PHIDCL
WEST BENGAL

SOP Number : **ADMN/OFFICE PROCEDURE/8381/2020/2223**

SOP Title : **IT Operations and Hardware, Software and Documents handling & Control Strategies.**

	NAME	DESIGNATION	SIGNATURE	DATE
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Effective Date:	07.10.2021

PURPOSE:

Purpose of this SOP is to organize, create, capture and distribute the knowledge of the IT System of WBPHIDCL and its operations and ensures its availability for current and future user.

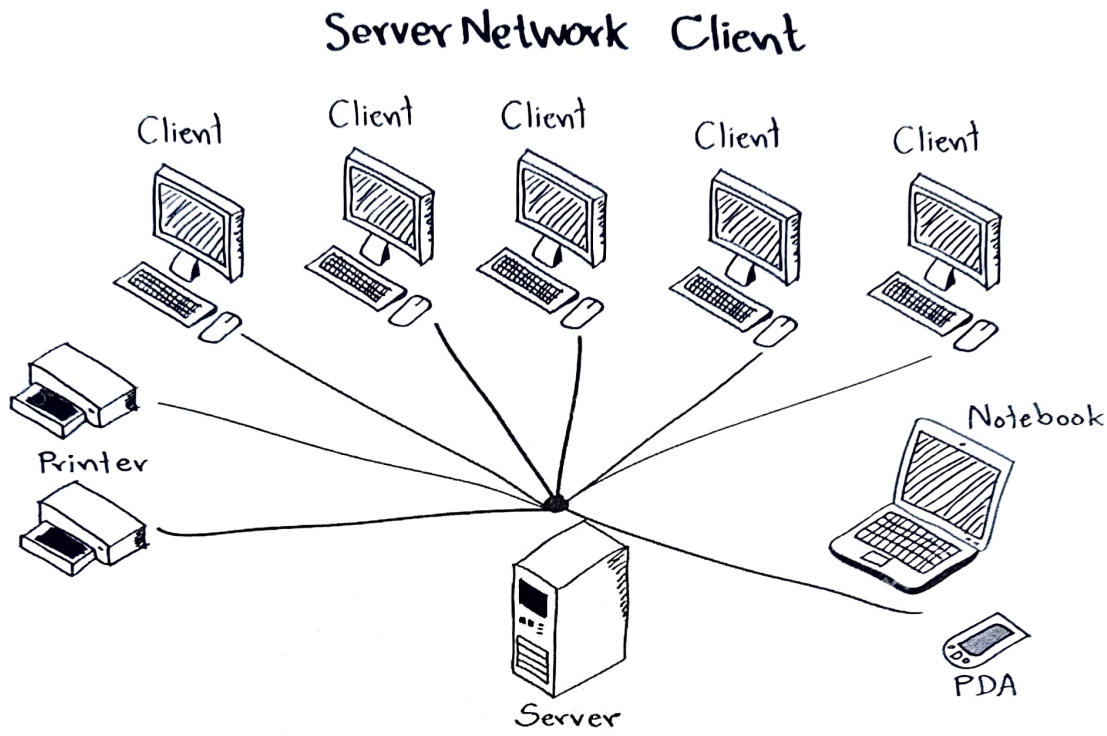


Figure: Typical LAN System at WBPHIDCL

General Information: The Entire Local Area Network (LAN) System of WBPHIDCL consists of the below mentioned components:

a. **Desktops**
b. **Laptops**
c. **Printers**
d. **Heavy duty multifunctional printer cum scanner cum copier**
e. **Server**
f. **Switches**
g. **Routers/access points**
h. **Firewall/UTM(Universal Threat Management)**
i. **NAS(Network attached Storage)**

Serial no a, b, c and d as mentioned in the above list are installed at client's/user's end and Serial no e,f,g,h,i are installed at server room respectively. All of above are connected through a common network backbone. All the clients as well are connected through dedicated IP addresses.

Know the Electronic asset:

- All the users should have a clear Idea and record of the equipments/electronic assets (ie; Desktops, Laptops, printers, UPSs etc.) used by them.
- Each and every sections/ Zones should maintain a proper database of their electronic assets as per format.
- The Master Database of the Entire electronic assets should be maintained by System Cell, WBPHIDCL. Quarterly/periodical audit of electronic assets should be done by the System Cell, WBPHIDCL.

Protect the System:

- All the Desktops/ Laptops should be password protected, so that no intruder can have access to use the system in absence of the End user.
- End users are requested not to forcefully shut down their system. If any Firmware is upgrading, the end user should wait until the process is complete. If any system found improperly shut down, the matter will immediately be escalated to the higher authority.
- Proper shut down and isolation of desktop/laptop, printer and UPS from electrical Plug board/connection is necessary to avoid malfunctioning / dysfunctioning of the peripherals.
- Working directly on LAN/NAS is not recommended. The NAS should be used as a Sharing and Backup keeping storage only.
- Backup kept at NAS should be in organized manner and should be kept in **'Backup'** Root folder in NAS as per the guided sample structure (**Annexure-I**).
- For **Sharing** of Files/Folders etc all the user should use the **'Shared_Document'** folder as created in NAS. It is worthwhile to remember that the 'Document' Folder of NAS will be formatted periodically (every Friday at 6.00 pm). Hence, no important data which are needed to be kept for longer should not be in the Document Section.
- Periodical audit of the NAS will be done by The System cell to avoid huge duplication of files, Malicious files etc.
- Accessing Unprotected/ uncertified websites or web portals are strictly prohibited.

Handling & Protecting The Data:

- Data should be used fairly, lawfully and transparently.
- Data should be used for specified, explicit purposes.
- Data should be used in a way that is adequate, relevant and limited to only what is necessary.
- Data should be Accurate and, where necessary, kept up to date.
- Data should be kept for no longer than it is necessary.
- Data should be handled in a way that ensures appropriate security, including protection against unlawful or unauthorised processing, access, loss, destruction or damage.
- Avoid Duplication of files, avoid redundancy in files.
- Follow the ACID (Atomicity, Consistency, Integrity and Durability) properties of Database and Files.
- For concurrent/parallel processing of a particular data-sheet, using of live sheet (Like Google sheet, one drive etc.) may be used.
- Back up of the data should be taken in NAS/ External Storage keeping the original in respective desktop/laptop.
- Once automated cloud storage backup is implemented in future, there will be no requirement of taking backup manually.
- It is suggested to use the drives (eg. D-drive, E-drive etc.) to save/store the file and folders instead of using C-drive of Desktop/Laptop at user end. It is worthwhile to mention that the files which are saved in Desktop/My documents actually a part of C-drive, hence, saving files in desktop should not be followed.
- It is suggested not to use Vulnerable External drives (ie. Pen drive, External HDD etc.) without prior permission. For Internal Data Sharing the NAS/LAN should be used, and for external sharing Emails/Google drive/We transfer should be used.

Exit/Transfer Formalities:

- At The Time of Exit or Transfer of a particular employee, all the working data/historical data he/she has worked on should be handed over to the immediate superior/reporting authority along with the system/printer allotted to the concerned employee.
- The submitted data should be accepted and certified by the reporting manager of the concerned employee.
- One copy of the data should also be handed over to the system cell as a backup. The releasing/exit process will not be completed without submission of all data and hardware/software if any, along with certificate of reporting manager.

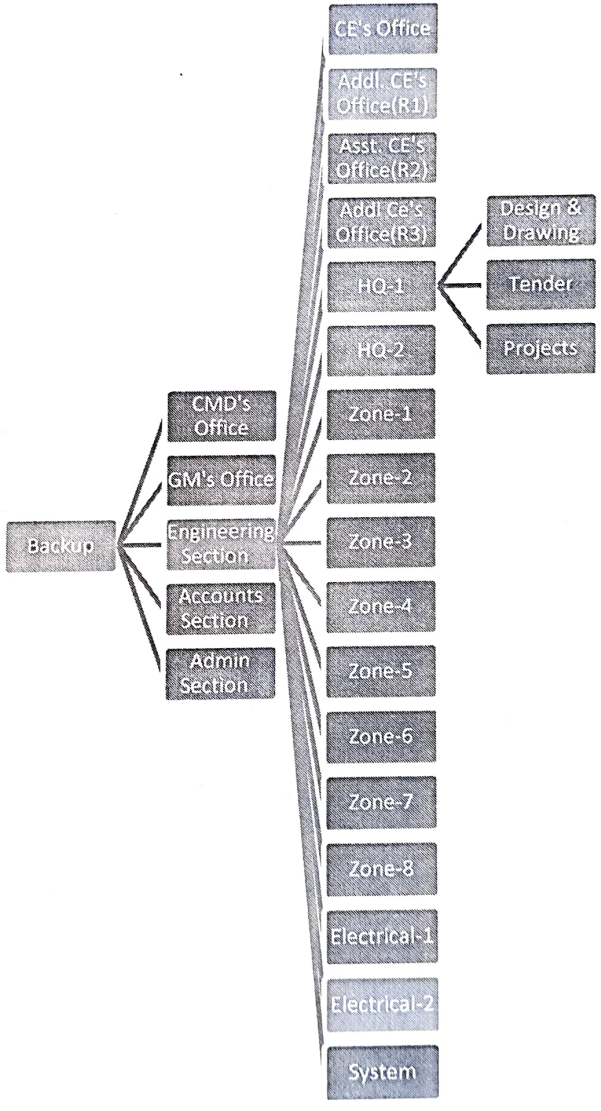
Knowledge Transfer and Seminar/discussion:

- To spread awareness and tactics related to IT operations System cell of WBPHIDCL will organize seminar/KT session on 2nd Monday in every month at 4.30 pm under supervision of senior officers.
- All the employees who are dealing with difficulties to handle/organize the operational data/system may attend the session.

Change History:

SOP no.	Effective Date	Significant Changes	Previous SOP no.
N/A	N/A	N/A	N/A

Annexure-I


CE's Office
Addl. CE's Office(R1)
Asst. CE's Office(R2)
Addl Ce's Office(R3)
HQ-1
Design & Drawing
Tender
Projects
HQ-2
Zone-1
Zone-2
Zone-3
Zone-4
Zone-5
Zone-6
Zone-7
Zone-8
Electrical-1
Electrical-2
System
CMD's Office
GM's Office
Engineering Section
Accounts Section
Admin Section
Backup