



CCTNS - UP

DO'S AND DON'TS



1 Information and Revision History

File Name	UP CCTNS DO'S AND DON'TS for Handholding
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Version	Date	Revision Author	Revision Notes	Approving Authority-name and signature
1.0	9 th June 2013			

2 Do's And Don'ts

- ✚ For Any Sort of Issues Call Help Desk at "180030005050" or mail at upcctns.helpdesk@upcctns.gov.in
- ✚ All the Data should be kept Confidential
- ✚ Attendance should be marked daily before 9:45 AM in online Application and register
- ✚ Daily log should be filled in Online application and register daily before leaving the premises
- ✚ Issue Log should be filled after any issue faced in Online Application and Register
- ✚ Backup should be taken before formatting a systems and copy the data to the external hard disk
- ✚ Manage hardware and networking issues on daily basis
- ✚ Manage CAS Related issues on daily basis
- ✚ Inform the issues to the HELPDESK through Phone or E-Mail
- ✚ Internal Issues are to be kept confidentially
- ✚ Server should be used ONLY by trained personnel
- ✚ Server and Clients connectivity has to be checked daily
- ✚ Internet if available should be used for official purpose only
- ✚ Maintain the Environment clean and tidy
- ✚ Printer should be switched ON only when it is needed
- ✚ Printer should be used for taking printouts pertaining to CCTNS project only
- ✚ Photostat copy is to be taken only for CCTNS project
- ✚ Always be at thana

- ✚ Never share PS Data with anyone
- ✚ Never ignore the backup process
- ✚ Never ignore the hardware issues on a temporary basis
- ✚ DON'T ignore to fill up the complaint details
- ✚ Never try to open CPU which is in Warranty period
- ✚ Never discuss internal issues with others
- ✚ Never allow un-trained persons to use SERVER
- ✚ DON'T ignore to check Server & Client Connectivity
- ✚ Never browse unwanted and illegal websites
- ✚ DON'T make the place dirty
- ✚ DON'T take leave or permission without authorization
- ✚ Never fail to log issues in the register
- ✚ Without the permission of Helpdesk, DON'T allow any outside technicians to handle devices
- ✚ Printer should be switched OFF when it is not in use
- ✚ Never use the printer for other than CCTNS project
- ✚ Never take Photostat copies other than CCTNS project
- ✚ Never keep the asset if it is not needed
- ✚ Admin Password should not be disclosed to anyone
- ✚ System Policies should not be changed
- ✚ Systems should not be formatted without taking approval from helpdesk
- ✚ Don't be late at thana
- ✚ Don't change system timing
- ✚ Do not enter wrong password more than 3 times
- ✚ Don't use Login and Password of that Police Personnel who is transferred to some other Location.
- ✚ Any kind of change should not be made in "Configuration" file for database properties.