

V-OIC-E Ticketing Tool

Vishvaraj - Oasis Incident & Change Request - Environment

This document explains the process of raising Incident & Change Request in Oasis

Version 11 dated 03 May 2022

IT Team

Revision History

Date	Doc. Version	Remarks
12 Apr 22	Ver 1	Draft Version
18 Apr 22	Ver 2	Draft Version
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19 Apr 22	Ver 4	Draft Version
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27 Apr 22	Ver 9	Draft Version
02 May 22	Ver 10	Draft Version
03 May 22	Ver 11	Final Version

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1. Abstract

This document explains the process of logging, resolving and closing tickets for IT Hardware / Software defects using the VOICE ticketing tool.

The document also explains how IT Hardware / Software Change Requests (CRs) would be raised, approved, monitored and closed in the VOICE ticketing tool.

2. Introduction

Vishvaraj Oasis Incident & Change Request Environment (VOICE) ticketing tool shall be deployed to manage Incidents and Changes to IT Hardware and Software applications.

Specifically, VOICE ticketing tool shall be used for the following applications – S/4 HANA, SAP Sales and Service Cloud, Toll Management System (TMS), Metroguild CRM, Tally, Lighthouse ERP, Oasis functionality, Microsoft Suite of Products, AutoCAD, Water Gems, Email functionality as well as for any other Software / Hardware / Infrastructure / Network related defects and changes.

VOICE ticketing tool shall ensure that tickets are logged in a structured manner with information such as application area, category, sub-category, Severity of Incident, name of resolver, timestamps of the request with the resolution and actual amount of time the ticket resolver spent on resolving the ticket, being captured. VOICE shall also be used to track software changes and their costs and provide prompt communication to stake holders.

Some of the advantages of VOICE ticketing tool are -

- Single Source of Truth
- Provides transparency
- Real-time intimation to all Stake holders
- Helps to monitor Incident Service Level Agreement (SLA)
- Helps to capture Root Cause Analysis of Incidents
- Helps to analyse, approve and track cost of change requests (CRs)
- Identify unusual patterns in operations
- Analyze Trends in ticket resolutions
- Analytical Capabilities

VOICE shall follow the process (swim lane) diagrams, which are revealed in **Appendix H**.

3. Incident Management

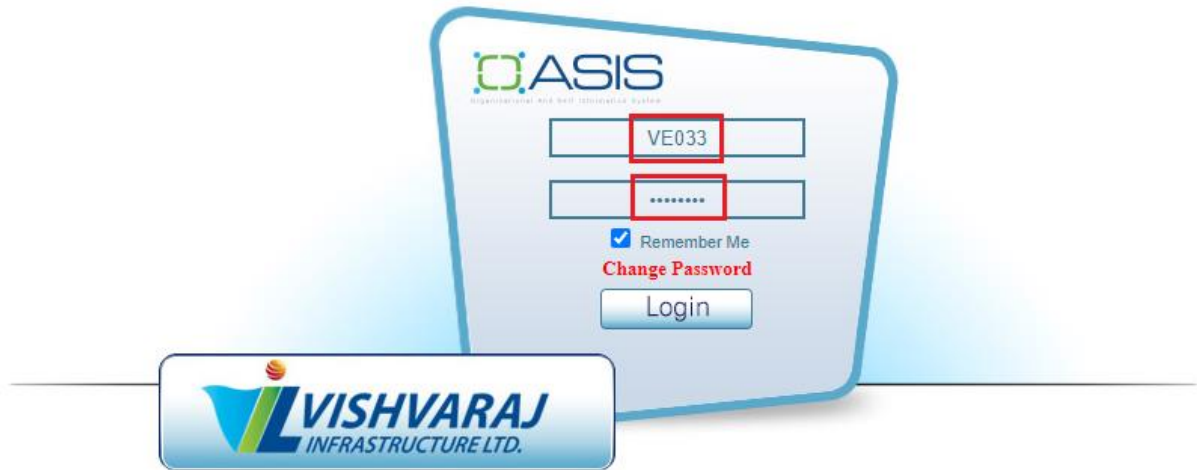
The steps below would help the user to login Incident in VOICE tool.

a. Step 1 - Login Oasis Application

OASIS Login link –

<http://oasis.vilindia.com>

Note→ Use the above link for login in OASIS portal as shown below:



Please Enter USER ID & Password for login as shown in red mark

Sr No	Field	Field Status	Description	Remarks
1	Employee Code	Mandatory	Enter Employee code for login	
2	Password	Mandatory	Enter Password	

b. Step 2 - Oasis Home Page

Emp. ID (A2011)

Employee Confirmation

- View IT Declarations 2022-23
- Enter Employee Family Details
- V-OIC-E**
- Payment Process sheet
- Tour Manager
- Project Tracking
- Assignment Tracker
- Magadi DPR
- Recruitment Tracker
- My Portfolio
- Monthly Attendance

Employee's on Leave Today


- MANISH JOSHI - FINANCE
[15 Apr 2022- 30 Apr 2022] - **Scheduled**
- SACHIN YADAV - OPERATION & MAINTENANCE WATER
[25 Apr 2022- 29 Apr 2022] - **Pending Approval**
- ELAVARASAN LAKSHMANAN - P.C.M.C. PROJECT

Employee's on Leave this Week

- MANISH DAGA - ACCOUNTS
[30 Apr 2022- 30 Apr 2022] - **Scheduled**
- MANISH DAGA - ACCOUNTS
[02 May 2022- 07 May 2022] - **Pending Approval**
- SACHIN SAMADHAN MESHARAM - SYSTEMS
[02 May 2022- 07 May 2022] - **Pending Approval**
- SHAMBHAVI ANIRUDDHA PANDEY - OPERATION

Employee's on Tour

- Cities
 - Basavaklyan Project
 - Jodhpur



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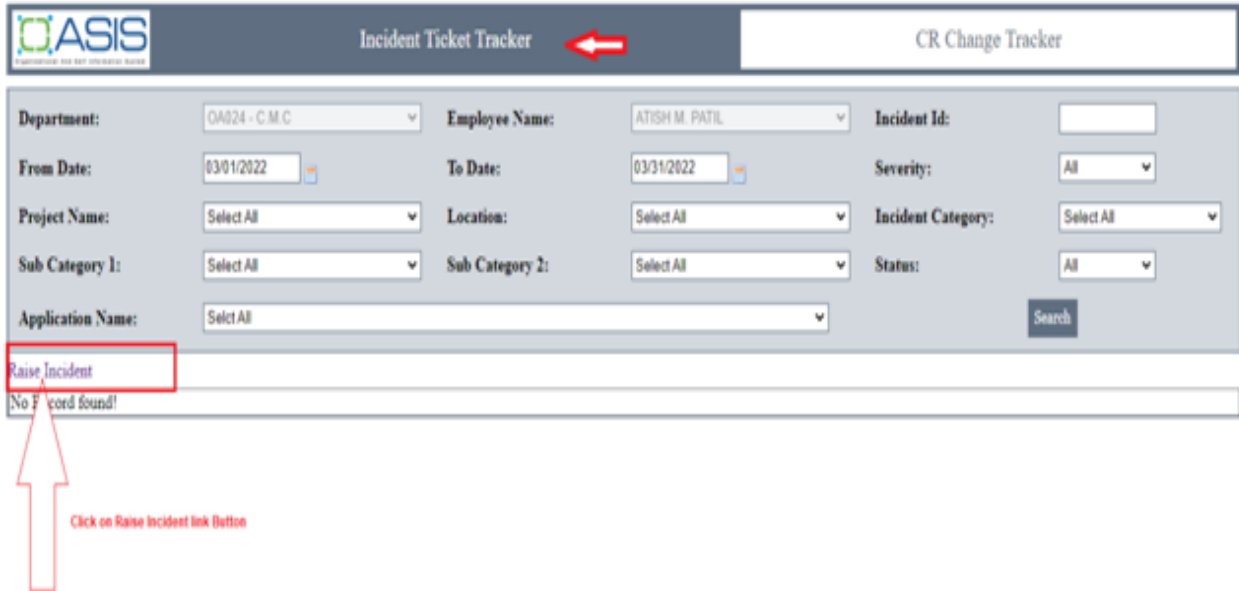
Note→ Select V-OIC-E Tool – Oasis Incident & Change Request from Oasis Menu

c. Step 3 - Select Incident Ticket Tracker tab




Note→ User can select Incident Ticket Tracker with the help of header Tab as shown in above screen.

d. **Step 4 - Click on Raise Incident Link**



ASIS
A COMMITMENT FOR BETTER TOMORROW

Incident Ticket Tracker  CR Change Tracker

Department: OA024 - C.M.C Employee Name: ATISH M. PATIL Incident Id:

From Date: 03/01/2022 To Date: 03/31/2022 Severity: All


Project Name: Select All Location: Select All Incident Category: Select All

Sub Category 1: Select All Sub Category 2: Select All Status: All

Application Name: Select All

Raise Incident

No Record found!

 Click on Raise Incident link Button

Note → User / Incident raiser should click on **Raise Incident** for logging a new incident.

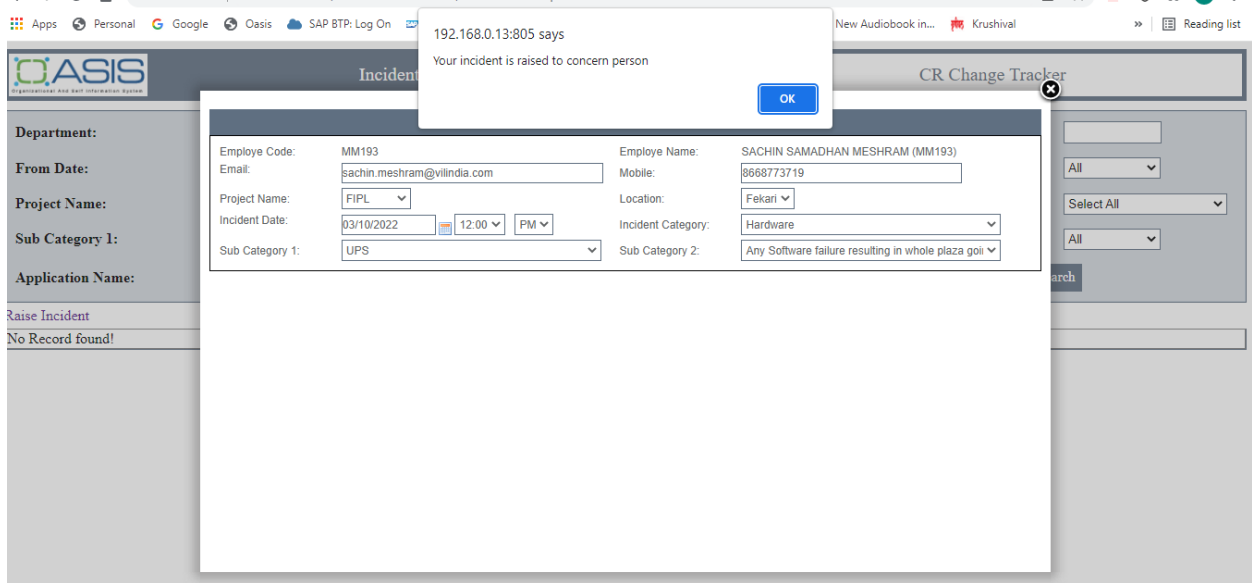
e. Step 5 - Select / Fill Fields to Raise Incident

Raise Incident

Employee Code: 1 <input style="width: 90%;" type="text" value="VE033"/> Email: 3 <input style="width: 90%;" type="text" value="atish.patil@vilindia.com"/> Project Name: 5 <input style="width: 90%;" type="text" value="FIPL"/>	Employee Name: 2 <input style="width: 90%;" type="text" value="ATISH M. PATIL (VE033)"/> Mobile: 4 <input style="width: 90%;" type="text"/> Location: 6 <input style="width: 90%;" type="text" value="Fekari"/>
Incident Category: 7 <input style="width: 90%;" type="text" value="Hardware"/> Sub Category 1: 9 <input style="width: 90%;" type="text" value="AVC System"/>	Application Name: 8 <input style="width: 90%;" type="text" value="Sclct Application Name"/> Sub Category 2: 10 <input style="width: 90%;" type="text" value="Automatic Exit Boom Barrier"/>
Description: 11 <input style="width: 95%; height: 30px;" type="text"/>	
Screenshot: 12 <input style="width: 40%; border: 1px solid gray;" type="button" value="Choose File"/> No file chosen RCA Report: 13 <input style="width: 40%; border: 1px solid gray;" type="button" value="Choose File"/> No file chosen	
Remarks: 14 <input style="width: 95%; height: 30px;" type="text"/>	
Severity: 15 <input style="width: 80%;" type="text" value="Critical"/> Status: 16 <input style="width: 80%;" type="text" value="Open"/>	
17 <input style="width: 60px; height: 20px; background-color: #4a69bd; color: white;" type="button" value="Submit"/>	

Sr No	Field	Field Status	Description	Remarks
1	Employee Code	Mandatory	System shall populate this field	
2	Name	Mandatory	System shall populate this field	
3	Email	Mandatory	System shall populate this field	
4	Mobile	Mandatory	Enter 10 Digit Mobile Number	
5	Project Name	Mandatory	Select Project Name from List	Please refer Appendix A
6	Location	Mandatory	Select Location from List	Please refer Appendix A
7	Incident Category	Mandatory	Select Incident Category from List	Please refer Appendix A
8	Application Name	Mandatory	Select Application Name	Please refer Appendix A
9	Incident Sub Category 1	Mandatory	Select Incident Sub Category 1 from list	Please refer Appendix A
10	Incident Sub Category 2	Mandatory	Select Incident Sub Category 2 from list	Please refer Appendix A
11	Description	Mandatory	Write a brief Description of the Incident	Field is of 500 Characters
12	Screen Shot	Optional	Attach File Screen Shot in JPG or PNG Format	If any
13	RCA Report	Optional	Attach RCA Report in PDF format	Mandatory for Critical Incidents. Please refer Appendix D for RCA report format
14	Remarks	Optional	Enter Remarks (if any)	Field is of 500 Characters
15	Severity	Mandatory	Select Incident Severity	Please refer Appendix B
16	Status	Mandatory	Incident Status- Shall be OPEN	Please refer Appendix B
17	Submit	Mandatory	Press 'Submit' to log Incident	

The following message shall be displayed once the Incident is submitted



f. Step 6 - Check Incidents Raised

User / Incident Originator can view details of the Incident generated by him from Incident Details Tab as shown as below:

Incident Details	Change Severity	Assign Incident	Acceptance	Update Incident Progress	View Incident Progress
Incident Id: INC-2022-00001					
Employee Code:	WB171	Employee Name:	VIVEK RANJAN		
Owner Email:	vivek.ranjan@vilindia.com	Owner Mobile:	7541098173		
Project Name:	WCBTRL	Location:	Nanduri		
Incident Date:	02/03/2022 03:15 PM	Incident Raise On:	02/03/2022 03:40 PM		
Incident Category:	Hardware	Incident Sub-Category 1:	Camera System		
Incident Sub-Category 2:	Booth camera	Application Name:	Hardware		
Severity:	Critical	Status:	Open		
Description:	Hik vision, vs-001, 2 MP, Camera Damage				
Remarks:	Replace as per priority				

g. Step 7 - Assigning Incident to Support Executive

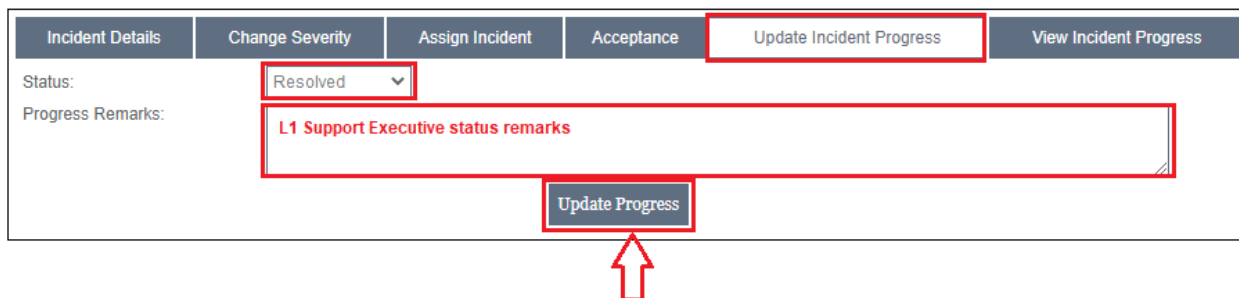
Once the incident is raised, the IT Help Desk Manager shall check the logged Incident to verify the completeness of the ticket. The IT Help Desk Manager shall also verify the incident priority basis the urgency and impact of the incident. Any changes to the Incident Priority by IT Help Desk Manager shall be justified by a note and a mail shall be triggered to the ‘Incident Originator’.

The IT Help Desk Manager shall assign the ticket to the L1 support executive, who shall analyse the assigned incident and accept it. Thereafter, status of the Incident shall be automatically changed to “work in progress” and a mail shall be triggered to IT Help Desk Manager as well as the originator of the Incident, mentioning that the ticket has been accepted.

If the Incident cannot be resolved by L1 Support Executive, the IT Help desk manager shall escalate the Issue to L2 / L3 support executives to get the Issue resolved. The Incident Originator shall be kept Informed of all status changes, till the issue is resolved / closed.

Help Desk Managers are assigned to Applications. The complete list is available in **Appendix C**

h. Step 8 - Closure of Ticket



The ticket must be updated by the support executive for the ticket to be closed.

Sr No	Field	Field Status	Description	Remarks
1	Status	Mandatory	Select Status from list	
2	Progress Remarks	Mandatory	Enter Progress Remarks	

Once an Incident is ‘Resolved’ by the support executive, a mail shall be triggered to the originator of the ticket and IT help desk manager.

The originator of the ticket shall “Close” the ticket if the resolution is to his / her satisfaction OR will change status to “Re-Open” with comments (mandatory) and send it back to the support executive with notification to IT service desk manager.

4. Change Request Management

The steps below would help the user to login Change Request in VOICE tool.

a. Step 1 - Login Oasis Application

OASIS Login link –

<http://oasis.vilindia.com>

Note→ Use above link for login OASIS portal as shown below



Please Enter USER ID & Password for login as shown in red mark

Sr No	Field	Field Status	Description	Remarks
1	Employee Code	Mandatory	Enter Employee code for login	
2	Password	Mandatory	Enter Password	

b. Step 2 - Oasis Home Page

Emp. ID (A2011)

Employee Confirmation

- View IT Declarations 2022-23

- Enter Employee Family Details

- V-OIC-E

- Payment Process sheet

- Tour Manager

- Project Tracking

- Assignment Tracker

- Magadi DPR

- Recruitment Tracker

- My Portfolio

- Monthly Attendance

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Employee's on Tour

- ☰ Cities
 - ☑ Basavaklyan Project
 - ☑ Jodhpur



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Note → Select V-OIC-E Tool – Oasis Incident & Change Request from Oasis Menu

c. Step 3 - Select CR Change Tracker Tab from header



Note → User can select Change Request from header Tab

d. Step 4 - Click on Raise CR Ticket Link

Department:	Select All	Employee Name:	Select All	Incident Id:	<input type="text"/>
Incident From Date:	03/01/2022	Incident To Date:	03/31/2022	CR Category:	All
CR Type:	Hardware	CR Status:	All	<input type="button" value="Search"/>	

[Raise CR-Ticket](#)

Ticket Id	Owner	CR Type	CR Category	CR Status	Ticket Date	Edit
CR-2022-00001	DURGAPRASAD SHAWU	Hardware	Minor CR	Closed	02/03/2022 04:27 PM	
CR-2022-00002	VIVEK RANJAN	Hardware	Major CR	Closed	02/03/2022 05:03 PM	
CR-2022-00003	VIVEK RANJAN	Hardware	Major CR	Closed	02/03/2022 05:05 PM	
CR-2022-00004	VIVEK RANJAN	Software	Major CR	Closed	04/03/2022 10:45 AM	
CR-2022-00005	VIVEK RANJAN	Hardware	Emergency CR	Closed	04/03/2022 11:06 AM	
CR-2022-00006	VIVEK RANJAN	Hardware	Minor CR	Closed	04/03/2022 11:14 AM	

Click on Raise CR-Ticket Button

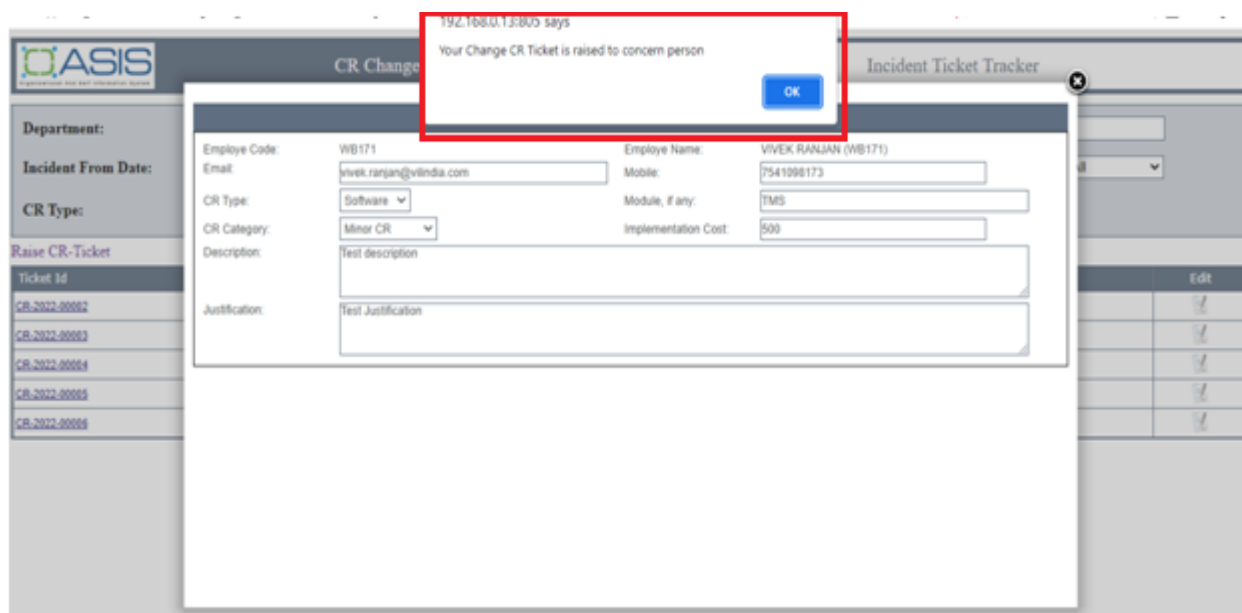
Note → Change Request creator should click on **Raise CR Ticket** for raising new Change Request.

e. Step 5 - Select / Fill Fields to raise Change Request

Sr No	Field	Field Status	Description	Remarks
1	Employee Code	Mandatory	System shall populate this field	
2	Name	Mandatory	System shall populate this field	
3	Email	Mandatory	System shall populate this field	
4	Mobile	Mandatory	Enter 10 digit Mobile number	
5	CR Type	Mandatory	Select CR Type	Please refer Appendix E
6	Application /Module	Mandatory	Enter Application/Device and Module / Category as per Appendix E	Field is of 500 Characters Please refer Appendix E
7	CR Category	Mandatory	Select Change Request Category	Please refer Appendix E
8	Implementation Cost	Mandatory	Enter Cost	Maintain Supporting docs
9	Description of CR	Mandatory	Enter CR description	Field is of 500 Characters
10	Justification for CR	Optional	Type Justification for the Change Request	This field is mandatory for 'Emergency CR'. Field is of 500 Characters
11	Deployment Start	Mandatory	Enter Date DD-MM-YYYY	
12	Deployment End	Mandatory	Enter Date DD-MM-YYYY	
13	Benefits	Mandatory	Mention benefit of Implementing the Change	Field is of 500 Characters
14	Business Loss	Mandatory	Mention Business Loss (Disadvantage) if change is not	Field is of 500 Characters

Sr No	Field	Field Status	Description	Remarks
15	Roll back procedure	Mandatory	implemented Mention how the change shall be rolled back, if there is a need to do so after deploying the change in Production system	Attachment in PDF format
16	Change Impact Analysis	Optional	Mention the Impact on business after Implementing the CR functionality	Mandatory for Emergency & Major CR; Attachment in PDF format
17	Go Live Checklist	Mandatory	Attach the Application Go_live Checklist in Excel format	Please refer Appendix F
18	Application for Emergency CR	Mandatory	Application for Emergency CR	Attachment in PDF format
19	CR Status	Mandatory	Select CR Status from list	Please refer Appendix G
20	Submit	Mandatory	Select Submit to Save the CR	


The following message shall be revealed after the CR is submitted.



Note→ Mail shall be triggered to CR Originator as well as IT Help Desk Manager, once an Incident is 'Submitted' in the Incident tool.

f. Step 6 - Approval of CCB (Change Control Board)

The submitted Change Request go to CCB level for approval with all pending lists:



CR Change Tracker

Incident Ticket Tracker

Department:

Incident From Date:

CR Type:

Employee Name:

Incident To Date:

CR Status:

Incident ID:

CR Category:

Raise CR-Ticket

Ticket Id	Owner	CR Type	CR Category	CR Status	Ticket Date	Edit
CR-2022-00001	DURGAPRASAD SHAHU	Hardware	Minor CR	Closed	02/03/2022 04:27 PM	
CR-2022-00002	VIVEK RANJAN	Hardware	Major CR	Closed	02/03/2022 05:03 PM	
CR-2022-00003	VIVEK RANJAN	Hardware	Major CR	Closed	02/03/2022 05:05 PM	
CR-2022-00004	VIVEK RANJAN	Software	Major CR	Closed	04/03/2022 10:45 AM	
CR-2022-00005	VIVEK RANJAN	Hardware	Emergency CR	Closed	04/03/2022 11:08 AM	
CR-2022-00006	VIVEK RANJAN	Hardware	Minor CR	Closed	04/03/2022 11:14 AM	
CR-2022-00007	VIVEK RANJAN	Software	Minor CR	Open	11/03/2022 03:08 PM	

The CR shall be discussed in weekly Change Control Board (CCB) Meetings and thereafter Approved / Declined / Kept on Hold. A decision on emergency CR shall be taken 'On Priority', without waiting for the next CCB meeting. The IT Help Desk Manager shall approve the Emergency CR if at least 3 (Three) CCB members provide their approval on mail to the IT Help Desk Manager / Originator of the CR.

Note –

- The CCB approval shall be valid for a period of two weeks. If implementation of the change is not started within this time frame, the CR shall be 'Auto Closed' with reason 'Time Lapsed' and a new change request shall be raised.

g. Step 7 - Deployment of CR

The IT Help Desk Manager shall assign the CR to the concerned parties (Internal / External) for deployment, thus changing the status to IN PROGRESS

The screenshot shows the 'CR Change Tracker' interface. At the top, there are search filters for Department, Employee Name, Incident ID, Incident From Date, Incident To Date, CR Type, and CR Status. Below the filters is a table of tickets. The table has columns for Ticket Id, Owner, CR Type, CR Category, CR Status, Ticket Date, and Edit. The ticket with ID CR-2022-00007 is highlighted, and its status is 'In Progress'. A red circle is drawn around the 'In Progress' status, and a red arrow points to it. Another red circle is drawn around the edit icon for this ticket, with a red arrow pointing to it.

Ticket Id	Owner	CR Type	CR Category	CR Status	Ticket Date	Edit
CR-2022-00001	DURGAPRASAD SHAHU	Hardware	Minor CR	Closed	02/03/2022 04:27 PM	
CR-2022-00002	VIVEK RANJAN	Hardware	Major CR	Closed	02/03/2022 05:03 PM	
CR-2022-00003	VIVEK RANJAN	Hardware	Major CR	Closed	02/03/2022 05:05 PM	
CR-2022-00004	VIVEK RANJAN	Software	Major CR	Closed	04/03/2022 10:45 AM	
CR-2022-00005	VIVEK RANJAN	Hardware	Emergency CR	Closed	04/03/2022 11:08 AM	
CR-2022-00006	VIVEK RANJAN	Hardware	Minor CR	Closed	04/03/2022 11:14 AM	
CR-2022-00007	VIVEK RANJAN	Software	Minor CR	In Progress	11/03/2022 03:08 PM	

The IT Help Desk Manager shall 'CLOSE' the CR in VOICE tool after a written confirmation is received (on Mail) from the Originator of CR.

The screenshot shows the same 'CR Change Tracker' interface as above. The ticket with ID CR-2022-00007 now has its status changed to 'Closed'. A red circle is drawn around the 'Closed' status.

Ticket Id	Owner	CR Type	CR Category	CR Status	Ticket Date	Edit
CR-2022-00001	DURGAPRASAD SHAHU	Hardware	Minor CR	Closed	02/03/2022 04:27 PM	
CR-2022-00002	VIVEK RANJAN	Hardware	Major CR	Closed	02/03/2022 05:03 PM	
CR-2022-00003	VIVEK RANJAN	Hardware	Major CR	Closed	02/03/2022 05:05 PM	
CR-2022-00004	VIVEK RANJAN	Software	Major CR	Closed	04/03/2022 10:45 AM	
CR-2022-00005	VIVEK RANJAN	Hardware	Emergency CR	Closed	04/03/2022 11:08 AM	
CR-2022-00006	VIVEK RANJAN	Hardware	Minor CR	Closed	04/03/2022 11:14 AM	
CR-2022-00007	VIVEK RANJAN	Software	Minor CR	Closed	11/03/2022 03:08 PM	

Appendix A

Table – 1 (Project and Location)

Project	Location
MMK	Manmad
FIPL	Fekari
WCBTL	Nanduri
WCTBL	Visapur
Corporate	Nagpur
Corporate	Shankar Nagar
Corporate	Mumbai
Corporate	Delhi
Corporate	Pune – Baner
Pune	PCMC
Pune	Warje
Pune	Naidu STP
MCGM	Thane
MCGM	Mulund
Maldives	Maldives
STP Project	Bhandewadi
NIT STP Projects	Dabha
NIT STP Projects	Hazaripahad
NIT STP Projects	Somalwada 1
NIT STP Projects	Somalwada 2
NIT STP Projects	Ittabhati
NIT STP Projects	Y Junction
Raipur	Naya Raipur
Chandrapur	Project Office
Chandrapur	Pathanpura site office
Chandrapur	Potdukhe Store office
Kolkata	Kolkata
Kolkata	Mahestala
Karnataka	Bidar
Karnataka	Basavakalyan
Karnataka	Shahabad
Karnataka	Yadgir
Karnataka	Magdi
Karnataka	Banglore
U P	Pilibhit

Table – 2 (Category/Application/Sub Category 1/Sub Category 2)

Category	Application	Sub Category 1	Sub Category 2
Software	Microsoft	MS-Word	N.A.
Software	Microsoft	MS-Excel	N.A.
Software	Microsoft	MS-Power Point	N.A.
Software	Microsoft	MS-Outlook	N.A.
Software	Microsoft	MS Project	N.A.
Software	Microsoft	MS Visio	N.A.
Software	Adobe	PDF Adobe Reader DC	N.A.
Software	PDF 995	PDF 995	N.A.
Software	Nitro	Nitro PDF Editor	N.A.
Software	Auto Cad	DWG Viewer	N.A.
Software	Auto Cad	LT Version	N.A.
Software	Auto Cad	ACE Tools	N.A.
Software	Auto Cad	Full version	N.A.
Software	Bentley	Water GEMS 5000 Pipes	N.A.
Software	Bentley	Staad Pro Connect	N.A.
Software	CSI	ETABS Ultimate V20	N.A.
Software	CSI	SAFE - Ultimate	N.A.
Software	SAP S4 HANA	FICO - Finance	N.A.
Software	SAP S4 HANA	MM - Material Management	N.A.
Software	SAP S4 HANA	PS - Project Systems	N.A.
Software	SAP S4 HANA	PM -Plant Maintenance	N.A.
Software	SAP S4 HANA	C4C - Sales Cloud	N.A.
Software	SAP S4 HANA	Basis - Administration	N.A.
Software	SAP S4 HANA	SD - Sales & Distribution	N.A.
Software	SAP S4 HANA	QM - Quality Management	N.A.
Software	SAP S4 HANA	SAP - CPI	N.A.
Software	SAP S4 HANA	ASP GST	N.A.
Software	CRM	Metroguild	N.A.
Software	Lighthouse - ERP	Accounts	N.A.
Software	Lighthouse - ERP	Purchase	N.A.

Category	Application	Sub Category 1	Sub Category 2
Software	Lighthouse - ERP	Stores	N.A.
Software	Lighthouse - ERP	Project Management	N.A.
Software	Lighthouse - ERP	HR	N.A.
Software	Oasis	Incident Tracker	N.A.
Software	Oasis	Change Request	N.A.
Software	Oasis	Payment Process Sheet	N.A.
Software	Oasis	Tour Manager	N.A.
Software	Oasis	Project Tracking	N.A.
Software	Oasis	My Portfolio	N.A.
Software	Oasis	Recruitment Tracker	N.A.
Software	Oasis	Biometric In/ Out	N.A.
Software	Oasis	Regularization / Leave	N.A.
Software	Oasis	Vendor bill Inward	N.A.
Software	Oasis	TMS Report	N.A.
Software	Adapt	Go-Global	N.A.
Software	Tally	Tally 9 ERP	N.A.
Software	Tally	Tally Prime	N.A.
Software	Relyon	Saral TDS	N.A.
Software	Relyon	Relyon TDS	N.A.
Software	Relyon	Saral XBRL	N.A.
Software	Magnum	Tax Pro	N.A.
Software	ESSL	Attendance	N.A.
Software	Oracle	Oracle Database	N.A.
Software	Microsoft	MS Sql Server	N.A.
Software	Microsoft	IIS	N.A.
Software	Web Domain	Domain	N.A.
Software	Web Hosting	Hosting Services	N.A.
Software	Web Email	Go daddy	N.A.
Software	Web Development	Website	N.A.
Software	Google	Google E Meet	N.A.
Software	Google	Google Email	N.A.
Software	Web Browser	Chrome	N.A.

Category	Application	Sub Category 1	Sub Category 2
Software	Web Browser	Firefox	N.A.
Software	Web Browser	Edge	N.A.
Software	Antivirus	End Point Security	N.A.
Software	Antivirus	Total Security	N.A.
Software	Remote App	Any Desk	N.A.
Software	Remote App	Team Viewer	N.A.
Software	Remote App	Remote Desktop Tool	N.A.
Software	VPN Connection	VEPL VPN Services	N.A.
Software	Data Recovery	Data Recovery App	N.A.
Software	Backup	Windows Backup Application	N.A.
Software	File Transfer App	FileZilla	N.A.
Software	File Transfer App	Cute FTP	N.A.
Software	File Transfer App	We Transfer	N.A.
Software	Oracle	JAVA	N.A.
Software	Microsoft	Framework Versions	N.A.
Software	Digital Signer	EM signer	N.A.
Software	Web Crypto	Crypto ID	N.A.
Software	Windows	Media Player	N.A.
Software	Windows	Windows 7 Professional	N.A.
Software	Windows	Windows 8 8.1 Professional	N.A.
Software	Windows	Windows 10 Pro	N.A.
Software	Windows	Windows 11 Pro	N.A.
Software	Windows	Windows Server 2008 R2	N.A.
Software	Windows	Windows Server 2012	N.A.
Software	Windows	Windows Server 2016	N.A.
Software	Windows	Windows Server 2019	N.A.
Hardware	N.A.	Laptop	Laptop Screen
Hardware	N.A.	Laptop	Laptop Keyboard
Hardware	N.A.	Laptop	Laptop Battery
Hardware	N.A.	Laptop	Laptop Touch Pad
Hardware	N.A.	Laptop	Hard disk
Hardware	N.A.	Laptop	SSD

Category	Application	Sub Category 1	Sub Category 2
Hardware	N.A.	Laptop	RAM
Hardware	N.A.	Laptop	Laptop Adaptor
Hardware	N.A.	Laptop	Motherboard
Hardware	N.A.	Laptop	Laptop Body
Hardware	N.A.	Laptop	Audio Jack
Hardware	N.A.	Laptop	USB-Port
Hardware	N.A.	Laptop	HDMI Port
Hardware	N.A.	Laptop	LAN Port
Hardware	N.A.	Laptop	C-Type Port
Hardware	N.A.	Desktop	Monitor
Hardware	N.A.	Desktop	Keyboard
Hardware	N.A.	Desktop	Mouse
Hardware	N.A.	Desktop	Hard disk
Hardware	N.A.	Desktop	SMPS
Hardware	N.A.	Desktop	Motherboards
Hardware	N.A.	Desktop	Processor
Hardware	N.A.	Desktop	Processor FAN
Hardware	N.A.	Desktop	SSD
Hardware	N.A.	Desktop	RAM
Hardware	N.A.	Desktop	Cabinet
Hardware	N.A.	Desktop	USB-Port
Hardware	N.A.	Desktop	Display Port
Hardware	N.A.	Desktop	LAN Port
Hardware	N.A.	Printer	Toner
Hardware	N.A.	Printer	Drum kit
Hardware	N.A.	Printer	Paper Tray
Hardware	N.A.	Printer	Printer Services
Hardware	N.A.	Scanner	Sensor
Hardware	N.A.	Scanner	Glass
Hardware	N.A.	Monitor	Display
Hardware	N.A.	Cables	Power Cable
Hardware	N.A.	Cables	VGA cable

Category	Application	Sub Category 1	Sub Category 2
Hardware	N.A.	Cables	Network cable
Hardware	N.A.	Cables	Fibre Optic Cable
Hardware	N.A.	Cables	Sata Cable
Hardware	N.A.	Cables	Printer USB Cable
Hardware	N.A.	Cables	Sata connector
Hardware	N.A.	Connectors	HDMI TO VGA
Hardware	N.A.	Connectors	Display Port To VGA
Hardware	N.A.	Connectors	C-Type TO VGA
Hardware	N.A.	Connectors	DOC Connector
Hardware	N.A.	Projectors	Projector-Screen
Hardware	N.A.	Projectors	Projector-Lamp
Hardware	N.A.	VC Unit	Mice
Hardware	N.A.	VC Unit	Remote
Hardware	N.A.	VC Unit	Codac Unit
Hardware	N.A.	Biometric Machine	Fingerprint Sensor
Hardware	N.A.	Biometric Machine	Face Recognise Sensor
Hardware	N.A.	Biometric Machine	Door Sensor
Hardware	N.A.	Server	Hard Disk
Hardware	N.A.	Server	RAM
Hardware	N.A.	Server	SMPS
Hardware	N.A.	Server	Keyboard
Hardware	N.A.	Server	Mouse
Hardware	N.A.	Server	Monitor
Network	N.A.	Device	Switch
Network	N.A.	Wireless Router	Access Point
Network	N.A.	Wireless AP	Wi-Fi
Network	N.A.	Firewall	Sophos XG210
Network	N.A.	Firewall	Cisco 5501
Network	N.A.	Cable	CAT 6 Cable
Network	N.A.	Connectors	RJ45 connection
Network	N.A.	Wi-Fi - Wireless	Internet Service
Network	N.A.	LAN- Local Area Network	Internet Service

Category	Application	Sub Category 1	Sub Category 2
Network	N.A.	WAN-Wide Area Network	ISP - JIO Leased Line
Network	N.A.	WAN-Wide Area Network	ISP- TATA Leased Line
Network	N.A.	WAN-Wide Area Network	ISP - BSNL Broadband Line
Network	N.A.	WAN-Wide Area Network	ISP -UCN Broadband Line
Network	N.A.	WAN-Wide Area Network	ISP-SkyLink Broadband Line
Hardware	N.A.	AVC System	AVC Loops
Hardware	N.A.	AVC System	AVC LPIC Loop
Hardware	N.A.	AVC System	ETC Loop
Hardware	N.A.	AVC System	Barrier Loop
Hardware	N.A.	AVC System	Other Loop
Hardware	N.A.	AVC System	AVC Profiler
Hardware	N.A.	Camera System	Incident Capture Camera
Hardware	N.A.	Camera System	Booth camera
Hardware	N.A.	Camera System	LPIC Camera
Hardware	N.A.	ETC System	ETC Reader
Hardware	N.A.	ETC System	ETC Handheld Reader
Hardware	N.A.	SWB System	SWB Platform
Hardware	N.A.	SWB System	SWB Load cell
Hardware	N.A.	TLC System	Receipt Printer
Hardware	N.A.	TLC System	Automatic Exit Boom Barrier
Hardware	N.A.	TLC System	Toll Collector Display
Hardware	N.A.	TLC System	Toll collector Keyboard
Hardware	N.A.	TLC System	Smart Card Reader
Hardware	N.A.	TLC System	Traffic Light
Hardware	N.A.	TLC System	Lane Controller & AVC Controllers
Hardware	N.A.	TLC System	Over Head Lane Signal
Hardware	N.A.	TLC System	Booth Intercom
Hardware	N.A.	TLC System	Master Intercom
Hardware	N.A.	TLC System	Barcode Reader
Hardware	N.A.	TLC System	Toll Fare Display
Hardware	N.A.	TLC System	Violation Alarm
Hardware	N.A.	TLC System	Receipt Printer

Category	Application	Sub Category 1	Sub Category 2
Hardware	N.A.	TLC System	Automatic Exit Boom Barrier
Hardware	N.A.	TLC System	Toll Collector Display
Hardware	N.A.	TLC System	Toll collector Keyboard
Hardware	N.A.	TLC System	Smart Card Reader
Hardware	N.A.	TLC System	Traffic Light
Hardware	N.A.	UPS	UPS Battery
Hardware	N.A.	UPS	UPS
Hardware	N.A.	WIM System	WIM Sensor
Hardware	N.A.	WIM System	WIM Platform
Hardware	N.A.	WIM System	WIM Load cell
Network	N.A.	Network Switch	Network Switch
Software	TMS	TMS Software System	N.A.
Software	TMS	Lane Hanging	N.A.
Software	TMS	POS work Station Module	N.A.
Software	TMS	Cashier workstation Module	N.A.
Software	TMS	CCH Transaction Review	N.A.
Software	WIM System	WIM Software	N.A.

Appendix B

Definitions of Incident Severity -

Incident Severity	Description / Remarks
Critical	Serious impact on Business Continuity resulting in immediate revenue loss
High	High impact on Business Continuity which may soon result in revenue loss
Medium	Business Continuity impacted, however there is no revenue loss and an alternative way of doing the work exists
Low	Business Continuity not impacted, however, the Incident has to be fixed to avoid inconvenience to the Incident Originator

The different Incident Statuses are –

Incident Status	Description / Remarks
Open	Incident logged, however not assigned / accepted
In Progress	Incident accepted and is being worked upon by Support Executive
Resolved	Incident / Change Request has been resolved by Support Executive
Closed	User checks and accepts the incident resolution
Re-Opened	User requests to re-work on Incident as the resolution has failed
Dropped	Incident is no longer in queue

Appendix C

List of IT Help Desk Managers

Sr No	Application	IT Help Desk Manager – Name	IT Help Desk Manager - Email	IT Help Desk Manager - Cell
1	IT Hardware	Mr. Vivek Chopade	vivek.chopade@vilindia.com	9860742791
2	IT Software	Mr. Vivek Chopade	vivek.chopade@vilindia.com	9860742791
3	IT Network	Mr. Vivek Chopade	vivek.chopade@vilindia.com	9860742791
4	IT Lighthouse ERP	Mr. Atish Patil	atish.patil@vilindia.com	9623386269
5	IT SAP S4/HANA	Mr. Atish Patil	atish.patil@vilindia.com	9623386269
6	IT SAP Sales Cloud	Mr. Atish Patil	atish.patil@vilindia.com	9623386269
7	IT Oasis	Mr. Atish Patil	atish.patil@vilindia.com	9623386269
8	IT CRM	Mr. Atish Patil	atish.patil@vilindia.com	9623386269
9	TMS IT Hardware	Mr. Vivek Ranjan Mr. Sachin Meshram	vivek.ranjan@vilindia.com sachin.meshram@vilindia.com	7541098173 8668773719
10	TMS IT Software	Mr. Vivek Ranjan Mr. Sachin Meshram	vivek.ranjan@vilindia.com sachin.meshram@vilindia.com	7541098173 8668773719
11	TMS IT Network	Mr. Vivek Ranjan Mr. Sachin Meshram	vivek.ranjan@vilindia.com sachin.meshram@vilindia.com	7541098173 8668773719

Appendix D

RCA Report format



Root Cause Analysis
Report - Format.pdf

Appendix E

Table – 1 (CR Type)

CR Type	Description / Remarks
Hardware	To upgrade / repair / replace hardware
Network	To enhance / replace network
Software	To enhance / replace software

Table – 2 (Application / Module)

Application / Device	Module / Category
Windows	Windows 7 Profession
Windows	Windows 8 / 8.1 Profession
Windows	Windows 10 Pro
Windows	Windows 11 Pro
Windows	Windows Server 2008 R2 Standard
Windows	Windows Server 2012 R2 Standard
Windows	Windows Server 2016 R2 Standard
Windows	Windows Server 2019 R2 Standard
Linux	Ubuntu
Apple IOS	Mac
Microsoft	MS-Word
Microsoft	MS-Excel
Microsoft	MS-Power Point
Microsoft	MS-Outlook
Microsoft	MS Project
Microsoft	MS Visio
Adobe	PDF Adobe Reader DC
PDF 995	PDF 995
Nitro	Nitro PDF Editor
AutoCAD	DWG Viewer
AutoCAD	LT Version
AutoCAD	ACE Tools
AutoCAD	Full version
Bentley	Water GEMS 5000 Pipes
Bentley	Staad Pro Connect
CSI Software	ETABS Ultimate V20 (2020 Version)
CSI Software	SAFE - Ultimate
Google	Google Earth
SAP S4 HANA	FICO - Finance
SAP S4 HANA	MM - Material Management

Application / Device	Module / Category
SAP S4 HANA	MM - Inventory Management
SAP S4 HANA	PS - Project Systems
SAP S4 HANA	PM -Plant Maintenance
SAP S4 HANA	C4C - Sales Cloud
SAP S4 HANA	Basis - Administration
SAP S4 HANA	SAP - SD Sales & Distribution
SAP S4 HANA	SAP - Quality Management
SAP S4 HANA	SAP - CPI
SAP S4 HANA	ASP GST
CRM Software	Metroguild
Lighthouse	Accounts
Lighthouse	Purchase
Lighthouse	Stores
Lighthouse	Project Management
Lighthouse	HR
Oasis	Incident Tracker
Oasis	Change Request
Oasis	Payment Process Sheet
Oasis	Tour Manager
Oasis	Project Tracking
Oasis	My Portfolio
Oasis	Recruitment Tracker
Oasis	Biometric In/ Out
Oasis	Regularization / Leave
Oasis	Vendor bill Inward
Oasis	TMS Report
Adapt	Go-Global
Tally	Tally 9 ERP
Tally	Tally Prime
Relyon	Saral TDS
Relyon	Relyon TDS
Relyon	Saral XBRL
Magnum	Tax Pro
ESSL	Attendance
Oracle	Oracle Database
Microsoft	MS Sql Server
Microsoft	IIS - Internet Information Service
Web Domain	Domain
Web Hosting	Windows / Linux Hosting Services
Web Email	Go daddy
Web Development	Website
Google	Google E Meet - VEPL
Google	Google Email -VEPL

Application / Device	Module / Category
Web Browser	Chrome
Web Browser	Firefox
Web Browser	Edge
Antivirus	End Point Security
Antivirus	Total Security
Remote App	Any Desk
Remote App	Team Viewer
Remote App	Remote Desktop Tool
VPN Connection	VEPL VPN Services
Data Recovery	Data Recovery App
Backup	Windows Backup Application
File Transfer App	FileZilla
File Transfer App	Cute FTP
File Transfer App	We Transfer
Oracle	JAVA
Microsoft	Framework Versions
Digital Signer	EM signer
Web Crypto	Crypto ID
Windows	Media Player
Laptop	Laptop Screen
Laptop	Laptop Keyboard
Laptop	Laptop Battery
Laptop	Laptop Touch Pad
Laptop	Hard disk
Laptop	SSD
Laptop	RAM
Laptop	Laptop Adaptor
Laptop	Motherboard
Laptop	Laptop Body
Laptop	Audio Jack
Laptop	USB-Port
Laptop	HDMI Port
Laptop	LAN Port
Laptop	C-Type Port
Desktop	Monitor
Desktop	Keyboard
Desktop	Mouse
Desktop	Hard disk
Desktop	SMPS
Desktop	Motherboards
Desktop	Processor
Desktop	Processor FAN
Desktop	SSD

Application / Device	Module / Category
Desktop	RAM
Desktop	Cabinet
Desktop	USB-Port
Desktop	Display Port
Desktop	LAN Port
Printer	Toner
Printer	Drum kit
Printer	Tray
Printer	Printer Service
Scanner	Sensor
Scanner	Glass
Monitor	Display
Cables	Power Cable
Cables	VGA cable
Cables	Network cable
Cables	Fiber Optic Cable
Cables	Sata Cable
Cables	Printer USB Cable
Cables	Sata connector
Connectors	HDMI TO VGA
Connectors	Display Port To VGA
Connectors	C-Type TO VGA
Connectors	DOC Connector
Projectors	Projector-Screen
Projectors	Projector-Lamp
VC Unit	Mice
VC Unit	Remote
VC Unit	Codac Unit
Biometric Machine	Fingerprint Sensor
Biometric Machine	Face Recognition Sensor
Biometric Machine	Door Sensor
Server	Hard Disk
Server	RAM
Server	SMPS
Server	Keyboard
Server	Mouse
Server	Monitor
Device	Switch
Wireless Router	Access Point
Wireless AP	Wi-Fi
Firewall	Sophos XG210
Firewall	Cisco 5501
Cable	CAT 6 Cable

Application / Device	Module / Category
Connectors	RJ45 connection
Wi-Fi - Wireless	No Internet Services
LAN - Local Area Network	No Internet Services
WAN - Wide Area Network	ISP - JIO Leased Line
WAN - Wide Area Network	ISP - TATA Leased Line
WAN - Wide Area Network	ISP - BSNL Broadband Line
WAN - Wide Area Network	ISP -UCN Broadband Line
WAN - Wide Area Network	ISP - Sky Link Broadband Line
AVC System	AVC Loops
AVC System	AVC LPIC Loop
AVC System	ETC Loop
AVC System	Barrier Loop
AVC System	Other Loops
AVC System	AVC Profiler
Camera System	Incident Capture Camera
Camera System	Booth camera
Camera System	LPIC Camera
ETC System	ETC Reader
ETC System	ETC Handheld Reader
Networking	Network Switch which is installed for TMS system
SWB System	SWB Platform
SWB System	SWB Load cell
TLC System	Receipt Printer Problem
TLC System	Automatic Exit Boom Barrier
TLC System	Toll Collector Display
TLC System	Toll collector Keyboard
TLC System	Smart Card Reader
TLC System	Traffic Light
TLC System	Lane Controller & AVC Controllers
TLC System	Over Head Lane Signal
TLC System	Booth Intercom
TLC System	Master Intercom
TLC System	Barcode Reader
TLC System	Toll Fare Display
TLC System	Violation Alarm
TMS Software System	Lane Hanging Problem
TMS Software System	POS work Station
TMS Software System	Cashier workstation
TMS Software System	CCH Transaction Review for Audit
TMS Software System	Server - Only Restart allowed (CCH and Cash)

Application / Device	Module / Category
UPS	UPS Battery
UPS	UPS
WIM System	WIM Sensor
WIM System	WIM Platform
WIM System	WIM Load cell

Table – 3 (CR Category)

CR Category	Description / Remarks
Emergency CR	To be taken up immediately – Could be Major or Minor
Major CR	CR with efforts of 11 person days or more
Minor CR	CR with efforts of 10 person days or below

Appendix F

Application Go_live Checklist format



VEPL_IT Application
Go_Live Checklist_V0

Appendix G

CR Status	Description / Remarks
Open	CR logged, however not assigned / accepted
Approved	CR approved by at least 3 CCB (Change Control Board) members
In Progress	CR accepted and is being worked upon
Resolved	CR has been resolved
Closed	User checks and accepts the CR functionality
Re-Opened	User requests to re-work on CR functionality
Dropped	CR is no longer required and hence dropped from the queue

