



भारत सरकार रक्षा मंत्रालय
Government of India Ministry of Defence
रक्षा लेखा महानियंत्रक
Controller General of Defence Accounts
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IT & Systems Wing



No EDP/CPDS/685

Dated 11-03-2016

NIC e-mail/CGDA Mail Server/Website

To


The PCsDA/CsDA/PCsA(Fys)/PIFA/IFA
(As per standard list)

Subject: IT Status : Comprehensive Pension Package and Data Centre.

Ref : HQrs office NIC e-mail (cgdanewdelhi@nic.in) dated 24-02-2016

1. Please refer to HQrs Office e-mail dated 24-02-2016 wherein survey proforma were mailed for gathering information to assess the status of IT infrastructure within the department.
2. The information as desired in prescribed survey proforma is still awaited from most of the Controllers' office.
3. The non furnishing of desired information is leading to delay in the process of consultancy work related to development of comprehensive pension package and creation of data centre.
4. It is once again requested to send the desired information in duly filled survey proforma attached with this letter in soft copy(excel format) through NIC mail on internet & CGDA mail on DAD WAN by 11:00AM on 18th March.
5. The Survey proforma as annexed to be filled by Controllers office are as follows:
 - i. Annexure 'A', 'B' & 'C' : for all controllers (including sub-offices)
 - ii. Annexure 'D', 'E' : for HQrs IT&S Wing(Including 'E'-ticketing), CDA IT&SDC Secunderabad and CDA(PD) Meerut (for 'Aashraya' facility at CENTRAD)
 - iii. Annexure 'F' : for PCDA(P), Allahabad.
6. Please accord top priority.

Jt.CGDA(IT) has seen.


(A. K. Wani)
Sr.ACGDA(IT&S)

IT Applications Status

S.N	Application name	Used by Type of Agencies	Number of users	Future users	Developed by	Maintained by	Intranet(CGDA WAN)/LAN/NIC etc	Hosted Centrelly/ Locally	Hosted at	Constraints	Upgradation Roadmap

Date: __ March 2016

(Name)
Designation
Office Address
e-Mail id:
Phone:

IT Infrastructure Status - Office Name: _____

Servers: Production												
S.N	Used for Application	No of servers	Model no	Purchase year	No of CPU	Cores/ CPU	Total Core	RAM (GB)	Upgradation plan	Remarks	Constraints	Suggestions for enhancement
1							0					
2							0					
3							0					
4							0					
5							0					

Servers: Disaster Recovery												
S.N	Used for Application	No of servers	Model no	Purchase year	No of CPU	Cores/ CPU	Total Core	RAM (GB)	Upgradation plan	Remarks	Constraints	Suggestions for enhancement
1							0					
2							0					
3							0					

Storage												
S.N	Used for	No of SAN/ NAS	Purchase year	Storage Capacity (Usable)	Storage Capacity (RAW)	Disk Type	RAID Level	Upgradation plan	Remarks	Constraints	Suggestions for enhancement	
1												
2												
3												

Date: Date: ___ March 2016

(Name)
Designation
Office Address
e-Mail id:
Phone:

IT Manpower Status : Office Name: _____

S.N	Office	Permanent employee	On contract	Full time/ Part time	Total	Remarks
1						
2						
3						

Suggestions for enhancement

1	
2	

Date: ___ March 2016

(Name)
 Designation
 Office Address
 e-Mail id:
 Phone:

IT Infrastructure Status - Office Name: _____

Network links :Controller Office, concerned Data Center											
S.N	Office Name	Network Link	Link from	Link to	Bandwidth (Mbps)	Service provider	Link media	Average monthly availability (%)	Annual expenditure	Constraints	Suggestions for enhancement
1	CGDA Data Center										
2											
3											
4											
5											

Date: ___ March 2016

(Name)
 Designation
 Office Address
 e-Mail id:
 Phone:

Data Center Status : Office Name: _____

Data Center						
S.N	Hosting agency Own premise/ SDC/ SLA)	No of Servers	Storage capacity (TB)	Annual expenditure (for hosting/ AMC/ Electricity etc.)	Gateway/ Perimeter security (Firewall, IPS, A/Virus server, etc.)	Constraints
1						
2						
3						

Suggestions for enhancement	
1	
2	

Disaster Recovery						
S.N	Hosting agency	No of Servers	No of storage	Annual expenditure (for hosting/ AMC etc.)	Gateway/ Perimeter security (Firewall, IPS, A/Virus server, etc.)	Constraints
1						
2						
3						

Type of DR : **Daily data backup**/ Daily data backup at different location/ Active-Passive/ Active-Active

Time required to restore services : _____(minutes/ hours/ days)

Connectivity to Primary D.C. : _____Mbps Link (Leasedline/ thru Internet)

SOP in place :

Frequency of drills :

Suggestions for enhancement	
1	
2	

Date: ___ March 2016

(Name)

Designation

Office Address

e-Mail id:

Phone:

Notes

- 1 **Recovery Time Objective (RTO)**: Recovery Time Objective is the actual time taken to recover systems and resources (systems recovery time) that have been disrupted due to a calamity.
- 2 **Recovery Point Objective (RPO)**: Recovery Point Objective can be measured by the amount or extent of data loss that can be tolerated by business systems. For example, some companies perform real-time data backup, whereas some perform hourly or daily backups, further some perform weekly backups. If a company performs weekly backups, it means it can tolerate the loss of a week's worth of data.
- 3 **Gateway Security**: includes Firewall, IPS & Gateway A/Virus server

Call Center Status : Office Name: _____

S.N	Particulars	Response
1	Type of call center	Outsourced/Inhouse
2	Total expenditure (if outsourced)	
3	Are calls Toll free	Yes/ No
4	Call Center contact number	
5	IVRS availability	Yes/ No
6	Call center application (if available)	

S.N	Particulars	
1	No. of seats	
2	Total manpower used (in all shifts)	
3	No. of Telephone lines	
4	No. of PCs available	
5	No. of Calls received/ Year	

Constraints	
1	
2	

Suggestions for enhancement	
1	
2	

Date: ___ March 2016

(Name)
Designation
Office Address
e-Mail id:
Phone: