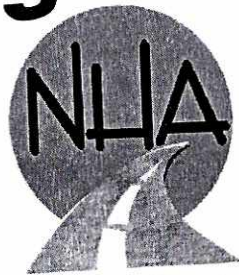


National Highway Authority



FRINDLY HIGHWAYS
Ministry of Communications

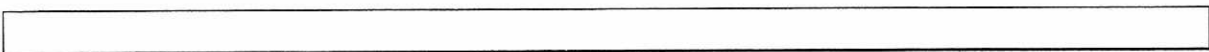
Islamabad

SOP for IT Matters

Administration Wing
MIS SECTION

2016

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I. Standard Operating Procedures

Purpose:

In order to regulate the functioning of MIS Directorate with clear-cut roles and responsibilities and to ensure transparency in procurement, allocations and disposal of IT equipment / services as well as smooth and efficient functioning, the following Standard Operating Procedures (SOP) is hereby devised.

This SOP is developed for Computer Hardware Support & Services, keeping in view the previous practice as per SOP-2002, SOP-2005, NHA Code 2005 and Public Procurement Regulatory Authority (PPRA) Rules 2004 and amendments thereafter.

Scope:

- i. This SOP applies to all NHA employees, deputationists, and affiliated IT consultants. It is the responsibility of all operating units to ensure that this SOP is clearly communicated, understood and followed.
- ii. It covers the usage of all of the NHA's Information Technology and communication resources, including, but not limited to:
 - a. All computer-related equipments, including desktop personal computers (PCs), portable PCs, terminals, workstations, wireless computing devices, telecom equipment, network equipment, databases, printers, servers and shared computers, and all allied hardware to which this equipment is connected
 - b. All electronic communications equipment, voice-mail, e-mail, wired or wireless communications devices & services, Internet and intranet and other on-line services
 - c. All software including purchased or licensed official software applications, NHA's written applications, employee or vendor/supplier-written applications, computer operating systems, firmware, anti-viruses and any other software installed on NHA equipment
 - d. All intellectual property and other data stored on NHA equipment, whether owned or leased by NHA or under NHA's possession, custody, or control
- iii. This SOP also applies to all users, whether on NHA property, connected from remote via any networked connection, or using NHA equipment.
- iv. It also applies to all vendors/suppliers providing IT services to NHA. Director (MIS) is responsible to provide a copy of this SOP before any assignment to the contractor/vendor/supplier i.e. Service Provider.
- v. AD/DD(MIS) or AD/DD(Admn) posted in regional offices shall be responsible to implement this policy in letter and spirit with coordination of MIS Directorate at HQ.

Roles and Responsibilities:

- a) MIS Directorate at HQ shall be responsible to handle the procurement, allocation, repair / maintenance and disposal of all IT related equipment and services including internet and networking services.
- b) MIS Directorate HQ shall be responsible for deployment, rectification of faults, up-gradation, integration, management and operation of application software developed or to be developed in future as per requirement.
- c) MIS Directorate HQ shall also be responsible for development, updation, management and operation of NHA's website.
- d) MIS Directorate at HQ and concerned GM's in the Regions shall be responsible and ensure uploading of all NIT(s), advertisement(s), notice(s) and document(s) on NHA's/PPRA's websites as and when required.
- e) DD/AD (Admn) / PD in the Regions shall handle and be responsible for procurement, allocation, repair/maintenance, rectification of faults, operation and disposal of IT equipment and services.
- f) Entry of requisite data in the systems shall be the responsibility of the concerned offices/sections handling the assignments. However, concerned Deputy Director shall ensure that the requisite data is entered in the system on daily basis.



II. Allocation of IT Resources

It is necessary to ensure that the systems are used in the most efficient way. IT equipments are provided to facilitate the performance that include, data entry and retrieval, report preparation, records maintenance, instructions, research, and planning etc.

2. Users are directly responsible for computer system, "the system" means both the equipment and the data. Upon approval of this SOP, existing IT equipment shall be reallocated and rationalized. It is the responsibility of every GM/Director to ensure that IT resources are properly utilized and cooperate to surrender any unauthorized equipment. Equipment allowed to the officers can be shared or handed over to the subordinate for sectional use with proper log . Hereinafter IT equipment shall be allocated as under:-

3. Requirements should be recommended by the reporting officer and endorsed through concerned GM before being routed to the Director (MIS).

4. The IT Equipment issued to any individual against his post is actually allocated to respective section. No user is allowed to carry or shift any equipment from one place to another without proper handing/ taking over and written approval of respective GM/ Director with intimation to MIS Directorate. In case no successor is posted or joined, users are responsible to handover the equipment to MIS Directorate.

5. In case, shifting of IT Equipment is required from NHA HQ to any other place, approval of GM (Estab)/Director (MIS) is must.



CLASSIFICATION

IT equipment shall be issued to the users on sectional demand.

Note: Demand for consumable items shall be forwarded through concerned reporting officer and for non-consumable items shall be forwarded through concerned GM. All computer items shall be issued with the approval of competent authority. However, other than entitled items requests has to be forwarded "**As a special case**" for the approval of next approving authority. Major IT equipments are classified as under:

Designation	Computer	Printer	Scanner	Internet/ WiFi
GM (BS-20) or equivalent	A	A	A	A
Director (BS-19) or equivalent	A	B/C	A/B	B/A
Dy. Director (BS-18)	B	B/C	B	B/A
Asstt. Director (BS-17)	B/C	C	B/C	C/B/A
Skilled Officials (BS 15/16)	C	D	D	C
Officials (BS-07-14)	C/D	D/E		C
	A = Laptop/Notebook B = Laptop Business Class C = Desktop New D = Out of Old stock	A = Colour Laser B = Multifunction Printer C = Laser Printer D = Network Printer E = Out of Old stock	A = A-3 size High speed B = Flat Bed without ADF C = Flat Bed with ADF D = Out of Old stock	A = Portable Internet device (Evo/Charji etc) B = DSL (Official/Residential) C = Internet (Official)

Note:

- BS-21 and above shall be facilitated according to their requirements.
- Laptop/Notebook shall be preferred for BS-17 and above to save cost of UPS etc.
- Colour Printers and High speed MFP/scanner shall be on network.
- UPS shall be provided as per load. No separate UPS shall be provided for single user wherever sharable UPS is available. However, officers/sections working till late night may obtain special approval for provision of UPS or other alternative power solution.
- In case of emergency or funds constraints, Officers shall be accommodated with other than entitlement.
- Portable Internet device shall be allowed to BS-20 and MIS officers. Other \leq BS-19 officers shall obtain special approval.
- DSL connection shall be allowed at the residences of officers whosoever posses official landline connection and will be adjusted/paid out of monthly ceiling.
- On posting/transfer all IT equipments must be returned to MIS Directorate with obtaining clearance.

III. IT Equipment Procurement

Demand of IT Equipment / Resources

Demands for provision and issuance of IT equipment & resources shall be initiated by the concerned user clearly indicating the requirement with justification and forwarded to the MIS Directorate at HQ through DD/AD (Admn) / PD in the Regions and concerned GM.

The demand shall first be examined in the light of relevant rules / regulations and provisions of this SOP. The requisite equipment and services shall be provided out of available resources otherwise shall be procured and issued with the approval of prescribed authorities.

Procedure for Procurement

1. All procurements shall be made strictly in accordance with methods and processes prescribed in the PPRA / NHA rules.
2. The procurement shall be subject to prior administrative approval for procurement by prescribed authorities.
3. The concerned Purchase Committee shall be responsible and ensure that all legal and codal formalities and processes have been fulfilled in the procurement.
4. The concerned Purchase Committee or Director (MIS) at HQ or DD / AD (Admn) / PD in the Regions, as the case may be, shall carry out pre-delivery inspection of equipment and services to ensure that quantity and specifications of supplied equipment and services are as per bid/quotation. The concerned committee/officer shall formally issue inspection certificate.
5. The concerned Accounts Section shall not entertain / pay the invoices, if inspection certificate is not attached with the invoice.
6. The procurement shall be subject to budgetary allocations and availability of funds.
7. After procurement the equipment / items shall be entered in the stock register by MIS Directorate at HQ and DD / AD (Admn) / PD in the Regions and all non-consumable equipment / items shall be assigned a discrete number.
8. Issuance of consumable and non-consumable equipment / items shall be subject to receipt of formal demand and handing / taking over.

Methods of Acquisition

The following methods may be used to acquire NHA IT equipment as permitted in NHA Code or PPRA Rules:

- | | |
|----------------------------------|------------|
| ➤ Purchase | ➤ Donation |
| ➤ Transfer from another project. | ➤ Lease |



IT equipments purchased through different projects (with their own budget or Bill No-7 funding) will not be automatically maintained/repared. These must be brought on to ledger of IT equipment being maintained in MIS Directorate, NHA HQs.

Method of Procurement

- i. As per NHA Code and PPRA Rules 2004 Clause 42 (a) amended from time to time, NHA MIS Directorate will mainly adopt the following methods of procurement;
 - a. Petty Purchase (upto Rs. 25,000/-)
 - b. Request for Quotations (upto Rs. 300,000/-)
 - c. Open Competitive Bidding (up to Rs. 2.0 Million)
 - d. Open Competitive Bidding (above Rs. 2.0 Million)
 - e. Direct Contracting
- ii. As per guideline of PPRA Clause No.12 (1) all procurement opportunities of NHA MIS Directorate, over Rupees three hundred thousand and upto Rs. 2.0 million shall be advertised on NHA and PPRA's websites for wide circulation. Procurements over Rupees 2.0 million shall also be advertised on print media in two renown dailies.

Maintenance of Stock

Stock of IT Equipment should not be held in excess of the requirement, however, 15% (*Re-order quantity as per PPRA Rules 2004*) stock of the consumable items must be available throughout the year. Issuance of IT Equipment, Accessories and Consumables shall be as follows:-

- i. Requirement shall be sent to MIS Directorate for assessment, and obtaining administrative/financial approval.
- ii. Accessories and consumables shall be issued out of stock on proper request form.
- iii. Before drawing Toner, it must be checked that toner issued previously has been consumed in accordance with the average given in the log-card.
 - Toner Requisition Slip is signed by the end user and concerned officer in-charge.
 - Entry of Toner is made in the log-card of the specific printer concerned and signed by the Asstt. Director (Computers).
 - No spare Toner shall be demanded/ issued.
 - Empty toner cartridges should be returned to MIS Directorate for proper disposal as per Pakistan Environmental Protection Act, 1997.



IV. Replacement & Up-gradation

As time goes on, software increases with each new application and each new release demands the hardware to be replaced. As computers age, they become more vulnerable to failure and the support cost rises. In order to maintain the productivity of the end user, personal computer needs to be upgraded or replaced on a periodic basis. At the time of procurement, best available equipment shall be procured.

Frequency of Replacement:

Assuming that sufficient budget exists, computers should be replaced on a regular recurring basis. Officers (Engineers/Technical) who have legitimate need for higher computing power (using cutting edge technology to better fulfill their job responsibilities) may have their systems replaced by justifying the demand.

Equipment Description	Average life
Image or graphics processing equipment (including CRT Monitor, LCD/LED display, Printer, Plotter, UPS and Scanner etc).	6 years
Information technology equipment, (including servers, minicomputer, desktop, Tablet, Notebook, laptop etc).	4 years
Active and Passive Networking equipment, (including modem, routers, switches, cabling infrastructure, IP systems, broadband connectivity equipment, security and authentication infrastructure)	10 years

Note: (Respective Purchase Committee may approve premature condemnation up to 1 year earlier than the end of average life.)

Replacement Of IT equipment.

- i. As much as possible, usable/supportable IT equipment will be reallocated to meet current needs. Dy. Director (MIS) shall examine the computers proposed to be replaced and shall make his recommendation, in writing, to the competent authority through Director (MIS).
- ii. No computer will be replaced before the completion of the prescribed life or proper justification duly endorsed through concerned GM.
- iii. The replaced system will be withdrawn when the new system is delivered. Officers and Officials will not be allowed to retain the old system.

V. Maintenance

NHA IT equipments will be in worthy condition all the time, and should achieve maximum prescribed life. This is only possible if regular maintenance and inspection is carried out as a drill to ensure efficiency and correct functioning of each major assembly. Toner cartridges, imaging drum, heat sleeve, RAM and Hard Drive replacement when due, as per instruction, will prolong operational life of these assemblies.

Repair & Maintenance

- a. The requirement of repair / maintenance or rectification of faults, if any shall be reported by the concerned user on prescribed defect form to MIS Directorate at HQ and DD / AD (Admn) / PD in the Regions.
- b. The MIS Directorate shall first examine the reported faults and make recommendations for approval of prescribed authorities.
- c. The repair / maintenance and rectification of faults of equipment / items which are not under warranty shall normally be carried out in house by MIS Directorate at HQ and in the Regions through vendors if in house facility is not available. In cases where necessary, repair / maintenance or rectification of faults or replacement of parts is required that shall be got done from open market by observing relevant rules and regulations.
- d. All printers (wherever possible) will be set to produce double-sided copies (duplex) by default, thereby reducing the consumption of paper by up to 50%. No new standard (A4 B&W) printers will be purchased that cannot print duplex.
- e. All printers, wherever possible, will be set to a resolution no higher than 600dpi, reducing toner consumption and also enabling faster print throughput.

Work Orders.

After fulfillment of all codal formalities, the supply order/work order containing terms and conditions for the work shall be issued by the Dy. Director (MIS). The terms and conditions of the work order shall be standardized wherever applicable.

Gate Pass

A gate pass shall be issued and proper record shall be maintained for all computer items sent for repair and maintenance under the supervision of Dy. Director (MIS). No one else is allowed to shift computers from one section to another or send computers outside NHA for repair/ maintenance without prior approval of the Director (MIS)/DD (MIS).

VI. Internet Connection

Purpose:-

To protect the NHA resources against intrusion by malware that shall be brought into the network by users as they use the internet. To prevent unauthorized and unprotected connections to the internet which may allow a host of unsafe content to enter the NHA network and compromise data integrity and system security across the entire network.

Internet Connection

All physical internet connections or connections to other private networks shall be authorized and approved by the GM/Director (MIS). Most users will access the internet through the connection provided for their office. Any additional connections must be approved by the Member (Admn). Asstt. Director (Networks) shall be responsible for network diagrams.

Use of the Internet

- i. All use of the internet shall be for official purposes only.
- ii. Use of the internet shall be monitored and logged including all sites visited, the time and duration of the visits, amount of data downloaded, and types of data downloaded.
- iii. End users are urged to use caution when visiting unknown internet sites and through user training set and keeps their browser configured to IT approved standards in order to protect against infections of malware.
- iv. End users will be trained in the latest IT approved standards to protect against malware when appropriate.

Use of Wireless Internet (Evo, Nitro etc)

Portable internet devices shall not be issued to each officer \leq BS-19 without proper justification and recommendation of concerned GM. Officers on posting transfer shall handover the device to DD (MIS) and obtain clearance. NHA MIS Directorate shall process the bill of portable internet devices for payment. Amount over and above shall be deducted from users salary.

- i. Cautious and informed wireless users should choose not to transmit personal information (credit card numbers, social security numbers, home addresses, PINs, passwords, online banking information, etc. or any other sensitive information) while using any wireless "hotspot." Please take appropriate precautions when using this service.
- ii. All wireless access users should have up-to-date virus protection on their laptop computers or wireless devices. The NHA MIS Directorate will not be responsible for any information that is compromised, or for any damage caused to hardware or software due to electric surges, security issues, or consequences caused by viruses or hacking.

- iii. Improper use of wireless technology and wireless communications can open the network to additional sniffing and intrusion attacks. Use of the NHAs' wireless network is entirely at the risk of the user. The NHA MIS Directorate disclaims all liability for loss of confidential information, damages resulting from that loss, or damages to personal devices as a result of use of the NHAs' wireless network.

Internet Control and Logging System

- i. A system has been developed/implemented to operate on the network with the following capabilities:
- ii. The ability to prevent users from visiting inappropriate, pornographic, or dangerous web sites. It has its database of categorized websites updated regularly.
- iii. This log shall be maintained and discussed in the monthly KPI meetings with Member (Admn).
- iv. The ability to log user internet activity including:
 - Time of the internet activity.
 - Duration of the activity.
 - The website visited.
 - Data and type of data downloaded
 - The system can use the current network login to identify users.

Uploading on NHA/ PPRA Websites

All NIT(s)/ RFP(s)/ Addendum(s)/ Corrigendum(s)/ BOQ(s)/ Document(s) etc. related to the tendering process etc shall be uploaded on NHA & PPRA websites by the concerned zonal head/ GM after obtaining approval of the competent authority. At NHA HQ the same shall be done by MIS Directorate.

Official E-Mail Facility

The officers BS-17 and above shall be allowed to have designation wise official E-mail addresses, accessed through NHA website and the same shall be shifted to incumbent.

Enforcement

Since improper use of wireless technology and wireless communications can open the network to additional sniffing and intrusion attacks, authorized and proper use of wireless technology is critical to the security of the NHA. Computer Users that do not adhere to this SOP shall be subject to disciplinary action .



VII. Instructions for Computer Users

Departmental Responsibilities

Sectional head e.g. GMs/Directors and SPS must know the status/quantity of computers & printers etc. installed under their control by maintaining a list/register under the custody of concerned PA.

Annual Inventory

Once a year, Dy. Director (MIS) will furnish each department two copies of its IT equipment inventory. Department heads i.e. GMs (Director/Dy. Director wherever no GM is posted) are responsible for certifying the location and usage of all items on the list, and returning a signed copy of the listing to Director (MIS) within 30 days.

Instructions

- i. End users are responsible for keeping their computer clean and in good working condition. They should get continuous training. They have to make regular backup of their important data files. They have to protect computer from virus and avoid unauthorized usage of computer. Avoid dusty environment. Cleaning of computer is carried out on monthly basis. However, they are not supposed to open the CPU/peripherals and fix hardware problems at their own.
- ii. The User of each computer shall observe the following.
 - a. Accession for servicing.
 - b. Avoid damage to the computer.
 - c. Ensuring proper connection and power supply before switching on.
 - d. Ensuring the proper shutdown of the computers.
 - e. Neither smoke nor take any meal while operating or sitting closer to his desk.
 - f. Never leave the computer unattended.

For acceptable use of resources one must:

- a. Use resources only for authorized purposes.
- b. Protect user ID and system from unauthorized use. However, ID and password must be known to reporting officer to be used in case of emergency. Be responsible for all activities on user-ID or that originate from system. The user-ID and password acts together as electronic signature.
- c. Access only information that is owned, that is publicly available, or to which being authorized.



- d. Use only recommended versions of software in compliance with vendor license requirements.
- e. Be considerate for shared resources. Refrain from monopolizing systems, overloading networks with excessive data, degrading services, or wasting computer time, connection time, disk space, printer paper, manuals, or other resources.

For acceptable use of resources one must not:

- a. Use another person's system, files, or data without permission (*note that permission from an individual user may not be sufficient - some systems may require additional authorization*).
- b. Give password to another person. However, ID and password must be known to reporting officer to be used in case of emergency.
- c. Use computer programs to decode passwords or access-control information.
- d. Attempt to circumvent or subvert system or network security measures.
- e. Engage in any activity that might be purposefully harmful to systems or to any information stored thereon, such as creating or propagating viruses, worms, or "Trojan horse" programs; disrupting services; damaging files; or making unauthorized modifications.
- f. Use mail or messaging services to harass or intimidate another person, broadcasting unsolicited messages, by repeatedly sending unwanted mail, or by using someone else's name or user-ID.
- g. Waste shared computing or network resources, by intentionally placing a program in an endless loop, printing excessive amounts of paper, or by sending chain letters or unsolicited mass mailings.
- h. Use the NHA's systems or networks for commercial purposes; by performing work for profit with NHA resources in a manner not authorized by the NHA

Enforcement

Since data security and integrity along with resource protection is critical to the operation of the NHA. Computer Users that do not adhere to this policy shall be subject to disciplinary action.

Note:

The NHA MIS Directorate disclaims all liability for loss of confidential information, damages resulting from that loss, or damages to personal devices due to any unauthorized use.



VIII. Misuse of IT Resources

GMs/Directors (or other identified administrators) are responsible for the proper use and protection of IT equipment in their custody that includes:

- Appointing individuals to be responsible for IT equipment and data.
- Reviewing annual inventory listing of NHA
- Promptly reporting loss or disappearance to NHA Security Supervisor.

Printer

Printing is an essential official function, yet it is often not closely governed, leading to exorbitant and unnecessary costs. The printers are to be used for the same purposes for which account was assigned. It should not be used for personal use. One should not print documents just to "see what they are." There are on-line pre-viewers available essentially all documentation formats. One should not use the printers as duplicating machines. If multiple copies of a document are required, print one copy and then use a photocopy machine to make more copies.

Colour printers and Plotters are much more expensive. These shall be used to take final print only with request form (written permission) signed by authorized officer BS-17 or above. Its page counter shall be monitored regularly to avoid any misuse. Colour copy machine may be used for multiple copies of a document.

UPS

UPS are allowed to protect the precious data, so only CPUs to be connected with. **No other equipment or electric appliances shall be plugged through the UPS.** Such UPS shall be lifted up immediately.

Memory Storage

The memory device must be kept in a secure area. Never place sensitive data on them without authorization. Never use these devices to bring executable programs from outside the network without authorization and without first scanning the program with an approved and updated anti-virus and malware.



IX. Disposal / Auction

No IT equipment shall be disposed off till instruction in Chapter-6 (Policy for Evaluation of Assets) of Administrative Manual section 7-(1), 7(2) and 8 (1) to 8(14) are followed with letter and spirit. IT Equipment placed for auction will be thoroughly inspected by the Condemnation Committee.

After completion of prescribed life, and in the light of report of the Committee, computer can be auctioned by Public Notice in press through sealed Tenders. Instruction contained in NHA Code, shall be followed in this regard.

- i. MIS Directorate at HQ and DD / AD (Admn) / PD in the Regions shall carry out disposal / auction of unserviceable or un-useable or surplus IT equipment / items twice in a calendar year in the months of January and July each year.
- ii. Auction shall be subject to condemnation by prescribed committee and prior administrative approval for disposal.
- iii. Reserve price of disposable equipment / items shall be calculated by the prescribed forum as per Federal Government policy.
- iv. The method to be adopted and processes as laid down in the PPRA / NHA rules shall be adhered to while making disposal.

General

- 1) Computers to be disposed on "As Is Where Is" basis.
- 2) No IT Equipment Will Be Disposed Off Till: -
 - a) It is declared surplus or condemned by a respective committee.
 - b) It is an IT Equipment of NHA with ownership documents.
 - c) It is not further useful in NHA anywhere.
 - d) The competent authority approves its disposal
 - e) Its historical cost, depreciation and reserve price is available.
- 3) IT Equipment declared surplus/condemned by the committee should be offered first to the employees of NHA by adding 3% more to the reserve price plus G.S.T. as per rules by circulating within the authority and calling rates from the employees on competitive basis.
- 4) Reserve price of IT equipment will be arrived at by depreciating the original price of the computer at the rate of 60% for the first year and 50% for the subsequent years or 10% on the current market price on reducing balance whichever is less. The depreciation may start from the year of the Model of the computer.

OR

- 5) Reserve price of IT Equipment for auction will be assessed on the basis of Double Declining Base (DDB) formula: -

OR

Where fixation of reserve price of computer on the basis of above formula due to non-availability of purchase price is not possible, the committee will fix the reserve price keeping in view the condition of the Equipment for auction.

- 6) In case of junk, price of, which is not possible to be worked out item-wise, will be disposed off through open auction by calling offers on lump sum basis.
- 7) Instructions given in NHA code (as amended from time to time) shall be observed while disposing off the IT Equipments of NHA. A permanent Register of Disposal of IT Equipments will be maintained head wise in Form-8(b).
- 8) Bid Forms will be filled by the bidders in Form No. 8(13-1) for computers and for other items in Form No. 8(13-2) which will be issued by Administration to the interested parties free of cost or on payment as the case may be.
- 9) The Auction Committee will prepare comparative statement as per Admn Manual in Form No. 8(14-1) and No. 8(14-2).
- 10) No item will be disposed off through un-fair means.



X. Record Keeping

Instructions given in the NHA Code (as amended from time to time) shall strictly be followed while dealing with the matters of NHA IT Equipment under these Regulations: -

- a) Tendering/Pre-qualification and Purchase Process.
- b) Disposal of NHA Property.
- c) Procedures and Powers to Write off Losses.

2. Asstt. Director (Computers) shall maintain a register recording the details of expenditure & sanction memos along with the record of approvals; the register shall be considered as an auditable document for minimum period of five years. (PPRA Clause 46). Every IT Equipment purchased by any of the approved methods, shall be brought on ledger charge. Similarly, issuance of every such item from the ledger shall be supported by an issue voucher duly authorizing the issue and receipt by the competent authority. He should supervise the Inventory Control Database enable to generate various reports; i.e. Source of purchase, purchase price, Supplier, date of purchase, Issued to, warranty period and auction etc.

Maintenance of Record

MIS Directorate at HQ and DD / AD (Admn) / PDs in the Regions shall be responsible and ensure maintenance, safety & security of record / files and updated data as per standard both in hard and soft forms.

Documentation

Register # 1	Asset Register	All major items i.e. CPU, Monitor, Printer, Scanner, Network Switch and UPS etc whichever have minimum one year warranty and utilization up to three years. Permanent Assets
Register # 2	Repair & Maintenance	To record all expenditure incurred on repair of major items or replacement of parts (i.e. Hard Disk, RAM, Batteries, etc)
Register # 3	Consumable Items	Purchase of all computer related consumable accessories e.g. Toners, CDs, Keyboard, Mouse, USBs etc.
Register # 4	Internet Services	All internet connections or purchase of devices i.e. Nitro, EVO, WIFI etc. being obtained from time to time.
Register # 5	Earnest Money	Detail of all Bank Drafts, Security Deposits etc.
Register # 6	Suppliers Register	List and address of vendors dealing with NHA for any of the computer related business.

