

Policy for System Administrator

- Individual LAN complaints greater than 15 (after filtering) should be forwarded to the MLC. Failure to do so will invite penalty in the form of broadcasting the non-cooperative behaviour of the System Administrator among his/her hostel inmates
- Urgent issues can be one of these:
 - Hostel network down
 - One or more hostel wings' network down
- Urgent issues does NOT include:
 - Non-functional switch room due to power failure
 - Non-functional Computer room network
- Educate the hostel inmates about the activities that may lead to port blocking:-
 - Excessive Library Downloads
 - Spam mails
 - Virus Bombardment
- Forward the tickets to the CC only after filtering the junk problems. Failure to do so will invite penalty. The MLC is responsible for policing the work of the System Administrators
- The following issues get escalated to the CC after filtering:
 - Urgent issues (listed above)
 - Non-functional LAN ports
 - Non-functional Computer Room network
 - Installation of a new LAN port (if required)
- The issues have to be identified and filtered if they are one of these:
 - IP clash
 - Problems with IP settings
 - Port blocking
 - Any problem specific to a particular machine (settings/virus)
- Ticket for urgent issues can be registered immediately
- Individual problems can only be attended 15 days after the previous vendor visit (subject to changes in the Vendor Scheduling Policy)
- Register a ticket labelled “Vendor Visit” for scheduling a vendor visit with the updated list of open tickets
- After the visit is scheduled, reply back with contact of person attending the visit
- Inform all the affected hostel inmates regarding the scheduled vendor visit and instruct them to be present during that time
- If someone remains absent, the waiting time for that particular complaint should be stated as 15 days (per visit missed) less than the actual time

During a vendor visit, the system administrator should:

- Accompany him/her throughout the visit (or make someone responsible to accompany him/her), and
- For every problem, the cause should be documented. The vendor can help find the cause
- Cooperate with the vendor
- Get a copy of list of problems updated with the status (solved/not solved) along with the cause of the problem signed by the vendor before he/she leaves
- It is the responsibility of the sysAd to maintain this list, get it signed and update the online interface within 24 hrs of the vendor visit

Don't contact the CC staff and Head CC directly. Always follow defined channel:

- Send mail to mlc@iitb.ac.in
- Call the mlc, if urgent

The System Administrator should get the following issues resolved upon a vendor visit:

- LAN ports
- Switches
- Computer room Maintenance
- Switch room Maintenance
- Wiring problems

Regards,
Middle Layer Committee