Supply, Installation, Testing and Commissioning of Equipments for implementation of

Coding and Robotics Education in Schools Scheme

Learn. Think. Create.

Project Management Unit - Goa
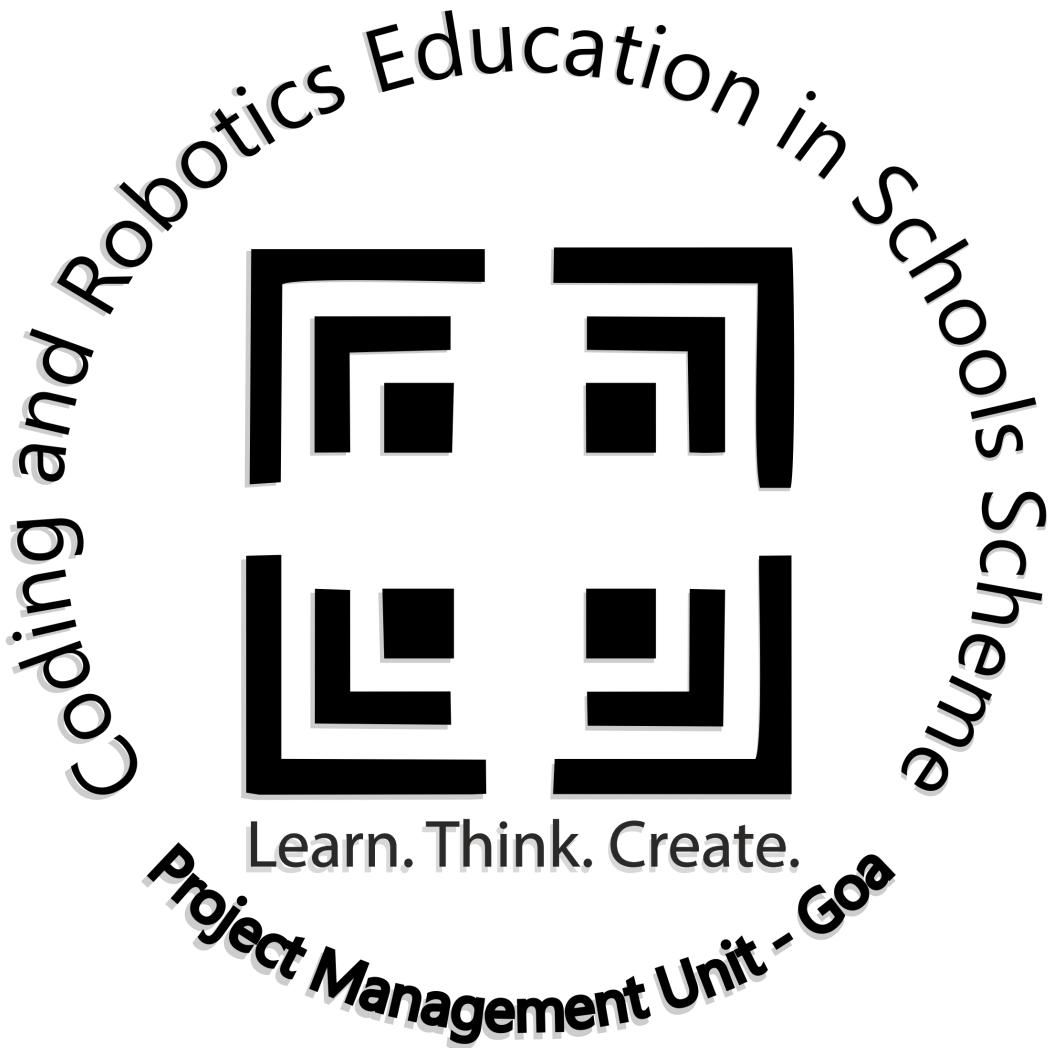
On Behalf Of
Directorate Of Technical Education
For Directorate Of Education
Implemented By
Info Tech Corporation Of Goa Ltd

Equipment supplied under CARES Scheme

- ➢ Single Board Computing Device
- ➢ LCD Monitor
- ➢ Keyboard
- ➢ Mouse
- ➢ Headphones
- ➢ Web Camera
- ➢ Wi-Fi Router
- ➢ 3 years' Onsite Warranty * #
- ➢ Helpdesk is provide support for Software/ Hardware/ Network related issues.

* Lead School(Identified In the A.Y 2022-2023) the warranty ends on **/October/2025** and other remaining schools on **10/March/2026.**

\# Warranty Terms and Conduction Please refer to Page Number - **9**

Introduction

- The purpose of this document is to create an model of delivery for the IT Infrastructure deliverables to Department of Technical Education.
- This document tailors the various individual IT services and personnel(s) by the local systems, their purpose, audience, requirements and clarify definitions on Scope of Work.
- This is a standard operating procedures presentation in qualitative terms, with a small defined Key Performance Indicators (KPIs).
- SLOs is created to provide a clearer understanding of the true nature of the service being offered, focusing on the contribution of the service to the business value chain.
- This document describes the efficiencies with the current as well planned solution to fulfill current and future demands.

# Support and Maintenance Scenario
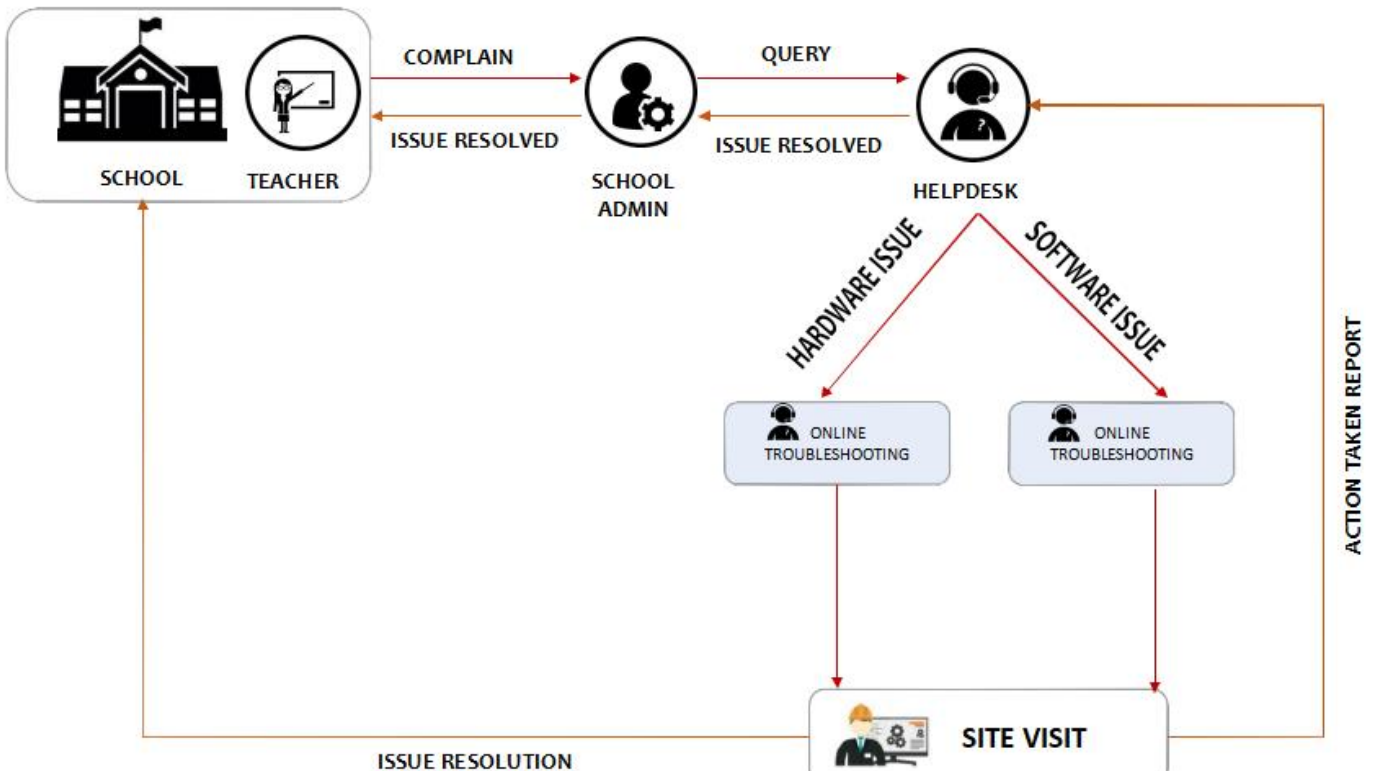
Support Methodology Including Service Desk
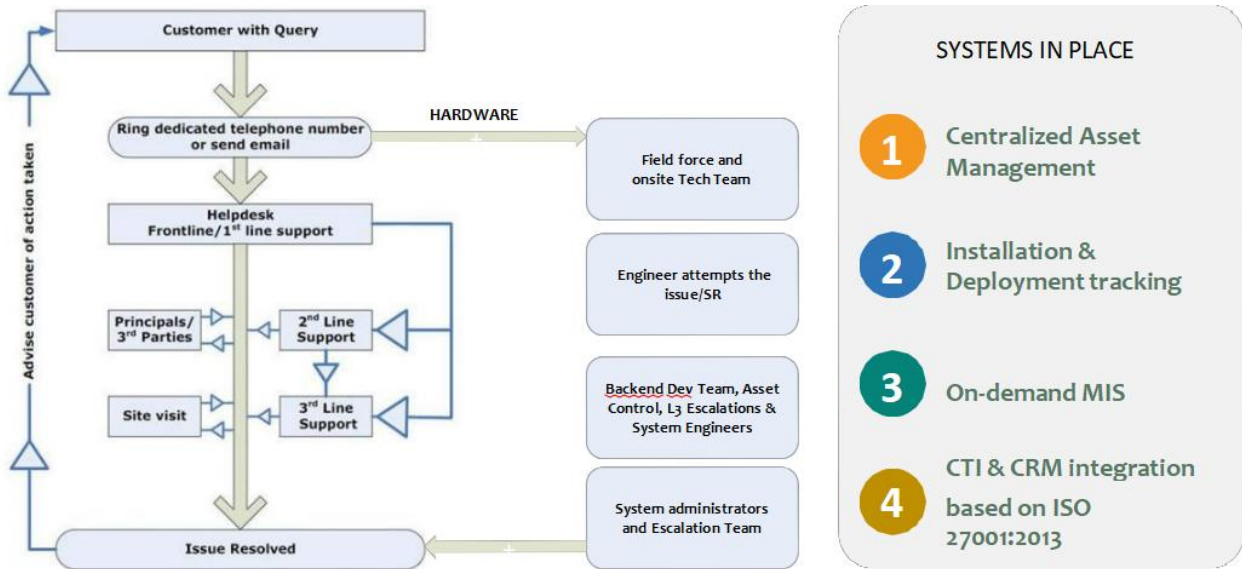
Access to Support Desk

Help desk portal/website provides IT support to Teachers, Users assisting with a variety of functions related to provided computer hardware, software under the Coding and Robotics for Schools (CARES) Scheme in the state of Goa in line to the approved list of schools.

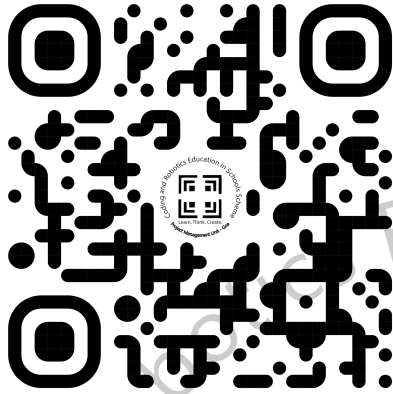**https://cares.goa.gov.in** -->**Help Desk** -->**ICT Equipment Maintenance**
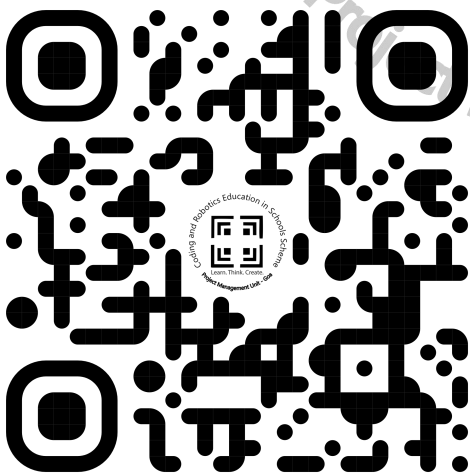
Note: All Queries by the user have to be reported through the above web portal **ONLY**. **No** other form of reporting will be entertained (like Email,Phone Calls, Whatsapp,Social Media platforms etc.).
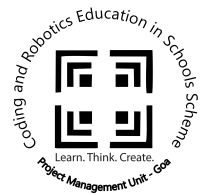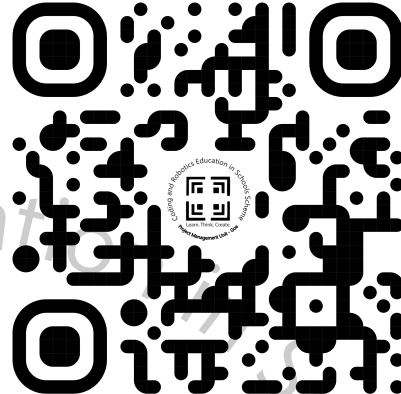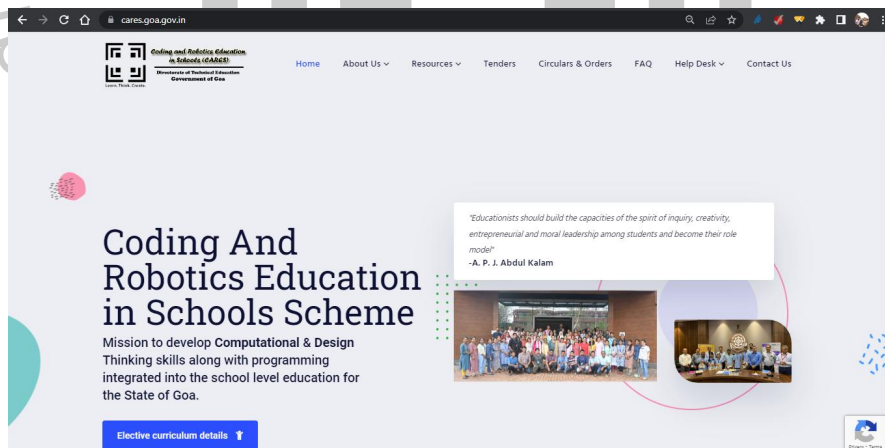
Mobile Application for Support Desk
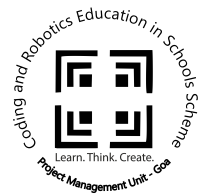
Android

IOS

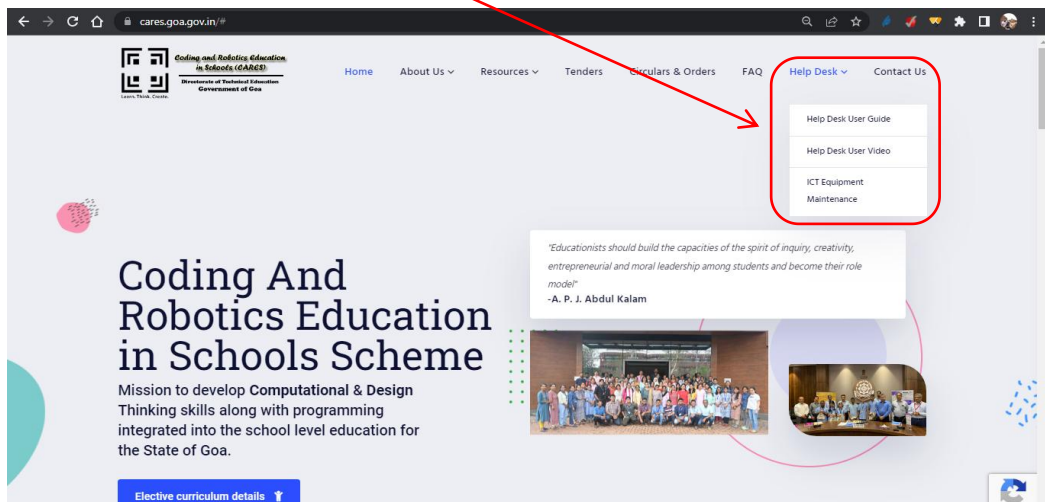## Support Service Coverage hours

08:00 am to **5:00** pm local Time (**GMT+5:30**), **Monday** to **Saturday** except local Public Holiday, and mutually agreed service down time.
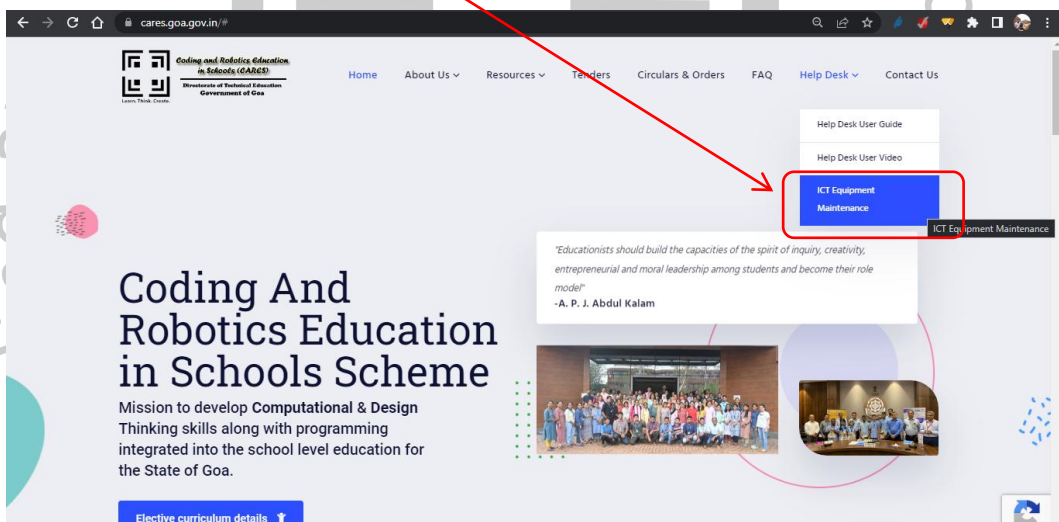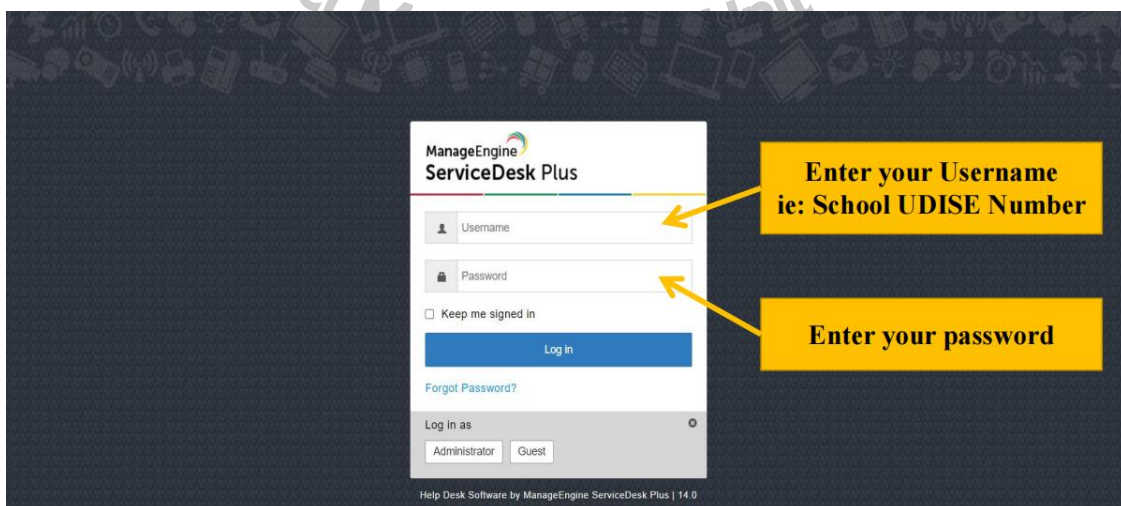
● Step-1: Click on https://cares.goa.gov.in/
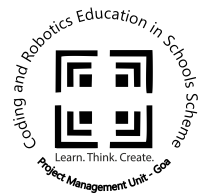
- Step-2: Click on **Help Desk**

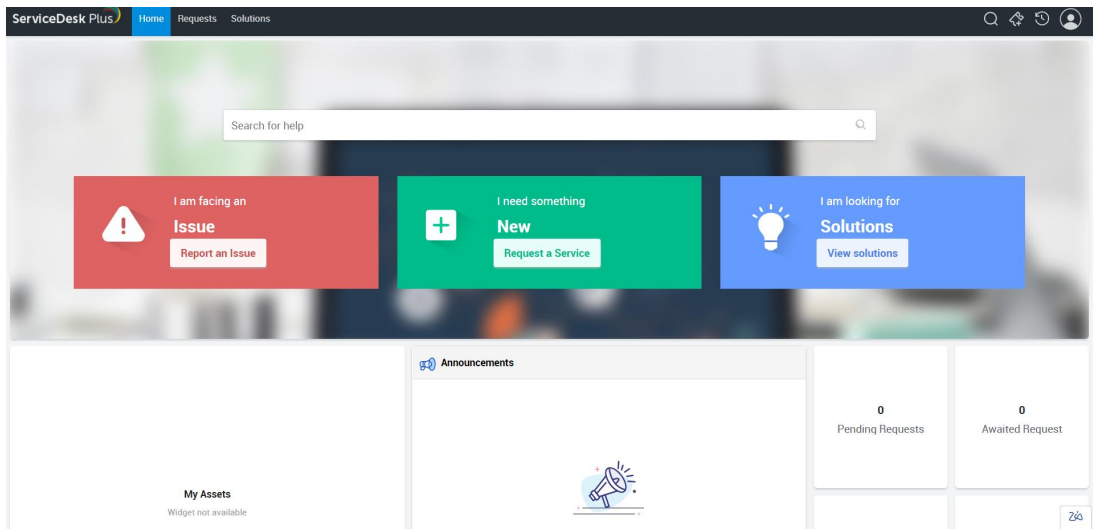- Step-3: Click on **ICT Equipment Maintenance**

- Step-4: Enter your **username** and **password**

- Step- 5: The Dashboard will open after the Successful login.

3 Types of approach program

Issue: To report a problem or issue.

Service Request: To Submit Request to add a feature, acquire information/knowledge.

Solutions: To self help, use of knowledge guide, previously performed troubleshooting steps, access to knowledge base.

Support Portal Overview
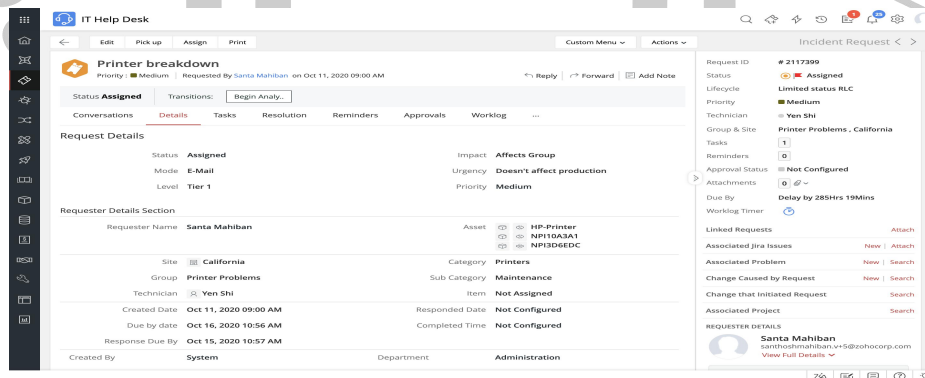
- Create tickets via Web-based self-service portal only.
- Manage and track all incidents easily with a defined process through the entire life cycle.
- Automatically assign tickets based on technician expertise or groups for accurate, timely resolutions and prevent recurrence of incidents.
- Ensure timely resolutions by defining response and resolution SLAs with defined escalation paths.
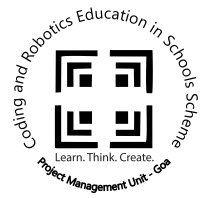
Computer Lab – Do's

- Please always keep the lab clean and neat.
- The Monitor, Keyboard, Mouse, PC, Router should always be cleaned with a dry cloth on daily basis to increase endurance and robust functioning from a trained staff.
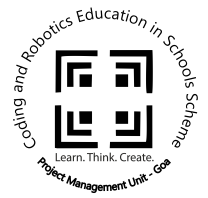- The Lab Support Infrastructure namely – Work Bench, Tables and Chairs should be cleaned on daily basis with the help of a wet clean cloth to avoid the dust accumulation on the hardware.
- Lab floors needs to swept and mopped on daily basis.
- Please keep the lab door(s) closed to keep it clean and avoid dust accumulation.
- Maintain restricted and authorized entry to the lab.
- Do a pest control once in a quarter (minimum).
- When not in use please switch off the computers.
- The temperature of lab should be between 210 to 240 Celsius during operation hours.
- Humidity should be maintained at less than 45 percent at all time.

Computer Lab – Don'ts

- Do not remove anything from the computer laboratory without permission.
- Do not touch, connect or disconnect any plug or cable without your teachers/ laboratory technician's permission.
- Do not turn off your computer directly from the power socket.
- Do not use this computer and provided facilities (i.e. Internet, Software, Printer, etc.) for personal purpose.
- Do not remove connected devices-cables from the socket (keyboard, mouse, monitor, headphone)
- Do not remove connected cables from Ports and I/O.
- Do not touch any power socket/source as it might cause electrical shocks.
- Do not use water or wet cloth /non-approved liquids to clean PC, Peripherals, etc.
- Do not turn off the power while the computer is in operation/powered on.
- Do not place heavy objects/stacks of paper on PC/Router/Keyboard/etc.
- Do not bend the mic of the headphones as this can damage the mic.
- Do not apply strength or too much pressure on Input Devices i.e. Keyboard and Mouse.
- Do not use scale or any hard object on the monitor.
- Do not install any third-party application/plugin on the PC and Browser.
- Do not remove/modify the physical placement of the systems without approval and confirmation.
- Do not write or mark on the devices.
- Keep doors and windows closed at all times to ward off dust/ insects/ bright light.

Breach of Warranty

The warranty is termed as 3 (Three) Years limited warranty from the date of Supply. The **WARRANTY DOES NOT COVER DAMAGE** to the hardware and its components, failure of which is caused by products or components not supplied by the Vendor, including from accident, misuse, abuse, neglect, mishandling, misapplication, alteration, modification, faulty installation, setup adjustments, improper antenna, interfering Signal, maladjustment of user controls, improper operation, power line surge, improper voltage supply, lightning damage, damage due to insects/rats/mice or human, smoke or chemical vapours contamination, air conditioning, humidity control or other environmental conditions; failure to maintain the product as outlined in the applicable Operating Instructions; service by anyone other than an authorized repair facility; damage that is attributable to acts of violence, war, acts of God or force majeure and consumable parts