



## GOVERNMENT OF KERALA

### Abstract

Information Technology Department- Implementation of Digital Work Flow Software DDFS- in the Secretariat - Procedure for Administration – Defined -Orders issued.

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### INFORMATION TECHNOLOGY (IT CELL) DEPARTMENT

G.O.(MS) No.42 /2010/ITD

Dated,Thiruvananthapuram,8-12-2010.

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- Read: 1) G.O(Rt).No. 22/2009/ITD, dated 31/01/2009  
2) G.O(MS).No.33/2010/ITD, Dated 28/09/2010  
3) G.O(MS).No.34/2010/ITD, Dated 28/09/2010  
4) Minutes of the meeting of Apex Committee on DDFS held on 5-10-2010.

### ORDER

Government have decided to implement digital work flow software DDFS in seven departments of the in the Secretariat. Orders have already been issued defining the Responsibilities and the Privileges of the Super Administrators and Departmental Administrators as per the G.Os 2<sup>nd</sup>, 3<sup>rd</sup> read above. The Apex Committee on implementation of DDFS held on 5-10-2010 have reviewed Admin Process and suggested to specify the roles of Administrators. Accordingly following procedures have been prescribed in addition to the existing system administration.

The DDFS itself will be used to assign the roles and responsibilities and giving & tracking various approvals for different levels of admin controls. DDFS have in built modules for tracking/verifying activities with approvals and flagging anomalies for easy surveillance.

### **Overall Process and Responsibility.**

**DDFS Administration** 1) The Chief Secretary is the Super Administrator (Super Admin) and Super Admin Appover (SAA) for DDFS. The Chief Secretary can choose to designate another officer in the Secretariat as the Super Admin Officer (SAO) for performing the actual administration specific activities in DDFS. This Officer will be given Super Admin Privileges in DDFS.

2) The Super Admin Officer (SAO) will form a team of System Administrator (SA) to assist the SAO for DDFS administration. The SAO and his /her team will be responsible for performing the following activities.

- 1) Ensure System availability
- 2) Monitor System Performance
- 3) All software installations related to DDFS
- 4) DDFS configuration changes
- 5) Monitor Back up operations and ensure Backup is taken at prescribed intervals.
- 6) If automatic back up did not happen, take manual backup
- 7) Perform back up testing once every month
- 8) Monitor replication is taking place every 30 minutes during the working hours
- 9) Monitor Database Performance
- 10) Create the Department Admin Officer (DAO) in DDFS.

The System Administrator (SA) will be assigned Super Admin privileges in DDFS enabling them to modify DDFS configurations. SA will work only as per order from SAO.

3) The Chief Secretary is the Super Admin Approver(SAA). If the Chief Secretary chooses to delegate this responsibility to a different officer in the Secretariat, the Chief Secretary can designate an officer by order and the SAO will enable the designated officer to perform SAA activities in DDFS. The Chief Secretary will always have SAA privileges in DDFS even if there are other officer designated to act as SAA.

**Department Administration** 1) Head of the Department is the Department Admin for that Department.

2) The Head of the Department will be responsible for designating an officer in his/ her department to be the Department Admin Officer (DAO). The DAO will be responsible for the following activities:

- a) Make Department specific configuration changes in DDFS
- b) Provide on-the-floor help on DDFS related matters.
- c) Be the single point of contact for all DDFS related activities and inquiries within his/her Department.

3) A Department may have one or more DAOs especially for large Departments

4) DDFS users in a department are created by the respective DAO

5) Head of the Department will be the Department Admin Approver (DAA). If he /she choose to delegate this role to some other officer in his/her Department, he /she shall make a request through a DDFS file to the Chief Secretary and following the Chief Secretary's approval the SAO shall enable the designated officer as the DAA for that department. The Head of the Department shall always have DAA privilege in DDFS even if there are other officers designated as DAA .

6) A Department may have one or more DAAs.

**Security Officer** The Chief Secretary will designate an officer as the Security Officer for DDFS. The Security Officer shall be a different Officer from the SAOs, SAAs, SAs, DAOs, and the DAAs. The responsibility of a Security Officer are:

- a) View Admin Audit Logs daily.

b) Verify and Approve Audit Logs on a weekly basis

**General** All orders (orders by Department heads and orders by the Chief Secretary) shall be taken through DDFS if DDFS is already available in the Department following the normal process of creating a file and approving by recording in the notes.

## **DDFS configuration Changes**

A DDFS configuration change covers all DDFS administration activities ( eg. adding new user, assigning a user with DAO privileges etc)

Any DDFS configuration changes will follow the procedures detailed below:

### **I) Configuration Changes by SAO**

- 1) A DDFS file is created by an Officer making the request for configuration changes . If DDFS is not implemented in that Department, this request is made through a physical file
- 2) The Chief Secretary approves the request through recording notes in that file.
- 3) The SAO ( or any of the SAs) makes the requested configuration changes in DDFS, updates notes and send the file to SAA.
- 4) The SAA approves the configuration changes through DDFS
- 5) The SAA updates the notes in the file and send the file back to the officer who made the request.
- 6) The officer ( owner of the file) closes the DDFS file.

### **II) Configuration Changes by DAO**

- 1) A DDFS file is created by an Officer making the request for configuration changes. If DDFS is not implemented in that Department, this request is made through a physical file.
- 2) The Head of the Department approves the request through recording notes in that file
- 3) The DAO makes the requested configuration changes in DDFS
- 4) The configuration changes requires the approval ( through DDFS) from the DAA to come into effect such changes
- 5) The DAO updates the notes and sends the file to the DAA
- 6) The DAA approve the configuration changes through the DDFS
- 7) The DAA updates the notes and send the file back to the officer who made the request
- 8) The Officer ( owner of the file ) closes the DDFS file.

### **III) First Time DDFS Setup**

The following activities need to be taken care of when DDFS is set up for the first time in the Secretariat:

1. Create the Chief Secretary's Department .

2. Create the Chief Secretary as User in DDFS
3. Assign Chief Secretary as the SAA in DDFS

Precondition: For all of the above, an order from the Chief Secretary following the existing manual filing process should be in place.

Process: The DDFS implementation Team will configure DDFS following the order from the Chief Secretary and the officer in charge of IT Cell should monitor and verify this.

#### **IV) Create the SAO for the first time before DDFS is implemented**

Precondition: An order for creating SAO and the SA team is taken following the existing manual Filing system.

Process: The implementation team will create the SAO, based on orders from the Chief Secretary, in DDFS and will assign Super Administration privileges in DDFS. The officer in charge of IT Cell will monitor this process and verify that the user is created with the required privileges in DDFS.

#### **V) Add New SA**

Precondition: An order from the Chief Secretary for designating an officer in the Secretariat as the SA.

Process:

1. The SAO will create a new DDFS file requesting for designating an officer in the Secretariat as an SA in DDFS.
2. The Chief Secretary approves the request and the file is forwarded to the SAO.
3. SAO grant SA privileges in DDFS to the new officer, updates notes in the DDFS file and forwards the DDFS file to SAA.
4. The SAA approves the changes by logging into DDFS, updates the notes in the DDFS file and forward the file back to SAO.
5. The SAO closes the DDFS file.

#### **VI) Replace SA**

Precondition: An order from the Chief Secretary for replacing existing SA

Process:

1. SAO creates a DDFS file requesting the replacement of an existing SA.
2. The Chief Secretary approves this request by recording in the notes of the DDFS file and forwards the DDFS file to the SAO
3. The SAO enables the designated officer with SA privileges in DDFS and removes SA privileges from the replaced officer, updates the notes and forwards the DDFS file to the SAA
4. The SAA approves the request through DDFS, updates the notes and forwards the DDFS file back to the SAO

5. The SAO updates notes closes the DDFS file

### **VII ) Replace existing SAO**

Precondition: An order from the Chief Secretary for replacing the existing SAO is taken through DDFS.

Process:

1. A DDFS file is created by an officer in the Secretariat requesting to replace the existing SAO
2. The Chief Secretary should approve the request, records the notes in the DDFS file and forwards the file to the existing SAO
3. The existing SAO will enable the new replacing officer with SAO privileges in DDFS updates notes and forwards the DDFS file to the SAA
4. The SAA approves the changes through DDFS, updates notes and forwards the DDFS file back to the new SAO
5. The new SAO removes SAO privileges from the replaced officer, updates notes and forwards the DDFS file to the SAA
6. The SAA approves the changes through DDFS, updates notes and forwards the DDFS file back to the new SAO
7. The SAO updates notes and forwards the DDFS file to the officer who made the request.
8. The officer (file owner) closes the DDFS file

### **VIII) Add new SAA**

Precondition: An order from the Chief Secretary for adding a new SAA

Process:

1. A DDFS file is created by an officer in Secretariat requesting to add a new SAA in DDFS
2. The Chief Secretary approves this request by recording in the notes of the DDFS file and forwards the DDFS file to the SAO
3. The SAO enables the designated officer with SAA privileges in DDFS, updates the notes and forwards the DDFS file to the SAA
4. The SAA approves the request through DDFS, updates the notes and forward the DDFS file back to the SAO
5. The SAO updates notes and forwards the DDFS file to the officer who made request.
6. The Officer (file owner) closes the DDFS file

### **IX) Replace existing SAA**

Precondition: An order from the Chief Secretary for replacing an existing SAA

Process:

1. A DDFS file is created by an officer in secretariat requesting replacement of existing SAA in DDFS
2. The Chief Secretary approves this request by recording in the notes of the DDFS file and forwards the DDFS file to the SAO
3. The SAO enables the designated officer with SAA privileges in DDFS and removes SAA privileges from the replaced officer, updates the notes and forwards the DDFS file to the SAA
4. The SAA approves the request through DDFS, updates the notes and forwards the DDFS file back

to the SAO

5. The SAO updates notes and forwards the DDFS files to the officer who made the request

6. The officer (file owner) closes the DDFS file

## **X) Create a Department Admin Officer**

Precondition: An order from the Department Head for creating a DAO

Process:

1. A DDFS file is created by an officer in the department requesting to create a DAO for that department

2. The Department Head approves this request by recording in the notes of the DDFS file and forwards the DDFS file to the SAO

3. The SAO enables the designated officer with DAO privileges in DDFS for that department, updates the notes and forwards the DDFS file to the SAA

4. The SAA approves the request through DDFS, updates the notes and forwards the DDFS file back to the SAO

5. The SAO updates notes and forwards the DDFS file to the Department Head

6. The Department Head forwards the file to the Officer (file owner) and that officer closes the DDFS file

## **XI) Replace existing Department Admin Officer**

Precondition: An order from the Department Head for replacing an existing DAO

Process:

1. A DDFS file is created by an officer in the department requesting to replace an existing DAO for the department

2. The Department Head approves this request by recording in the notes of the DDFS file and forwards the DDFS file to the SAO

3. The SAO enables the designated officer with DAO privileges in DDFS, removes DAO privileges from the replaced officer, updates the notes and forwards the DDFS file to the SAA

4. The SAA approves the request through DDFS, updates the notes and forwards the DDFS file back to the SAO

5. The SAO updates notes and forwards the DDFS file to the Department Head

6. The Department Head forwards the file to the officer (file owner) and that officer closes the DDFS file

## **XII) Adding New Department Admin Approver (DAA)**

Precondition: An order from the Department Head for creating a DAA

Process:

1. A DDFS file is created by an officer in the department requesting to create a DAA for that department

2. The Department Head approves this request by recording in the notes of the DDFS file and forwards the DDFS file to the DAO

3. The DAO enable the designated officer with DAA privileges in DDFS for that department, updates the notes and forwards the DDFS file to the Department Head for approval. The Department Head should always be one of the DAA with approval authority

4. The Department Head approves the request through DDFS, updates the notes and forwards the DDFS file back to the DAO

5. The DAO updates notes and forwards the DDFS file to the officer who created the DDFS file
6. The officer (DDFS file owner) closes the DDFS file

### **XIII) Replacing existing Department Admin Approver (DAA)**

Precondition: An order from the Department Head for replacing an existing DAA

Process:

1. A DDFS file is created by an officer in the department requesting to replace a DAA for that department
2. The Department Head approves this request by recording in the notes of the DDFS file and forwards the DDFS file to the DAO
3. The DAO enables the designated officer with DAA privileges in DDFS for that department, revoke DAA privileges from the replaced officer, updates the notes and forwards the DDFS file to the Department Head for approval. The Department Head should always be one of the DAA with approval authority
4. The Department Head approves the request through DDFS, updates the notes and forwards the DDFS file back to the DAO
5. The DAO updates notes and forwards the DDFS file to the officer who created the DDFS file
6. The officer (DDFS file owner) closes the DDFS file

### **XIV) DDFS Configuration Changes by SAO or SA**

The following configuration changes may be performed by SAO or SA (if SAO wishes to delegate the task to an SA):

1. Create new department
2. Create Minister's Office
3. Remove Minister's Office
4. Modify department details
5. Create new Designation
6. Modify/Remove Designation
7. Modify Common Alert Message
8. Perform all configuration changes a DAO can perform for a department

Precondition:

An order from the Chief Secretary for making the configuration changes in DDFS

For department specific configurations, an order from the respective Department Head

Process:

1. A DDFS file is created by an officer in the department requesting for anyone of the DDFS configuration changes (listed under DDFS Configuration Changes by SAO or SA)
2. The DDFS file should be approved by the Department Head in the case of department specific changes or otherwise by the Chief Secretary. The approving authority records in the notes of the DDFS file and forwards the DDFS file to the SAO
3. The SAO makes the requested configuration changes in DDFS, updates the notes and forwards the DDFS file to the SAA for approval
4. The SAA approves the request through DDFS, updates the notes and forwards the DDFS file back to the SAO
5. The SAO updates notes and forwards the DDFS file to the officer (or back to the department that requested the changes) who created the DDFS file
6. The officer (DDFS file owner) closes the DDFS file

## **XV) Department Specific Configuration Changes**

The following are the department specific configuration changes:

1. Create new user
2. Modify or remove existing user
3. Create New Seat
4. Modify Existing Seat details
5. Assign user to a seat
6. Create a new subject
7. Modify existing Subject details
8. Deactivate a User
9. Deactivate a Seat
10. Create a new Section
11. Modify/Remove a Section
12. Modify Department Alert

The following process should be followed for making any of these configuration changes:

Precondition: An order from the Department Head for making the configuration changes in DDFS  
Process:

1. A DDFS file is created by an officers in the department requesting for DDFS configuration changes (listed under Department Specific Configuration Changes)
2. The Department Head approves this request by recording in the notes of the DDFS file and forwards the DDFS file to the DAO
3. The DAO makes the requested configuration changes in DDFS, updates the notes and forwards the DDFS file to the DAA for approval
4. The DAA approves the request through DDFS, updates the notes and forwards the DDFS file back to the DAO
5. The DAO updates notes and forwards the DDFS file to the officer who created the DDFS file
6. The officer (DDFS file owner) closes the DDFS file

## **XVI) Create Security Officer**

Precondition: An order from the Chief Secretary for creating a new Security Officer

Process:

1. A DDFS file is created by an officer in Secretariat requesting to add a new Security Officer in DDFS
2. The Chief Secretary approves this request by recording in the notes of the DDFS file and forwards the DDFS file to the SAO
3. The SAO enables the designated officer with Security Officer privileges in DDFS, updates the notes and forwards the DDFS file to the SAA
4. The SAA approves the request through DDFS, updates the notes and forwards the DDFS file back to the SAO
5. The SAO updates notes and forwards the DDFS file to the officer who made the request
6. The Officer (file owner) closes the DDFS file

## **XVII) Replace Existing Security Officer**

Pre Condition: An order from the Chief Secretary for replacing existing Security Officer

Process:

1. A DDFS file is created by an officer in Secretariat requesting to replace existing Security Officer in DDFS
2. The Chief Secretary approves this request by recording in the notes of the DDFS file and



forwards the DDFS file to the SAO

3. The SAO enables the designated officer with Security Officer privileges in DDFS, revokes Security Officer privileges for the replaced officer in DDFS, updates the notes and forwards the DDFS file to the SAO

4. The SAA approves the request through DDFS, updates the notes and forwards the DDFS file back to the SAO

5. The SAO updates notes and forwards the DDFS file to the officer who made the request

6. The officer (file owner) closes the DDFS file

### **Audit and Approve Admin Logs by Security Officer**

Precondition: The security Officer logs into DDFS, DDFS shall have in-built modules for tracking/ verifying activities with approvals and flagging anomalies for easy surveillance by Security Officer.

Process:

1. View Admin Logs which are generated by the system with all relevant information captured for easy verification of each activity

2. Verify and Approve Logs if no security violations have been noted

3. Otherwise if security violations are there, report to the Chief Secretary through official means

Though by default the Chief Secretary is the Super Admin Approver (SAA) of DDFS for the administrative convenience, the Principal Secretary to Government, Information Technology Department is delegated with the role of the Super Admin Approver (SAA). Under Secretary to Government, Information Technology(ITCELL) Department will be the Super Admin Officer (SAO) and the Director, CERT- Kerala will be the Security Officer of the DDFS.

(By Order of the Governor,)

Chief Secretary

To

The Principal Secretary to Government, Finance Department

The Principal Secretary to Government, Information Technology Department

The Principal Secretary to Government, Co-Operation Department

The Principal Secretary to Government, Higher Education Department

The Secretary to Government, Public Works Department

The Secretary to Government, Food and Civil Supplies Department

The Secretary to Government, NORKA Department

The Secretary to Government, Personal and Administrative Reforms Department

The Secretary to Government, General Administration Department

Additional Secretary to the Chief Secretary

The Director , CERT, Kerala, Thiruvananthapuram

Under Secretary, Information Technology(IT Cell) Department



