



Dhirubhai Ambani Institute of Information and Communication Technology

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NAAC Accreditation Grade 'A'

Recipient of Centre of Excellence Award by the Government of Gujarat

4.4.2 **There are established systems and procedures for maintaining and utilising physical, academic and support facilities - laboratory, library, sports complex, computers, classrooms etc.**

As per the ICT policy, each of the 64 faculty is provided with a personal office room equipped with either a desktop PC or a laptop, a telephone, air-conditioner, furniture including tables, chairs, and bookshelves and a common printing facility. A faculty member may get an authorized computing resource account created for a visitor by requesting the Helpdesk.

The institute has four servers dedicated for research purposes. Student requests through their supervising Faculty are approved by the ICT convener.

Recently the institute was also awarded the ParamShavak supercomputer by DST GujCost for which a dedicated supercomputing facility has been set up. This high-performance computing resource is open to all faculty and students for research purposes. Additionally, the institute also has a HPC cluster again open for research activities.

The resource center or library connects the user to its relevant information resources. It serves as an innovative partner in teaching, learning and research activities. RC is housed in its Wi-Fi enabled two buildings covering an area of about 16000 square feet which can accommodate about 300 users at a time. The RC has a rich and diverse collection of about 31020 books, 11230 e-books, 5674 e-journals, 78 print journals, 10 databases, 663 theses and 3913 audio visual material in the ICT, social science and humanities. This collection can be searched by a web-enabled online catalogue. The students can also browse and access the various electronic resources such as e-journals, e-books and databases using the dedicated terminals in the reading zones. RC offers language learning as well.

1. Introduction:

1.1 The Estate Section in Administration Division headed by the Estate Engineer under the supervision of Head (Administration) is responsible for maintenance of campus buildings, machineries and equipment. The section contains supervisory and technical staff such as Estate Engineer, General Assistant, Electricians, Plumber and Carpenter.

1.2 The maintenance of computers, servers, communication equipment etc., are handled by the Systems Administration Section headed by Manager (IT & Systems) and overseen by the ICT Committee. The Section has Manager (IT & Systems), Hardware and Software Engineers, Project Leader supported by System Administrator, Support Engineer and a Helpdesk with a Coordinator to record defects and break-down complaints.

1.3 The staffing allocations as narrated above have enabled the Institute to implement effective preventive maintenance and also attend to break-downs and defects instantly and maintain all the equipment and computers in working condition on 24 x 7 basis.

2. Maintenance Policy:

The Institute has three distinct maintenance policies – (a) Preventive (b) Break-down (c) Total Maintenance.

- 2.1 The Estate Engineer conducts periodical inspection of campus buildings and generates proposals for required maintenance. The proposals, after review by the Head (Administration), are forwarded for approval of the Executive Registrar/Director depending upon the estimated cost. In case the estimated cost exceeds Rs.1.00 lakh a detailed assessment of the proposal is carried out by a Committee consisting of the Executive Registrar, Head (Admin. & HR), Estate Engineer and Commercial Officer and based on the recommendations of the Committee, on approval of the Director, tenders are invited from selected building maintenance contractors.
- 2.2 On technical and financial evaluation of the tenders received, with the approval of the Director the work is awarded to a Contractor who has the reputation of rendering quality maintenance work of buildings and at a cost moderately lower.
- 2.3 In respect of machineries and equipment such as transformers, generator, air conditioners, water treatment plants, garden irrigation system, annual maintenance contract is awarded which includes preventive maintenance and break-down occurrences to Contractors who are specialized in maintenance of machineries and equipment following the tender procedures as described in Sl. No. 2.1 and 2.2.
- 2.4 The Estate Section monitors and certifies the quality of work carried out by the Contractors. In certain specialized maintenance work, external experts are invited to assess the quality of work and certify.
- 2.5 The Systems Administration Section, invites tenders from reputed specialized Contractors for maintenance of Computers, Servers, Communication Equipment and other ICT equipment every financial year. The tenders received are technically and financially evaluated by the ICT Committee headed by a faculty as Convenor with other two faculty members, Executive Registrar and Manager (IT & Systems) as members. The recommendations of ICT Committee are submitted to the Director and on his approval the total maintenance contract is awarded.
- 2.6 The contract awarded specifies preventive, defective and break-down maintenances. The Contractor assigns a group of specialized technical personnel on campus to handle maintenance, technical glitches and break-downs on the spot. The hardware and software engineers of the Institute oversee and monitors the work of the technical personnel assigned by the Contractor.
- 2.7 The building maintenance of Laboratories and Class Rooms are handled by the Estate Section. The maintenance of Servers earmarked, Computers and audio-visual equipment installed in Laboratories, Lecture Theaters and Class Rooms are maintained by the Systems Administration Section.
- 2.8 The Systems Manager certifies the quality of work and bills of the Contractor for payment and reports to ICT Committee on the services of the Contractor.