Contents

1 Information and Revision History

File Name	UP CCTNS Roles and Responsibilities for Handholding
Original Authors	Rahul Jaggi

Version	Date	Revision Author	Revision Notes	Approving Authority-name and signature
1.0	9th June 2013			

HANDHOLDING PERSONNEL

2 Handholding Staff Job Description

The handholding person is the most critical and important part of CCTNS. The handholding person will provide the assistance to Police personnel in areas related to day-to-day functioning, IT related help and in operating CAS. Their primary job responsibilities include identifying, analyzing, mitigating, and ensuring smooth operation of CCTNS at the police station. The duration of a handholding person's stay will be 9 months and is assigned to two police stations.

3 Scope of Handholding

- Ensure that computers and other peripherals are in working condition
- Trouble shoot any local issues related to application, computers, peripherals, LAN, and Connectivity
- Provide assistance to Police Staff on basic computer usage and MS office
- Provide assistance to Police Staff on any CAS (State) Application functional and usage Issues
- Escalate any issues to helpdesk or Point of contacts given if issue is not resolved within a stipulated time

4 Code of Conduct

- The Handholding personnel shall work for 6 days a week from Monday to Saturday
- Work Hours 9:30 AM to 6:30 PM
- Sunday, Public and local holidays will be considered as OFF
- They are eligible for 1 day leave in a month for emergencies

5 Roles and Responsibilities

- Should Meet SHO of the respective thana and get in connect with SPOC of Thana
- Should ask for list of personals who are dedicated for CCTNS
- Check Thana with the checklist
- Get nominated personals list for CAS training to be given at Thana
- Start Training as per schedule for 1 week at the thana
- Check your User ID working in Online HH Application if not report to HH Coordinator
- Mark the attendance in Application and physical register kept at Thana
- Complete the day by filling daily issue Log in Online Application and Register
- Same is to be repeated for another thana allocated to his/her

- Should Mark Attendance in Online Application before 9:45 AM
- Sign the Attendance Register on a daily basis at the beginning & afternoon of the day.
- The daily attendance register for the month should be signed off at the end of every day by the concerned SHO of the Police station.
- Attendance Marked after 9:45 AM will be marked as Late
- Attendance not marked will be taken as leave
- He/She should enter daily issue Log in Handholding Online Application as well as in the register available at the thana
- Backups should be taken from the CAS Server on the external HDD/Local Server/ Client when a system requires formatting. Backup of MS SQL backup should be taken as per the instructions.
- Formatting is only allowed after approval of SHO/Helpdesk.
- After Installing system backup should be restored.
- Any application/operational failure should be logged for resolution and reported immediately

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to the Help desk if the HH person is unable to resolve the issue. Track the issues for closure on daily basis with helpdesk.

- Issues reported or faced at thana should be logged at Online Application and in the register
- The non-availability of CAS trained personnel at the police station should be reported immediately to the station SHO.
- The handholding personnel should facilitate the data entry by the CAS trained personal at the police station.
- He/she will only facilitate the operation of data entry by the assigned police personnel and offer technical support for any operational failures.
- He/She will not do the data entry.
- Assist the police in installation and updating of any required software needed under the CCTNS project , prior to the approval from helpdesk
- In case a new police official joins the police station during the handholding phase, it will be the handholding person's responsibility to ensure that the official is conversant with all the activities required towards CCTNS functioning.
- For Any Sort of Issues Call Help Desk at "**180030005050**" or mail at upcctns.helpdesk@upcctns.gov.in

6 Report Formats

6.1 Attendance Format

S No.	Name of Candidate	Date	Time		Signature	
			IN	OUT	NIIT STAFF	UP POLICE

6.2 Daily Log Register

S No.	Date	Status (Open/Closed)	Activity Performed	Proposed Solution	Signature	
					NIIT STAFF	UP POLICE

6.3 Issue Log Register

S No.	Date	Status (Open/ Closed)	Issue Type	Issue reported to Helpdesk	Issue Detail	Issue Reported By Person Name	Issue Reported To Person Name	Proposed Solution	Signature	
									NIIT STAF F	UP POL ICE

Attendance Format

| | | District | MORADABAD |
| | | Location | Dummy1 |

HandHolding

Mark Attendance

Mark Attendance for Today

Reason for Marking Late   No Connection

Remarks for Marking Late

[Submit]

Mark Attendance of Previous Days

Choose Attendance Type   Absent

Choose Date *

Reason for Marking Late   No Connectivity

Remarks for Marking Late *

[Save]

Daily Log Register

| | | District | MORADABAD |
| | | Location | Dummy1 |

HandHolding

Daily Activity Log - Activities Performed at Thanna

Daily Log

Daily Log Date

Status   Open

Activity Performed

Proposed Resolution

[Submit]

Added Daily Log Details

Daily Log Date	Status	Activity Performed	Activity Performed		
	Closed	DCR		Edit	Delete

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District	MORADABAD
Location	Dummy1

NIIT technologies
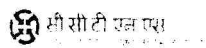
Handholding

Issue Register - Issues faced and escalated

Issue Details

Issue Raised Date*		
Status	Open	∨
Issue Type	Connectivit.	∨
Issue Reported to HelpDesk	Yes	∨
Issue Reported to HelpDesk Via	Ms	∨
Issue Reported By Person Name*		
Person Name to Whom Issue Reported *		
Issue Details *		
Proposed Resolution		

Submit

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7 Checklist

Police Station Checklist

(This checklist needs to be shared with SHO (hard copy) and mail to NIIT Technologies at
hh_niit@upcctns.gov.in and UP.Training@NIIT-Tech.com)

Handholding Name: _ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___

District: ___ ___ ___ ___ ___ ___ ___ ___ ___ ___

Thana Name: ___ ___ ___ ___ ___ ___ ___ ___ ___ ___

Date: ___ ___ ___ ___ ___ ___ ___ ___ ___ ___

S No.	Description		
1	CAS Offline latest version is installed	Yes	No
2	CAS opened through Desktop Icon	Yes	No
3	Connectivity with State Data Center	Yes	No
4	CAS offline Client installed and working at all systems	Yes	No
5	CAS online is opening from all systems through Desktop Icon	Yes	No
6	CAS User ID's created for all personals for all required roles of Police Station	Yes	No
7	No. of CAS User ID Created		
8	Dummy User ID exists on Police Station	Yes	No
9	No. of Desktops installed		
10	Site Map Followed for installation of systems	Yes	No
11	Do all the terminal has Licensed Windows 7 installed	Yes	No
12	Do Server has Licensed Office 2010 installed	Yes	No
13	Do all the terminal has Antivirus installed	Yes	No
14	Devnagri font printout is available at thana	Yes	No
15	Register for marking attendance , daily log and issue is available	Yes	No
16	All formats created of reports created in register	Yes	No
17	Printer , Scanner installed with all systems	Yes	No
18	UPS installed with all desktops	Yes	No
19	Are computers connected on LAN?	Yes	No