working

**Section:** AMC & Insurance

**Subsection:** EPABX

1: Epabx in AMC **NC**

Rating: 0

Observation Text :

waiting for approval

**Section:** AMC & Insurance

**Subsection:** Others

1: Vehicle recording in AMC **NC**

Rating: 0

Observation Text :

AMC not Taken

**Section:** AMC & Insurance

**Subsection:** Insurance

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

Rating: 0

Observation Text :

Not taken

**Section:** Documentation and Others

**Subsection:** SMART updation

1: Data network updated **NC**

Rating: 0

Observation Text :

Not upadted

2: Internet Network updated **NC**

Rating: 5

Observation Text :

Not updated

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

Rating: 5

Observation Text :

Not updated

4: UPS layout distribution updated **NC**

Rating: 0

5: Backup summary chart **NC**

Rating: 5

Observation Text :

Not updated

6: GUI PMS user chart **NC**

Rating: 5

7: Module attributes **NC**

Rating: 5

8: Maintenance charts **NC**

Rating: 5

Observation Text :

Not updated

9: Data server configuration **NC**

Rating: 5

Observation Text :

Not updated

10: CCTV server configuration **NC**

Rating: 5

Observation Text :

Not updated

# Chronic

## Section: Critical Tasks

### Subsection: Important Tasks

- 1: PMS Back up scheduled for every 6 hours **NC**  
Rating: 0
- 2: Mail Alert for IP camera working **NC**  
Rating: 0

## Section: IT initiatives

### Subsection: IT initiatives

- 1: Passport scanner integration working . **NC**  
Rating: 0
- 2: Guest Room key card interface to PMS. **NC**  
Rating: 0

Observation Text :  
Not implemented

## Section: IT initiatives

### Subsection: Data Transfer

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

## Section: Business Applications

### Subsection: PMS software

- 1: Purging of Guest History **NC**  
Rating: 0

## Section: CCTV

### Subsection: CCTV

- 1: Storage of 90 days data **NC**  
Rating: 0

Observation Text :  
maintaining 30 days of data

## Section: Documentation and Others

### Subsection: SMART updation

- 1: Data network updated **NC**  
Rating: 0

Observation Text :  
Not upadted

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

Rating: 5

Observation Text :

Not updated

3: UPS layout distribution updated **NC**

Rating: 0

4: Backup summary chart **NC**

Rating: 5

Observation Text :

Not updated

5: GUI PMS user chart **NC**

Rating: 5

6: Module attributes **NC**

Rating: 5

7: Maintenance charts **NC**

Rating: 5

Observation Text :

Not updated



# Audit Questionnaire

**Section:** Critical Tasks

**Subsection:** Important Tasks

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

Rating: 0

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

Rating: 8

Observation Text :

not doing on time

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 ☒ Not Applicable

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\_20180727\_161608.jpg

10: Pen drives blocked on all Systems

Rating: 8

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\_20180727\_161628.jpg

13: EPABX Preventive once in 6 months

Rating: 10

Attachments :

QUE13\_IMG\_20180727\_115219.jpg

14: Monthly back up of Fire Wall configuration

Rating: 10

Attachments :

QUE14\_IMG\_20180727\_154412.jpg

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

Rating: 10

Attachments :

QUE15\_IMG\_20180727\_162005.jpg

16: Monthly Audit of website for proper functioning

Rating: 10

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

Rating: 0

**Section:** IT initiatives

**Subsection:** IT initiatives

1: Guest Photo Check-in

Rating: 10

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

Rating: 0

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

Rating: 10

Attachments :

QUE20\_IMG\_20180727\_115936.jpg

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

Rating: 0

Observation Text :

Not implemented

5: Airport Pickup Software - Zoop.

Rating: 10

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

Rating: 5

Observation Text :

front office staff doing

7: Voice logger working . ☒ Not Applicable

8: I-Alert - message working and usage. **NC**

Rating: 6

9: CARE - call center software functioning and usage.

Rating: 10

Observation Text :

updates to FX service

10: online Entry of KOT for buffets using TABS.

Rating: 8

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

Rating: 8

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 initiatives

**Subsection:** Data Transfer

1: PMS data transfer to Maxim.

Rating: 10

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

Rating: 8

3: CRS booking transfers.

Rating: 10

Attachments :

QUE35\_IMG\_20180727\_130526.jpg

4: Regular updation of Intranet.

Rating: 8

Observation Text :

Records sales not events are not updated

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

Rating: 0

6: Vendor Tracking System.

Rating: 10

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\_20180727\_130620.jpg

10: Purchase Requisition authorization online - 2 levels.

Rating: 10

Attachments :

QUE42\_IMG\_20180727\_130737.jpg

11: PO authorization online - 3 levels.

Rating: 10

12: PO PDF mail.

Rating: 10

Attachments :

QUE44\_IMG\_20180727\_152313.jpg

13: ANPR system working status.

Rating: 8

14: Mobile provided for Task Manager Working.

Rating: 10

15: IP Camera at - Receiving.

Rating: 10

Attachments :

QUE47\_IMG\_20180727\_152254.jpg

16: IP Camera at - Banquets Plate wash.

Rating: 10

17: IP Camera at - Banquets Plate Issue Area.

Rating: 10

18: Weighing scale auto capture of weight.

Rating: 10

Attachments :

QUE50\_IMG\_20180727\_122106.jpg

19: Capture of Photo while receiving.

Rating: 10

Attachments :

QUE51\_IMG\_20180727\_122115.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 ☒ Not Applicable
- 6: Switch Maintenance at Server room **NC**  
Rating: 5
- 7: All patch chords labeled **NC**  
Rating: 7  
Attachments :  
QUE58\_IMG\_20180726\_154727.jpg
- 8: All cables dressed properly and identified **NC**  
Rating: 7  
Attachments :  
QUE59\_IMG\_20180726\_154827.jpg
- 9: Power sockets check ☒ Not Applicable
- 10: Server UPS working condition ☒ Not Applicable
- 11: Earthing working properly ☒ Not Applicable
- 12: Regular check of disk usage ☒ Not Applicable
- 13: Removing un-necessary files /data ☒ Not Applicable
- 14: Review of user accounts and clean up ☒ Not Applicable
- 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: PMSDB not to exceed 10GB ☒ Not Applicable
- 23: Deletion of not in use DB's after backup ☒ Not Applicable
- 24: Admin account restrict from remote login ☒ Not Applicable
- 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: 8  
Attachments :  
QUE78\_IMG\_20180727\_122222.jpg
- 3: Following the Monthly check list  
Rating: 8  
Attachments :  
QUE79\_IMG\_20180727\_122254.jpg
- 4: Following the Quarterly check list  
Rating: 8  
Attachments :  
QUE80\_IMG\_20180727\_131455.jpg
- 5: Following the Yearly check list  
Rating: 8  
Attachments :  
QUE81\_IMG\_20180727\_131509.jpg
- 6: Regularly taking the computers data backup  
Rating: 8  
Attachments :  
QUE82\_IMG\_20180727\_131848.jpg
- Observation Text :  
Doning once in a Month
- 7: Monitoring the computers hard drives logs  
Rating: 8

- 8: Licenced softwares only installed  
Rating: 10
- 9: Maintaing the systems asset management  
Rating: 10  
Attachments :  
QUE85\_IMG\_20180727\_133529.jpg
- 10: Properly installed the Antivirus  
Rating: 10
- 11: Computer Internal firewall is enabled  
Rating: 10  
Attachments :  
QUE87\_IMG\_20180727\_133617.jpg
- 12: Computers are Maintained cleanly  
Rating: 10  
Attachments :  
QUE88\_IMG\_20180727\_133718.jpg
- 13: UPS power supply to Computers  
Rating: 10
- 14: Yearly once doing the clean format  
Rating: 10
- 15: Mail data backup & deletion of unwanted mails  
Rating: 8
- 16: Mailing address book updation  
Rating: 10

**Section:** Computer Hardware Printers & Switches

**Subsection:** Printers

- 1: Regular Servicing of Printers  
Rating: 8
- 2: Laser/ Deskjet refill quality  
Rating: 8

**Section:** Computer Hardware Printers & Switches

**Subsection:** Switches

- 1: UPS connections to all switches  
Rating: 10  
Attachments :  
QUE95\_IMG\_20180727\_133923.jpg
- 2: All patch panels and switches are labeled **NC**

Rating: 6

- 3: Dressing of cabling **NC**

Rating: 6

- 4: Network chart at switch level to identify

Rating: 10

Attachments :

QUE98\_IMG\_20180727\_134024.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 :

No Chart

- 4: % of Load on each UPS **NC**

Rating: 0

Observation Text :

No Data

**Section:** EPABX Telephones and Mobiles

**Subsection:** EPABX

- 1: Separate earthing and working status

Rating: 10

- 2: Separate UPS supply and batteries backup

Rating: 10

Attachments :

QUE104\_IMG\_20180727\_112055.jpg

- 3: Telephone consoles functioning

Rating: 10

Attachments :

QUE105\_IMG\_20180727\_112122.jpg

- 4: Head phones functioning. ☒ Not Applicable

- 5: Cable from MDF and EPABX dressed properly

Rating: 8

Attachments :



QUE107\_IMG\_20180727\_112243.jpg

6: MDF maintenance

Rating: 8

7: Network diagram available at MDF

Rating: 10

Attachments :

QUE109\_IMG\_20180727\_112426.jpg

QUE109\_IMG\_20180727\_112436.jpg

QUE109\_IMG\_20180727\_112444.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

Attachments :

QUE117\_IMG\_20180727\_112635.jpg

Observation Text :

Total 7 digital Phones available

3: Room Phone Instrument complaints

Rating: 10

4: Condition of Room phones

Rating: 10

Attachments :

QUE119\_IMG\_20180727\_134521.jpg

## 5: Condition of bathroom phones

Rating: 10

Attachments :

QUE120\_IMG\_20180727\_134532.jpg

## 6: Status of standby room phones

Rating: 10

Observation Text :

10 stand by phones available

## 7: Status of standby Bath room phones

Rating: 10

Observation Text :

5 bathroom phones available

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

## 1: Working condition of phones

Rating: 10

## 2: Not working/Scrapped phones

Rating: 10

Attachments :

QUE124\_IMG\_20180727\_134722.jpg

QUE124\_IMG\_20180727\_134741.jpg

Observation Text :

No scrap phones available

## 3: Frequency of repairs

Rating: 8

## 4: CUG Plan utilisation

Rating: 8

Observation Text :

Using 311 plan

**Section:** Internet WIFI**Subsection:** Wireline Internet

## 1: Condition of Wireline Switches

Rating: 8

Attachments :

QUE127\_IMG\_20180727\_135226.jpg

QUE127\_IMG\_20180727\_135233.jpg

## 2: Condition of Patch chords provided in rooms

Rating: 8

Attachments :

QUE128\_IMG\_20180727\_135247.jpg

- 3: No of rooms patch chords checked/Replaced  
Rating: 10

- 4: Provision for Wireline in Banquets  
Rating: 10

Attachments :

QUE130\_IMG\_20180727\_152527.jpg

- 5: UPS Power supply to Switches.  
Rating: 10

Attachments :

QUE131\_IMG\_20180727\_152548.jpg

**Section:** Internet WIFI

**Subsection:** WIFI

- 1: Working of Access points  
Rating: 10

Attachments :

QUE132\_IMG\_20180727\_141520.jpg

- 2: Uninterrupted power supply to Access points  
Rating: 10

- 3: Maintenance of Access points and Antennas  
Rating: 8

- 4: Precautions for external access points  
Rating: 10

- 5: Signal strength in Public areas  
Rating: 10

Attachments :

QUE136\_IMG\_20180726\_171040.jpg

- 6: Signal strength in Rooms  
Rating: 10

Attachments :

QUE137\_IMG\_20180726\_171058.jpg

- 7: 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

3: No.of internet complaints during quarter

Rating: 8

**Section:** Software Audit

**Subsection:** Software Audit

1: Windows Server Licenses - compliance

Rating: 10

Attachments :

QUE142\_IMG\_20180727\_135758.jpg

2: SQL server licenses - compliance

Rating: 10

Attachments :

QUE143\_IMG\_20180727\_135814.jpg

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

7: Open office usage

Rating: 10

**Section:** Software Audit

**Subsection:** Re-installation Procedure

1: Windows - Server ☒ Not Applicable

2: SQL Server ☒ Not Applicable

3: Desktop OS

Rating: 10

Observation Text :

No reinstallation done

4: MS-Office

Rating: 10

**Section:** Network Security

**Subsection: Antivirus**

- 1: Regularly updating the antivirus  
Rating: 10  
Attachments :  
QUE153\_IMG\_20180727\_141955.jpg
- 2: All antivirus software version is same  
Rating: 10
- 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 ☒ 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: 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

Rating: 10

Observation Text :

No exemptions done

11: Changes documented

Rating: 10

### **Section:** Business Applications

#### **Subsection:** PMS software

1: Usage of Software

Rating: 8

2: De-activation of ID on employee exit

Rating: 8

Observation Text :

Some ids are seen

3: User access rights review

Rating: 8

4: Parameter changes during last 3 months

Rating: 8

Observation Text :

vendor tracking

5: Purging of Guest History **NC**

Rating: 0

6: Purging of Reservations

Rating: 8

7: Purging of Guest Ledger

Rating: 8

8: Purging of FO Transaction

Rating: 8

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

Rating: 10

Observation Text :

using in OUT

14: Usage of Debtors followup

Rating: 8

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

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 **NC**

Rating: 0

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 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: 10



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

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

2: Storage of Data Clarity  
Rating: 8

3: Reports working and viewed  
Rating: 8

Attachments :

QUE212\_IMG\_20180727\_150142.jpg

Observation Text :

out going vehicle reports are not available

4: UPS Backup  
Rating: 10

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

1: Working condition of all cameras  
Rating: 9

Observation Text :

Total 61 ips cameras -20 Dvr -3 Nvr -2 1 camera not working in OTB entrance

2: CCTV server/DVR working condition  
Rating: 10

3: Clarity of video captured  
Rating: 8

4: Storage of data in DVR's  
Rating: 8

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

Observation Text :

maintaining 30 days of data

6: Deletion of unnecessary data  
Rating: 10

7: Mail alert camera NW **NC**  
Rating: 0

Observation Text :

Not working

**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 :

QUE222\_IMG\_20180727\_160204.jpg

- 2: Care Software in AMC

Rating: 10

Observation Text :

Updated to fxservice it is under warrenty

- 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

- 7: CRS software in AMC

Rating: 10

Observation Text :

updated to skyres. it is under warrenty

**Section:** AMC & Insurance**Subsection:** EPABX

- 1: Epabx in AMC **NC**

Rating: 0

Observation Text :

waiting for approval

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

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

Rating: 0

Observation Text :

AMC not Taken

**Section:** AMC & Insurance

**Subsection:** Insurance

1: EPABX

Rating: 10

Attachments :

QUE231\_IMG\_20180727\_163229.jpg

Observation Text :

waiting for approval

2: Passport scanner

Rating: 10

Attachments :

QUE232\_IMG\_20180727\_163313.jpg

3: Softwares working with Dongle

Rating: 10

4: Voice Logger ☒ Not Applicable

5: Laptops in Insurance

Rating: 10

Attachments :

QUE235\_IMG\_20180727\_150802.jpg

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

Rating: 0

Observation Text :

Not taken

7: CCTV Cameras

Rating: 10

Attachments :

QUE237\_IMG\_20180727\_150837.jpg

8: Mobile phones.

Rating: 10

**Section:** Documentation and Others

**Subsection:** SMART updation

1: Data network updated **NC**

Rating: 0

Observation Text :

Not upadted

2: Internet Network updated **NC**

Rating: 5

Observation Text :

Not updated

- 3: Distribution charts of switches updated **NC**  
Rating: 5

Observation Text :

Not updated

- 4: UPS layout distribution updated **NC**  
Rating: 0

- 5: I.P. configuration chart

Rating: 10

Attachments :

QUE243\_IMG\_20180727\_151029.jpg

- 6: Virus updation chart

Rating: 10

Attachments :

QUE244\_IMG\_20180727\_164221.jpg

- 7: Backup summary chart **NC**  
Rating: 5

Observation Text :

Not updated

- 8: GUI PMS user chart **NC**  
Rating: 5

- 9: Module attributes **NC**  
Rating: 5

- 10: Maintenance charts **NC**  
Rating: 5

Observation Text :

Not updated

- 11: Data server configuration **NC**  
Rating: 5

Observation Text :

Not updated

- 12: Care server configuration ☒ Not Applicable

- 13: CCTV server configuration **NC**  
Rating: 5

Observation Text :

Not updated

14: Desktop configuration

Rating: 10

Attachments :

QUE252\_IMG\_20180727\_151006.jpg

**Section:** Documentation and Others

**Subsection:** Weekly Checklist

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

Rating: 10

Attachments :

QUE253\_IMG\_20180727\_151219.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

5: Empty your recycle bin

Rating: 8

6: Delete your Internet files

Rating: 8

7: Clear your browsing history

Rating: 8

Observation Text :

Not doing Weekly

8: Delete your cookies

Rating: 8

9: Update your virus definitions

Rating: 8

10: Run a full virus scan

Rating: 8

11: 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 :

QUE267\_IMG\_20180727\_151457.jpg

Observation Text :

Dining Monly

- 2: Clean your monitor

Rating: 10

- 3: Clean your peripherals

Rating: 8

- 4: Rebuild your desktop

Rating: 8

- 5: Change all your passwords

Rating: 8