

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION®

Lr.No.SO(Mgr-IT)/CIS-EAM (5.1)/18-19

O/o the VC & MD
Dated 21.05.2018.

To
Regional Managers of VJA zone, VZM zone and TPT Region,
APSRTC.

SUB: CIS: Implementation of Enterprise Assets Management Module of CIS project (EAM) in depots of APSRTC – Resolution of issues raised during and after implementation of the module – Entrusting of responsibility of raising helpdesk tickets (issues) through Regional Core Group Supervisor (RCG) – Regarding.

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The live implementation of EAM module of CIS project was started in Krishna Region in the month of April, 2017 and extended to other regions of West Godavari, Guntur, East Godavari, Visakhapatnam and NEC regions.

It is observed that the users are encountering problems like data issues, errors in reports, stuck up on screens while entering data and querying on data entry in the new system.

In this regard a meeting on issues raised by users of Krishna Region were discussed at length in CME (O)'s chamber, Head Office with CE (IT), TCS team, Head Office MED team, IT-team, Dy.CMEs of Krishna Region and users from the depots. It is observed that most of the issues (helpdesk tickets raised) by users are repeated frequently and users are not aware of the solution given by TCS helpdesk team. Hence, repeated tickets are being raised by the users without noticing the tickets raised for the same reason in other depots of the same Region.

Hence, to reduce the redundant tickets from same depot and other depots of the region, it is decided to route all the helpdesk tickets raised in each region in EAM module through RCG of that Region to TCS helpdesk team, so that the repeated tickets can be avoided and delay in solving the problems by TCS team can be reduced. Further in the depot users shall inform the issue to the system in-charge and Depot Manager and the system in charge shall in-turn consolidate the tickets and forward the list on daily basis to RCG. The RCG shall guide the users/system in

charges in resolving the issues there itself, whenever possible they could be resolved at their level.

Hence, all the Regional Managers are requested to instruct the Depot Managers to follow this procedure and guide the system in charges for smooth implementation of CIS project.

P. Apparey
CHIEF ENGINEER (IT)
APSRTC: RTC HOUSE.

Copy submitted to ED (E&IT) for favour of information.

Copy to CME (O)/CME(C&B) for information.

Copy to Dy.CMEs of above Regions.