## CIRUCULAR NO.EDP (OLIMSH/2004, DATED 06.01.2004.

**Sub:** **OLIMS: SYSTEM SUPERVISOR: Job description of System Supervisor of OLIMS Application** package - Reg.

During the system audit of OLIMS, conducted by the AG team, they have observed that the OLIMS System Supervisors were utilized for other activities apart from System maintenance, both hardware and software. In this regard, **it** is to reiterate that VC & MD has accorded sanction of one post of System Supervisor for every OLIMS site and he should be entrusted with the job of system maintenance of both hardware and software. The job description of the System Supervisor is as follows:

1. **Daily back up of Data on tape:**

   Data backup should be taken at the end of the day after all the users have logged out. Two tapes have to be rotated alternatively, so as to have the backup of current day and previous day on each of these tapes. The Data backup tapes should be kept in safe custody out side the Console room as a precaution. The Month end data Back-up should be taken on separate tape (third tape) and it should be kept separately away from the OLIMS site, in the premises other than the Zonal Stores till the next monthly backup is taken and replaced with the earlier month-end back up tape.

2. **Backup tapes to be tested periodically by extracting the dump files:**

   The Cartridge Tapes / Dat Tapes should be checked periodically by extracting the data files from Tape to Disk to ensure that the data can be read as and when required. If the tape media is found to be defective, the system supervisor should replace it with new one immediately.

3. **Maintenance of software floppies, CDs and Manuals:**

   The software floppies, CDs and Manuals supplied by the Vendor such as SCO UNIX, Specialix/Stallion card software and by the Head office such as Oracle etc., have to be properly recorded in the register and produced to the Hardware Engineer/CGP whenever they are required.

4. **Maintenance of master tables:**

   All master tables have to be maintained by the System Supervisor only. Utmost care has to be taken while entering the data in master tables.

5. **Transfer of Depot indent data through Floppy:**

   To avoid manual entry of indents received from depots by the Ward personnel (except for Stationery & Tickets), the System Supervisor has to load the indent data received from depots on to the system and to monitor whether all the Depots are bringing the system generated indents. If not, the same should be brought to the notice of the COS of Zone and COS (Computers) for further action.

6.  **Transfer of Tickets Receipt Data from Miyapur Stores:**

    As per the instructions of VC&MD, to avoid manual entry of tickets at any stage, the. Tickets Data received from Miyapur should be taken through floppy/cartridge **onl^r** The System Supervisor should ensure this.

7.  **Transfer Ticket Issue Data to depots through floppy:**

    The tickets issued at Zonal Stores to Depots should be taken on to the System at depot through media only. Hence, the issues at Zonal Stores must be given on media. Whenever, Depot personnel come for Collection, they have to submit a letter stating that the previous issued tickets data was taken and accounted through media only. The list of depots not following the data transfer through media should be intimated to the Zonal COS for further course of action.

8.  **Transfer of Tyres Issues / Receipts data through floppy** :

    To eliminate the data entry of tyres data at depot, the system of data transfer through media was introduced.   The same is to be strictly followed and implemented at all depots.   It is the responsibility of the System supervisor to monitor the data transfer through media and appraise the concerned. (Vide Circurlar No. 3/DCP/2001-EDP dated 3-8-2001.)

9.  **Monitoring and guiding of staff on modified Software at Zonal Stores:**

    Whenever the Core Group Supervisors visits the site, the modifications carried out at Head office will be ported at the site duly explaining the modification to the system supervisor. The system supervisor should explain the enrichments / modifications to the module supervisors and end-users. The system supervisor should co-ordinate with the Core group supervisor and he is responsible to get to know the modifications carried out periodically, and appraise the concerned at the Zonal Stores.

10. **Ensure the correctness of all Reports / information generated through   OLIMS**

    The System Supervisor must ensure the correctness of the Data / Reports generated through system for the SQL scripts developed at their end and in case of any need, the same may be got corrected by the Core Group Supervisors during their visit.

11. **They shall ensure discontinuation of manual registers / manual** systems:

    The System Supervisor should ensure to discontinue all the manual registers / manual systems after the same is computerized, stabilized and satisfied about the accountal of transactions.

12. **Interaction with End users:**

    The System supervisor should interact with the end users of all the Modules viz., Purchase, Stocking and Distribution, Receipts, Tickets, Disposal, Tyres, TRS, Accounts and Work Shop R&D Modules for better usage of the Modules. The end user problems should be invariably recorded in the software problem register and brought to the notice of COS (Zone) and to the CGP during their visit for seeking

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13. Sending of Periodicals to COS (SM-IT):

The Monthly / quarterly periodicals like down time statement, statement of collection ** of ticket/tyre issue data by depots on media should be sent to computers department. If any depot has not transferred the data through the system, the same has to be informed to Zonal COS and COS (SM-IT).

14. Reconciliation of inventory on First of Every Month:

After Generation of FORM-A Large, the System Supervisor should also generate Inventory Statement and reconcile the inventory in consultation with Accounts personnel. If any difference is noticed, he should bring it to the notice of COS (Zone) and COS (Comp) for immediate rectification to avoid problem during reconciliation at the end of Financial year. In other words, the System supervisor is responsible for month-wise reconciliation of Inventory.

15. Maintenance of Software Problems & Data updations Registers:

The System Supervisor is responsible for maintaining a list of Software Problems and data updations Registers at zonal Stores, which will be reviewed by the CGP for rectification of the problems. Based on the problem, the Core Group Supervisor will attend to the problem and if any modification is required in the s/w the same will be carried out at Head Office and the modified software will be sent/ported during the next visit.

16. Maintenance of down time Register:

The Down time particulars of all the peripherals should be maintained in the format communicated by this office which is available through System Supervisor's menu to analyze the performance of the AMC/Warranty firm and to impose suitable penalties, if any. Whenever there is a problem, the same may be communicated to the AMC/warranty firm duly taking the Complaint number and follow-up action should be taken until the problem is solved. After the AMC Vendor solves the problem, the call report no. should be recorded in the same register. The problems of Hardware should be communicated periodically to COS (Computers). After, the problem is solved; the same should also be communicated to Head office to avoid further pursuance with the firm by Computers Department and for proper preparation of downtime statistics.

17. Maintenance of Server and Other Peripherals:

The Console room and Server environment should be maintained in a clean and tidy manner as the Server contains all the Data, which is very vital. The Air Conditioners in the Console Room should always be in working condition; otherwise there is possibility of System crash. The electrical points should be checked periodically with regard to neutral to earth Voltage, which should be less than 3 Volts. Handling of the Computer related equipment should be learnt from the Service Engineer and the same should be informed to all the End users for proper handling. The Printers and key boards are to be made cleaned by the end users and maintained periodically by the AMC/Warranty Vendors to avoid minor problems like breakage of Sprockets, Drinter head damages, kevs of keyboards not functioning properly etc.