EPATHUSA

PROCESS MANUAL – NETWORK & SYSTEM ADMINSITARTION

Issue No: 01   Date: xxxxxx

Revision/Version: 00   Date: xxxxx

Copy No: _____ Copy Holder _____

	Prepared By	Issued & Controlled By	Approved By
Designation			
Signature			

Copy Holders

Copy No	Copy Holder
1	Management Representative (Master Copy)
2	Network & System Administrator

CONTENTS

Sl. No	Procedure Name	DOC No	Page No	Revision Status					
				0	**1**	**2**	**3**	**4**	**5**
	QUALITY SYSTEM PROCEDURES								
1.	QSP for Network &System Administration	QSP/EPATHUSA/N&A/01		●					
	DOCUMENTS								
2.	List of Hardware	DOC/EPATHUSA/N&A/01		●					
3.	List of Software	DOC/EPATHUSA/N&A/02		●					
	FORMATS								
4	Service Call Register	QF/EPATHUSA/N&A/01		●					
5	Back up Register	QF/EPATHUSA/N&A/02		●					

Revision History

DCR No	Date	Nature of Change	Brief Reason for Change	Page / Section Where Changes Made	New Revision No

QSP for Network &System Administration

❖ **Purpose**

The purpose of this manual is to define the policies, standards and processes followed in Network & Systems Administration Dept. of EPATHUSA

❖ **Scope**

This process covers all the activities of the N & A Department, such as installation of hardware and software, creation of user identification/mail identification, network and Internet access, user support and maintenance, devising security policies and plans etc.

❖ **Responsibility**

Network & System Administrator is responsible to ensure that this procedure is implemented & maintained

❖ **Action & Method**

Installation and Configuration of Hardware

1. For New Employee: Manager - HRD shall send N&A, a <u>Request by email to create a new employee login and install</u> required hardware and software resources.

2. For Existing Users: Users who are in need of any new resources shall use the internal mail system to notify N&A, after getting the requisite approval from D or Technical Leader.

3. Upon the requests received from the Functional Heads and employees, N & A would act according to the existing priority levels. Users and HODT shall be kept updated on the status of their request by mail or verbal communication. List of hardware is updated with new user name and software installed

Systems and Network Maintenance

Users are not permitted to move any Systems. Any movement desired has to be communicated to N & A for execution

The N & A will control BIOS passwords of all the systems. If any User changes his BIOS password due to exigency, it is to be intimated to the N & A immediately. Users can change their login passwords for security purposes.

Users are not authorized to open the systems for any reason.

As protection against virus and piracy, the floppy drives, USB ports are either removed or disabled in all development machines. N&A will activate USB Ports against request by mail from D.

Whenever an employee leaves the organization or is transferred to an Associate Company, his user id and mail id shall be disabled as soon as the no dues certificate is signed by N&A effect. These ids shall then be deleted after a period of one month. N & A shall take over the resources after the employee is relieved, and update the <u>List of Hardware</u>.

User Support

Users who have hardware and software related problems should mail a <u>Service Request to N & S</u> or inform verbally to N&A Team

The following general priority levels, indicative in nature, are set for problems resolution:

P-I stands for Priority One	-	Time Required to attend 0– 2 hours
P-II stands for Priority Two	-	Time Required to attend 2– 4 hours
P-III stands for Priority Three	-	Time Required to attend 4– 6 hours
P-IV stands for Priority Four	-	Time Required to attend 6– 12 hours

The time required to attend is interpreted as normal working hours.

P-I	P—II	P—III	P—IV
Mail/PrimaryDomain Controller/IPLC/virus attacks/Project/Test servers failure/down	Proxy server Down **Network Problems** 1. Not able to login. 2. Not able to share folders and resources. 3.Printer Problems	Application Errors, other OS errors.	Up gradation of Software
Automated/Manual Backup failure	**Booting problem** 1.Not able to boot 2.System getting shutdown suddenly 3. Monitor Problem	Mouse Problems, Keyboard Problems	Up gradation of Hardware Like HDD,RAM,FDD,CD ROM.CPU etc.
Backup Device Problem	Network Printer Problem	Mail problems 1.Outlook not working. 2. Unable to send/receive mails	New system for new user / for testing
Router/Internet/ISDN – down	Archival Request for Projects.	Creation of folder on PDC/Database servers	Relocation of system
Power /UPS down	Deleting/giving share access to the database /folders in servers	Backup at user's request	
	Creation / deletion of new user/ old user	Printer Problem/ disconnection for one user	
		Installation of New Software	
		Request of resource/software in floppies/CDs	

Details of service calls attended are recorded in Service call register – QF/EPATHUSA/N&A/01 and once in 3 months the data of calls received during last 3 months will be reviewed and corrective actions are initiated to minimize the similar/ repeated nature of service calls

Security

Security Measures and Policies

The following are the procedures and tools to ensure security
i.   Server Room Access
ii.   Password Discipline
iii.   File Access Permissions
iv.   Access Control for Servers by external machines.

Server Room Access: Only the N&A team members are allowed to enter the server room during working hours. Anybody else requiring access to the server room, like users and Support personnel in the absence of N&A personnel/ Security and when Server Room is locked, need to make entries in the logbook maintained by Security at the time of taking Keys with the specified purpose and duration of the stay.

Password Discipline: The respective User should own passwords of every service. The User is responsible for maintaining the secrecy of his/her password and should follow the guidelines provided by N & A for the same.

N & A maintains the passwords of all server related services. Administrator password shall be changed every month. The changed password shall be placed in a sealed envelope and handed over to the D.

File Access Permissions: For the Project related files, documents etc. D / Technical Leader / Team Leaders will be given Full control and need based access is given to users working in the project.

Access Control to Servers by External Machines: From time to time, external laptops, viz. those belonging to clients, etc, may need to be connected to the network. Depending on the requirement, a temporary user id may need to be created for access to the network. This is done on approval from Director in the form of a Mail. Also, N & A will check that the Laptops are Virus free.

N&A will take adequate precautions to ensure that such temporary ids have access only for the requisite resources, and such IDs will be removed after the job is done.

Asset Identification

All capital IT items purchased/acquired by GTL are entered in the <u>List of Hardware</u> and identified with a unique identification number. The asset identification numbering scheme is maintained in 3 parts:

Part 1 –X defines the type of the asset i.e. a workstation or a server or test machine etc.

Part 2 – YYY identifies the Department.

Part 3 – identifies, running serial number for that type of the asset.

The asset numbering detail is enumerated below:

- X/YYY/ZZZ
- ITEM Type / DEPT ID / SERIAL NO.

EXAMPLE:

W/PROJ/001 – This numbering identifies that the asset is a workstation in Projects Department and Sl. no. is 001

BACKUP

Backup operations are designed to protect users' data / work stored in the servers in the event of server failure.

The objectives are to,

Eliminate the responsibility of backing up of work from all users

Ensure minimal loss of users' work / data

Ensure fastest restore and service restart for users

Ensure minimum downtime possible

Tapes / CD/DVD Identification

Every tape / CD/ DVD will have clear stickers pasted with the following details

Period of the backup

Type of backup – whether it is the monthly, or project end backup.

Server name (on which server the backup is taken)

Backup Frequency

On a need basis and/or after completion of each project.

- ❖ **References**
    - Network Policy
    - Network Diagram
- ❖ **Documents**
    - List of Hardware – DOC/EPATHUSA/N&A/01
    - List of Software – DOC/EPATHUSA/N&A/02
- ❖ **Formats and Records**
    - Mails form Departments on Service Requests
    - Service Call Register – QF/EPATHUSA/N&A/01
    - Back up Register – QF/EPATHUSA/N&A/02