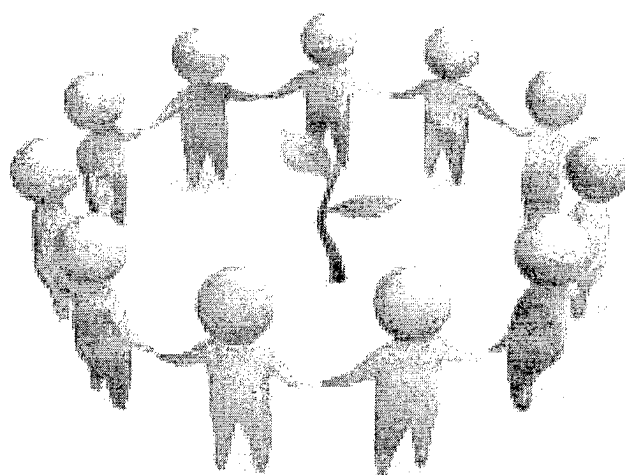




# CCTNS - UP

## ROLES & RESPONSIBILITIES

HANDHOLDING PERSONNEL





## 1 Information and Revision History

<b>File Name</b>	UP CCTNS Roles and Responsibilities for Handholding
<b>Original Authors</b>	Rahul Jaggi

Version	Date	Revision Author	Revision Notes	Approving Authority-name and signature
1.0	9 <sup>th</sup> June 2013			



## **5 Roles and Responsibilities**

### **5.1 First Day Responsibility**

- ✚ Should Meet SHO of the respective thana and get in connect with SPOC of Thana
- ✚ Should ask for list of personals who are dedicated for CCTNS
- ✚ Check Thana with the checklist
- ✚ Get nominated personals list for CAS training to be given at Thana
- ✚ Start Training as per schedule for 1 week at the thana
- ✚ Check your User ID working in Online HH Application if not report to HH Coordinator
- ✚ Mark the attendance in Application and physical register kept at Thana
- ✚ Complete the day by filling daily issue Log in Online Application and Register
- ✚ Same is to be repeated for another thana allocated to his/her

### **5.2 Daily Responsibilities**

- ✚ Should Mark Attendance in Online Application before 9:45 AM
- ✚ Sign the Attendance Register on a daily basis at the beginning & afternoon of the day.
- ✚ The daily attendance register for the month should be signed off at the end of every day by the concerned SHO of the Police station.
- ✚ Attendance Marked after 9:45 AM will be marked as Late
- ✚ Attendance not marked will be taken as leave
- ✚ He/She should enter daily issue Log in Handholding Online Application as well as in the register available at the thana
- ✚ Backups should be taken from the CAS Server on the external HDD/Local Server/ Client when a system requires formatting. Backup of MS SQL backup should be taken as per the instructions.
- ✚ Formatting is only allowed after approval of SHO/Helpdesk.
- ✚ After Installing system backup should be restored.
- ✚ Any application/operational failure should be logged for resolution and reported immediately



## 6 Report Formats

### 6.1 Register at Thana

#### 6.1.1 Attendance Format

S No.	Name of Candidate	Date	Time		Signature	
			IN	OUT	NIIT STAFF	UP POLICE

#### 6.1.2 Daily Log Register

S No.	Date	Status (Open/Closed)	Activity Performed	Proposed Solution	Signature	
					NIIT STAFF	UP POLICE

#### 6.1.3 Issue Log Register

S No.	Date	Status (Open/ Closed)	Issue Type	Issue reported to Helpdesk	Issue Detail	Issue Reported By Person Name	Issue Reported To Person Name	Proposed Solution	Signature	
									NIIT STAF F	UP POL ICE



## 6.2.3 Issue Log Register

सी सी टी एन एस  
अनुमति प्राप्त निदेशक, नैतिकता और मानव संसाधन विभाग

District MORADABAD  
Location Dummy1

HandHolding  
Issue Register - Issues faced and escalated

Issue Details	
Issue Raised Date*	
Status	Open
Issue Type	Connectivity
Issue Reported to HelpDesk	Yes
Issue Reported to HelpDesk Via	Mail
Issue Reported By Person Name*	
Person Name to Whom Issue Reported *	
Issue Details *	
Proposed Resolution	
Submit	





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# **CCTNS - UP**

## **DO'S AND DON'TS**

HANDHOLDING PERSONNEL



## 2 Do's And Don'ts

### 2.1 Do's

- ✦ For Any Sort of Issues Call Help Desk at "180030005050" or mail at [upcctns.helpdesk@upcctns.gov.in](mailto: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