

National Informatics Center, Jalgaon

Process Manual

Name of Activity: : IT supports to Govt.Dept and Schemes

Branch : NIC,DIT, Govt.of India

Document No : Collr/JAL/NIC/004

Cross Ref : ISO 9001:2000

Issue/Rev No.1/0 Date: 08-02-2007

Sr .No	Activity : IT supports to Govt.Dept and Schemes	Duration	Responsibility	Doc/Remarks
1	Introduction : IT supports to Govt. Dept and Scheme: National Informatics Center, Jalgaon is the organization of Dept. of Information Technology Govt. Of India. Related to the information Technology (IT) the govt. dept. needs technical help in various manner . This office will accept the demand of IT supports and give the required technical help. The IT support may be hardware or software.			
2	Input for this process : In this process of IT Support the input is the support demand from various Govt. Department related to the hardware and software . The input demand makes come in Three ways a) By letter b) By Telephonic massage c) Personal Discussion The input demand is categorized in the way of IT Support required.			
3	Information required for this process: 1) Letter, Massage , Tippni, discussion etc.			
4	Resource required for this process : Software development, software development Knowledge, development tools , analysis tools, Anti-viruses, Knowledge of Hardware, New Technology.			
5	Steps to be followed for this process: 1) It support demand is categorized as a) software supports b) Hardware supports . 2) Discuss about the required IT supports in the office 3) Back contact to the demanding department. either by Telephone or by personal visit. 4) Finalized the required IT supports 5) If the required solution is within the limit of this office the support will be provided either by visiting the user department or calling the systems in NIC 6) If the IT Support needed is not in the limit of this office the concerned department will be briefed about the	2 days 1 day 1 day 1 hrs 1 hrs 1 hrs.	Clerk D.I.O D.I.A D.I.O D.I.O D.I.O	

	<p>problem and provide necessary information like vendors addresses , type of complaint to be launch and status of complaint in technical words.</p> <p>7) The required demand will be given in time limits.</p>		D.I.O	
6	<p>Output of this process : The IT support demand of the user department get solved.</p>			
7	<p>Internal communication : By Letter, Massages, Self contact. Meetings.</p>			
8	<p>Determined criteria for effectiveness :</p> <ol style="list-style-type: none"> 1) Hardware consultancy – 48 hours 2) Software supports of application – 48 hrs. 3) System software supports – 48 hrs. 4) Hardware support – 3 days 			
9	<p>Method for verifying the effectiveness of this process : DLCC meetings , district level computerization committee meeting on monthly basis</p>			
10	<p>Output of this process is input for this process : IT implementation in District.</p>			

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National Informatics Center, Jalgaon

Process Manual

Name of Activity : DATA Center Activity

Branch : NIC,DIT, Govt. of India

Document No : Collr/JAL/NIC/003

Cross Ref : ISO 9001:2000

Issue/Rev No.1/0 Date: 08-02-2007

Sr .No	Activity : DATA Center Activity	Duration	Responsibility	Doc/Remarks
1	Introduction : under land record computerization scheme District Data Center had been established to maintained backup of 7/12 data of entire district. The Taluka level database is merged to form a district database and maintain. Same copy of district database had to be timely submitted to the Head office for maintaining the web online database.			
2	Input for this process : 1) Timely Receipt of Taluka level database			
3	Information required for this process: 1) Guidelines of district database maintenance . 2) Knowledge of system software like , jakarta ,tomcat, linux, db2 etc.			
4	Resource required for this process : District data server, client system, Taluka level database, LAN, data porting devices. testing software, system software like , jakarta,tomcat, linux, db2 etc.			
5	Steps to be followed for this process: 1) Timely receipt of Taluka level database 2) inspection of Taluka level database 3) Exporting of Taluka level database 4) Merging of Taluka database to district database – updation of district database 5) Maintaining the backup cds of taluka database 8) Maintain the backup register and required correspondence 9) Creating cds of district database for SIO office mumbai. 10) Timely sending the cds to SIO office.	2 nd and 17 th of every month 1 day 2 days 1 day as on receipt immediat ely 1 day before 7 th of every month	Clerk Clerk D.I.A D.I.A Clerk Clerk D.I.O D.I.O	

6	Output of this process : Updated and maintained district database Timely sending cds to SIO Office for updating of online web database			
7	Internal communication : By Letter, Cds, Lan, Backup devices.			
8	Determined criteria for effectiveness : 1) Timely receipt of Taluka level database 2) inspection of Taluka level database 3) Exporting of Taluka level database 4) merging of Taluka database to district database – updating of district database 5) maintain the backup cds of Taluka database 6) maintain the backup register and required correspondence 7) creating cds of district database for SIO office mumbai. 8)Timely sending the cds to SIO office			
9	Method for verifying the effectiveness of this process : MIS maintained by the office of Settlement commissioner pune			
10	Output of this process is input for this process : Updating of Web base online database of www.mahabhulkeh.mumbai.nic.in			

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National Informatics Center, Jalgaon

Process Manual

Name of Activity : Application software implementation

Branch : NIC,DIT, Govt. of India

Document No : Collr/JAL/NIC/002

Cross Ref : ISO 9001:2000

Issue/Rev No.1/0 Date: 08-02-2007

Sr .No	Activity : Application software implementation	Duration	Responsibility	Doc/Remarks
1	<p>Introduction : Many software were designed and develop at state head quarter and at National Headquarter. The software are send along with guidelines of implementation to district for implementation. The entire activity of implementation and training for that application will be conducted at District. examples :</p> <ol style="list-style-type: none">1) LMIS : Land Management Information System2) LINPCIS : Property Card information system3) SARTHI : License system for transport.4) Employment exchange software5) Account and treasury software6) DIC application software7) MPLADS etc.			
2	<p>Input for this process :</p> <ol style="list-style-type: none">1) Fully develop Application2) Installation Guidelines3) Implementation Guidelines4) Troubleshooting guidelines5) Manual			
3	<p>Information required for this process:</p> <ol style="list-style-type: none">1) Installation Guidelines2) Implementation Guidelines3) Troubleshooting guidelinesManual			
4	<p>Resource required for this process :</p> <ol style="list-style-type: none">1) Site preparation at implementation site2) Hardware requirement3) System software installation and configuration4) Application Software			
5	<p>Steps to be followed for this process:</p> <ol style="list-style-type: none">1) Visit to the implementation site and direct them about site preparation requirement	1 day	D.I.A	

	<ul style="list-style-type: none"> 2) Visit and inspect the required hardware. 3) Installation and configuration of system software 4) Installation and configuration of Application software 5) Training of Application to the users Support required . 	<p>1 day</p> <p style="text-align: center;">{</p> <p style="text-align: center;">1 day</p> <p style="text-align: center;">}</p> <p>1 day As per demand in 48 hrs</p>	<p>D.I,A</p> <p style="text-align: center;">}</p> <p>D.I.O/D.I.O</p>	
6	Output of this process : Applications software start working			
7	Internal communication : emails, training, discussion, cds etc			
8	Determined criteria for effectiveness : <ul style="list-style-type: none"> 1) Visit to the implementation site and direct them about site preparation requirement 2) Visit and inspect the required hardware. 3) Installation and configuration of system software 4) Installation and configuration of Application software 5) Training of Application to the users 6) Support required . 	.		
9	Method for verifying the effectiveness of this process : Meetings , discussion,. MIS reports			
10	Output of this process is input for this process : Application software supported for the activity of that department.			

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National Informatics Center, Jalgaon

Process Manual

Name of Activity : Updating of www.jalgaon.gov.in website

Branch : NIC,DIT, Govt.of India

Document No : Collr/JAL/NIC/001

Cross Ref : ISO 9001:2000

Issue/Rev No.1/0 Date: 08-02-2007

Sr .No	Activity : Updating of www.jalgaon.gov.in website	Duration	Responsibility	Doc/Remarks
1	Introduction : The office of the collector Jalgaon had prepared the web site www.jalgaon.gov.in for the public. The information available under the website need to be updated regularly.			
2	Input for this process : Updated data/ information from various departments. New tenders and activities to be published on website.			
3	Information required for this process: 1) Updated information to be updated on website. 2) Updated documents in the form of Cds. 3) Guideline of website updating as per VPN Section NIC New Delhi.			
4	Resource required for this process : Updated data/ information from various departments. New tenders and activities to be published on website.			
5	Steps to be followed for this process: 1) Request of data updating through web coordinator 2) Verification of Virus & Conversion to PDF 3) Uploading the contains to website via VPN connection	1 day 1 day 1 day	D.I.A D.I.A D.I.O	
6	Output of this process : Updated website www.jalgaon.gov.in			
7	Internal communication : By letter, Cds etc.Email & Fax			
8	Determined criteria for effectiveness : 1) Inspection of virus and conversion to PDF			

	2) Uploading contains to website			
9	Method for verifying the effectiveness of this process : Visiting website daily & regularly			
10	Output of this process is input for this process : Updated website www.jalgaon.gov.in			

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- 1) Updating of www.jalgaon.gov.in website
- 2) Application software implementation
- 3) DATA Center activity.
- 4) IT support to Dept. & Schemes at collectorate & other deptt. if required.