

EMPLOYEES' STATE INSURANCE CORPORATION

PANCHDEEP BHAWAN: CIG ROAD: NEW DELHI-110002
(Website address: www.esic.in / www.esic.nic.in) Phone: 011-23236787

No.G-32/11/6/50/09-ISD (Site) Vol. III

Dated: 20.02.2013


Circular

This office is in receipt of letters/ mails seeking clarifications regarding work profile of the Resident Engineers (REs) provided by M/S Wipro at various locations. M/s Wipro is supposed to provide one Resident Engineer each at all major locations i.e. the Regional Office (RO), Sub Regional Office (SRO), Hospitals and State Directorates to perform following functions:

1. Basic call handling through helpdesk.
2. Configuration Management
3. Incident Management
4. Change Management
5. Inventory & Asset Management
6. Release Management
7. Patch Management
8. Remote Management

The above mentioned work pertaining to REs should be monitored at all locations by respective in charges or the officer designated by them to look after the computerization work within their jurisdiction.

This issues with the approval of Director (ICT).


21-2-13
(RAJARSHI GAUTAM)
DEPUTY DIRECTOR- ICT

Copy to:

1. All Regional Directors
2. All Director/ Joint Director i/cs
3. All Medical Superintendents, ESICH
4. All (S)SMCs for state run ESIS Hospitals and State Directorates
5. Sh. Monishankar Hazra, M/s Wipro to instruct all REs to work accordingly
- ✓ Website Content Manager, for uploading on website
7. Guard File

वेबसाइट की विषय-सूची का प्रबन्धन.....

Website Contents Management.....

डायरी सं./Diary No.....113.....

दिनांक/Date.....26/02/13..