

## **Standard Operating Procedure:** **Computer Systems and Peripheral Devices**

**Aim :** The aim of this Standard Operating Procedure is to form guidelines and procedures to be used for maintenance of computers (Hardware & Software) and networking.

**Scope:** This procedure is applicable for maintenance of computers in all the Departments, Sections and Computer Laboratories.

**Responsibility:** Lab-In charge of Respective Computer Laboratories.

### **Activities/ Information:**

1. General Procedure
2. Policies and Procedures for maintenance

#### **1. General Procedure:**

- The HODs of the CSE department is communicated to raise their requisitions for Computer Systems and Peripheral Devices based on the curriculum.
- Depending on the requisitions raised, vendors are selected.
- Comparative statement is prepared and sent for the approval of Principal. Once the Principal approves the list, it will be submitted to the accounts department to check the sanctioned Computer Systems and Peripheral Devices budget for the year.
- After the budget is sanctioned, Computer Systems and Peripheral Devices are procured by selecting a vendor and entry is done in the dead stock register.
- Whenever there is a problem with computer hardware or software the respective lab-in charge/individual has to submit the repair request to the HODs.
  - HODs initiates further procedure.
  - The copy of same to be retained in the respective department.

## 2. Policies and Procedures for maintenance:

- The maintenance order has to be signed by the concerned lab-in charge of Computer Laboratory and by the HOD.
- After duly signed by the HOD and lab-in charge of respective Computer Laboratory the maintenance order comes to the Principal.
- The principal may approves the request and mark to the lab-in charge of Computer Laboratory.
- Lab-in charge of Computer Laboratory will procure the items if any required for the repair of computers.
- With the help of AMC in charge the repairing is done by himself or if required consults authorized service personnel.
- Lab-in charge of Computer Laboratory will maintain a dead stock register for maintenance.
- Priority is assigned according to the order of entry in the dead stock register.
- As per the order of entry in the dead stock register, the AMC in charge will attend the problem.
- The maintenance order is seemed to be closed once the problem is solved.
- In due course of maintenance, if the need for purchase of spare parts arises, the request from lab-in charge of Computer Laboratory raised and the same is submitted to Principal through HOD CSE for its approval.
- Principal approves it for the necessary purchases and if the requirement is more, the requisition is forwarded for management approval.

## Guidelines for the users:

- For utilization of computers, the users have to make an entry in the lab register.
- The user is not allowed to plug in their external drives without prior permission.
- The respective user will be held responsible for any damage or malfunction of the computer.
- There will be no claim for loss of data saved on desktop.
- The user should not delete/uninstall any data or software.

## Records to be maintained:

- Comprehensive Annual Maintenance Contracts(CAMC)
- Student entry registers at respective places
- Dead-stock register

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