BIHAR STATE POWER (HOLDING) COMPANY LIMITED, PATNA
(Regd. Office : Vidyut Bhawan, Bailey Road, Patna)

Office Order No _____ 592 _____ Dated 16·05·2017

H-II/Misc. correspondence (Cadre Formation)-8030/15

In pursuance of decision taken by Board of Director's in its 52nd meeting and consequent BSPHCL's Notification no. 09 dated 10.01.2017 the IT cadre rule 2016 has been constituted for BSPHCL and its subsidiary companies and different category of posts have been created under such IT cadre. The duties & responsibilities of different categories of posts, the mechanism and hierarchy of evaluation of their annual performance needs to be fixed.

2. In the light of above Duties and Responsibilities of different posts in IT cadre is assigned as below:-

(A) Duties and Responsibilities of IT Assistant.

➢ The IT assistant will be responsible for the installation, operation, and maintenance of computer systems and other computer peripherals and technical hardware such as communication systems.

➢ The IT assistant will be responsible for resolving basic issues of computer hardware, software and networking.

➢ The IT Assistant will be responsible to work at help desks, answering calls and e-mails regarding the computer network or communication systems, arranging video conferencing and local presentation for office work.

➢ The IT assistant will be responsible for logging calls at central help desk/IT supervisor/Assistant IT Manager for various issues related to computer hardware, software, networking and coordinate with concerned agency for resolving the issues.

➢ Ensuring that only authorised software are used in office.

➢ Maintain updated Antivirus software on all systems and regular scanning of computers. preparing and maintain the up-to date IT asset register.

➢ Ensuring that all the office users and other stakeholders working for office are complying to Information Technology Act-2000 and 2008.

➢ The IT Assistants will be responsible for writing / typing reports, tracking inventory, , implementing contingency plans in case of network failure.

➢ The IT assistants work will be to help superior officers in testing of IT applications.

➢ Perform regular backups of all critical information.

➢ Keep the operating system third party applications (MS office, browsers, browser Plug ins) up-to-date with the latest patches.

➢ The other work entrusted by his superior officers of the offices of posting in time to time.

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(B) Duties and Responsibilities of IT Supervisor.

➤ IT Supervisors will Report to the Assistant IT Manager

➤ IT Supervisors will be responsible for the installation. Operation and Maintaining computer systems and other technologies. peripheral Hardware. software and networks.

➤ Responsible for resolving basic issues of computer hardware, software and networking.

➤ Responsible for monitoring and resolution of various IT related issues.

➤ Responsible for ensuring that only authorised software are used in office.

➤ Will maintain updated Antivirus software on all systems and regular scanning of computers. preparing and maintain the up-to date IT asset register.

➤ Responsible for ensuring that all the office users and other stakeholders working for office are complying to Information Technology Act-2000 and 2008.

➤ Responsible for implementation and roll out of new software applications as decided by Head office IT Team.

➤ The IT assistant will be responsible for logging calls at central help desk/IT Manager/ Assistant IT Manager for various issues related to computer hardware, software, networking and coordinate with concerned agency for resolving the issues.

➤ Resolve basic issues faced by staff related to IT software applications

➤ Responsible for applying various IT based practices to secure IT applications and data.

➤ Perform regular backups of all critical information.

➤ Keep the operating system third party applications (MS office, browsers, browser Plug ins) up-to-date with the latest patches.

➤ Supervising at help desk, answering calls and emails regarding the computer network or communication systems.

➤ Supervisors are responsible for writing reports, tracking inventory, educating technologies, negotiating contracts with vendors and developing contingency plans in case of system failure.

➤ IT Supervisors will work in other technological specialities such as web design or Internal Security.

➤ The IT Supervisors will assist IT Manager and Assistant IT Manager in preparation of system requirements specifications, cost Estimation and timelines Estimation.

➤ The work entrusted by Assistant IT Manager and his superior officers of the offices of posting in time to time.

(C) Duties and Responsibilities of Assistant IT Managers.

➤ The Assistant IT Manager will report to the IT Manager and he will manage and provide hardware and software maintenance, training and consultation and recommendations about future planning and development of resources. Providing

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these services in an effective and efficient manner it will ensure maximum access to and implementation of technology,services and resources

- The Assistant Information Technology Manager is responsible for installing and maintaining computer hardware. software and networks
- Plan, organize, direct control and evaluate the operations of information systems and electronic data processing (EDP)
- Develop and implement policies and procedures for electronic data processing and computer systems operations. Information System Security. Data protection and development.
- Help IT managers to formalise system requirements, specifications, costs and timelines.
- Manage information systems personnel and contractors to design, develop, implement, operate and administer computer and telecommunications software, networks and information systems.
- Manage Operation of the application & system software, System (Hardware) as Data Centre and Disaster Recovery Centre.
- Arranging information required for IT system implementation in coordination with IT Managers DBA/CDBA.
  - Following duties will be specific to SBPDCL and NBPDCL-
    - Responsible for POS counter software application installation and updating as per instructions/ guidelines from Head office IT Team.
    - Responsible for GIS updating (Delta Change) for consumers and electrical assets.
    - Resolving technical problems related to all Mobile applications installation/operation.
    - Resolving basic issues related to MRU and R-APDRP software applications.
    - Monitoring the status of 1912 complaints and reminding concerned officer for resolution.
    - Assuring that MDAS application installed at PSS is being used by concerned officer and periodically checking.
    - Implementation of all software modules in division after training to the users.
    - Assisting in generating all MIS/ exception reports required by EE/RO.
    - Feeder wise data maintenance
    - Assuring Network link is available at offices and reporting the same to helpdesk team for resolution and maintaining the records of the same.
    - Reporting all the incidents/ defects in online helpdesk tool to track the status and closure of incident/defects.
- Responsible for roll out of new software application as decided by Head office IT Team.
- Responsible for taking backup of all the IT applications regularly and restoration of backup time to time
- Responsible to keep source code, design document, manuals of all the IT applications with the organization in safe custody.

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- ➤ To Resolve basic issues faced by staff related to IT software applications.
- ➤ Responsible for User creation with the help of Head office IT Team.
- ➤ Troubleshooting and resolving basic problems related to network, computer hardware, system software and application software.
- ➤ To Resolve IT technology related problems and implement software and hardware upgrades and modifications as directed by Head office IT Team.
- ➤ To Communicate and coordinate with concerned agencies to resolve ICT (Information Communication Technology) related issues.
- ➤ Maintaining up to date inventory of all the IT related devices such as computers, Printers, Software, security solutions, network hardware, UPS etc. as per template decided by Head Office IT Team.
- ➤ In case of transfer/posting of computer users, the Assistant IT Manager will be responsible for proper handing over/Taking over of the IT Assets including (user id and passwords) to be done and counter singed by head of the office.
- ➤ Will make sure that all the computers has up to date antivirus and all the computers are scanned regularly for virus/malware/adware/ransom ware etc.
- ➤ Will ensure that no unauthorized device is connected with utility network.
- ➤ Will ensure that no unauthorized software is used in office.
- ➤ Responsible for managing Software license used in office and keeping up-to date record for the same.
- ➤ To develop and implement policies and procedures to prevent cyber incidents and implement information security policy as directed by Head Office IT Team.
- ➤ Cyber Security incident reporting to Head Office IT team.
- ➤ To Take data backup before sending a PC for repair/replacement of IT Hardware (going outside the organization) and ensuring the deletion of any important data/customized software(e.g. any software dedicated to this organization and configured as per the requirement).
- ➤ To providing refresher training to office staff about various IT applications used by office staff.
- ➤ To Provide orientation to new users of existing IT Applications.
- ➤ To Maintain PC use log book and IT asset register as per attached template
- ➤ Well ensure to follow best practices as per attached DO's and DON'Ts
- ➤ To advise staff periodically on cyber security awareness.
- ➤ To perform all IT related work as directed/assigned by EEE (Field)/ESE (Field) /Head office/ Head office IT Team.
- ➤ To generate unscheduled reports for which format is not available in normal modules using SQL and other query language.
- ➤ To ensure proper upkeep of computer hardware/Software in the office.
- ➤ The other work entrusted by IT Manager and superior officers of the offices of posting in time to time.

(D) Duties and Responsibilities of IT Manager.

- ➤ Will report to EEE of the Division/DBA at the headquarter.
- ➤ Responsible for management of all IT related hardware and application software installed and used in the office

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- Specific tasks related to R-APDRP/ NIC Billing applications or other IT projects (As applicable):
  - Responsible for POS counter software application installation and updating as per instructions/ guidelines from Head office IT Team.
  - Responsible for GIS updating (Delta Change) for consumers and electrical assets.
  - Resolving technical problems related to all Mobile applications installation operation.
  - Resolving basic issues related to MRU and R-APDRP software applications.
  - Monitoring the status of 1912 complaints and reminding concerned officer for resolution.
  - Assuring that MDAS application installed at PSS is being used by concerned officer and periodically checking.
  - Implementation of all software modules in division after training to the users.
  - Assisting in generating all MIS/ exception reports required by EE/RO.
  - Feeder wise data maintenance
  - Assuring Network link is available at offices and reporting the same to helpdesk team for resolution and maintaining the records of the same.
  - Reporting all the incidents/ defects in online helpdesk tool to track the status and closure of incident/defects.
- Responsible for roll out of new software application as decided by Head office IT Team.
- Resolve basic issues faced by staff related to IT software applications.
- Responsible for User creation with the help of Head office IT Team.
- Responsible for managing Software license used in office.
- Troubleshooting and resolving basic problems related to network, computer hardware, system software and application software.
- Resolve IT technology related problems and implement software and hardware upgrades and modifications as directed by Head office IT Team.
- Communicate and coordinate with concerned agencies to resolve ICT (Information Communication Technology) related issues.
- Maintaining up to date inventory of all the IT related devices such as computers, Printers, Software, security solutions, network hardware, UPS etc. as per template decided by Head Office IT Team.
- In case transfer/posting of computer users, proper handing over/Taking over of the IT Assets including (user id and passwords) to be done and counter signed by head of the office.
- Make sure that all the computers has up to date antivirus and all the computers are scanned regularly for virus/malware/adware/ransom ware etc.
- Ensuring that no unauthorized device is connected with utility network.
- Ensuring that no unauthorized software is used in office.
- Develop and implement policies and procedures to prevent cyber incidents and implement information security policy as directed by Head Office IT Team.
- Cyber Security incident reporting to Head Office IT team.
- Take data backup before sending a PC for repair/replacement of IT Hardware (going outside the organization) and ensuring the deletion of any important
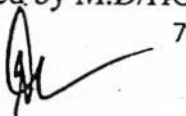
data/customized software(e.g. any software dedicated to this organization and configured as per the requirement).

> Providing refresher training to office staff about various IT applications used by office staff.
> Provide orientation to new users of existing IT Applications.
> Maintain PC use log book and IT asset register as per attached template
> Follow best practices as per attached DO's and DON'Ts
> Advise staff periodically on cyber security awareness.
> Perform all IT related work as directed assigned by EEE (Field) ESE (Field) /Head office/ Head office IT Team.
> Generation of unscheduled reports which format not available in normal modules using SQL and other query language.
> Upkeep of computer hardware/Software in the office.
> Ensuring that all the office users and other stakeholders working for office are complying to Information Technology Act-2000 and 2008
> Responsible taking backup of all the IT applications regularly and restoration of backup time to time
> Responsible to keep source code, design document, manuals of all the IT applications with the organization in safe custody.
> Monitoring and optimizing the performance of the IT Applications and databases
> The Information Technology Manager is responsible for installing and maintaining computer hardware, software and networks.
> Report to the Data Base Administrator and manage and to provide hardware and software maintenance, training and consultation, and recommendations about future planning and development of resources. Providing these services in an effective and efficient manner will ensure maximum access to an implementation of technology services and resources.
> Plan, organize, direct, control and evaluate the operations of information systems and electronic data processing (EDP)
> Develop and implement policies and procedures for electronic data processing and computer systems operations and development.
> Meet with managers to discuss system requirements, specifications, costs and timelines.
> To manage information systems personnel and contractors to design, develop, implement, operate and administer computer and telecommunications software, networks and information systems.
> To manage/Operation of the application & system software, System (Hardware) at Data Centre and Disaster Recovery Centre.
> The other work entrusted by DBA and superior officers of the offices of posting in time to time.

(E) Duties and Responsibilities of Data Base Administrator.

> Will report to GM(HR/Admin) of the company concerned/CDBA.
> Implementing IT application system including programme management enterprise wide IT projects.

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- Overseeing the implementation of ERP related software and hardware infrastructure at Data Centre and Disaster Recovery Centre and other office locations (as applicable).
- Preparation of System Requirement Specifications and reviewing the Functional requirement specifications, Design documents, Admin manuals, User Manuals for IT systems to be developed for organization and already developed applications.
- Prepare software sizing and cost estimation of IT Systems.
- Monitoring the agencies working for development and implementation of IT systems.
- Evaluation of new IT technologies and suggest the same for business use.
- Explore possibilities of IT growth and find various issues/ problems which could be resolved by implementation of IT.
- Conduct/organise trainings, workshops, seminars to provide technical knowhow and promote new IT technologies in the organization and capacity building of the users.
- Responsible taking backup of all the IT applications regularly and restoration of backup time to time.
- Responsible to keep source code, design document, manuals of all the IT applications with the organization in safe custody.
- Identify risks and issues of IT applications, Hardware, Networking and suggestions to mitigate and resolve the same.
- Drafting IT related policies align with business of the organization.
- Controlling and monitoring user access to the IT Applications.
- Monitoring and optimizing the performance of the IT Applications and databases.
- Planning for back up and recovery of IT Applications and related database information.
- Design/manage/expansion of the system (Hardware)/Database.
- Monitoring Application & system software, Hardware installed at data centre & data disaster recovery centre
- Ensuring of data backup, data protection at DC and DRC.
- Responsible for managing Software license used in DC, DRC and organization.
- Take lead role in monitoring of follow up with the implementing agencies regarding implementation of various IT initiatives in the organization.
- Coordinate with different stakeholders of the organization to finalize the requirements of IT applications and ensuring that IT application is developed as per the requirement of the users of the organization.
- Ensuring quality control of IT applications.
- Perform regular internal audit for IT systems as per IT policy of the organization by visiting various offices time to time.
- Assistance in all work of Chief Data Base Administrator.
- The other work entrusted by M.D/HOD/CDBA in time to time.

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(F) Duties and Responsibilities of Chief Data Base Administrator

- Will report to GM(HR/Admin) of the company concerned.
- Function as the organisation's Chief of data management system administrator for very complex, very large, multi platform information system.
- Serves as the Chief Technical Consultants with Company responsibilities
- Coordinate with various stakeholders/vendors involve in implementation of IT Systems.
- Develop and finalize various IT policies required for smooth functioning of IT Systems.
- Suggest capacity building programs for users.
- Coordinate the evaluation of hardware and software.
- Monitoring of internal audit for IT systems as per IT policy of the organization by visiting various offices time to time
- Performers as specialized duties as Senior lead Data Base Administrator.
- Key participant in strategic planning for computing and communication.
- Responsible for setting technical standard and direction.
- Design/manage/expansion of the system (Hardware)/Database.
- Other duties entrusted by M.D./HOD's in time to time.

3. Hierarchy for Annual Evaluation of work performance & writing ACR -

For evaluation of the work of employees of IT Cadre Annual Confidential Reports (ACR) of each employee shall be maintained in the office of the GM(HR) of the concerned company. However, the concerned office responsible for maintaining the ACR will send a copy of the ACR to GM(HR).BSPHCL in the month of November every year for records.

4. Promotion -
Since this is a Central cadre, the promotion to the higher post/grade will be granted as per the Rules of the company issued by BSPHCL. However after distribution of cadre among different companies, the office of GM(HR/Admin) of the concerned company will grant promotions to different higher post.

5. Performance appraisal and writing of Annual PAR/ACR -

The performance appraisal of each & every employee of the IT cadre will be done by the following authorities. The Reporting Authority will enter his Appraisal Report of the previous year latest by 15th July and will forward it to Reviewing Authority who in turn will enter his remarks and forward it to the Accepting Authority latest by 31st August. The Accepting Authority will enter his remarks and will send that to GM(HR/Adm.) of the concerned company before 30th October of the subsequent year. All the ACR writing authorities shall ensure

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that the timeline is followed strictly. Format for ACR is enclosed as **Annexure -I** for Assistant IT Manager and its above post and as **Annexure -II** for IT Assistant and IT Supervisor-

Sl. No.	Employee	Reporting Authority	Review Authority	Accepting Authority
1	2	3	4	5
1	IT Assistant	Head Quarter- IT Manager Under Secretary	Head Quarter- DBA	Head Quarter- GM(HR Admn.)
		Field- Head of the Office (not below the rank of AEE)/ IT Manager	Field- EEE/ESE/GM-cum-CE	Field-ESE/ GM-cum-CE/ GM(HR/Admn.)
2	IT Supervisor	Head Quarter- IT Manager/ Under Secretary	Head Quarter- DBA	Head Quarter- GM(HR/Admn.)
		Field- Head of the Office (not below the rank of AEE)/ IT Manager	Field- EEE/ESE	Field-ESE/ GM-cum-CE/ GM(HR/Admn.)
3	Assistant IT Manager	Head Quarter- IT Manager/ Under Secretary	Head Quarter- DBA	Head Quarter- GM(HR/Admn.)
		Field- Head of the Office (not below the rank of AEE)/ IT Manager	Field- EEE/ESE	Field-ESE/ GM-cum-CE/ GM(HR/Admn.)
4	IT Manager	Head Quarter- DBA/ DGM (HR)	Head Quarter- CDBA/ DGM (HR)	Head Quarter- GM(HR/Admn.)
		Field - EEE/ESE	Field- ESE	Field- GM-cum-CE/ GM(HR/Admn.)
5	Data Base Administrator.	Head Quarter- CDBA/ DGM (HR)	Head Quarter BSPHCL- GM(HR/Adm.) Trans. /Gen.-Dir (O)Discom- GM(HR/Adm.)	Concerned MD/ Director (Admin)
6	Chief DataBase Administrator.	Head Quarter BSPHCL- GM(HR/Adm.) Trans. /Gen.-Dir (O)Discom- GM(HR/Adm.)	Concerned MD	Director (Admin)

In case of any dispute decision of MD/GM(HR/Admin) will be final.

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6. Departmental Examination- In continuation of Erstwhile BSEB Office Order no. 869 dated 07.10.2009 a departmental examination will be conducted for IT Assistant for the promotion to the post of IT Supervisor. The syllabus, of the departmental examination will be determined accordingly.

However, those office Assistant-cum-Clerk now redesignated as IT Assistant who have rendered more than 05 years of service, will be exempted from the departmental examination for the promotion to the post of IT Supervisor. But they will have to pass the aforementioned departmental examination in 05 consecutive chances like the cadres as envisaged in office order no.869 dated 07.10.2009. If they do not clear the said examination in consecutive 05 (five) chances, they will be liable to be reverted to the post of IT Assistant.

6. This has got approval of competent authority
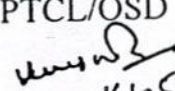
Encl: As above

By the orders,

Sd/-

(Sunil Kumar Singh)
DGPM (Personnel)

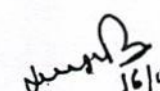Memo No.___485___   Dated _16. 5. 17._

Copy forwarded to Tech. Secretary/OSD/Under Secretary to CMD/PS to Director (Adm)/OSD to MD, BSPGCL/PS to MD. BSPTCL/OSD to MD, NBPDCL/OSD to MD, SBPDCL for information.

16/05/2017

(Sunil Kumar Singh)
DGM (Personnel)

Memo No.___485___   Dated _16.5.17._

Copy forwarded to All GM-cum-CE/GM-cum-CE, BTPS/All Chief Engineers/All GM (HR/Adm)/All DGM(F&A)/All DGM (HR/Adm)/All DGM-cum-ESE/All ESE/Law Advisor, BSPHCL/All ESE/All EEE/All Sr. Manager(F&A)/All Sr. Manager (P)/All Under Secretary/Company Secretary/All A.O./All Concerned for information & necessary action.

16/05/2017

(Sunil Kumar Singh)
DGM (Personnel)

Memo No.___485.___   Dated _16. 5. 17._

Copy forwarded to All GM-cum-CE/GM-cum-CE, BTPS/All Chief Engineers/All GM (HR/Adm)/All DGM(F&A)/All DGM (HR/Adm)/All DGM-cum-ESE/All ESE/Law Advisor, BSPHCL/All ESE/All EEE /All Sr. Manager

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(F&A)/All Sr. Manager (P)/All Under Secretary/Company Secretary/All A.O./All Concerned for information & necessary action.

(Sunil Kumar Singh)
DGM (Personnel)

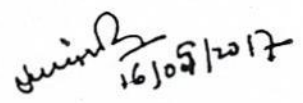Memo No. ___485___   Dated ___16.5.17.___

Copy with enclosure forwarded to DGM(IT), BSPHCL for information & necessary action.

2. He is requested to upload the copy of this order on Company's Website.

Encl: As above

(Sunil Kumar Singh)
DGM (Personnel)

PG use log book Template

Manual record (for each computer a separate log book is to be maintained)

First Page of Register – Certificate
(Example: Let one register consists of 145 pages then follow the format as below :-

Certificate

This is to certify that this register contains 145(one hundred forty five only) pages, and each pages is serially numbered.

Sign with stamp (EEE)

Second page of Register–

(Location of PC)
Division Name :
Sub-division Name :
Section Name :
Department Name :

(Details of PC)
Serial Number of the PC :
Make and Model of PC :
MAC Address of the PC :
IP Address of the PC :
Serial number of the Hard Disk :
Make and Model of HDD :
Processor Details :
RAM details :
Other peripherals (printers etc.):

Sign of IT Manager/Asst. IT Manager)

Third page of Register:
(Dos and Don'ts List, paste this list on register)
I read and understood the dos and don'ts as mentioned in the list above (

SL No	Date	Name of Computer User	Office Name	Department/Section	Sign
1.					
2.					
3.					

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4.					

This is one time activity (if a computer is used by more than one user and all to sign on this page

Next page of Register:

Details of Operating Systems installed

SL No	Date	Name of Operating System	Version	Date of Install	Installed by	Date of Expiry of License	Sign

Next page of Register:

Details of System/Application Software Installed

SL No	Date	Name System/ Application software	Version	Date of Install	Installed by	Date of Expiry of License	Sign

Next page of Register:

Details of HDD Replacement

SL No	Date	Serial number of Old HDD	Serial number of New HDD	Date of Install	Installed by	Remarks	Sign

Next page of Register:

Details of use of External Devices/Removal Devices

SL No	Date	Details of External Devices/Removal Devices	Purpose of using	Used by	Remarks	Sign

Next page of Register:

Information security checks/audits

SL No	Date	Name IT Auditor	Remarks	Sign

Next page of Register:
Daily login Details

Slno	Date	Name of User	Purpose	Login Time	Sign	Log out Time	Sign	Remarks	Verified by office head Monthly

Asset Register Template

Each IT Assets should be given a local asset number as per nomenclature in practice and prepare details of all IT assets in the format mentioned below:

Asset Type (PC/Laptop/ Printer/Scanner/UPS/Switch/Router etc.)	Asset No.	Name of User Asset Assigned	Date asset assigned	MAC Addr ess (if avail able)	IP Addre ss (if availa, ble)	Software Details	Hardware Details
PC	EDP/BiharShariff/SBP/PC/01	Sh. ABC, AEE	318Q4 31	D0-34-EF-9S-9B-F1	172.16.0.1	1. OS Name: 2. MS Office Version: 3. Antivirus: 4. Any other Software installed:	1. BIOS SL No: 2. Processor: 3. RAM Size: 4. HDD Slno: 5. HDD Make and Model: 6. HDD Capacity: 7. Monitor Sl no. 8. Printer Slno.(if any) 9. Under Warranty/AMC:

Computer Security Do's and Don'ts

Do's: -

I. Conforming all the provisions mentioned under Information Technology Act-2000/2008.

II. IT Security is the responsibility of all, hence apply common sense while disclosing any information to outsider or allowing use of office IT infrastructure to outsider. If possible never allow to use office IT infrastructure to outsider.

III. Use complex passwords. Never write down your passwords or share them with anyone else. Use passwords that are not easy decodable (Minimum eight characters in length and combination of Alphanumeric [at least one lower case character, one upper case character, one special character and one digit]).

IV. Change password regularly, Password and User Id shall not be identical.

V. Passwords assigned during user creation process must be changed at the first Logon.

VI. "Remember password" feature of applications shall not be used.

VII. A password revealed for maintenance work shall be changed immediately after the completion of the work.

VIII. During office hours when leaving desk, always lock Desktop (by pressing three keys together "CTRL+Alt+DELETE" and then press "Enter" Key) to protect unattended desktop from being used by unauthorized users. Password protected screen saver should be set to activate after 15 minutes of idle time.

IX. The user must not run with Administrator-level rights (this means they run as "User").

X. Always shut down your computer properly before leaving office.

XI. Any Company data being taken outside office, whether stored on a laptop, pen drive or some form of removable media, must be protected.

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XII. Keep your data other than C:\ drive.

XIII. Delete all files and programs you no longer need from your computer

XIV. Use an anti-virus program to prevent a virus on your computer

XV. Keep backup copies of any important documents on some other office computers.

XVI. Maintain up to date and properly configured anti-virus software and regular scanning must be done with latest updated anti-virus definition.

XVII. Regular Physical Cleaning of your machine externally with a soft dry cloth at least twice a week. Make sure you wipe the monitor; keyboard and mouse pad and keep it free from dust.

XVIII. Press the keys gently. They are responsive to a mild tap unlike the typewriter's keys which need a harder hit. Banging on a computer keyboard will jam the keys or probably result in them coming off.

XIX. Keep Computer in a cool environment.

XX. Regularly update your operating system and antivirus.

XXI. Scan with anti-virus any attachment downloaded and any external storage device such as pen drive to keep safe your computer from malwares.

XXII. Follow safe practices when browsing the web. Ensure the web browsers are secured enough with appropriate content controls.

XXIII. Disable ActiveX content in Microsoft Office applications such as Word, Excel, etc.

XXIV. Disable remote Desktop Connections and

Don't:

I. Don't respond to emails or phone calls requesting confidential information like user id and password etc.

II. Unauthorized/unlicensed software must not be installed and used on any office computers, company has no responsibility for such software. User shall be responsible for any legal punishment for use of Unauthorized/unlicensed software.

III. Don't open attachments in e-mails for unknown sanders.

IV. Passwords shall not be revealed to anyone orally in person/ phone/ mobile sets or through fax /Internet messenger services.

V. Passwords shall not be written down and stored anywhere inside and outside the Organization.

VI. Don't open any e-mail attachments unless you know the sender and know that it was intentionally sent to you. it may contain malware.

VII. Don't abruptly turn off your computer (i.e. Put it off directly from the main switch). Either put it on 'hibernate' or give a 'shut down' command first and then put off the switch. If not shut down properly, you could end up losing important data.

VIII. Do not use unknown USB's or Pen drives. They may contain a virus that will destroy your machine completely.

IX. Do not download files or programs from sites you don't know or trust.

X. Do not spill liquids on the PC (i.e. avoid eat/drink around the computer)

XI. Don't download unknown software from the Internet.

XII. Do not leave your PC/laptop unattended, even for a few minutes.

XIII. Never set your e-mail program to "auto-open" attachments.

XIV. Do not create common passwords such as your name, social security, UNI, date of birth, mother's maiden name, information shared social media passwords etc.

XV. Never purchase anything promoted in a spam message. Even if the offer isn't a scam, you are only helping to finance and encourage spam.

XVI. Never select the "Remember My Password" option. Many applications do not store them securely.

XVII. Do not attach in e-mail of file types, exe|pif|tmp|url|vb|vbe|scr|reg|cer|pst|cmd|com|bat|dll|dat|hlp|hta|js|wsf.