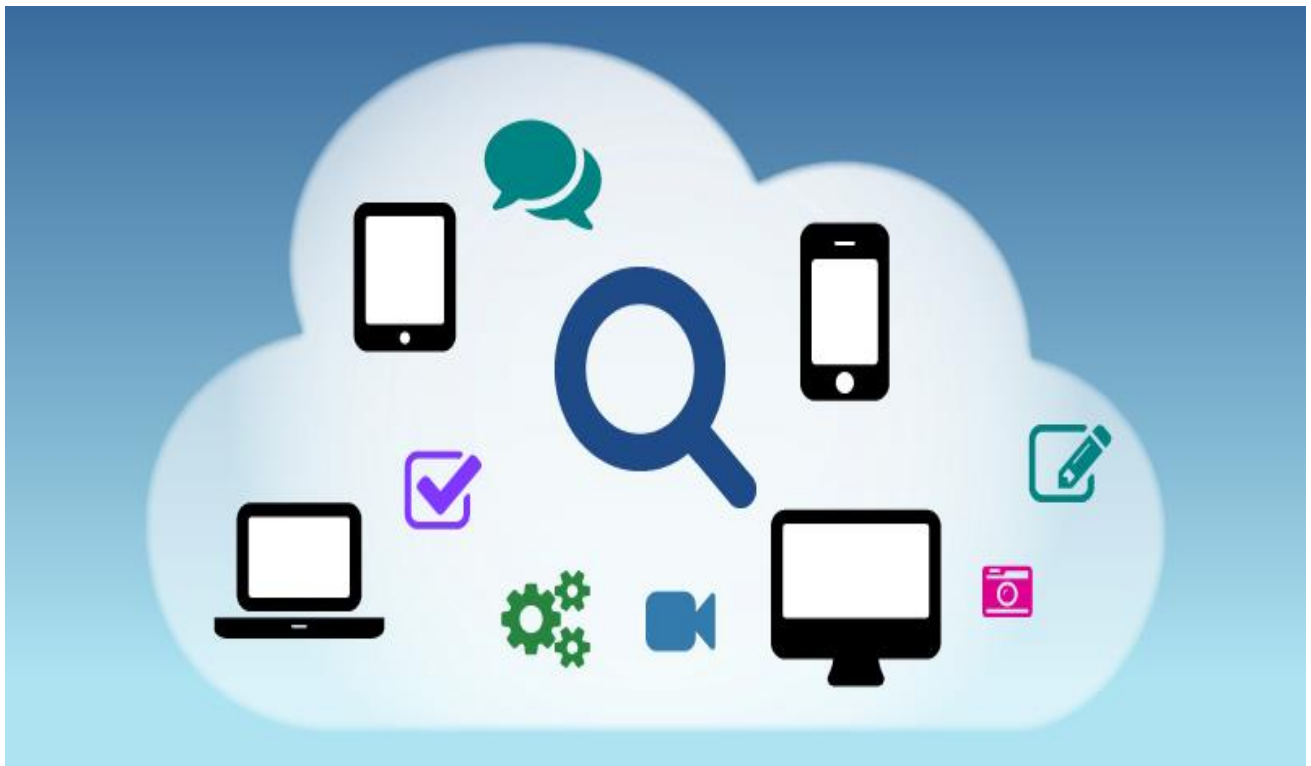


## 13. INFORMATION TECHNOLOGY



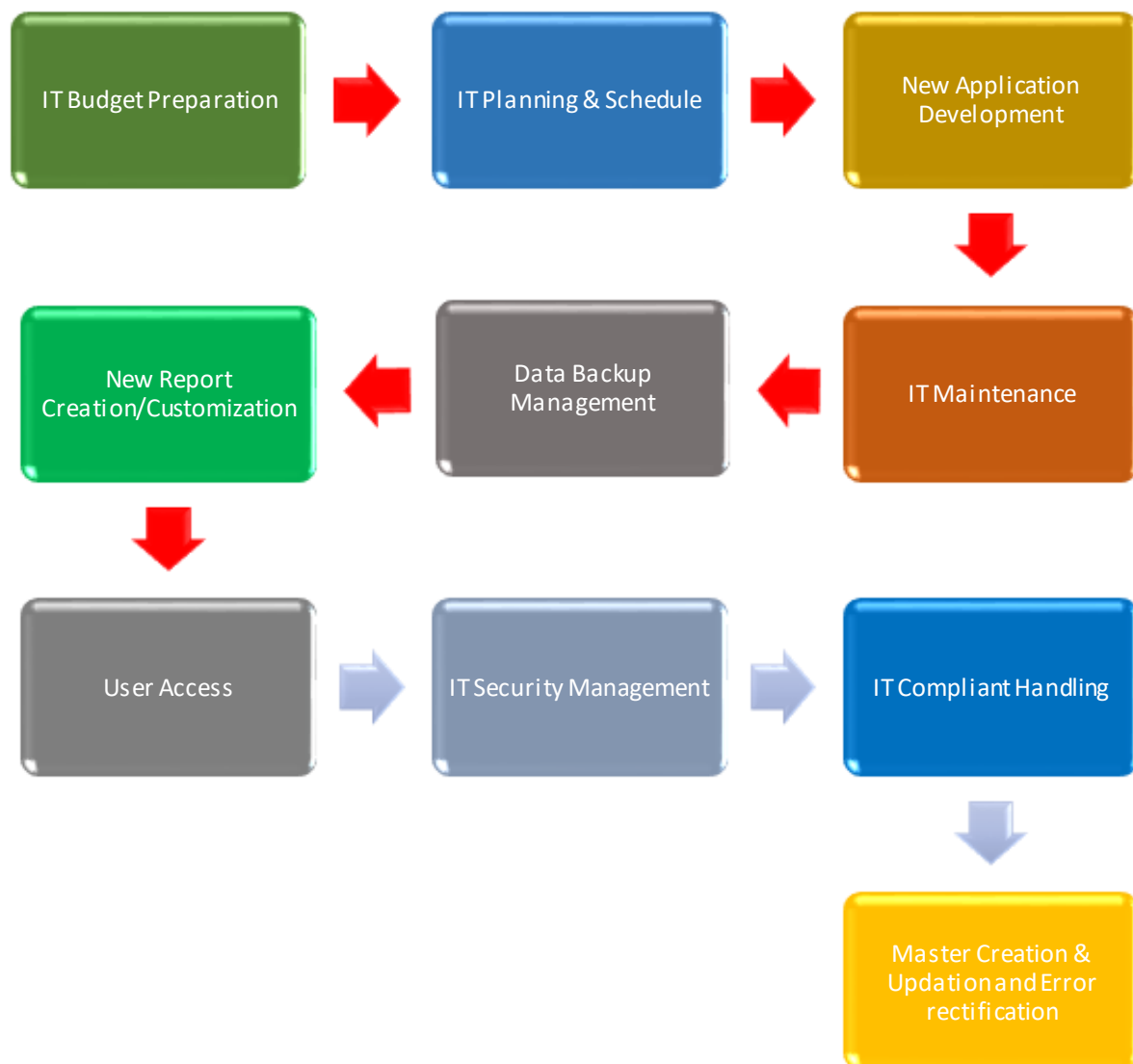
## 13. INFORMATION TECHNOLOGY

### PROCESS SUMMARY

#### Objective:

- Ensure on-time updating and Customization of ERP System as per the requirement of Users
- Ensure on-time backup of Data from System
- Conduct periodic Maintenance of IT Assets (Server, Network and Hardware)
- Ensure on-time providing of IT Training to Users

#### Process Overview:



### Process beginning:

- IT Budget Preparation and Planning

### Process ending:

- Master Code Creation and Updating in System

### Key Inputs

Particulars	From	Document Code
Annual Business Plan	Sales & Marketing	S&M/COM/002
Critical IT Assets	Purchase	ITS/COM/007
New Application Requisition	Respective HOD	ITS/COM/008
Application Feedback	Respective user	ITS/COM/010
New Report Creation/Customization Requisition	Respective HOD	ITS/COM/012
Email ID Creation Requisition	HR	ITS/COM/016
User Access Requisition	Respective HOD	ITS/COM/020
Internet Access Requisition	Respective HOD	ITS/COM/021
IT Complaint Slip	Respective User	ITS/COM/022
Master Code Creation Form	Respective HOD	ITS/COM/023
Master Code Updation and Removal Form	Respective HOD	ITS/COM/024
Data Entry Error Rectification Form	Respective User	ITS/COM/025

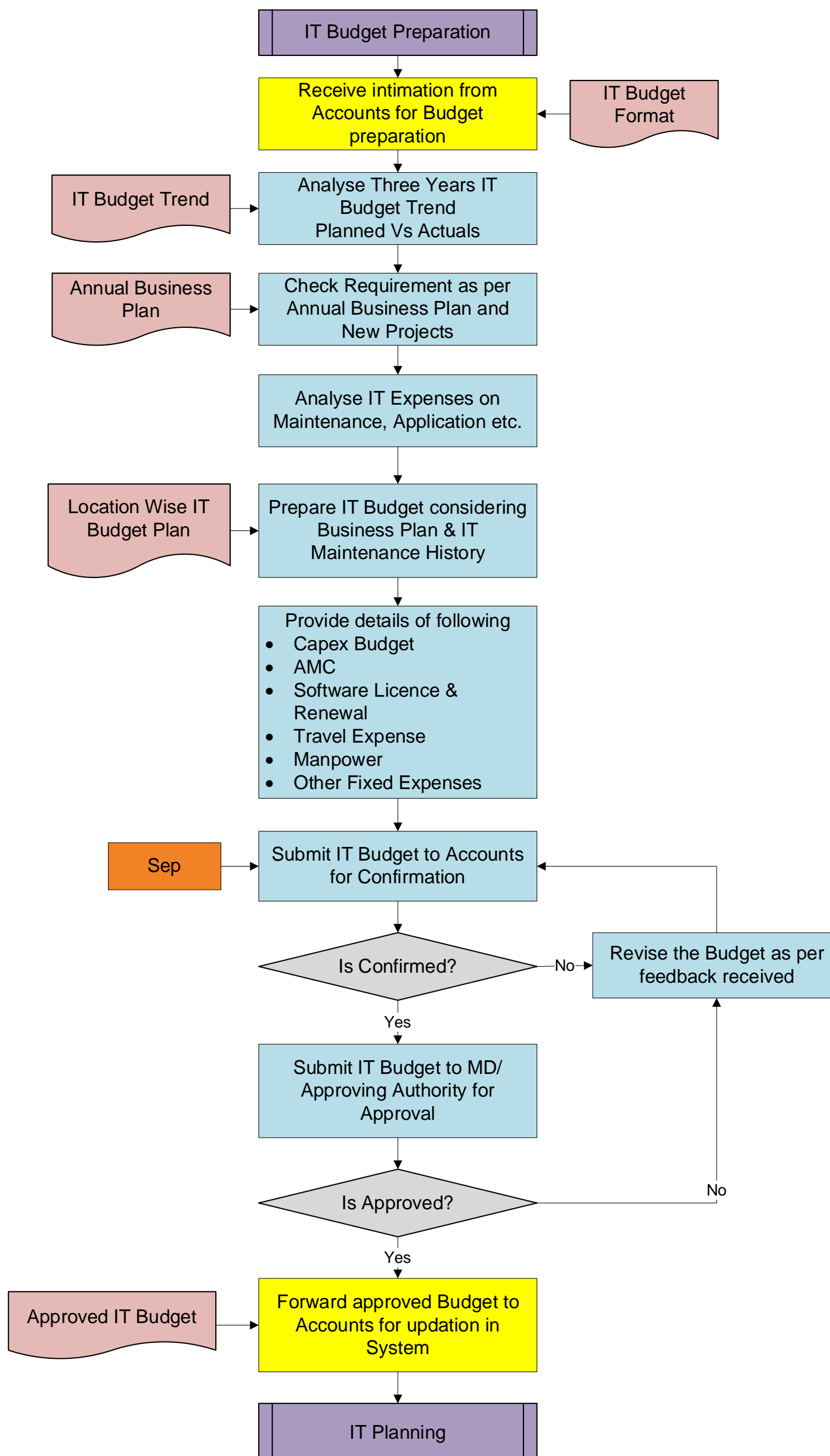
### Key Outputs

Particulars	To	Document Code
Location Wise IT Budget Plan	F&A, MD	ITS/COM/002
IT Maintenance Schedule	IT, AMC	ITS/COM/003
IT Backup Schedule	IT	ITS/COM/004
Software License Renewal Schedule	IT, F&A	ITS/COM/006
Application Scope	Respective Department	ITS/COM/009
Application Signoff	Respective HOD	ITS/COM/011
IT Backup Register	MD	ITS/COM/015
Server Maintenance Register	IT	ITS/COM/017
Network Maintenance Register	IT	ITS/COM/018
Acknowledgement	Respective User/HOD	ITS/COM/030

## Key Documents / Register / Files

Document / Register Name	Document Format	Document Code
IT Budget Trend	Excel	ITS/COM/001
Annual Business Plan	Excel	S&M/COM/002
Location Wise IT Budget Plan	Excel	ITS/COM/002
IT Maintenance Schedule	Excel	ITS/COM/003
IT Backup Schedule	Excel	ITS/COM/004
Information Security Policy	Word	ITS/COM/005
Software License Renewal Schedule	Excel	ITS/COM/006
Critical IT Assets	Excel	ITS/COM/007
New Application Requisition	Pre-Printed Form	ITS/COM/008
Application Scope	Word	ITS/COM/009
Application Feedback	Pre-Printed Form	ITS/COM/010
Application Signoff	Pre-Printed Form	ITS/COM/011
New Report Creation/Customization Requisition	Pre-Printed Form	ITS/COM/012
Application Master	Excel	ITS/COM/013
Report Master	Excel	ITS/COM/014
IT Backup Register	Excel	ITS/COM/015
Email ID Creation Requisition	Pre-Printed Form	ITS/COM/016
Server Maintenance Register	Excel	ITS/COM/017
Network Maintenance Register	Excel	ITS/COM/018
Computer, Printer Maintenance Register	Excel	ITS/COM/019
User Access Requisition	Pre-Printed Form	ITS/COM/020
Internet Access Requisition	Pre-Printed Form	ITS/COM/021
IT Complaint Slip	Pre-Printed Form	ITS/COM/022
Master Code Creation Form	Pre-Printed Form	ITS/COM/023
Master Code Updation and Removal Form	Pre-Printed Form	ITS/COM/024
Data Entry Error Rectification Form	Pre-Printed Form	ITS/COM/025
Email ID Master	Excel	ITS/COM/026
IT Compliant Register	Excel	ITS/COM/027
IT AMC Register	Excel	ITS/COM/028
Data Entry Error Register	Excel	ITS/COM/029
Acknowledgement	Mail/Form	ITS/COM/030

### 13.1 IT BUDGET



**Sub-process Owner:**

IT Manager  
IT Head

**Departments Involved:**

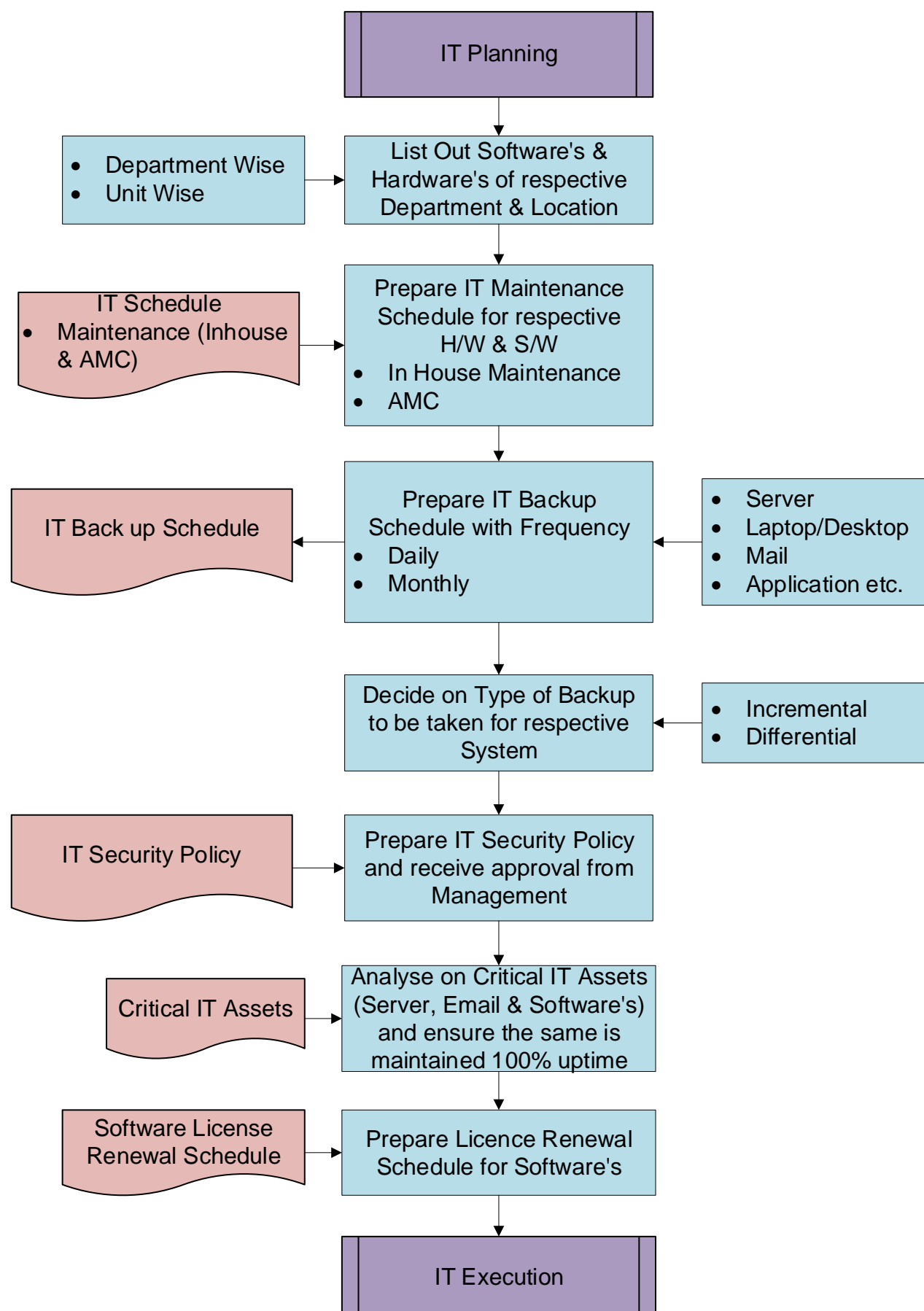
All Departments

**Key activities:**

- 13.1.1 IT Budget Analysis
- 13.1.2 Preparation and Approval of IT Budget

Process	Maker	Checker	Approver
<b>13.1.1 IT Budget Analysis</b>			
1) Receive intimation from Accounts for Budget preparation	F&A	IT Manager	-
2) Analyze Three Years IT Budget Trend Planned Vs Actual and Check requirement as per Annual Business Plan and New Projects	IT Manager	IT Head	-
3) Analyse IT expensés on Maintenance, Application etc.	IT Manager	IT Head	-
<b>13.1.2 Preparation and Approval of IT Budget</b>			
1) Prepare Location Wise IT Budget plan considering Business Plan, & IT Maintenance History	IT Manager	IT Head	-
2) Provide details of following <ul style="list-style-type: none"> <li>Capex budget</li> <li>AMC</li> <li>Software License &amp; Renewal</li> <li>Travel Expense</li> <li>Manpower</li> <li>Other Fixed Expenses</li> </ul>	IT Manager	IT Head	-
3) Submit IT Budget to Finance &Accounts for Confirmation	IT Manager	IT Head	Finance Head
4) On approval from F&A, Submit IT Budget to MD/ Approving Authority for Approval	IT Manager	IT Head	MD/ Approving Authority
5) Forward approved Budget to Accounts for updation in System	IT Manager	F&A	-
6) If not confirmed, Revise the Budget as per feedback received	IT Manager	IT Head	-

## 13.2 IT PLANNING & SCHEDULE



**Sub-process Owner:**

IT Manager  
IT Head

**Departments Involved:**

All Departments

**Key activities:**

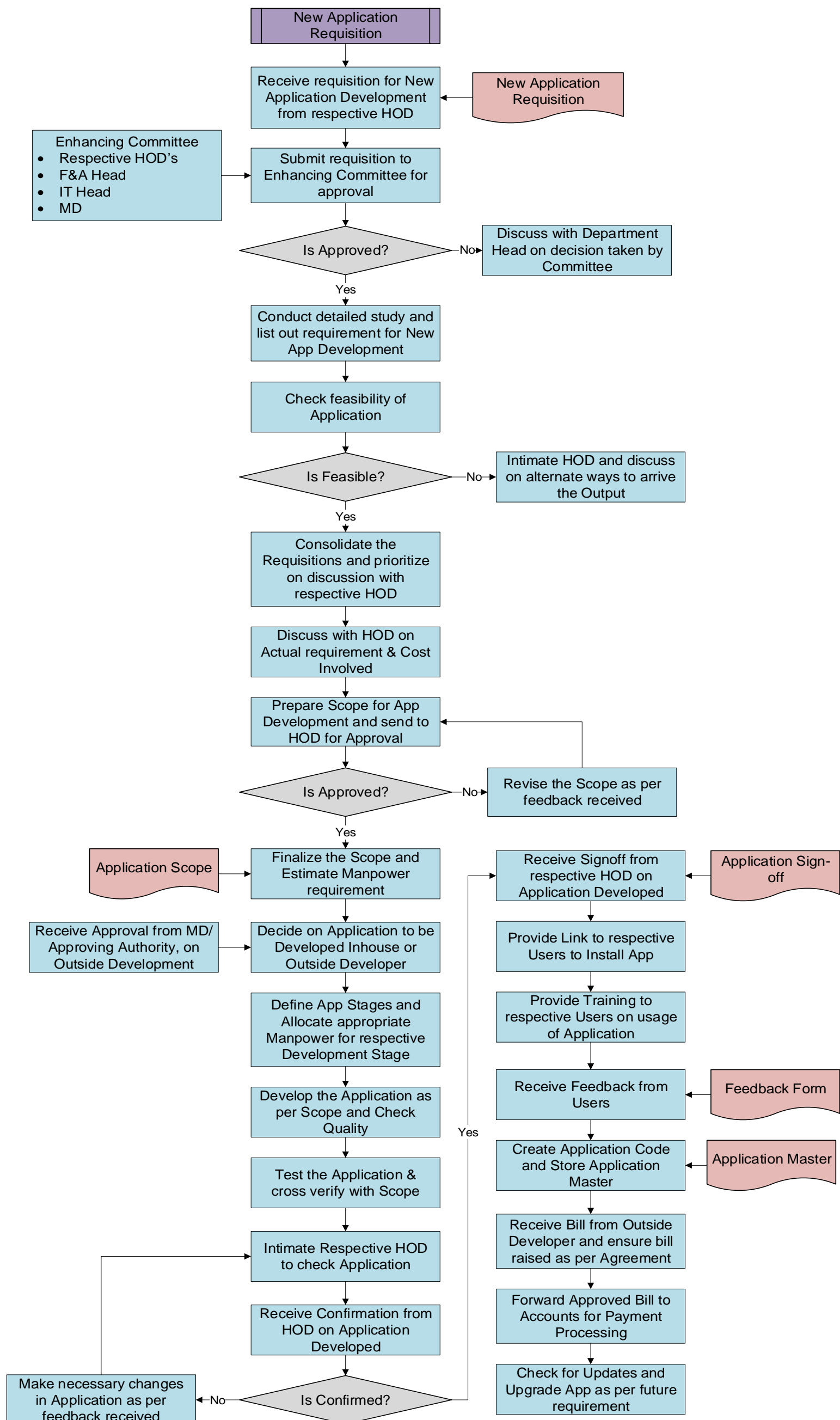
- 13.2.1 IT Maintenance Planning & Schedule
- 13.2.2 IT Backup Planning
- 13.2.3 IT Security Planning
- 13.2.4 License Renewal Schedule

Activity	Maker	Checker	Approver
<b>13.2.1 IT Maintenance Planning &amp; Schedule</b>			
1) List Out Software's & Hardware's of respective Department & Location <ul style="list-style-type: none"> <li>• Department Wise</li> <li>• Unit Wise</li> </ul>	IT Manager	IT Head	-
2) Prepare IT Maintenance Schedule for respective H/W & S/W <ul style="list-style-type: none"> <li>• In House Maintenance</li> <li>• AMC</li> </ul>	IT Manager	-	IT Head
3) Analyze on Critical IT Assets (Server, Email & Software's) and ensure the same is maintained 100% uptime	IT Manager	IT Head	-
<b>13.2.2 IT Backup Planning</b>			
1) Prepare IT Backup Schedule for Server, Laptop/Desktop, Mail, Application etc. with following Frequency <ul style="list-style-type: none"> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>	IT Manager	-	IT Head
2) Decide on Type of Backup to be taken for respective System <ul style="list-style-type: none"> <li>• Incremental</li> <li>• Differential</li> </ul>	IT Manager	IT Head	-
<b>13.2.3 IT Security Planning</b>			
1) Prepare IT Security Policy and receive approval from Management	IT Manager	-	IT Head
2) Update IT Security Policy based on requirement	IT Manager	IT Head	-
3) Ensure all the functions were covered in IT Security Policy	IT Manager	IT Head	-



Activity	Maker	Checker	Approver
<b>13.2.4 License Renewal &amp; Schedule</b>			
1) Prepare License Renewal Schedule for Software's	IT Manager	-	IT Head
2) Ensure all the Software's were incorporate in License Renewal Schedule	IT Manager	IT Head	-
3) Update Schedule on Purchase of New Software's/Applications	IT Manager	IT Head	-
4) Check for any certification to be renewed on timely basis and update the same in schedule	IT Manager	IT Head	-

### 13.3 NEW APPLICATION DEVELOPMENT



### Sub-process Owner:

IT Manager  
IT Head

### Departments Involved:

All Departments

### Key activities:

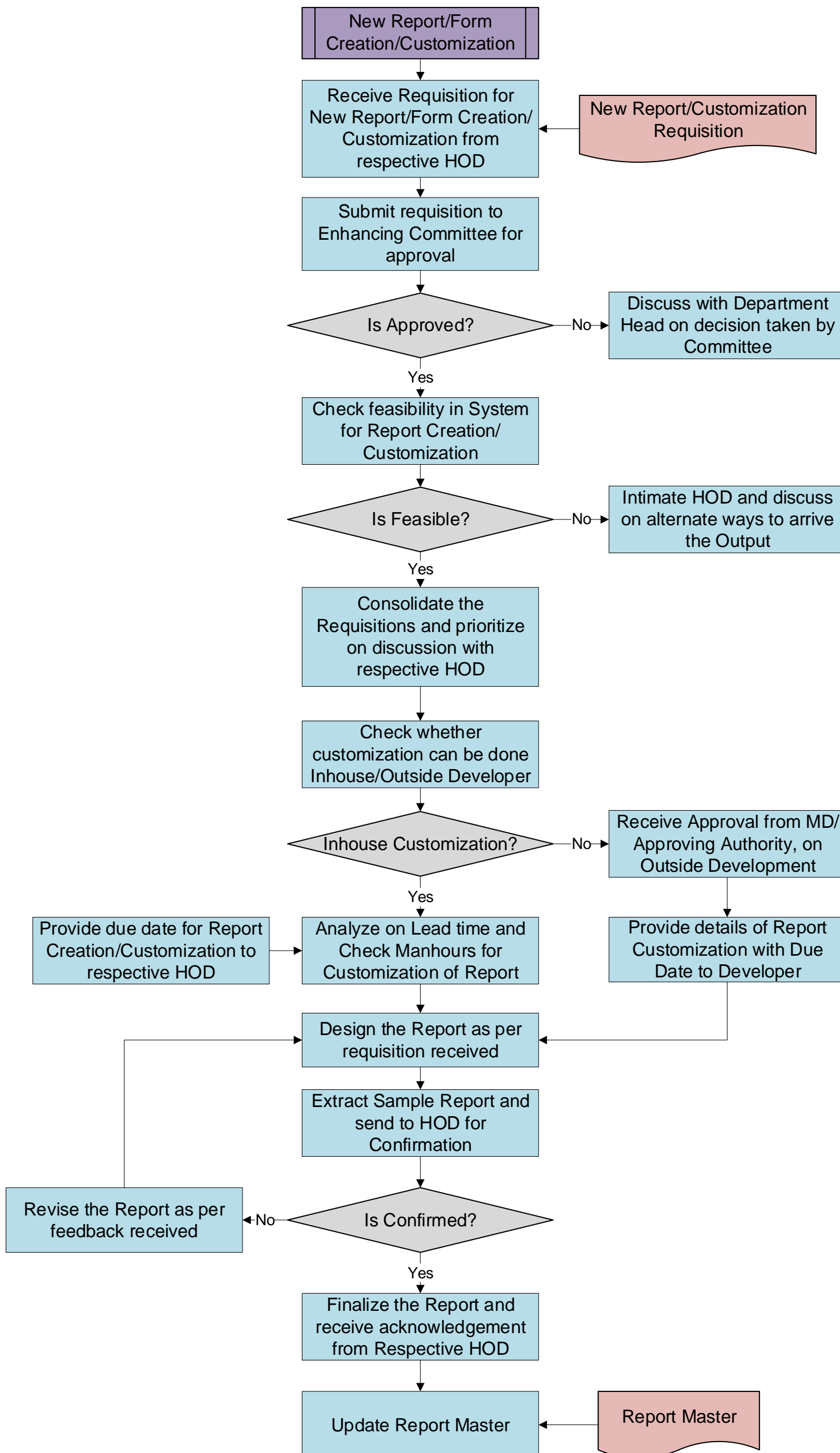
- 13.3.1 New Application Requisition
- 13.3.2 Preparation of Application Scope
- 13.3.3 Application Development & Quality Testing
- 13.3.4 Application Handover & Signoff
- 13.3.5 User Training
- 13.3.6 Upgradation of Application

Activity	Maker	Checker	Approver
<b>13.3.1 New Application Requisition</b>			
1) Receive Requisition for New Application Development from respective HOD	Respective HOD	IT Head	MD
2) Submit requisition to Enhancing Committee for approval <ul style="list-style-type: none"> <li>➤ Respective HOD's</li> <li>➤ F&amp;A Head</li> <li>➤ IT Head</li> <li>➤ MD</li> </ul>	IT Head	Committee Members	-
3) Discuss with Committee on requirement of New Application, Cost involved and process improvements	IT Head	Committee Members	-
4) On approval from Committee, conduct detailed study and list out requirement for New Application Development.	IT Manager	IT Head	Committee Members
5) In case of not approved, discuss with HOD on decision taken by Committee Members.	IT Head	Respective HOD	-
6) Check feasibility of Application and provide confirmation to respective HOD.	IT Manager	IT Head	-
7) If not feasible, Intimate HOD and discuss on alternate ways to arrive the Output	IT Manager	IT Head	-
8) Consolidate the Requisitions and prioritize on discussion with respective HOD & MD	IT Manager	IT Head	-
9) Decide on Application to be developed Inhouse or Outside Developer	IT Manager	IT Head	-
<b>13.3.2 Preparation of Application Scope</b>			
<b>Inhouse Development</b>			
1) Define Objective and Check requirements for development of Application	IT Manager	IT Head	-

Activity	Maker	Checker	Approver
2) Discuss with HOD on confirmation of Actual requirement	IT Manager	IT Head	-
3) Define Stage Wise Application Development and arrive at Due date for going live.	IT Manager	IT Head	-
4) Check for Manpower requirement, Manhours to develop the Application and Allocate appropriate Manpower for respective Development Stage	IT Manager	IT Head	-
5) Prepare Scope for App Development and send to HOD for Approval	IT Manager	IT Head	Respective HOD
6) If not approved, Revise the Scope as per feedback received	IT Manager	IT Head	-
7) On Approval, Finalize the Scope and Due Date of Application Development.	IT Manager	IT Head	-
<b>Outside Developer</b>			
1) Identify Outside Developer and request for Vendor Profile	IT Manager	IT Head	-
2) Filter Companies based on profile and provide requirements for Application Development	IT Manager	IT Head	-
3) Receive Project Scope with Quotations from Minimum Three Vendors	IT Manager	IT Head	-
4) Select Vendor based on Price, Delivery Date etc. Ensure the Price quoted were within the Budget.	IT Manager	IT Head	-
5) Submit to MD/Approving Authority for Approval	IT Manager	IT Head	MD/ Approving Authority
6) On Approval from MD, Issue Confirmation to Vendor for Development	IT Manager	IT Head	-
<b>13.3.3 Application Development &amp; Quality Testing</b>			
1) Develop the Application as per Scope and Check Quality	IT Manager	IT Head	-
2) Test the Application & cross verify with Scope	IT Manager	IT Head	-
3) Intimate Respective HOD to check Application and receive confirmation from HOD on Application Developed	IT Manager	IT Head	Respective HOD
4) If not confirmed, make necessary changes in Application as per feedback received	IT Manager	IT Head	-
<b>13.3.4 Project Handover &amp; Signoff</b>			
1) On confirmation, Receive Signoff from respective HOD on Application Developed	IT Manager	IT Head	Respective HOD
2) Provide Link to respective Users to Install App	IT Manager	IT Head	-
<b>13.3.5 User Training</b>			
1) Provide Training to respective Users on usage of Application	IT Manager	IT Head	-

Activity	Maker	Checker	Approver
2) Receive Feedback from Users with the help of feedback form	Respective User	IT Manager	-
3) Create Application Code and Store Application Master	IT Manager	IT Head	-
<b>13.3.6 Application Upgradation</b>			
1) Check for Updates and Upgrade App as per future requirement	IT Manager	IT Head	-

### 13.4 NEW REPORT/FORM CREATION & CUSTOMIZATION



**Sub-process Owner:**

IT Manager  
IT Head

**Departments Involved:**

All Departments

**Key activities:**

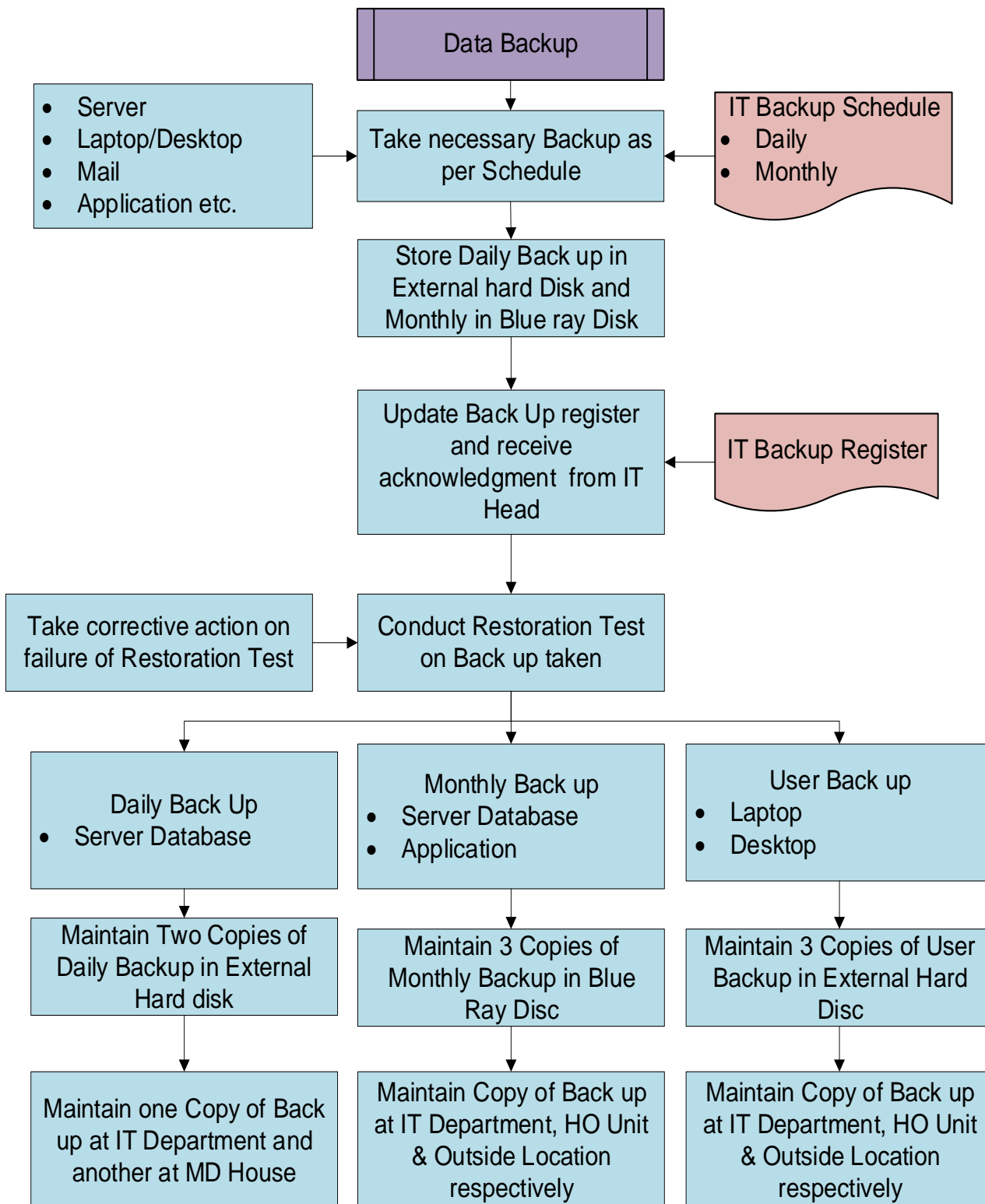
- 13.4.1 New Report/Form Requisition
- 13.4.2 Developing of New Report – Inhouse/Outside Developer
- 13.4.3 Finalizing of Report

Activity	Maker	Checker	Approver
<b>13.4.1 New Report/Form Requisition</b>			
1) Receive Requisition for New Report Creation/Customization from respective HOD	Respective HOD	IT Manager	-
2) Submit requisition to Enhancing Committee for approval <ul style="list-style-type: none"> <li>➤ Respective HOD's</li> <li>➤ F&amp;A Head</li> <li>➤ IT Head</li> <li>➤ MD</li> </ul>	IT Head	Committee Members	-
3) Discuss with Committee on requirement of New Report, Cost involved and process improvements	IT Head	Committee Members	-
4) On approval from Committee, check feasibility in System for Report Creation/ Customization	IT Manager	IT Head	Committee Members
5) In case of not approved, discuss with HOD on decision taken by Committee Members.	IT Head	HOD	-
6) On Feasible, Consolidate the Requisitions and prioritize on discussion with respective HOD.	IT Manager	IT Head	HOD
7) In case of not feasible, Intimate HOD and discuss on alternate ways to arrive the Output	IT Manager	IT Head	-
<b>13.4.2 Developing of New Report</b>			
1) Analyze and Decide on Report Development by Inhouse or Outside developer	IT Manager	IT Head	-
<b>Inhouse Development</b>			
1) Analyze on Lead time and Check Manhours for Customization of Report	IT Manager	IT Head	-
2) Design the Report as per requisition received	IT Manager	IT Head	-
<b>Outside Developer</b>			
1) Intimate Outside Developer and provide requirement for Report Customization	IT Manager	IT Head	-
2) Receive Quotations and submit top MD for Approval	Vendor	IT Head	MD
3) On Approval, Issue Confirmation to Outside Developer	IT Manager	IT Head	-

Activity	Maker	Checker	Approver
<b>13.4.3 Finalizing of Report</b>			
1) Extract Sample Report and send to HOD for Confirmation	IT Manager	Respective HOD	-
2) In case of not confirmed, revise the report as per feedback received	IT Manager	IT Head	-
3) On Confirmation, Finalize the Report and receive acknowledgement from respective HOD	IT Manager	IT Head	Respective HOD
4) Update report master with necessary details	IT Manager	IT Head	-



## 13.5 DATA BACKUP MANAGEMENT



**Sub-process Owner:**

IT Manager

**Departments Involved:**

All Departments

**Key activities:**

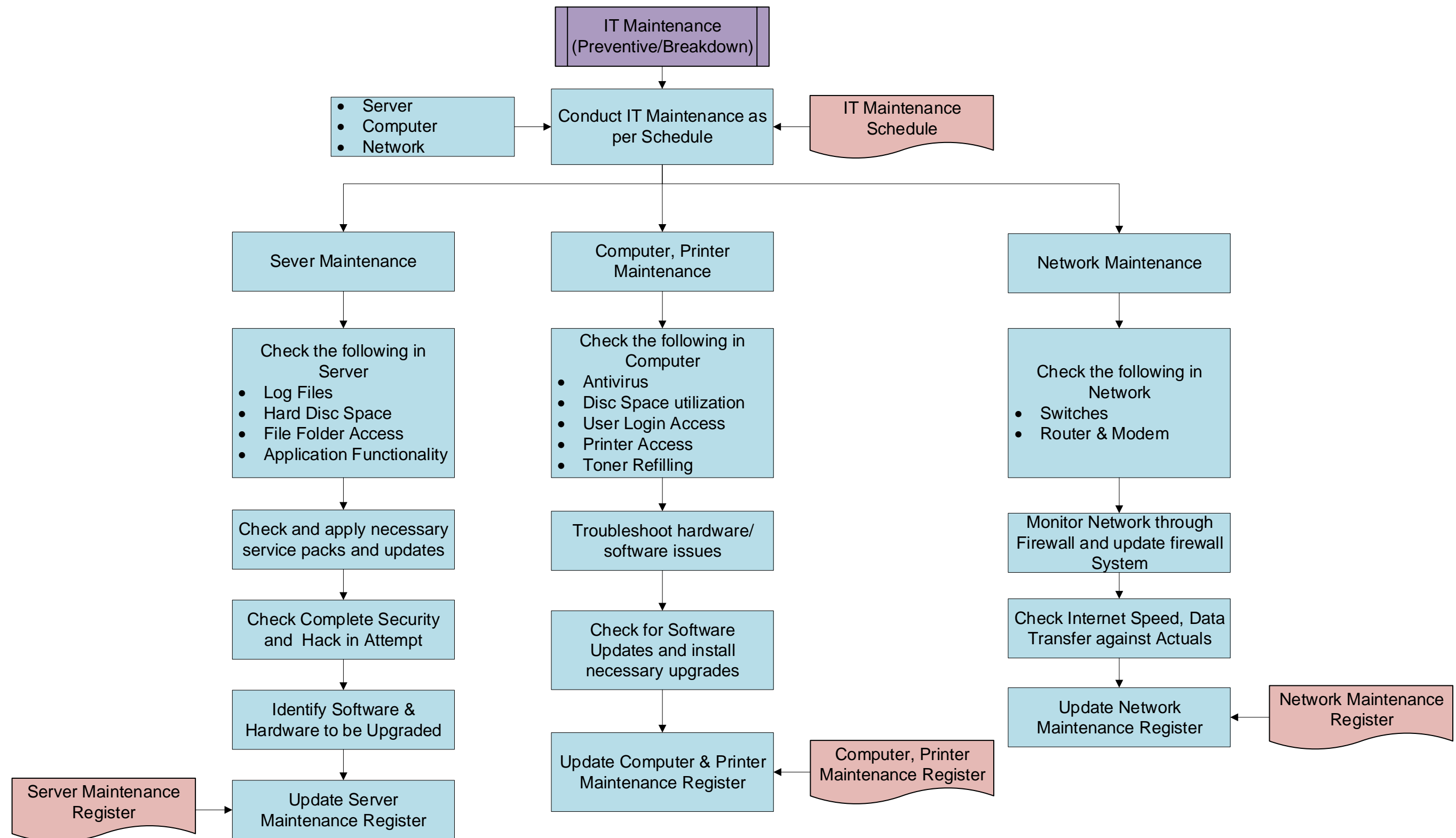
13.5.1 Data Backup Schedule

13.5.2 Data Backup Execution

13.5.3 Disaster Management

Activity	Maker	Checker	Approver
<b>13.5.1 Data backup Schedule</b>			
1) Take necessary Backup as per Schedule for <ul style="list-style-type: none"> <li>a. Server</li> <li>b. Laptop/Desktop</li> <li>c. Mail</li> <li>• Application etc.</li> </ul>	IT Manager	IT Head	-
<b>13.5.2 Data Backup Execution</b>			
1) Store daily back up in External Hard Disk and monthly backup in Blue Ray Disk	IT Manager	IT Head	-
2) Update Back Up register and receive acknowledgment from IT Head	IT Manager	IT Head	-
3) Take corrective action on failure of Restoration Test and then Conduct Restoration Test on Back up taken	IT Manager	IT Head	-
<b>13.5.3 Disaster Management</b>			
1) Daily Backup – Server Database Maintain Two Copies of Daily Backup in External Hard disk	IT Manager	IT Head	-
2) Maintain one Copy of Back up at IT Department and another at MD House	IT Manager	IT Head	-
3) Monthly & User Backup <ul style="list-style-type: none"> <li>➤ Server Database</li> <li>➤ Application</li> <li>➤ Laptop &amp; Desktop</li> </ul>	IT Manager	IT Head	-
4) Maintain three Copies of Monthly & User Backup in Blue Ray Disc/External Hard Disc	IT Manager	IT Head	-
5) Maintain Copy of Back up at IT Department, HO Unit & Outside Location	IT Manager	IT Head	-

## 13.6 IT MAINTENANCE



**Sub-process Owner:**

IT Manager

**Departments Involved:**

All Departments

**Key activities:**

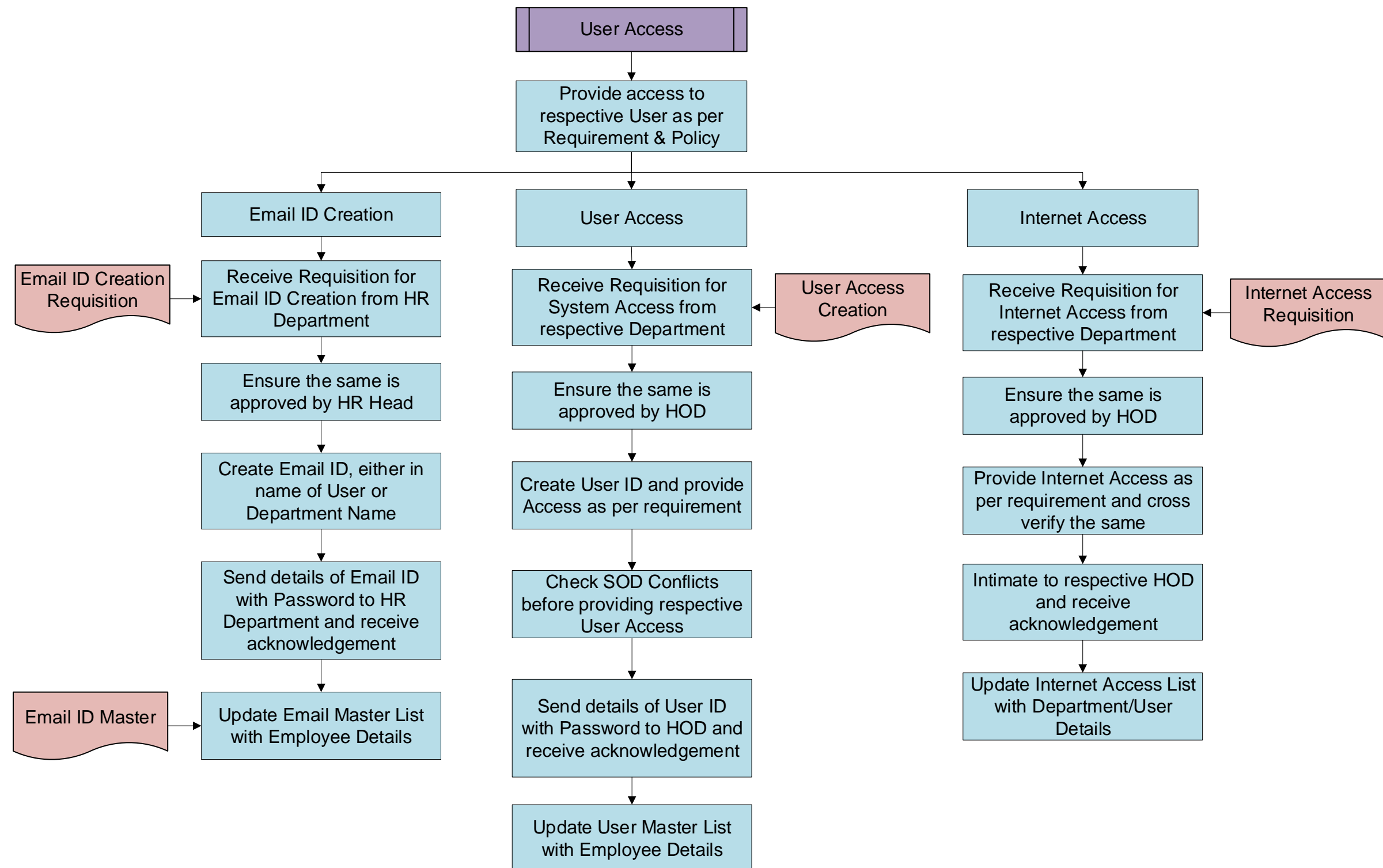
13.6.1 Server Maintenance

13.6.2 Computer & Printer Maintenance

13.6.3 Network Maintenance

Activity	Maker	Checker	Approver
<b>IT Maintenance</b>			
Conduct IT Maintenance as per Schedule for a. Server b. Computer c. Network	IT Manager	IT Head	-
<b>13.6.1 Sever Maintenance</b>			
1) Check the following in Server a. Log Files b. Hard Disc Space c. File Folder Access d. Application Functionality	IT Manager	IT Head	-
2) Check and apply necessary service packs and updates	IT Manager	IT Head	-
3) Check Complete Security and Hack in Attempt	IT Manager	IT Head	-
4) Identify Software & Hardware to be Upgraded	IT Manager	IT Head	-
5) Update Server Maintenance Register	IT Manager	IT Head	-
<b>13.6.2 Computer &amp; Printer Maintenance</b>			
1) Check the following in Computer a. Antivirus b. Disc Space utilization c. User Login Access d. Toner Refilling e. Printer Access	IT Manager	IT Head	-
2) Troubleshoot hardware/ software issues	IT Manager	IT Head	-
3) Check for Software Updates and install necessary upgrades	IT Manager	IT Head	-
4) Update Computer & Printer Maintenance Register	IT Manager	IT Head	-
<b>13.6.3 Network Maintenance</b>			
1) Check the following in Network a. Switches, Router & Modem	IT Manager	IT Head	-
2) Monitor Network through Firewall and update firewall System	IT Manager	IT Head	-
3) Check Internet Speed, Data Transfer against Actuals	IT Manager	IT Head	-
4) Update Network Maintenance Register	IT Manager	IT Head	-

## 13.7 USER ACCESS



**Sub-process Owner:**

IT Manager  
IT Head

**Departments Involved:**

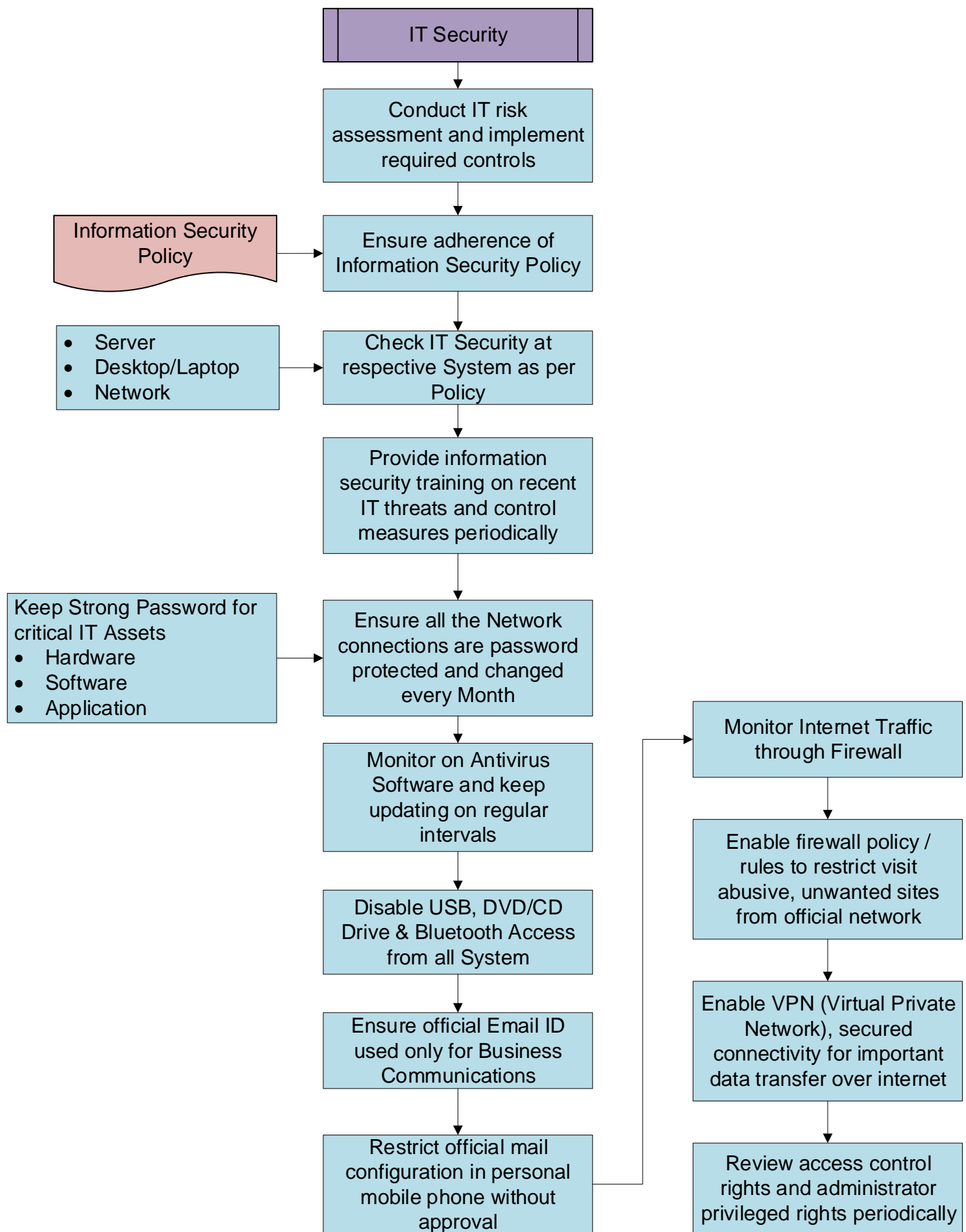
All Departments

**Key activities:**

- 13.7.1 Email ID Creation
- 13.7.2 User Access
- 13.7.3 Internet Access

Activity	Maker	Checker	Approver
<b>User Access</b>			
Provide IT access to respective User as per Requirement & Policy	IT Manager	IT Head	-
<b>13.7.1 Email ID Creation</b>			
1) Receive Requisition for Email ID Creation from HR Department	IT Manager	IT Head	HR Head
2) Create Email ID, either in name of User or Department Name	IT Manager	IT Head	-
3) Send details of Email ID with Password to HR Department and receive acknowledgement	IT Manager	IT Head	-
4) Update Email Master List with Employee Details	IT Manager	IT Head	-
<b>13.7.2 User Access</b>			
1) Receive Requisition for System Access from respective Department	IT Manager	IT Head	Respective HOD
2) Create UserID and provide Access as per requirement	IT Manager	IT Head	-
3) Check SOD Conflicts before providing respective User Access	IT Manager	IT Head	-
4) Send details of User ID with Password to HOD and receive acknowledgement	IT Manager	IT Head	-
5) Update User Master List with Employee Details	IT Manager	IT Head	-
<b>13.7.3 Internet Access</b>			
1) Receive Requisition for System Access from respective Department	IT Manager	IT Head	Respective HOD
2) Provide Internet Access as per requirement and cross verify the same	IT Manager	IT Head	-
3) Intimate to respective HOD and receive acknowledgement	IT Manager	IT Head	-

## 13.8 IT SECURITY



**Sub-process Owner:**

IT Manager

**Departments Involved:**

All Departments

**Key activities:**

13.8.1 System Security

13.8.2 Password Security

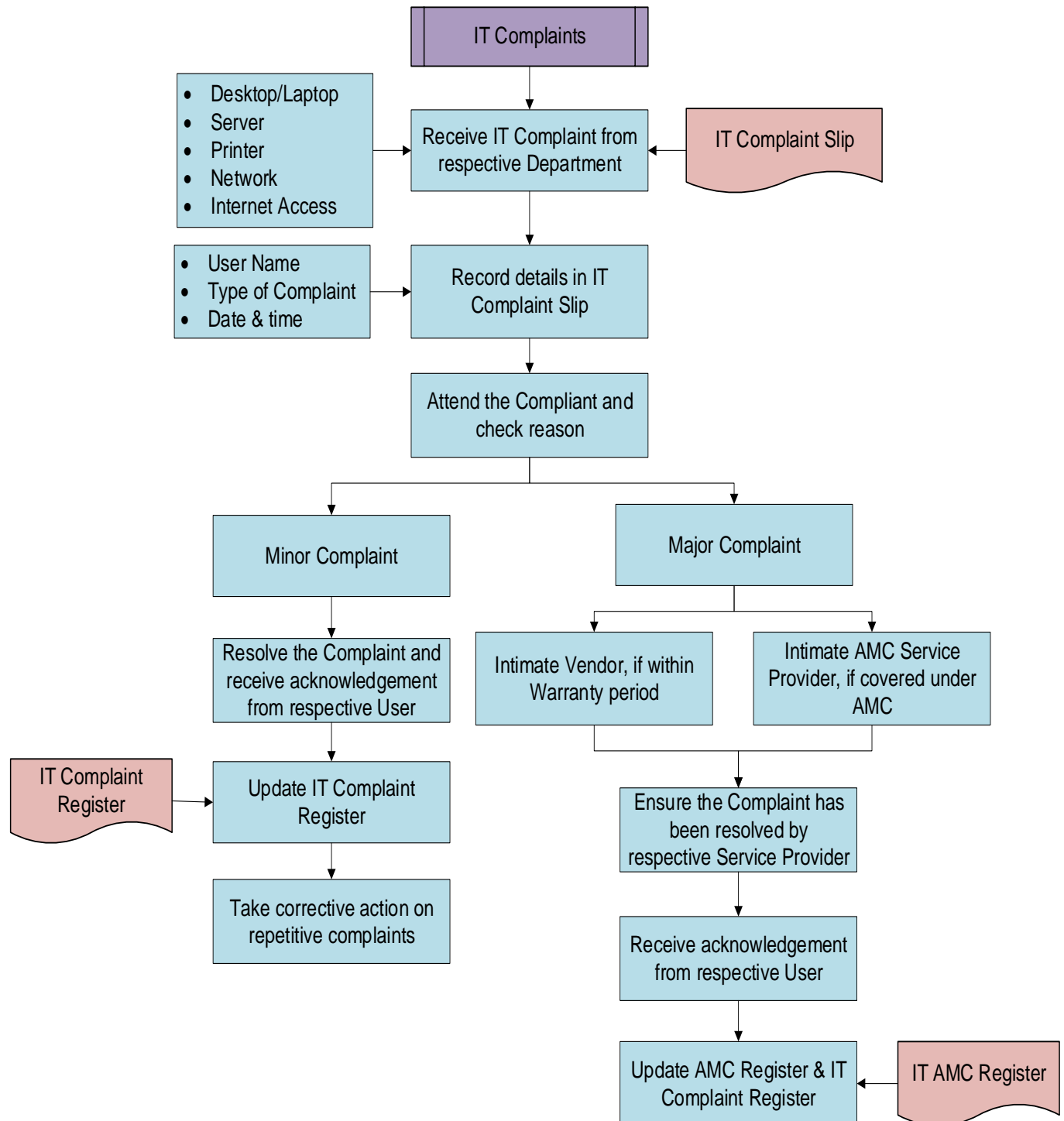
13.8.3 Data Security

Activity	Maker	Checker	Approver
<b>13.8.1 System Security</b>			
1) Conduct IT risk assessment and implement required controls	IT Manager	IT Head	-
2) Ensure adherence of Information Security Policy	IT Manager	IT Head	-
3) Check IT Security at following respective System as per Policy <ul style="list-style-type: none"> <li>• Server</li> <li>• Desktop/Laptop</li> <li>• Network</li> </ul>	IT Manager	IT Head	-
4) Provide information security training on recent IT threats and control measures periodically	IT Manager	IT Head	-
<b>13.8.2 Password Security</b>			
1) Keep Strong Password for critical IT Assets <ul style="list-style-type: none"> <li>• Hardware</li> <li>• Software</li> <li>• Application</li> </ul> Ensure all the Network connections are password protected and changed every Month	IT Manager	IT Head	-
2) Monitor on Antivirus Software and keep updating on regular intervals	IT Manager	IT Head	-
3) Disable USB, DVD/CD Drive & Bluetooth Access from all System	IT Manager	IT Head	-
<b>13.8.3 Data Security</b>			
1) Ensure official Email ID used only for Business Communications	IT Manager	IT Head	-
2) Restrict official mail configuration in personal mobile phone without approval	IT Manager	IT Head	-
3) Monitor Internet Traffic through Firewall	IT Manager	IT Head	-
4) Enable firewall policy / rules to restrict visit abusive, unwanted sites from official network	IT Manager	IT Head	-
5) Enable VPN (Virtual Private Network), secured	IT Manager	IT Head	-



Activity	Maker	Checker	Approver
connectivity for important data transfer over internet			
6) Review access control rights and administrator privileged rights periodically	IT Manager	IT Head	-

## 13.9 IT COMPLAINT HANDLING



**Sub-process Owner:**

IT Manager

**Departments Involved:**

All Departments

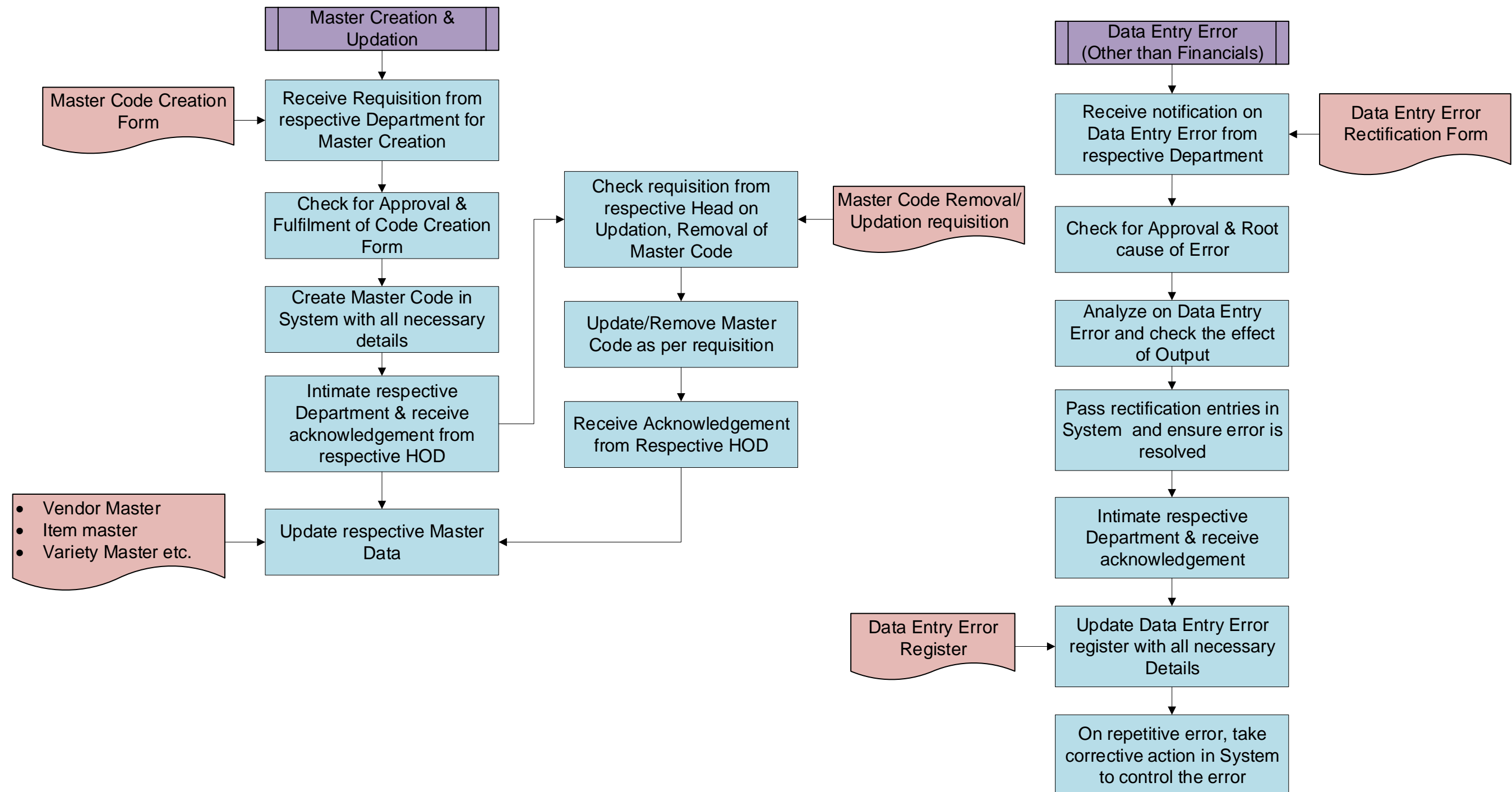
**Key activities:**

13.9.1 IT Complaint Intimation

13.9.2 Attending to Compliant

Activity	Maker	Checker	Approver
<b>13.9.1 IT Compliant Intimation</b>			
1) Receive following IT Complaint from respective Department <ul style="list-style-type: none"> <li>a. Desktop/Laptop</li> <li>b. Server</li> <li>c. Printer</li> <li>d. Network</li> <li>• Internet Access</li> </ul>	Respective Department	IT Manager	-
2) Record following details in IT Complaint Slip <ul style="list-style-type: none"> <li>a. User Name</li> <li>b. Type of Complaint</li> <li>• Date &amp; time</li> </ul>	Respective User	IT Manager	-
<b>13.9.2 Attending to Compliant</b>			
1) Attend the Compliant and check reason	IT Executive	IT Manager	-
<b>Minor Complaint</b>			
1) Resolve the Complaint and receive acknowledgement from respective User	IT Executive	IT Manager	-
2) Update IT Complaint Register and Take corrective action on repetitive complaints	IT Executive	IT Manager	-
<b>Major Complaint</b>			
1) If so, follow either of the following <ul style="list-style-type: none"> <li>o Intimate Vendor, if within Warranty period</li> <li>o Intimate AMC Service Provider, if covered under AMC</li> </ul>	IT Executive	IT Manager	-
2) Ensure the Complaint has been resolved by respective Service Provider	IT Executive	IT Manager	-
3) Receive acknowledgement from respective User	IT Executive	IT Manager	-
4) Update AMC Register & IT Complaint Register	IT Executive	IT Manager	-

### 13.10 MASTER CREATION & UPDATION, DATA ENTRY ERROR RECTIFICATION



**Sub-process Owner:**

IT Manager

**Departments Involved:**

All Departments

**Key activities:**

13.10.1 Master Code Creation & Updation

13.10.2 Data Entry Error Notification & Rectification

13.10.3 Updation of Master

Activity	Maker	Checker	Approver
<b>13.10.1 Master Creation and Updation</b>			
1) Receive Requisition from respective Department for Master Creation	Respective User	IT Manager	-
2) Check for Approval & Fulfilment of Code Creation Form	-	IT Manager	-
3) Create Master Code in System with all necessary details	IT Manager	IT Head	-
4) Intimate respective Department & receive acknowledgement from respective HOD	IT Manager	IT Head	-
5) Update respective Master Data a. Vendor Master b. Item master c. Variety Master etc.	IT Manager	IT Head	-
6) Simultaneously Check requisition from respective Head on Updation, Removal of Master Code	IT Manager	IT Head	-
7) Update/Remove Master Code as per requisition	Respective User	IT Manager	-
8) Receive Acknowledgement from Respective HOD and update respective Master Data	IT Manager	IT Head	Respective HOD
<b>13.10.2 Data Entry Error Notification &amp; Rectification</b>			
1) Receive notification on Data Entry Error from respective Department	Respective User	IT Manager	-
2) Check for Approval & Root cause of Error	-	IT Manager	-
3) Analyze on Data Entry Error and check the effect of Output	IT Manager	IT Head	-
4) Pass rectification entries in System and ensure error is resolved	IT Manager	IT Head	-
5) Intimate respective Department & receive acknowledgement	IT Manager	IT Head	-
<b>13.10.3 Updation of Master</b>			
1) Update Data Entry Error register with all necessary Details	IT Manager	IT Head	-
2) On repetitive error, take corrective action in System to control the error	IT Manager	IT Head	-