



GOVERNMENT OF KERALA

No:HEDN./403 /2016/H.Edn

HIGHER EDUCATION (C) DEPARTMENT

Thiruvananthapuram,

Dated:4/11/2016

CIRCULAR

Sub: Higher Education Department-Additional Skill Acquisition Programme-Roles and Responsibilities of Facilitator Programme Managers- Guidelines –Reg

ASAP has developed a team of Programme Managers, designated as IT Facilitator Programme Manager, who will be handling the IT related infrastructure management of ASAP in the field level. These Programme Managers are assigned with the DPM Unit and they will be primarily responsible for ensuring the effective utilization of ASAP IT infrastructure.

Guidelines regarding the roles and responsibilities of IT Facilitator Programme Managers are as follows:

1. Facilitator Programme Managers will be the first point of contact for the SDC PMs in the event of IT related issues in the District.
2. They will be responsible for first level troubleshooting of hardware and software related issues in the District. The issues which cannot be solved within the scope of their activity may be referred to the IT Division of ASAP.
3. They will be the custodian of administrative password for software installations and updations in the district and they will have to keep the confidentiality and authenticity of the same.
4. Apart from their visits to address IT issues in the SDCs, IT Facilitator Programme Manager should make routine visits to each SDC in the district, at least twice in a month, to check whether the IT assets are in good working condition as per the check list in the annexure. This check list need to be sent to IT Division by 15th and 30th of every month after their routine visits.
5. The reporting Officer of IT Facilitator Programme Managers will the SPM/PM in charge of the District and they should maintain the attendance and movement register of IT Facilitator Programme Manager at the DPM unit.
6. The existing slab of monthly Travelling allowance of the Programme Managers posted a Facilitator Programme Managers will be fixed at the rate of Rs. 5000/- per month.
 - a. If their travelling expense exceeds this limit of Rs. 5000/- for travel they undertake as part of their assigned work in a calendar month, they will have to claim the same submitting the total TA claim of the month establishing the excess expenditure over and above Rs 5000/-as per the standing orders.
 - i. The FPM has to submit a tour plan to the DPM on the basis of which the SDC visit has to be executed in the month. At the end of each month, an updated tour diary has to be

approved by the DPM and maintained in the DPM Unit which will be the base document for calculating and verifying additional travel expense if any.

B.SRINIVAS

Principal Secretary to Government

To

All Programme Manager and Senior Programme Managers

All Heads of Divisions

Finance, ASAP

AG (A&E/Audit) Thiruvananthapuram

Stock File

Forwarded/By Order

Section Officer

Annexure :



[Company Name]

Field Visit and Inspection Report

Name of District:

Name of FPM:

Name of SDC:

Version 1.0
May 25, 2016

Presented by:
IT Division

FPM Asset Identification/Verification Visit to SDC

Key Focus Areas - Checklist

Following are the key focus areas of the FPM during each visit.

No	Areas
1	Internet Connectivity Status – KSWAN & Backup internet
2	IT asset identification/ Verification
3	Status of IT assets – Working/Not working
4	Verification of Software installed in Systems
5	Verification of Asset Movement Register

Take a printout from MIS system and verify the same. Also check the working conditions of each of them. If any difference is identified it may be brought to the notice of the IT Department, ASAP-HQ.

Focus Areas

Internet Connectivity Status

Check on the status of internet connectivity of the SDC. If working obtain the bandwidth of the KSWAN and backup connection if any. If there are any connectivity issues prepare a first level report and escalate to the HQ. Also under remarks mention on the total count of internet issues reported for the month from the SDC and the no of days taken to resolve the issue.

IT asset identification/ Verification

Identification and verification of the IT stock attached to the SDC.

UPS status and battery water level also to be checked.

Status of IT assets

Checking of the working condition of the IT assets in the SDC and report on their working conditions and register complaints on those that need to be repaired.

Verification of Software installed in Systems

Verify the software installed in the All-in-one's and laptops whether those installed are authorized or not. Report on unauthorized installations.

Movement Register verification

Movement register is to be verified to check upon the asset movements between SDCs if any. The same has to be checked with the MIS system.

Internet Connectivity Status

In the below table fill up the status of Internet connectivity at the SDC. Mention both KSWAN and backup Internet (if available) status.

S/n	Type of Connection	Status	Bandwidth in Mbps	Issues if any
1	KSWAN			
2	BSNL/Railnet/ Other			

IT Assets and Status

Below is the list of IT assets available at the SDC – Focus areas 2 and 3 to be checked.

S/n	Type of Asset	Qty	Status	Remarks
1	AIO Systems			
2	10 KVA UPS			
3	2 KVA UPS			
4	Laptops			
5	Printer			
6	LFD			
7	LED Projector			
8	Ethernet Switch			
9	Network Router			
10	Access point			
11	Power Injector			
12	Media converter			
13	Mini PC			
14	Smart Board			
15	Bio-metric Device			
16	Rack			

Verification of Software installed in Systems

In the below table fill up the name of software installed in AIOs and laptops of SDC. Check for unauthorized installations.

S/n	Name of Software	Type of Software – Open or Proprietary	Purpose - SDC or Institution
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1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			

Name:

Signature:

Date: