Audit Report for Audit ID - AU0075-3

BPM Audit Report for IT Department

Audit Score

82/100

Details

Audit	AU0075
Scheduled Audit	AU0075-3
Location	Visakhapatnam
Hotel	GreenPark Hotel- GPV
Department	BPM-IT
Checklist	BPM Audit Report for IT Department
Audit Type	Internal
Auditor	Venkat A
Start Date	01-10-2018
End Date	31-10-2018
Submitted Date	30-10-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	30
Chronic Issues	10

Comparison

GREENPARK HOTEL- GPV BPM AUDIT REPORT FOR IT DEPARTMENT					
BPM AUDIT REPORT FOR IT DEPARTMENT		Jun 2018	Oct 2018	**VARIANCE**	**% of Increase / Decrease (-/ +)**
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		
1	Critical Tasks	69	43	-26	-37.68%
2	IT intiatives	76	84	8	10.53%
3	Server Maintenance	83	87	4	4.82%
4	Computer Hardware Printers & Switches	63	74	11	17.46%
5	EPABX Telephones and Mobiles	81	64	-17	-20.99%
6	Internet WIFI	100	95	-5	-5%
7	Network Security	75	98	23	30.67%
8	Business Applications	88	91	3	3.41%
9	CCTV	81	81	0	0%
10	AMC & Insurance	88	94	6	6.82%
11	Software Audit	--	100	--	--
12	Documentation and Others	--	77	--	--
Audit Score		🟢 80	🟢 82	2	2.5%

⬆️	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 MONTHLY BACKUP ON MEDIA stored at Finance Fire Proof Safe   **NC**
   Rating: 0

   Observation Text :
   Not done

2: PMS MONTHLY BACKUP ON MEDIA stored at Unit Head Office   **NC**
   Rating: 0

   Observation Text :
   Not Done

3: PMS MONTHLY BACKUP ON MEDIA stored at IT Department   **NC**
   Rating: 0

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

   Observation Text :
   Not Done

5: PMS INS Yearly data on Media   **NC**
   Rating: 0

   Observation Text :
   Not Done

6: EPABX OS - back up once in a month   **NC**
   Rating: 0
   Attachments :
   QUE12_IMG_20181024_155741.png

7: Monthly back up of Fire Wall configuration   **NC**
   Rating: 0

   Observation Text :
   Not done

8: Monthly back up of FAMS, SAL TDS & TDS pack   **NC**
   Rating: 0
   Attachments :
   QUE15_IMG_20181024_155756.png

   Observation Text :
   Not Done Last back up taken on April 2018

9: 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

Section: IT intiatives
Subsection: Data Transfer

1:   Regular updation of Intranet.   **NC**
Rating: 5

Observation Text :
cafeteria menu, events, record sales not updated

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

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

4:   Weighing scale auto capture of weight.   **NC**
Rating: 0

Observation Text :
weight not taking

Section: Computer Hardware Printers & Switches
Subsection: Switches

1:   Network chart at switch level to identify   **NC**
Rating: 0

Observation Text :
No chart maintain

Section: Computer Hardware Printers & Switches
Subsection: UPS Systems

1:   % of Load on each UPS   **NC**
Rating: 0

Section: EPABX Telephones and Mobiles
Subsection: EPABX

1:   Head phones functioning.   **NC**

Rating: 0

Observation Text :
Not in use

2: Cable from MDF and EPABX dressed properly   **NC**
   Rating: 7
   Attachments :
      QUE107_IMG_20181023_160315.jpg

3: MDF maintenance   **NC**
   Rating: 7

Section: Business Applications
Subsection: FAMS SALTDS and TDS Pack

1: Software backup location defined properly   **NC**
   Rating: 0

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

Section: CCTV
Subsection: Vehicle Tracking System

1: Storage of Data Clarity   **NC**
   Rating: 7
   Attachments :
      QUE211_IMG_20181024_150042.jpg

Observation Text :
out going camera not clarity

Section: CCTV
Subsection: CCTV

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

Section: AMC & Insurance
Subsection: Others

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

Observation Text :
out of amc

Section: Documentation and Others
Subsection: SMART updation

1: Distribution charts of switches updated   **NC**
   Rating: 6

Observation Text :
Not up to date

2: Backup summary chart **NC**
    Rating: 7

Observation Text :
Not up to date

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

Observation Text :
Not available

4: CCTV server configuration **NC**
    Rating: 0

Observation Text :
Not available

Section: Documentation and Others
Subsection: Quarterly Checklist

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

2: Change all your passwords **NC**
    Rating: 7

Chronic

Section: Critical Tasks
Subsection: Important Tasks

1: EPABX OS - back up once in a month   **NC**
   Rating: 0
   Attachments :
     QUE12_IMG_20181024_155741.png

2: Monthly back up of FAMS, SAL TDS & TDS pack   **NC**
   Rating: 0
   Attachments :
     QUE15_IMG_20181024_155756.png

   Observation Text :
   Not Done Last back up taken on April 2018

Section: IT intiatives
Subsection: IT initiatives

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

   Observation Text :
   Not Working

Section: IT intiatives
Subsection: Data Transfer

1: Regular updation of Intranet.   **NC**
   Rating: 5

   Observation Text :
   cafeteria menu, events, record sales not updated

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

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

Section: Computer Hardware Printers & Switches
Subsection: Switches

1: Network chart at switch level to identify   **NC**
   Rating: 0

   Observation Text :
   No chart maintain

Section: EPABX Telephones and Mobiles

Subsection: EPABX

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

Observation Text :
Not in use

Section: CCTV
Subsection: Vehicle Tracking System

1: Storage of Data Clarity   **NC**
   Rating: 7
Attachments :
   QUE211_IMG_20181024_150042.jpg

Observation Text :
out going camera not clarity

Section: AMC & Insurance
Subsection: Others

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

Observation Text :
out of amc

Subsection: EPABX

1: Head phones functioning.   **NC**

Audit Questionnaire

Section: Critical Tasks
Subsection: Important Tasks

1: PMS Back up scheduled for every 6 hours
   Rating: 10
   Attachments :
      QUE1_IMG_20181024_155642.png

2: PMS Manual DB backup at 10am on separate PC
   Rating: 8
   Attachments :
      QUE2_IMG_20181024_155658.png

3: PMS MONTHLY BACKUP ON MEDIA stored at Finance Fire Proof Safe   **NC**
   Rating: 0

   Observation Text :
   Not done

4: PMS MONTHLY BACKUP ON MEDIA stored at Unit Head Office   **NC**
   Rating: 0

   Observation Text :
   Not Done

5: PMS MONTHLY BACKUP ON MEDIA stored at IT Department   **NC**
   Rating: 0

6: Loading latest security patches on server
   Rating: 10

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   **NC**
   Rating: 0

   Observation Text :
   Not Done

10: Pen drives blocked on all Systems   ☑ Not Applicable

11: Internet access to users as per our policy

Rating: 10

12: EPABX OS - back up once in a month   **NC**
Rating: 0
Attachments :
QUE12_IMG_20181024_155741.png

13: EPABX Preventive once in 6 months
Rating: 10
Attachments :
QUE13_IMG_20181024_142233.jpg

14: Monthly back up of Fire Wall configuration   **NC**
Rating: 0

Observation Text :
Not done

15: Monthly back up of FAMS, SAL TDS & TDS pack   **NC**
Rating: 0
Attachments :
QUE15_IMG_20181024_155756.png

Observation Text :
Not Done Last back up taken on April 2018

16: Monthly Audit of website for proper functioning
Rating: 10

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_20181024_155810.png

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

Observation Text :
Not Working

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

Observation Text :
Not Working

4: Guest Room key card interface to PMS. ☑ Not Applicable

5: Airport Pickup Software - Zoop.
   Rating: 10
 Attachments :
   QUE22_IMG_20181024_155834.png

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_20181024_155848.png

9: CARE - call center software functioning and usage.
   Rating: 10
 Attachments :
   QUE26_IMG_20181024_155908.png

10: online Entry of KOT for buffets using TABS. ☑ Not Applicable

11: F&B Surveys on TABS from guest in outlets.
    Rating: 10

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: 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
Attachments :
QUE35_IMG_20181024_155940.png

4: Regular updation of Intranet. **NC**
Rating: 5

Observation Text :
cafeteria menu, events, record sales not updated

5: Visitor Management System functioning.
Rating: 10
Attachments :
QUE37_IMG_20181024_160044.png

6: Vendor Tracking System.
Rating: 10
Attachments :
QUE38_IMG_20181024_160059.png

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_20181024_163509.png

10: Purchase Requisition authorization online - 2 levels.
Rating: 10
Attachments :
QUE42_IMG_20181024_163518.png

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

12: PO PDF mail.
Rating: 10
Attachments :
QUE44_IMG_20181024_163541.png

13: ANPR system working status.
Rating: 8
Attachments :
QUE45_IMG_20181024_163610.jpg

14: Mobile provided for Task Manager Working.

Rating: 10

15: IP Camera at - Receiving.
     Rating: 10
   Attachments :
     QUE47_IMG_20181024_163629.png

16: IP Camera at - Banquets Plate wash.
     Rating: 10
   Attachments :
     QUE48_IMG_20181024_163659.jpg

17: IP Camera at - Banquets Plate Issue Area.
     Rating: 10

18: Weighing scale auto capture of weight.   **NC**
     Rating: 0

   Observation Text :
   weight not taking

19: Capture of Photo while receiving.
     Rating: 10

Section: Server Maintenance
Subsection: Server Maintenance

1: Regular Monitoring of Event logs
    Rating: 8

2: Regular checking for RAID Alarms
    Rating: 8

3: Regular checking for hardware errors
    Rating: 8

4: Daily Monitoring of SQL Sever logs
    Rating: 8

5: Rack maintained well - Dust free
    Rating: 9
   Attachments :
     QUE56_IMG_20181024_143215.jpg

6: Switch Maintenance at Server room   ☑ Not Applicable

7: All patch chords labeled
    Rating: 9
   Attachments :
     QUE58_IMG_20181023_160113.jpg

8: All cables dressed properly and identified
   Rating: 10
 Attachments :
   QUE59_IMG_20181023_160123.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
   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
   Rating: 10

16: Disable of un-necessary services
   Rating: 8

17: Anti virus policy for server
   Rating: 10

18: Fire wall policy for server
   Rating: 10

19: Checking for memory utilisation
   Rating: 8

20: Server room temperature below 24 degrees ☑ Not Applicable

21: User accounts and policies
   Rating: 8

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

25: Don't share the folders except PMS Folder ☑ Not Applicable

Section: Computer Hardware Printers & Switches
Subsection: Computers

1: Following the local user access procedure
     Rating: 8

2: Following weekly check list ☑ Not Applicable

3: Following the Monthly check list ☑ Not Applicable

4: Following the Quarterly check list ☑ Not Applicable

5: Following the Yearly check list ☑ Not Applicable

6: Regularly taking the computers data backup ☑ Not Applicable

7: Monitoring the computers hard drives logs ☑ Not Applicable

8: Licenced softwares only installed ☑ Not Applicable

9: Maintaing the systems asset management
     Rating: 9
   Attachments :
     QUE85_IMG_20181024_170023.png

10: Properly installed the Antivirus
     Rating: 10

11: Computer Internal firewall is enabled
     Rating: 10

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
    Rating: 10
  Attachments :
    QUE96_IMG_20181023_154855.jpg

3: Dressing of cabling
    Rating: 10

4: Network chart at switch level to identify **NC**
    Rating: 0

  Observation Text :
  No chart maintain

Section: Computer Hardware Printers & Switches
Subsection: UPS Systems

1: Earthing to UPS power supply ☑ Not Applicable

2: Battery working condition ☑ Not Applicable

3: UPS Load distribution chart updated
    Rating: 10
  Attachments :
    QUE101_IMG_20181025_132650.png

  Observation Text :
  No chart available

4: % of Load on each UPS **NC**
    Rating: 0

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 ☑ Not Applicable

4: Head phones functioning. **NC**
    Rating: 0

  Observation Text :
  Not in use

5: Cable from MDF and EPABX dressed properly **NC**
    Rating: 7
  Attachments :

QUE107_IMG_20181023_160315.jpg

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

7: Network diagram available at MDF
  Rating: 10
  Attachments :
  QUE109_IMG_20181024_170227.png

  Observation Text :
  Not available

8: PRI card functioning ☑ Not Applicable

9: Digital Cards functioning -Any faulty ext. ☑ Not Applicable

10: Analog extensions working -Any faulty ext. ☑ Not Applicable

11: Working condition of FCBC ☑ Not Applicable

12: FCBC battery back up ☑ Not Applicable

13: Analog trunks functioning. ☑ Not Applicable

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 ☑ Not Applicable

2: Not working/Scrapped phones ☑ Not Applicable

3: Frequency of repairs ☑ Not Applicable

4: CUG Plan utilisation
   Rating: 8

   Observation Text :
   399 USING - HOD 799 PLANS for GM & Sales Dir

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 ☑ Not Applicable

6: Signal strength in Rooms ☑ Not Applicable

7: Signal Strength in Banquets ☑ Not Applicable

Section: Internet WIFI
Subsection: General

1: No of staff trained on WIFI - Min.-3/month ☑ Not Applicable

2: Internet load analysis
   Rating: 10
  Attachments :
   QUE140_IMG_20181024_170444.png

3: No.of internet complaints during quarter
   Rating: 9

Section: Software Audit
Subsection: Software Audit

1: Windows Server Licenses - compliance
    Rating: 10
  Attachments :
    QUE142_IMG_20181023_175321.jpg

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

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
    Rating: 10

4: MS-Office
    Rating: 10

Section: Network Security
Subsection: Antivirus

1: Regularly updating the antivirus
    Rating: 10
  Attachments :
    QUE153_IMG_20181024_170519.png

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 ☑ 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: 10

3: .exe files are blocked to all computers ☑ Not Applicable

4: Social network sites blocked to unauthorized users
   Rating: 10

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
 Attachments :
   QUE170_IMG_20181024_170743.jpg

10: Exemptions on fire wall documented
   Rating: 10

 Observation Text :
 No changes done

11: Changes documented
   Rating: 10

 Observation Text :
 No changes

Section: Business Applications
Subsection: PMS software

1:   Usage of Software
      Rating: 10

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

      Observation Text :
      some left employee id's found

3:   User access rights review
      Rating: 10

4:   Parameter changes during last 3 months
      Rating: 10

5:   Purging of Guest History
      Rating: 8

6:   Purging of Reservations
      Rating: 8

7:   Purging of Guest Ledger
      Rating: 8

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   ☑ Not Applicable

13: Online KOT printing
      Rating: 10

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
   Rating: 10

Section: Business Applications
Subsection: FAMS SALTDS and TDS Pack

1: Software backup location defined properly   **NC**
   Rating: 0

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

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 Applicable

8: Time Office Integration
   Rating: 10
   Attachments :

QUE202_IMG_20181024_170852.png

Section: Business Applications
Subsection: Website

1:   Regular updation of Website information
        Rating: 10

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
     Attachments :
        QUE209_IMG_20181024_170902.png

Section: CCTV
Subsection: Vehicle Tracking System

1:   Data capturing happening on DVR & Server
        Rating: 10

2:   Storage of Data Clarity   **NC**
        Rating: 7
     Attachments :
        QUE211_IMG_20181024_150042.jpg

     Observation Text :
     out going camera not clarity

3:   Reports working and viewed
        Rating: 8
     Attachments :
        QUE212_IMG_20181025_100458.jpg

4: UPS Backup
     Rating: 10

Section: CCTV
Subsection: CCTV

1: Working condition of all cameras
     Rating: 8

   Observation Text :
   total - 60 cameras 14 - ip cameras 4 - cameras not working 1- banquet 1 - consult 1 -
   service lift 1 - meadows 46 - analog cameras

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
     Rating: 10

6: Deletion of unnecessary data
     Rating: 8

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

Section: AMC & Insurance
Subsection: Computers AMC

1: Servers are covered under AMC
     Rating: 10

   Observation Text :
   under warranty

Section: AMC & Insurance
Subsection: Software AMC

1: PMS Software in AMC
     Rating: 10

2: Care Software in AMC
     Rating: 10

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

   Observation Text :
   under warranty

7: CRS software in AMC
      Rating: 10

Section: AMC & Insurance
Subsection: EPABX

1: Epabx in AMC
      Rating: 10

Section: AMC & Insurance
Subsection: Others

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

   Observation Text :
   out of amc

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

7: CCTV Cameras
      Rating: 10

Observation Text :
under warranty

8: Mobile phones.
   Rating: 10

Section: Documentation and Others
Subsection: SMART updation

1: Data network updated
   Rating: 10
   Attachments :
      QUE239_IMG_20181025_124850.png

2: Internet Network updated
   Rating: 8

   Observation Text :
   not upto date

3: Distribution charts of switches updated   **NC**
   Rating: 6

   Observation Text :
   Not up to date

4: UPS layout distribution updated
   Rating: 10
   Attachments :
      QUE242_IMG_20181025_124954.png

   Observation Text :
   not available

5: I.P. configuration chart
   Rating: 10
   Attachments :
      QUE243_IMG_20181025_124919.png

6: Virus updation chart
   Rating: 8

   Observation Text :
   chart not up to date

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

   Observation Text :
   Not up to date

8: GUI PMS user chart
   Rating: 10

Attachments :
QUE246_IMG_20181025_124930.png

9: Module attributes
Rating: 10

10: Maintenance charts
Rating: 8

Observation Text :
not up to date

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

Observation Text :
Not available

12: Care server configuration ☑ Not Applicable

13: CCTV server configuration **NC**
Rating: 0

Observation Text :
Not available

14: Desktop configuration
Rating: 10

Observation Text :
Not available

Section: Documentation and Others
Subsection: Weekly Checklist

1: Run a disk scan to check for hard drive issues
Rating: 8

2: Run a defragmentation program
Rating: 8

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

4: Back up your files to a remote location
Rating: 8

5: Empty your recycle bin
Rating: 8

6: Delete your Internet files
Rating: 8

7: Clear your browsing history
   Rating: 8

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: 8

2: Clean your monitor
   Rating: 8

3: Clean your peripherals
   Rating: 8

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

5: Change all your passwords   **NC**
   Rating: 7