Audit Report for Audit ID - AU0089-3

BPM Audit Report for IT Department

Audit Score

85/100

Details

Audit	AU0089
Scheduled Audit	AU0089-3
Location	Hyderabad
Hotel	AVASA Hotel
Department	BPM-IT
Checklist	BPM Audit Report for IT Department
Audit Type	Internal
Auditor	Venkat A
Start Date	01-02-2019
End Date	28-02-2019
Submitted Date	26-02-2019
Status	Completed
Assigned By	Administrator Account
Non-Compliance	32
Chronic Issues	22

Comparison

AVASA HOTEL
BPM AUDIT REPORT FOR IT DEPARTMENT

BPM AUDIT REPORT FOR IT DEPARTMENT		Sep 2018	Feb 2019	VARIANCE	% of Increase / Decrease (-/+)
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		
1	Critical Tasks	59	82	23	38.98%
2	IT intiatives	78	79	1	1.28%
3	Server Maintenance	86	90	4	4.65%
4	Computer Hardware Printers & Switches	70	87	17	24.29%
5	EPABX Telephones and Mobiles	85	98	13	15.29%
6	Internet WIFI	95	99	4	4.21%
7	Software Audit	100	100	0	0%
8	Network Security	92	83	-9	-9.78%
9	Business Applications	87	98	11	12.64%
10	CCTV	81	44	-37	-45.68%
11	AMC & Insurance	87	87	0	0%
12	Documentation and Others	58	76	18	31.03%
Audit Score		🟢 82	🟢 85	3	3.66%

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

Non-Compliance

Section: Critical Tasks
Subsection: Important Tasks

1: PMS Back up scheduled for every 6 hours   **NC**
   Rating: 0

   Observation Text :
   Not doing

2: EPABX Preventive once in 6 months   **NC**
   Rating: 0

   Observation Text :
   Not done

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

   Observation Text :
   SUGGESTED TO TAKE NEW CAMERAS

Section: IT intiatives
Subsection: IT initiatives

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

   Observation Text :
   Integration not working

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

   Observation Text :
   Not working

3: online Entry of KOT for buffets using TABS.   **NC**
   Rating: 6

   Observation Text :
   Not using regularly

Section: IT intiatives
Subsection: Data Transfer

1: Regular updation of Intranet.   **NC**
   Rating: 6

   Observation Text :
   Cafeteria menu, new employee joins, record sales are not updated

2:   Visitor Management System functioning.   **NC**
    Rating: 0

   Observation Text :
   Not using

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

   Observation Text :
   Not using

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

   Observation Text :
   Not using

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

Section: Server Maintenance
Subsection: Server Maintenance

1:   Rack maintained well - Dust free   **NC**
    Rating: 7
   Attachments :
     QUE297_IMG_20190221_110320.jpg
     QUE297_IMG_20190221_110335.jpg
     QUE297_IMG_20190221_110347.jpg

Section: Computer Hardware Printers & Switches
Subsection: Computers

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

   Observation Text :
   Not taking regularly

2:   Yearly once doing the clean format   **NC**
    Rating: 6

   Observation Text :
   Not doing

Section: Computer Hardware Printers & Switches
Subsection: Switches

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

   Observation Text :

No chart avaliable

Section: Network Security
Subsection: Firewall

1:   Exemptions on fire wall documented   **NC**
    Rating: 0

   Observation Text :
No document Mainting

2:   Changes documented   **NC**
    Rating: 0

   Observation Text :
No documents avaliable

Section: Business Applications
Subsection: PMS software

1:   Purging of FO Transaction   **NC**
    Rating: 7

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

   Observation Text :
Not working

Section: AMC & Insurance
Subsection: Computers AMC

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

   Observation Text :

Suggested to take AMC r replace AMC

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: 7

    Observation Text :
    No chart available

2: Internet Network updated   **NC**
    Rating: 0

    Observation Text :
    No chart available

3: Distribution charts of switches updated   **NC**
    Rating: 0

    Observation Text :
    No charts avaliable

4: Backup summary chart   **NC**
    Rating: 5
    Attachments :
      QUE466_IMG_20190221_163909.jpg

    Observation Text :
    Chart maintain for pms only

Section: Documentation and Others
Subsection: Monthly Checklist

1: Check for updates - OS   **NC**
    Rating: 7

2: Delete/uninstall unneeded or unused programs   **NC**
    Rating: 7

3: 50% of the above to be completed   **NC**
    Rating: 7

Chronic

Section: Critical Tasks
Subsection: Important Tasks

   1: PMS Back up scheduled for every 6 hours   **NC**
      Rating: 0

     Observation Text :
     Not doing

   2: EPABX Preventive once in 6 months   **NC**
      Rating: 0

     Observation Text :
     Not done

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

     Observation Text :
     SUGGESTED TO TAKE NEW CAMERAS

Section: IT intiatives
Subsection: IT initiatives

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

     Observation Text :
     Integration not working

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

     Observation Text :
     Not working

Section: IT intiatives
Subsection: Data Transfer

   1: Regular updation of Intranet.   **NC**
      Rating: 6

     Observation Text :
     Cafeteria menu, new employee joins, record sales are not updated

   2: Visitor Management System functioning.   **NC**
      Rating: 0

     Observation Text :
     Not using

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

   Observation Text :
   Not using

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

   Observation Text :
   Not using

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

Section: Server Maintenance
Subsection: Server Maintenance

1:   Rack maintained well - Dust free   **NC**
   Rating: 7
   Attachments :
      QUE297_IMG_20190221_110320.jpg
      QUE297_IMG_20190221_110335.jpg
      QUE297_IMG_20190221_110347.jpg

Section: Computer Hardware Printers & Switches
Subsection: Computers

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

   Observation Text :
   Not taking regularly

Section: Computer Hardware Printers & Switches
Subsection: Switches

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

   Observation Text :
   No chart avaliable

Section: CCTV
Subsection: Vehicle Tracking System

1:   Reports working and viewed   **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: 7

      Observation Text :
      No chart available

   2: Internet Network updated   **NC**
      Rating: 0

      Observation Text :
      No chart available

   3: Distribution charts of switches updated   **NC**
      Rating: 0

      Observation Text :
      No charts avaliable

   4: Backup summary chart   **NC**
      Rating: 5
      Attachments :
        QUE466_IMG_20190221_163909.jpg

      Observation Text :
      Chart maintain for pms only

Section: Documentation and Others
Subsection: Monthly Checklist

   1: Check for updates - OS   **NC**
      Rating: 7

   2: Delete/uninstall unneeded or unused programs   **NC**
      Rating: 7

   3: 50% of the above to be completed   **NC**
      Rating: 7

Audit Questionnaire

Section: Critical Tasks
Subsection: Important Tasks

1: PMS Back up scheduled for every 6 hours   **NC**
   Rating: 0

   Observation Text :
   Not doing

2: PMS Manual DB backup at 10am on separate PC
   Rating: 10
   Attachments :
      QUE244_IMG_20190222_095140.jpeg

3: PMS MONTHLY BACKUP ON MEDIA stored at Finance Fire Proof Safe
   Rating: 10
   Attachments :
      QUE245_IMG_20190222_095206.jpeg

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
   Rating: 10

7: Daily downloading of latest Antivirus SUPERDAT file
   Rating: 10

8: Fire Wall Policy as per our policy for server / others
   Rating: 10
   Attachments :
      QUE250_IMG_20190222_095241.jpeg

9: PMS INS Yearly data on Media
   Rating: 10
   Attachments :
      QUE251_IMG_20190222_095249.jpeg

10: Pen drives blocked on all Systems
   Rating: 10

11: Internet access to users as per our policy
   Rating: 10

12: EPABX OS - back up once in a month
Rating: 10
Attachments :
QUE254_IMG_20190222_095303.jpeg

13: EPABX Preventive once in 6 months   **NC**
Rating: 0

Observation Text :
Not done

14: Monthly back up of Fire Wall configuration
Rating: 10
Attachments :
QUE256_IMG_20190222_095321.jpeg

15: Monthly back up of FAMS, SAL TDS & TDS pack
Rating: 10
Attachments :
QUE257_IMG_20190222_095331.jpeg

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

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

Observation Text :
SUGGESTED TO TAKE NEW CAMERAS

Section: IT intiatives
Subsection: IT initiatives

1: Guest Photo Check-in
Rating: 10
Attachments :
QUE260_IMG_20190222_095348.jpeg

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

Observation Text :
Integration not working

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

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

Observation Text :
Not working

5: Airport Pickup Software - Zoop.
 Rating: 10

6: Room Survey on TAB from guest while Check-out.
 Rating: 10

 Observation Text :
 Software working front office team not using

7: Voice logger working .
 Rating: 10
 Attachments :
 QUE266_IMG_20190221_130805.jpg

8: I-Alert - message working and usage.
 Rating: 10
 Attachments :
 QUE267_IMG_20190222_095428.jpeg

9: SKYRES- call center software functioning and usage.
 Rating: 10

10: online Entry of KOT for buffets using TABS.   **NC**
 Rating: 6

 Observation Text :
 Not using regularly

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: Sales Force Data Transfer to PMS and PMS to SF.
 Rating: 10

2: SKYRES booking transfers.
 Rating: 10

3: Regular updation of Intranet.   **NC**
    Rating: 6

Observation Text :
Cafeteria menu, new employee joins, record sales are not updated

4: Visitor Management System functioning.   **NC**
    Rating: 0

Observation Text :
Not using

5: Vendor Tracking System.
    Rating: 10
  Attachments :
    QUE279_DOC_20190222_095532.xls

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

Observation Text :
Not using

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

Observation Text :
Not using

8: Purchase indent authorization online .
    Rating: 10
  Attachments :
    QUE282_IMG_20190222_095547.jpeg

9: Purchase Requisition authorization online - 2 levels.
    Rating: 10
  Attachments :
    QUE283_IMG_20190222_095557.jpeg

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

11: PO PDF mail.
    Rating: 10

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

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

14: IP Camera at - Receiving.

Rating: 10
Attachments :
QUE288_IMG_20190222_095614.jpeg

15: IP Camera at - Banquets Plate wash.
Rating: 10
Attachments :
QUE289_IMG_20190222_095618.jpeg

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

17: Weighing scale auto capture of weight.
Rating: 10
Attachments :
QUE291_IMG_20190221_184658.jpg
QUE291_IMG_20190221_184720.jpg

18: Capture of Photo while receiving.
Rating: 10
Attachments :
QUE292_IMG_20190221_184710.jpg

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   **NC**
Rating: 7
Attachments :
QUE297_IMG_20190221_110320.jpg
QUE297_IMG_20190221_110335.jpg
QUE297_IMG_20190221_110347.jpg

6: Switch Maintenance at Server room
Rating: 8

7: All patch chords labeled
Rating: 10

Attachments :
QUE299_IMG_20190221_110009.jpg
QUE299_IMG_20190221_110030.jpg

8:   All cables dressed properly and identified
Rating: 10
Attachments :
QUE300_IMG_20190221_110052.jpg

9:   Power sockets check
Rating: 10

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: 10

15:   Loading of latest security patches
Rating: 10

16:   Disable of un-necessary services
Rating: 9

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
Rating: 10

21:   User accounts and policies
Rating: 10

22:   Deletion of not in use DB's after backup
Rating: 8

23: Admin account restrict from remote login
       Rating: 10

24: Don't share the folders except PMS Folder
       Rating: 8

   Observation Text :
   Fams tds and sal tds in share

Section: Computer Hardware Printers & Switches
Subsection: Computers

1: Following the local user access procedure
       Rating: 10

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

   Observation Text :
   Not taking regularly

3: Monitoring the computers hard drives logs
       Rating: 8

4: Licenced softwares only installed
       Rating: 10

5: Maintaing the systems asset management
       Rating: 10
   Attachments :
       QUE321_IMG_20190221_125533.jpg
       QUE321_IMG_20190221_125550.jpg

6: Properly installed the Antivirus
       Rating: 10

7: Computer Internal firewall is enabled
       Rating: 10

8: Computers are Maintained cleanly
       Rating: 8

9: UPS power supply to Computers
       Rating: 10

10: Yearly once doing the clean format   **NC**
       Rating: 6

   Observation Text :
   Not doing

11: Mail data backup & deletion of unwanted mails

Rating: 8

12: Mailing address book updation
Rating: 10

Section: Computer Hardware Printers & Switches
Subsection: Printers

1: Regular Servicing of Printers
Rating: 9

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
Attachments :
QUE332_IMG_20190221_154443.jpg

3: Dressing of cabling
Rating: 8
Attachments :
QUE333_IMG_20190221_154453.jpg

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

Observation Text :
No chart avaliable

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   ☑ Not Applicable

4: % of Load on each UPS
Rating: 10

Observation Text :
Maintaining 60% load

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 :
    QUE340_IMG_20190221_125942.jpg
    QUE340_IMG_20190221_130013.jpg

3: Telephone consoles functioning
    Rating: 10

4: Head phones functioning.
    Rating: 10

5: Cable from MDF and EPABX dressed properly
    Rating: 10
  Attachments :
    QUE343_IMG_20190221_130059.jpg

6: MDF maintenance
    Rating: 10

7: Network diagram available at MDF
    Rating: 10
  Attachments :
    QUE345_IMG_20190221_130133.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: 9

2: Functioning of Digital Phones
   Rating: 10

3: Room Phone Instrument complaints
   Rating: 9

4: Condition of Room phones
   Rating: 10

5: Condition of bathroom phones
   Rating: 10

6: Status of standby room phones
   Rating: 10

   Observation Text :
   7 room available in standby

7: Status of standby Bath room phones
   Rating: 10

   Observation Text :
   2 bathroom phones avaliable in standby

Section: EPABX Telephones and Mobiles
Subsection: Mobile Phones

1: Working condition of phones
   Rating: 10

2: Not working/Scrapped phones
   Rating: 8

   Observation Text :
   5 scrap mobiles avaliable

3: Frequency of repairs
   Rating: 9

4: CUG Plan utilisation
   Rating: 10

Section: Internet WIFI
Subsection: Wireline Internet

1: Condition of Wireline Switches
   Rating: 10

2: Provision for Wireline in Banquets
    Rating: 10
  Attachments :
    QUE364_IMG_20190221_154637.jpg
    QUE364_IMG_20190221_154646.jpg

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: 9

4: Signal strength in Public areas
    Rating: 10
  Attachments :
    QUE368_IMG_20190221_131331.jpg

5: Signal strength in Rooms
    Rating: 10

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 :
    QUE372_IMG_20190222_095815.jpeg

3: No.of internet complaints during quarter
    Rating: 10

Section: Software Audit
Subsection: Software Audit

1: Windows Server Licenses - compliance
    Rating: 10
  Attachments :
    QUE374_IMG_20190221_131909.jpg

2:   SQL server licenses - compliance
    Rating: 10
  Attachments :
    QUE375_IMG_20190221_131945.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:   Desktop OS
    Rating: 10

2:   MS-Office
    Rating: 10

Section: Network Security
Subsection: Antivirus

1:   Regularly updating the antivirus
    Rating: 10
  Attachments :
    QUE383_IMG_20190226_150027.jpeg

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: 8

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

Section: Network Security
Subsection: Firewall

1:   Regularly monitoring the Dell Sonic firewall
       Rating: 8

2:   New updates and patches are installed
       Rating: 10
   Attachments :
       QUE392_IMG_20190222_095832.jpeg

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: 8

6:   Monitor -Malicious abnormal activity
       Rating: 8

7:   Regular review of logs -VPN -Firewall
       Rating: 8

8:   Regular review of logs -Routers-IDS-IPS-Firewall
       Rating: 8

9:   Default deny policy must be installed
       Rating: 10

10:   Exemptions on fire wall documented   **NC**
       Rating: 0

   Observation Text :
   No document Mainting

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

   Observation Text :
   No documents avaliable

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: 10

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   **NC**
    Rating: 7

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 10 Pie 2 Main kitchen -1 Ohm - 1 Ohm restaurant - 2 Sky bar 2 Sky terrace 1
   Sky kitchen 1

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: 10

2:   Weekly tracking backup for 3 softwares
        Rating: 10

   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: 8

   Observation Text :
   Total 98 Ip camera - 6 HD-3 Anlog - 89 Notworking - 3 Nvr -1 Dvr - 8

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

3: Clarity of video captured
   Rating: 8

4: Storage of 60 days data

Rating: 10

5: Deletion of unnecessary data
Rating: 8

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

Observation Text :
Not working

Section: AMC & Insurance
Subsection: Computers AMC

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

Observation Text :
Suggested to take AMC r replace AMC

Section: AMC & Insurance
Subsection: Software AMC

1: PMS Software in AMC
Rating: 10
Attachments :
QUE446_DOC_20190222_095923.pdf

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

Section: AMC & Insurance
Subsection: EPABX

1: Epabx in AMC
Rating: 10
Attachments :
QUE451_DOC_20190222_095934.pdf

Section: AMC & Insurance
Subsection: Others

1: Vehicle recording in AMC   **NC**

Rating: 0

Section: AMC & Insurance
Subsection: Insurance

1: EPABX
   Rating: 10
   Attachments :
      QUE453_IMG_20190221_185305.jpg

2: Passport scanner
   Rating: 10

3: Softwares working with Dongle
   Rating: 10
   Attachments :
      QUE455_IMG_20190221_185350.jpg

4: Voice Logger
   Rating: 10

5: Laptops in Insurance
   Rating: 10
   Attachments :
      QUE457_IMG_20190221_185418.jpg

6: Insurance for UPS less than 1 KVA
   Rating: 10

7: CCTV Cameras
   Rating: 10

Section: Documentation and Others
Subsection: SMART updation

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

   Observation Text :
   No chart available

2: Internet Network updated   **NC**
   Rating: 0

   Observation Text :
   No chart available

3: Distribution charts of switches updated   **NC**
   Rating: 0

   Observation Text :
   No charts avaliable

4:   UPS layout distribution updated   ☑ Not Applicable

5:   I.P. configuration chart
    Rating: 10
  Attachments :
    QUE464_IMG_20190221_164514.jpg
    QUE464_IMG_20190221_164540.jpg

6:   Virus updation chart   ☑ Not Applicable

7:   Backup summary chart   **NC**
    Rating: 5
  Attachments :
    QUE466_IMG_20190221_163909.jpg

  Observation Text :
  Chart maintain for pms only

8:   Module attributes
    Rating: 10
  Attachments :
    QUE467_IMG_20190221_164711.jpg
    QUE467_IMG_20190221_164741.jpg

9:   Data server configuration
    Rating: 10
  Attachments :
    QUE468_IMG_20190221_152248.jpg

10:   CCTV server configuration   ☑ Not Applicable

11:   Desktop configuration
    Rating: 10
  Attachments :
    QUE470_IMG_20190221_164824.jpg
    QUE470_IMG_20190221_164851.jpg

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:   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 **NC**
Rating: 7

2: Delete/uninstall unneeded or unused programs **NC**
Rating: 7

3: 50% of the above to be completed **NC**
Rating: 7

Section: Documentation and Others
Subsection: Quarterly Checklist

1: Clean your keyboard
Rating: 10
Attachments :
QUE481_IMG_20190221_151551.jpg

2: Clean your monitor
Rating: 10

3: Clean your peripherals
Rating: 8

4: Change all your passwords
Rating: 10