



## INODAYA Hospitals - Kakinada

Documentation code:

INH/FMS.Doc.No:11

Policy on Maintenance plan for Information technology & communication network

Prepared date:11/11/2025

Reference: FMS.4.c. NABH Standards – 6<sup>th</sup> Edition

Issue Date:11/11/2025

Issue no: 01

Review No: 0

Review date: 11/11/2026

### PURPOSE:

The goal of the Hospital Standard is to ensure that Information technology & communication network should deliver safe, effective, efficient and uninterrupted service.

### SCOPE:

Includes

### RESPONSIBILITY:

Information Technology Dept

### PROCEDURE:

1. Resolve all emergency / high priority service calls with in 5 mins
2. Normal service calls in 30 mins

### TIME FRAME FOR ATTENDING ISSUES

EMERGENCY / HIGH PRIORITY - 5 Mins

NORMAL - 30 Mins

All Hardware minor calls will be attended/closed in 30 Mins. In case of major problem Standby will be given until the computer / printer is serviced. If the calls required spares or depending upon the vendor SLA (Service Level Agreement) will be followed.

Software problems are dependent on the type and issue. In Case of software module errors, temporary solutions will be provided in 30 mins until the problem is resolved by modification of the module by HIMs By Suvarna software.

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Incharge – IT Dept	Accreditation Coordinator	Managing Director



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### Server & Application UP-Time

- 100 % (excluding planned maintenance activities)

### Application Response time

- 10-12 sec response on recommended server load.

### List of High priority/Emergency Dept:

1. Emergency
2. ICU's
3. Billing Departments

S.NO	Equipment Name	Time Taken for Repair	Alternative Source
1	Computer	Minor-30 Mints	Stand by available
		Major-3 to 4 days	
2	Printer	Minor-30 Mints	Stand by available
		Major- 2 to 3 days	
3	Godex Printer	Minor-30 Mints	Stand by available
		Maior-3 day	

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4	Network Switch	Minor -1hrs Major- 2 days	Stand by available
5	Wi-Fi Router	Minor -1 hrs Major-1 day	Stand by available
6	AIFS Tab	Minor -30 Mints Major- 5 days	Stand by available
7	Network MPLS/Internet	Minor -30 Mints Major-2-3 day	Stand by available
8	Video Conference	Minor-30 Mints Major-1 day	Stand by available
	Web Camera	Minor-30 Mints Major-1 day	Stand by available
10	Speakers	Minor-30 Mints Major-1 day	Stand by available

S.NO	Equipment Name	Time Taken for Repair	Alternative Source
1	Computer	Minor-30 Mints Major-3 to 4 days	Stand by available
2	Printer	Minor-30 Mints	Stand by available

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4	Wi-Fi Router	Minor -1 hrs Major-1 day	Stand by available
5	Network MPLS/Internet	Minor -30 Mints Major-2-3 day	Stand by available
6	Video Conference	Minor-30 Mints Major-1 day	Stand by available
7	Web Camera	Minor-30 Mints Major-1 day	Stand by available
8	Speakers	Minor-30 Mints Major-1 day	Stand by available
9	Telephones	Minor-30 Mints Major-1 day	Stand by available
10	Nurse call system	Minor-30 Mints Major-3 to 4 day	

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