RCC Institute Of Information Technology

ICT Maintenance Process

1. RCCIIT uses email as the primary medium to provide IT Support to its users . All the complaints are send to it support email ID **systems@rcciit.org.in** , as exception where the user unable to email the complaint a complaint From is available where the user can log individual complaints .

2. Users may need hardware/software installations or may face technological issues which cannot be resolved on their own. Users are expected to get help from the System Administration Department for such issues via the IT Support Email ID / complaint form only

3. Once the complaint is received for any IT Support work the same is assigned to a IT support technician via emails sent on the official email IDs.

4. The Technician check the system and resolved it . If any hardware replacement is required a requisition for the same is generated via email by replying back to system administration for spares.

5. If the spare is available in stock the same is issued against the asset no and the same is installed and the technician reply back with a closure email stating the status of the call.

6. If the spare is not available the system department raise a requisition either for repair of the spare if possible else the requisition is send for purchase.

7. For any damage to Personal Computers, approval from administration would be required for PC replacements or repair.

8. For any missing components the same has to be reported to administration and on approval from administration replacement for the same will be issued.

9. Complaints will be resolved on a First-Come-First-Served basis. However, the priority can be changed on request at the sole discretion of the designated team in system administration Department..

10. All calls are usually attended with in a working days

11. All the E- waste generate is collected and store in E-Waste Disposal Bin or store in a separate space which are handed over to authorised E-Waste recycler for disposal according to E waste management rules and the certificate of such disposal is send to system administration department for record.