

(DEEMED TO BE UNIVERSITY)

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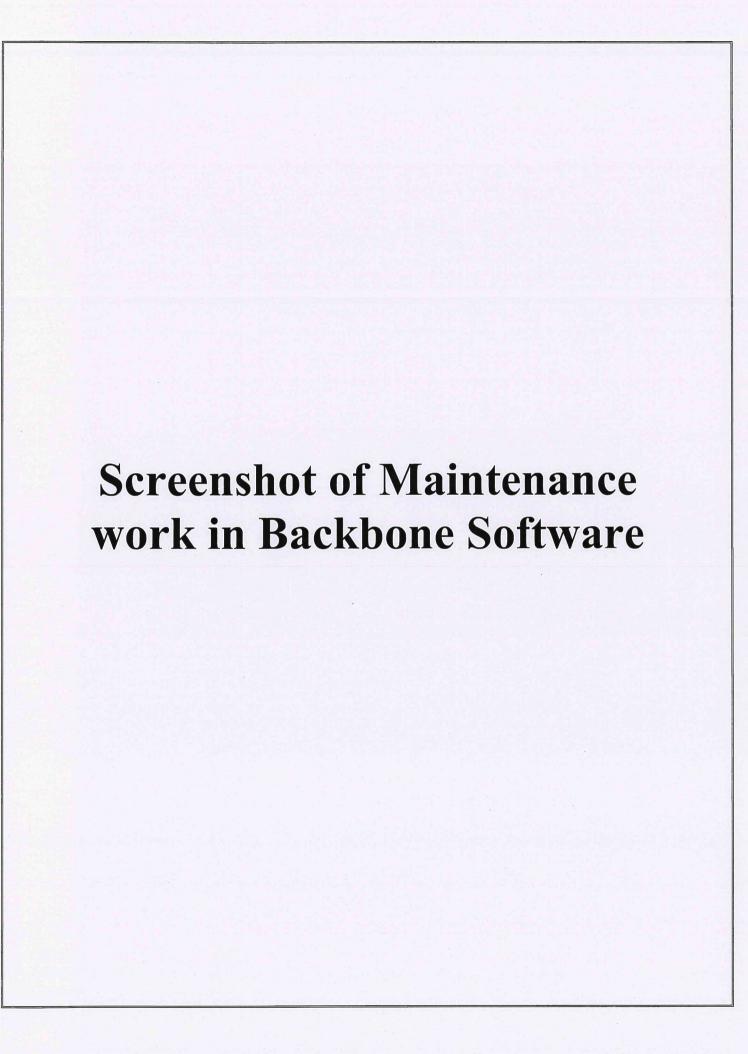
4.5.2

There are established systems and processes for maintaining physical and academic support facilities: (laboratory, library, sports facilities, computers, classrooms, etc.)

Log book or other records regarding maintenance works

CONTENTS

Sl. No	Particular	Page No.
1	Screenshot of Maintenance work in Backbone software	4-9



Information and Communication Technology BACKBONE ISSUE TRACKER SOFTWARE

The maintenance department has been utilizing the University Backbone modules for daily operation handling, including inventory management and issue tracking.

INVENTORY MODULE

- Items issue to various departments: Any item which is readily available in the Maintenance department stock is issued to departments immediately with inventory update.
- Items stock requisition and receiving: From the Maintenace department, the Items are indented from central stores. If items are available, then items are sent immediately; if not, procurement occurs, and then the items are issued.
- Stock return request: Items are returned if the items are found defective or not compatible with back to central stores.
- Item usage entry: As the items are used by the department, usage entry is made, thereby updating the inventory of the department.

BACKBONE ISSUE TRACKER

An issue tracking system allows recording and following up on every problem or "issue" that university user encounters concerning the maintenance department. An Issue tracker provides the user with a way to report an issue, track progression towards its resolution, and know who is responsible for resolving the issue.

The primary services of the issue tracker are.

- Issue Viewer: This option shows all the issues currently active and their status.
- Issue entry: Using this option, any campus user can raise an issue to maintenance, mark the priority of the issue and also provide a brief description of the issue.
- Issue close: This option is used by the maintenance staff to report the works done on the issue; there are options to keep the issues on "hold" or "In process". Once the issue is solved, the staff will "close" the issue.

• After the issue is closed by the maintenance staff, the campus user who raised the issue will close the issue to complete the workflow.

RAJESH K. KARKERA Deputy Director

Information and Communications Technology

EXPAIR POR YEAR POR A GALLER Y SURF SHE Y 98801 46222 Deralakatte, Mangaluru-575018 ATTESTED

Pr.Gangadhara Somayaji K.S.
Registrar
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University Road, Deralakatte
Mangalore- 575 018, Karnataka

fig. http://192.168.5.30/ - BackBone - Internet Explorer 18450 MAINTENANCE **Issue Closed Report** Masters Reports Tools **Issue Closed List** MAINTENANCE **Branch Name** Department Name 0 V ö Closed From Date To Date Status Search Cancel Requested **Incharge** Department Completed **Issue No Description Closed Date** Requested By **Closed By Comments** Comments Date Date Name (PRIVATE / SPECIAL ROOMS -MON7044 WORK DONE Completed - ; 61399 714 PHONE IS NOT WORKING Maintenance 09:59 17:29 11:59 08-06-2021 / Console line code problem 08-06-2021 / 08-06-2021 / PRECILLA SHEEBHA(FRONT 61402 PRE3427 thank you Completed - ; <u>Maintenance</u> 10:38 (telephon.... 17:28 17:32 OFFICE) 08-06-2021 / 10-06-2021 / 20-07-2021 / THREE A WING(OBSTETRICS **3AWING WORK DONE** Completed -; 61405 **Maintenance** fan is not working 18:18 10:52 WARD) 11:31 Monisha Shivananana 08-06-2021 / 08-06-2021 / 11-06-2021 / 61409 (PRIVATE / SPECIAL ROOMS -MON7044 done Completed - ; **Maintenance** 16:26 09:28 13:22 06-07-2021 / 01-09-2021 / BHAVYA P(OPHTHALMOLOGY & 08-06-2021 / BHA3041 COMPLETED I.V STAND IS BROKEN Completed - ; 61416 Maintenance 15:18 14:12 10:56 ENT FEMALE WARD) 08-06-2021 / 09-06-2021 / 12-06-2021 / EIGHT A WING(PAEDIATRICS 8AWING ok Completed - ; 61417 Maintenance 15:30 13:14 16:40 A WARD) 15-07-2021 / SHILPA(COMMUNITY 09-06-2021 / Following maintainace works need 23-06-2021 / SHI2001 done Completed - ; 61424 Maintenance 09:45 12:54 MEDICINE) 10:29 23-09-2021 / On Hold - ; 09-06-2021 / 22-06-2021 / 61426 Maintenance MUJEEB RAHIMAN(MRD) MUJ320 DONE 10:43 08:44 Completed - ; 10:36 09-06-2021 / REFRIGERATOR TEMPERATURE 09-06-2021/ 16-06-2021 / THREE B WING(GYNEACOLOGY **3BWING WORK DONE** Completed - ; 61428 Maintenance 10.50 NOT CHOWIN 16.14 16:70 MADNI

ATTESTED

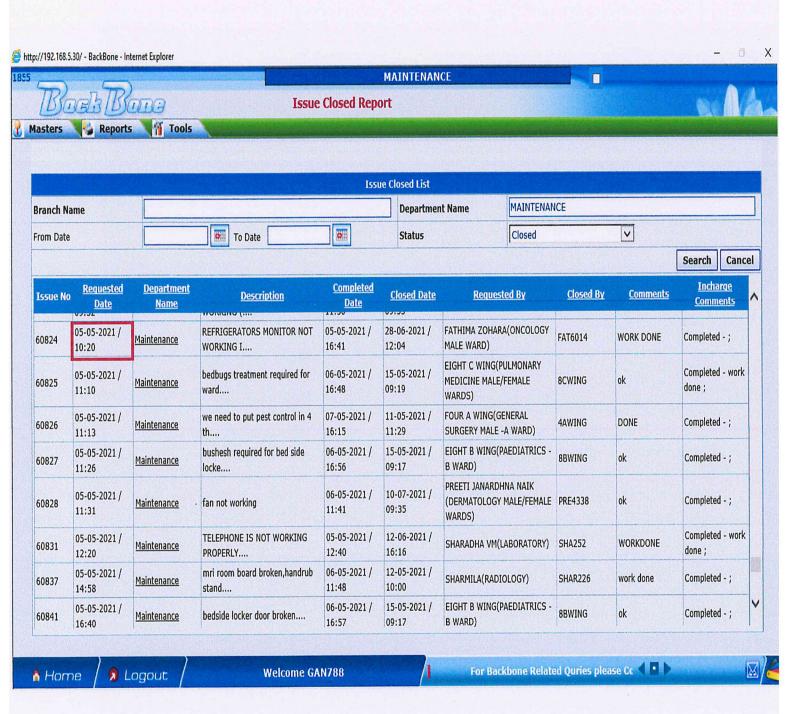
For Backbone Related Quries ple

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Welcome GAN788

Logout

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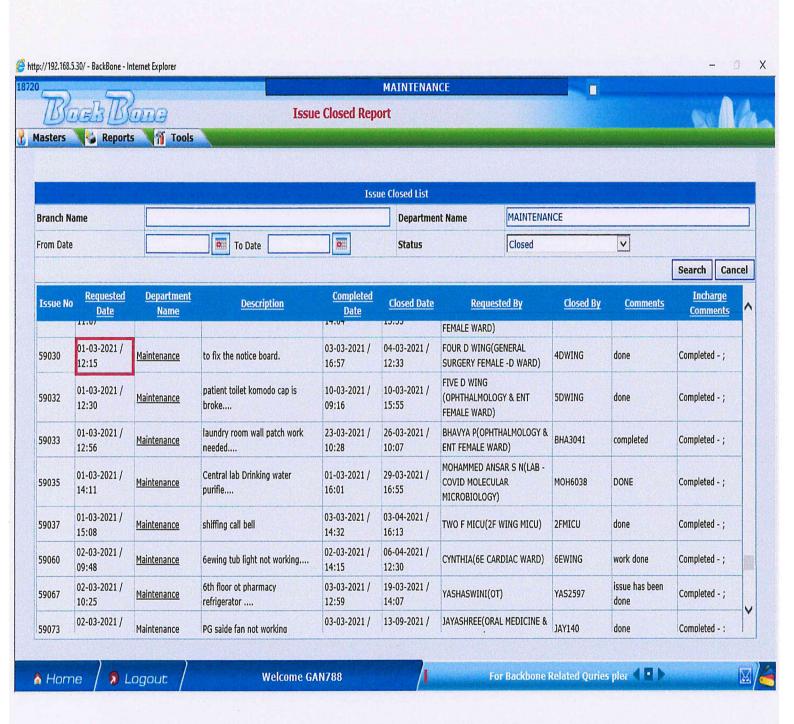




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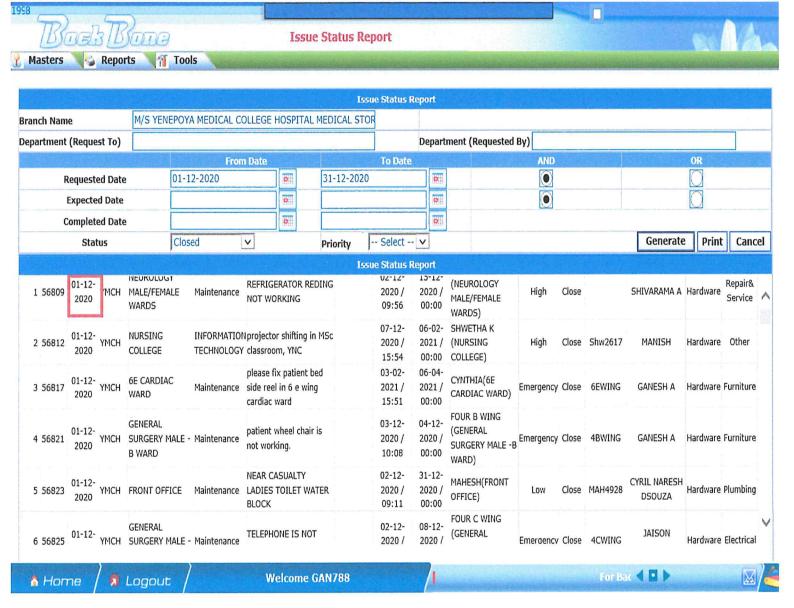






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