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

During the system audit of OLIMS, conducted by the AG team, they have observed that the 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 OHMS 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 OHMS site, in the premises other than the Hospital 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. Monitoring and guiding of staff on modified Software at Hospital:

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 Hospital.

6. Ensure the correctness of all Reports / information generated through OHMS:

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.

7. Interaction with End users:

The System supervisor should interact with the end users of the Modules for better usage. The end user problems should be invariably recorded in the software problem register and brought to the notice of COS (Sr. Mgr-IT) and to the CGP during their visit for seeking early solution.

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

The Monthly / quarterly periodicals like down time statement should be sent to computers department.

9. Maintenance of Software Problems & Data updating Registers:

The System Supervisor is responsible for maintaining a list of Software Problems and data updating Registers at Hospital, 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.

10. 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 (Sr.Mgr-IT). 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.

11. 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 vendor to avoid minor problems like breakage of Sprockets, printer head damages, keys of keyboards not functioning properly etc.

12. Maintenance of UPS and Batteries:

I Proper care should be taken for maintenance of Batteries such as distilled water level application of petroleum jelly on the terminals, tightening of terminal screws etc Preventive maintenance should be carried out to UPSs by the AMC firm periodical! as per the AMC agreement. It is to be ensured that Server should always be connected to a properly maintained UPS. If the UPS connected to the Server is giving any problem, immediately the Server power supply should be tapped from another UPS kept in the same room by interchanging the power plugs. The earth pit of the UPSs to be maintained properly.

Sd/- S.K.Mathur
Executive Director (MIS

/ATTESTED// COS\Sr.Manager-!

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