



# **V.O.CHIDAMBARANAR PORT TRUST**

## **INTEGRATED MANAGEMENT SYSTEM**

### **E.D.P. CENTRE**

#### **DEPARTMENTAL HAND BOOK**

#### **REQUEST FOR CHANGES TO SOFTWARE MODULES (HAND BOOK NO. QEDP004)**

### **ISO 9001:2005**

**Issue No.1**

**Date: 02.01.2018**



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

**REQUEST FOR CHANGES TO SOFTWARE MODULES  
HAND BOOK NO.QEDP006**

**I N D E X**

<b>Sl. No.</b>	<b>TITLE</b>	<b>No. of Pages</b>
1.	Title Page	1
2.	Index	1
3.	List of Recipients of the Manual	1
4.	Revision Sheet	1
5.	Abbreviation	1
6.	Procedure	2

Originated by : Departmental Manual Committee

Issue No. : 1  
Date : 02.01.2018

Approved by : Sr.Dy.Director

Page No. : 1 of 1  
Revision No : 0  
Date : 02.01.2018

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

**REQUEST FOR CHANGES TO SOFTWARE MODULES  
HAND BOOK NO.QEDP004**

**LIST OF RECIPIENTS OF THIS MANUAL**

<b>Sl. No.</b>	<b>Recipients</b>	<b>Controlled Copy No.</b>
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	

Originated by : Departmental Manual Committee

Issue No. : 1  
Date : 02.01.2018

Approved by : Sr.Dy.Director

Page No. : 1 of 1  
Revision No : 0  
Date : 02.01.2018

INTEGRATED MANAGEMENT SYSTEM

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

**REQUEST FOR CHANGES TO SOFTWARE MODULES  
HAND BOOK NO.QEDP004**

**REVISION SHEET**

Document Name : Departmental Manual - Hand Book  
Code : QEDP004

**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	03.02.2016	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**

Sl.No.	Page No.	Section	Revision		Remarks
			No.	Date	

Originated by : Departmental Manual Committee  
Issue No. : 1  
Date : 02.01.2018

Approved by : Sr.Dy.Director  
Page No. : 1 of 1  
Revision No : 0  
Date : 02.01.2018

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

**REQUEST FOR CHANGES TO SOFTWARE MODULES  
HAND BOOK NO.QEDP004**

**ABBREVIATIONS**

AD	:	Assistant Director
DPO	:	Data Processing Officer
EDP	:	Electronic Data Processing
SAP	:	Systems, Applications and Products
SOLMAN	:	Solution Manager

--	--

Originated by : Departmental Manual Committee	Issue No. : 1 Date : 02.01.2018
---	------------------------------------

Approved by : Sr.Dy.Director	Page No. : 1 of 1 Revision No : 0 Date : 02.01.2018
------------------------------	---

**EDP CENTRE  
DEPARTMENTAL MANUAL (QEDP)  
HAND BOOK NO. QEDP004**

**REQUEST FOR CHANGES TO SOFTWARE MODULES**

Procedure : Intimation of corrections/ modifications in the Software to L&T  
Authority : Financial Adviser & Chief Accounts Officer  
Responsibility : Respective Module Owner/Sr.Deputy Director

**Changes to the Integrated Computer Software modules – Request for additional / improved functionality :**

Solution Manager is a module handled in SAP to raise software complaints. Solution Manager is denoted as SOLMAN. Day to day operational problems including errors, if any, in the software which require immediate attention may either be informed to the concerned DPO or AD in EDP to raise complaint through Solution Manager or be raised by the user who has rights to use SOLMAN. Whenever additional functionality is required or new systems are to be developed, such requests are raised through SOLMAN with model templates / forms briefly indicating the necessary parameters relating to it.

Generally, Change Requests will be taken up by L & T Infotech in the order of impact/urgency/priority which will be decided in the following manner:

1. Changes having financial implications
2. Changes having time bound effects
3. Correction of omissions
4. Suggestions for improvements / additional functionality
5. Others

Impact/Urgency/Priority will be decided in the following manner

1. High
2. Medium
3. Low

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

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

**HAND BOOK NO. QEDP004**

## REQUEST FOR CHANGES TO SOFTWARE MODULES

On completion of the work and intimation will be sent through reply message in SOLMAN to the person initiating the Change Request who will arrange to test the software for the correctness of the changes made. After successfully testing the software, it will be released to all concerned along with detailed work procedures, wherever required. User Id is required for each user to login into SOLMAN.

### Features in SOLMAN

- Create tickets (Complaints) with the details of Description, Service Team, Reporter, Level of Impact, Urgency and Priority, Module details.
- View the status of tickets whether in process, solution provided or incident closed.
- Pendency Status of modulewise tickets
- Reports related to the details of tickets
- Incident Management with various parameters
- Attachment of Soft copies
- Can be mapped in SAP logon pad

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