



V.O.CHIDAMBARANAR PORT TRUST

INTEGRATED MANAGEMENT SYSTEM

E.D.P. CENTRE

DEPARTMENTAL HAND BOOK

MANAGING SERVICE AND HELP DESK

(HAND BOOK NO. QEDP001)

ISO 9001:2008

Issue No.1

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**V.O.CHIDAMBARANAR PORT TRUST
EDP CENTRE
DEPARTMENTAL MANUAL (QEDP)
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HAND BOOK NO.QEDP001**

I N D E X

Sl. No.	TITLE	No. of Pages
1.	Title Page	1
2.	Index	1
3.	List of Recipients of the Manual	1
4.	Revision Sheet	1
5.	Abbreviations	1
6.	Procedure	8

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**V.O.CHIDAMBARANAR PORT TRUST
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LIST OF RECIPIENTS OF THIS MANUAL

Sl. No.	Recipients	Controlled Copy No.
1.	Deputy Chairman	1
2.	Financial Adviser & Chief Accounts Officer	2
3.	Management Representative (ISO Cell)	3
4.	Sr.Deputy Director (EDP)	4
5.	Soft Copies of the manual accessible to All Assistant Directors All Data Processing Officers	

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INTEGRATED MANAGEMENT SYSTEM

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EDP CENTRE
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REVISION SHEET

Document Name : Departmental Manual - Hand Book
Code : QEDP001

I. Issue Status :

Sl. No.	Issue No.	Date	Reasons for Re-issue
1	1	30.6.2003	Implementation of QMS in EDP (ISO:9001:2000)
2	2	15.2.2010	Due to changes from ISO:9001:2000 standard to the new version ISO:9001:2008
3	3	24.2.2012	Due to renaming of Tuticorin Port Trust as V.O.CHIDAMBARANAR Port Trust.
4	4	03.12.2015	Change of Manual after ERP implementation
5	1	02.01.2018	Change of manual after IMS Implementation

II. Revision Status of Issue No.1 dated : 02.01.2018

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Page No. : 1 of 1
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**V.O.CHIDAMBARANAR PORT TRUST
EDP CENTRE
DEPARTMENTAL MANUAL (QEDP)**

HAND BOOK NO.QEDP001

Managing Service and Help Desk

Procedure	:	This procedure outlines the functions of the personnel manning the Help Desk and Service Desk and provides guidelines in performing their duties
Authority	:	Financial Adviser & Chief Accounts Officer
Responsibility	:	DPO(JR), DPO(MV)

Specific tasks to be performed during the shifts:

I. General Checks:

The following routines should be carried out at 08:00, 14:00 and 20:00 hours

Power Room:

Note UPS backup time with the redundant UPS, output voltage and frequency in HZ with the help of Service Engineer.

Switch on the A/C alternatively available in power room and UPS-Battery room.

Switch on the tube lights and check for any burning smell, unusual noise, heat etc.

Server Room:

Ensure the incoming voltage and switch on the Precision control AC (PAC) and maintain 21°C Temperature to switch on the server.

Ensure the automatic running of 2 ACs every one hour for maintain the minimum temperature for Server room.

Originated by : Departmental Manual Committee	Issue No. : 1 Date : 02.01.2018
Approved by : Sr. Dy. Director	Page No. : 1 of 8 Revision No : 0 Date : 02.01.2018

**V.O.CHIDAMBARANAR PORT TRUST
EDP CENTRE
DEPARTMENTAL MANUAL (QEDP)**

HAND BOOK NO.QEDP001

Managing Service and Help Desk

Annexe:

Check for anything unusual - smell or AC leaks etc. in that room and ensure that the Server and core switch is up and running.

II. Server Room routine checks:

The following routines should be carried out at 7.30, 15:30, and 19:30 hours.

Check whether any Red LED is glowing in the power supply of the servers rack

Check whether any Amber or Red indicators glow in the chassis switch. In case of any Red LED glowing in any of the above immediately contact the Service Engineer.

Check whether any core switch in the rack is powered off (no LED display in the front panel of the switch). If so, ensure that the network switch is Switched ON and the corresponding power adapter is plugged in properly).

Check both the SAP, GIS, Mail and POS servers. If Green LED for power ON and activity LED is blinking for all the Servers, it is OK. In the front side of SAP servers green LEDs have to glow.

Check whether green LEDs in the Disk Array are glowing. (One LED should glow continuously and the other should be blinking)

Check for 3 green colour LEDs (power, unit, net) in the Terminal Concentrator above disk arrays.

Check for power on LEDs in the Auto loader Tape Drive System.

Originated by : Departmental Manual Committee	Issue No. : 1 Date : 02.01.2018
Approved by : Sr. Dy. Director	Page No. : 2 of 8 Revision No : 0 Date : 02.01.2018

**V.O.CHIDAMBARANAR PORT TRUST
EDP CENTRE
DEPARTMENTAL MANUAL (QEDP)**

HAND BOOK NO.QEDP001

Managing Service and Help Desk

Check for power LEDs in the servers. If any of the LEDs are not glowing or Amber indications are seen it has to be informed to the Service Engineer

Check for room temperature, and it should be below 20° and ensure that any 2 AC's are running alternatively.

III. Availability Checks:

The following routines should be carried out at 8:30, 18:30, and 23:30 hours.

Login your system and establish connection with the network.

Availability of ERP database:

Check for the availability of Oracle Database by using SAP connectivity and POS system (10.1.11.185) from your desktop. In case of any problem in connecting with the database, note down the error displayed. Restart your client system. Login to the domain properly. If you are able to reach network, then try again with Sap/POS servers. Even then if it is not possible to connect, note down the error and immediately call the Service Engineer.

High Availability Check:

Go to Start→Run and type 10.1.11.185 You are connected to the ePIS system and click VOC ECC Logon Group.

Enter the user id→ **given to the user**

The SAP/POS server statistics will be displayed and it should be crosschecked whether the any following messages are displayed:

1. Loading Data for SAP server
2. Port operating system login will appear

Originated by : Departmental Manual Committee	Issue No. : 1 Date : 02.01.2018
Approved by : Sr. Dy. Director	Page No. : 3 of 8 Revision No : 0 Date : 02.01.2018

**V.O.CHIDAMBARANAR PORT TRUST
EDP CENTRE
DEPARTMENTAL MANUAL (QEDP)**

HAND BOOK NO.QEDP001

Managing Service and Help Desk

If the results for the above tests are OK, you have confirmed that

SAP server and POS server is available to the User;
SAP Setup is functioning properly;
there is no error in the meta devices and
All the switches are up and running.

Availability of mail services:

Check for the working of the mail service by sending and receiving mails through your system. If there is error in sending or receiving mails, check the mail services and restart it, if required. If it does not solve the problem, note down the errors, and intimate to AMC vendor.

Availability of web services:

Check for the availability of Web services by invoking the Intranet / Internet. If Intranet / Internet are not getting started, check the web services and restart it, if required. If it does not solve the problem, note down the errors, if any, and intimate to AMC vendor.

Availability of all servers:

Enter the respective IP address from the run command from any Desktop .This will check whether all your servers are alive and reachable through the network. In case of problem being reported for any server, go to the server room and check whether the system is powered ON and physically connected to the wall outlet properly and check for loose contact in the UTP patch card and correct it. Ensure that the link LED behind the server (Ethernet card) is glowing. Try again with check at your desktop. If the problem persists it has to be intimated to the Service Engineer.

Availability of scheduler:

Check whether the scheduler running in your client system is operational. If the scheduler is not operational, the messages received from Banks and Container terminals will not be uploaded or downloaded to and from your servers. Restart the scheduler by manually giving a time for starting the scheduler. If the problem persists it has to be intimated to the Service Engineer

Originated by : Departmental Manual Committee	Issue No. : 1 Date : 02.01.2018
Approved by : Sr. Dy. Director	Page No. : 4 of 8 Revision No : 0 Date : 02.01.2018

**V.O.CHIDAMBARANAR PORT TRUST
EDP CENTRE
DEPARTMENTAL MANUAL (QEDP)**

HAND BOOK NO.QEDP001

Managing Service and Help Desk

IV. Informing the test results:

Inform the details of the problems noticed to the Service Engineer immediately. Follow his instructions for solving specific problems. Depending on the severity of the problems you could summon him to attend to the problems.

V. Connecting to the internet:**Sending & receiving E-mails & downloads:**

Log into the net. Check for the incoming and outgoing e-mails and distribute the same. If there

are any emails from Ministry, notify the recipient over phone besides forwarding the emails. If there is any a specific patch or updates to be downloaded, it may be done. Log out from the net.

Maintenance of VOCPT web site:

Log into the net. If there are any tenders or updates to be posted to our web site or intranet upload them through the given admin tool login screen from the net.

VI. Backups:

Back up Schedules:

Back up of data from all servers as per the instructions contained in Hand Book QEDP002 and record the details in Daily Back up Register (QEDP/DOC/BKP)

VII. Work Schedules:

Processing & printing:

Any processing or printing or data creation work is to be assigned to any DPO or Shift Incharge, email may be sent to the concerned personnel giving full details of the work to be carried out. Any difficulty in completing the job or the status of completion should be sent to the concerned DPOs / Shift Incharge through reply mail.

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Issue No. : 1

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Page No. : 5 of 8

Revision No : 0

Date : 02.01.2018

**V.O.CHIDAMBARANAR PORT TRUST
EDP CENTRE
DEPARTMENTAL MANUAL (QEDP)**

HAND BOOK NO.QEDP001

Managing Service and Help Desk

VIII. Problem Solving:

One of the main responsibilities of the personnel coming in shifts is to provide help and support to the Users and resolve their problems in using the system. A Help Desk for managing the Software problems and Service Desk for managing the Hardware problems functions round the clock for recording / Solving the problems. The phone numbers and e-mail IDs are notified to all the users.

Recording of problems and their resolutions:

Whenever a problem is reported, noticed, or brought to the notice through any source, try to understand the problem as clearly as possible. Even if the problems are directed to the officers concerned, the details should be obtained from them and entered in the system.

Software

If the problem is related to Software, record the problem through the Solution Manager system.

If the problems are reported during the General Shift and which could not be resolved by the Shift in charge, the problems should be immediately referred to the officials concerned. If the problems are reported outside the General Shift and they could not be resolved by the Shift in charge, the severity of the problems should be assessed and action as required should be initiated to the system integrator who is providing software support

Hardware

If the problem is related to Hardware, the details should be recorded through PM module.

Resolving problems:

Software

In case of software related problems, check and ensure that the user knows the basics of how to log in etc. and has a valid password.

Originated by : Departmental Manual Committee

Issue No. : 1
Date : 02.01.2018

Approved by : Sr. Dy. Director

Page No. : 6 of 8
Revision No : 0
Date : 02.01.2018

**V.O.CHIDAMBARANAR PORT TRUST
EDP CENTRE
DEPARTMENTAL MANUAL (QEDP)**

HAND BOOK NO.QEDP001

Managing Service and Help Desk

In case of problems relating to specific applications (doubts about entering or authorizing Particular transactions etc.), look for known workarounds recorded earlier. If none is available, contact the DPO in charge of the specific application and get their help. If required, direct the User to the DPO concerned.

Hardware

Try to check with the users whether they have done the basic checks of the trouble shooting Procedures. If the problem is not solved, Service Desk person proceeds to the respective locations for solving the Problem.

Review of problem resolution:

All unresolved problems should be flagged for follow up at the next shift and for escalation and Resolution to the next level.

General instructions for officials attending shift duties:

1. Officials should be punctual in reporting for shift duties. Officials should leave only after the relieving official takes over. Before leaving the duty spot, unfinished tasks and unattended calls, if any, should be informed to the successor.
2. In case of applying for leave sufficient prior notice should be given so that a suitable reliever could be arranged. As far as possible, the officials coming in shifts and the relieving official should plan their leaves in such a way that the works are not disrupted.
3. If the official is unable to attend shift duty, due to unavoidable circumstances, intimation should be given to the official attending the shift to make alternate arrangements.
4. Officials should be vigilant while on shifts especially during out of office hours. Anything strange or out of the ordinary inside the EDP centre (smell, smoke, heat, noise etc.) should be immediately looked into.

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Issue No. : 1
Date : 02.01.2018

Approved by Sr. Dy. Director

Page No. : 7 of 8
Revision No : 0
Date : 02.01.2018

**V.O.CHIDAMBARANAR PORT TRUST
EDP CENTRE
DEPARTMENTAL MANUAL (QEDP)**

HAND BOOK NO.QEDP001

Managing Service and Help Desk

5. Electrical outlets inside the EDP centre are potential fire hazards and hence officials should ensure that lights, ACs and PCs are switched off in the rooms when persons are not working. Lights and ACs inside the server room should also be switched off in rotation to avoid continuous burning of lights and ACs during night hours. This will also result in energy saving. In case of any electrical problem, isolate the problem area immediately and inform the electrical shift in charge phone 2231.
6. Visitors are not permitted inside EDP centre unless they have genuine work inside the EDP centre.
7. The Helpdesk phone 2152 and Service Desk phone 2165 should be always answered promptly. Whenever a user calls over phone, be courteous, listen to their problems and understand their difficulties. Try to provide support over phone as far as possible.
8. Monitor the activities of the Service Agency with respect to recording, attending and completion of Hardware calls as well as approach in which they conduct themselves.
9. If a problem could not be resolved during the shift, escalate it to the next level and specifically bring it to the notice of the next shift official and DPO concerned for continued follow up.

10. Whenever power failure occurs, ensure the working of the DG set .Then balance time available in the main UPS to be verified. If it is less than 20 minutes, shutdown procedures should be commenced starting with the desktops, printers, Linux servers, all Servers and individual nodes.

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