Amity University Rajasthan

IT- Department

<u>Initiative taken by IT-Department of AUR after NAAC Cycle-I</u>: -

1. User Laptop/Desktop Preventive Maintenance every month (Delete temp file, prefetch, cookies browser history and windows update).

   Outcome: -

   a. Increase hardware life of assets.
   b. Decrease of User complaints.
   c. Increase work performance of Faculty and Staff.

2. All Computer Labs Desktop Preventive Maintenance (Delete temp file, prefetch, cookies browser history and windows update).

   Outcome: -

   a. Increase hardware life of Lab assets.
   b. Increase performance of Student.

3. Taken User Feedback of IT Services.

   Outcome: -

   a. Increase performance of IT-Engineer.
   b. Increase relation between Engineer and Users.

4. Online Helpdesk Portal.

   Outcome: -

   a. Monitoring of User complaint.
   b. On time User complaint resolve.
   c. Maintain Complaint history.
   d. Hardware utilization report.

5. Server Room Assets Upgrade and Monitoring.

   Firewall, Server, Wi-Fi and Network upgrade.

   Outcome: -

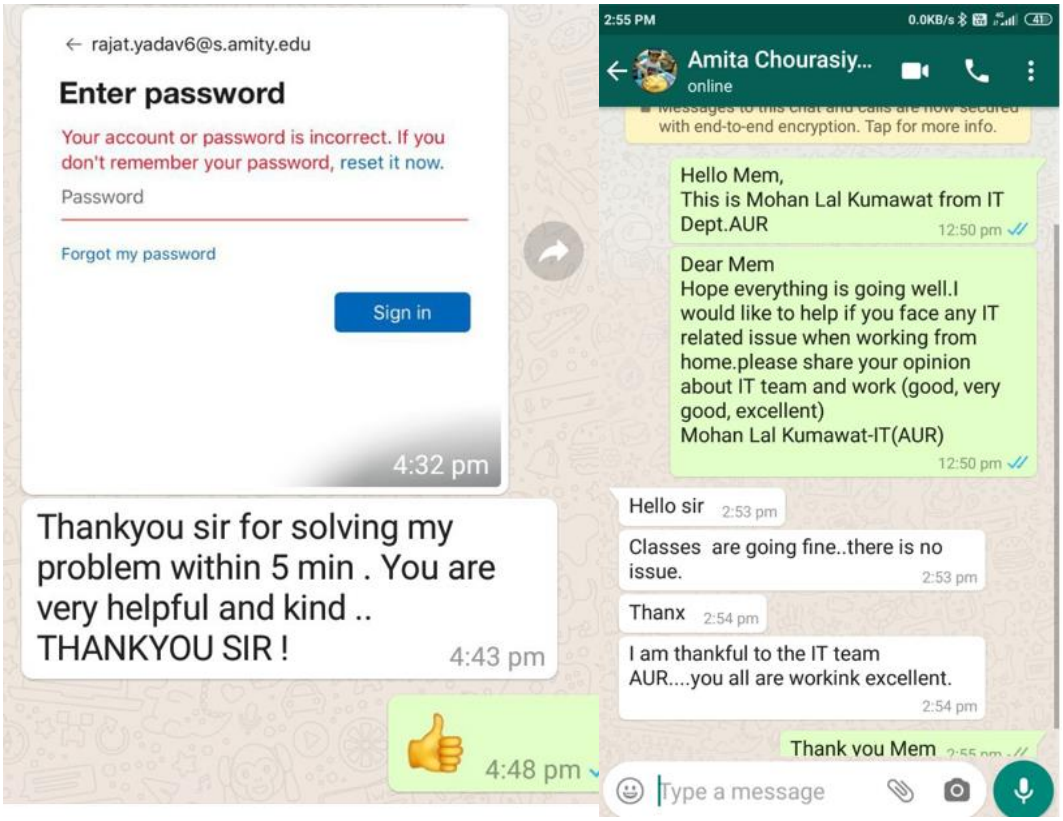
   a. After upgrade Firewall our network is 1 Gbps.
   b. Our Wi-Fi network upgrade 100 Mbps to 1 Gbps connectivity.
   c. Our server is upgrade windows server 2008 to 2016 for better performance.
   d. We use monitoring server for all servers, Wi-Fi and network devices.
   e. Decrease user network related issue.
   f. Increase performance of server and network devices.

6. Online support.

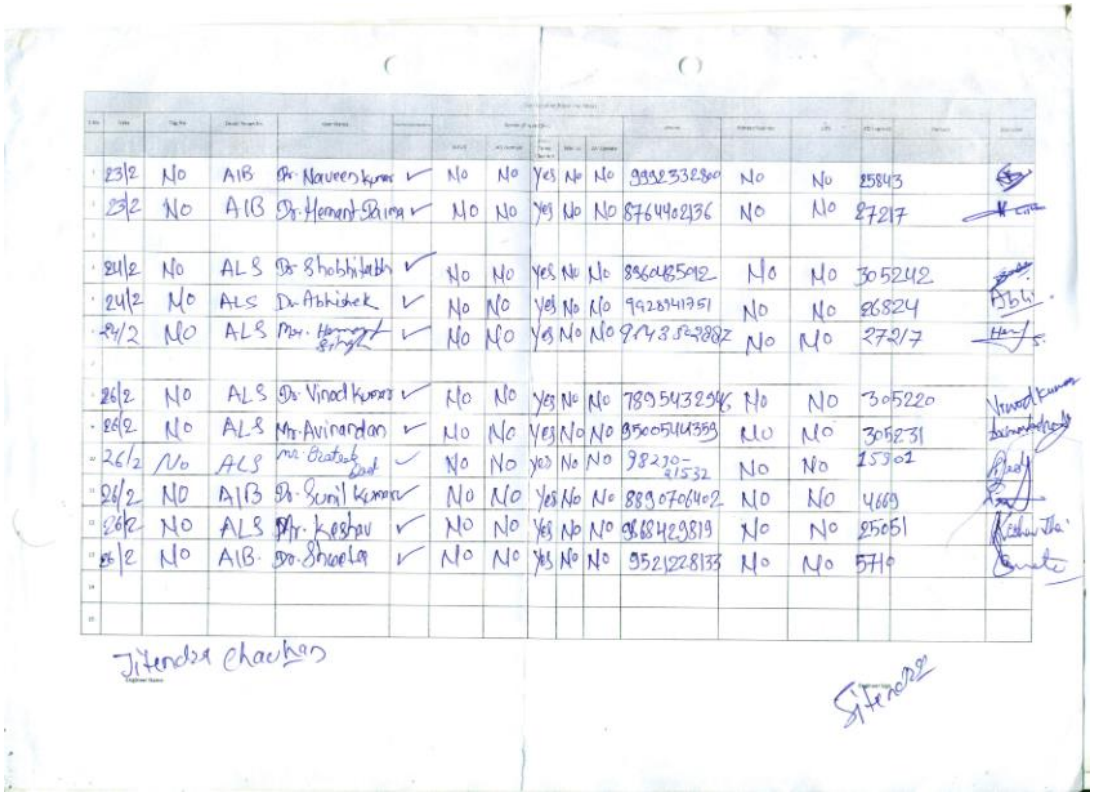
   Outcome: -

   a. Online support to Faculty and Staff in pandemic time and resolve problems.
   b. Support different platform like MS-Teams, WebEx, ZOOM etc.

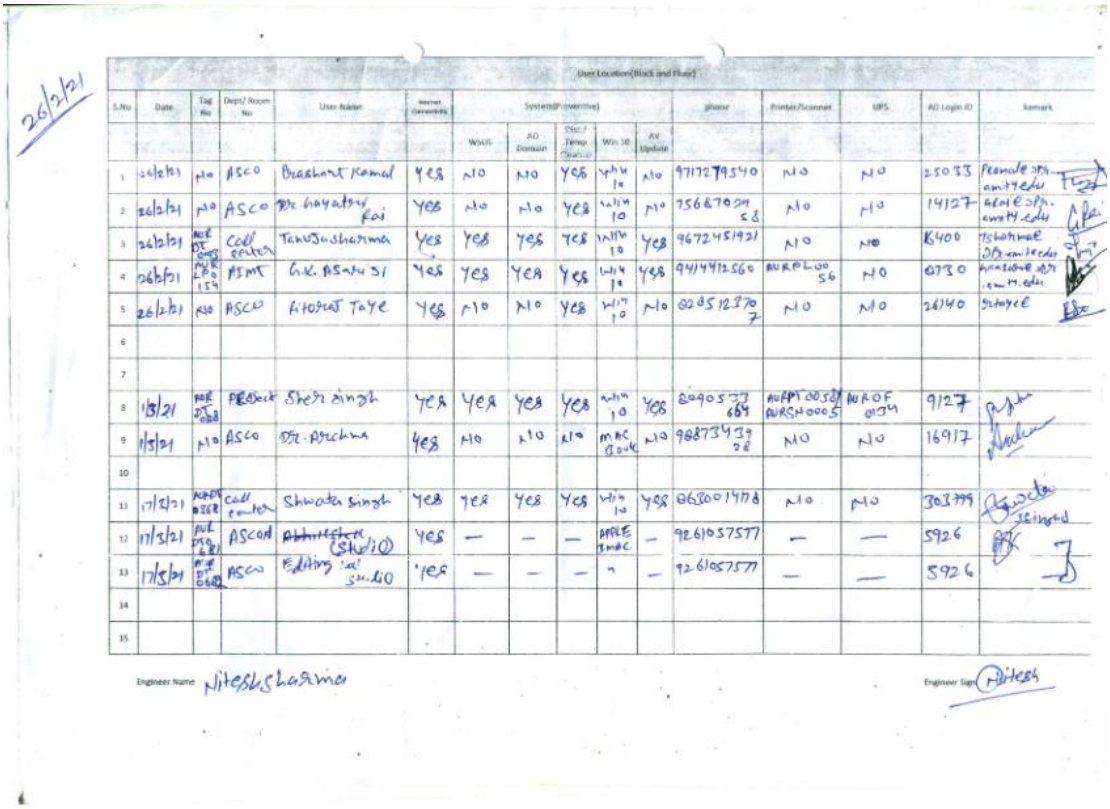
Faculty given good feedback for IT-Department: -



Preventive Maintenance Report: -



S.No	Date	Tag No	Dept/ Room No	User Name	Internet Connectivity	WSUS	AD Domain	Disc / Temp Cleanup	Win 10	AV Update	phone	Printer/Scanner	UPS	AD Login ID	Remark
1	23/2	No	AIB	Dr. Naveen Kumar	✓	No	No	Yes	No	No	9992332800	No	No	25843	
2	23/2	No	AIB	Dr. Hemant Daima	✓	No	No	Yes	No	No	8764402136	No	No	27217	
3															
4	24/2	No	ALS	Dr. Shobhitabh	✓	No	No	Yes	No	No	8960485012	No	No	305242	
5	24/2	No	ALS	Dr. Abhishek	✓	No	No	Yes	No	No	9928941751	No	No	26824	Abhi
6	24/2	No	ALS	Mr. Hemant Singh	✓	No	No	Yes	No	No	9143502887	No	No	27217	
7															
8	26/2	No	ALS	Dr. Vinod Kumar	✓	No	No	Yes	No	No	7895432946	No	No	305220	Vinod Kumar
9	26/2	No	ALS	Mr. Avinandan	✓	No	No	Yes	No	No	9500544359	No	No	305231	
10	26/2	No	ALS	Mr. Prateek Dad	✓	No	No	Yes	No	No	98230-21532	No	No	15901	
11	26/2	No	AIB	Dr. Sunil Kumar	✓	No	No	Yes	No	No	8890706402	No	No	4669	
12	26/2	No	ALS	Mr. Keshav	✓	No	No	Yes	No	No	9868429819	No	No	25051	Keshav Jha
13	26/2	No	AIB	Dr. Shweta	✓	No	No	Yes	No	No	9521228133	No	No	5710	
14															
15															



Jitendra Chauhan

Engineer Name

Jitendra

26/2/21

User Location(Block and Floor)

S.No	Date	Tag No	Dept/ Room No	User Name	Internet Connectivity	System(Preventive) WSUS	AD Domain	Disc / Temp Cleanup	Win 10	AV Update	phone	Printer/Scanner	UPS	AD Login ID	Remark
1	26/2/21	No	ASCO	Prashant Kamal	Yes	No	No	Yes	Win 10	No	9717279540	No	No	25033	Premale Sr. amity edu
2	26/2/21	No	ASCO	Dr. Gayatri Rai	Yes	No	No	Yes	Win 10	No	7568702958	No	No	14127	Gaurie Sr. amity edu
3	26/2/21	AUR DT 0073	Call center	Tanuja Sharma	Yes	Yes	Yes	Yes	Win 10	Yes	9672451921	No	No	16400	Tsharma Sr. amity edu
4	26/2/21	AUR LPO 154	AIMT	G.K. Asarisi	Yes	Yes	Yes	Yes	Win 10	Yes	9414412560	AURPL0056	No	0730	Gkasarisi Sr. amity edu
5	26/2/21	No	ASCO	Litoraj Taye	Yes	No	No	Yes	Win 10	No	8205123707	No	No	26140	Rtaye
6															
7															
8	1/3/21	AUR DT 0268	PEDeck	Sher Singh	Yes	Yes	Yes	Yes	Win 10	Yes	8090533664	AURPT0058 AURSN0005	AUROF 0134	9127	
9	1/3/21	No	ASCO	Dr. Archna	Yes	No	No	No	MAC Book	No	9887343928	No	No	16917	
10															
11	17/3/21	AUR DT 0268	Call center	Shweta Singh	Yes	Yes	Yes	Yes	Win 10	Yes	8630014178	No	No	303799	Shweta Singh
12	17/3/21	AUR DT 0681	ASCO	~~Abhishek~~ (Studio)	Yes	—	—	—	APPLE IMAC	—	9261057577	—	—	5926	
13	17/3/21	AUR DT 0682	ASCO	Editing Lab Studio	Yes	—	—	—	"	—	9261057577	—	—	5926	
14															
15															

Engineer Name Nitesh Sharma

Engineer Sign Nitesh