



NIC Service Desk
National Informatics Centre
Ministry of Electronics & Information Technology
Government of India

Sr. No.....

(For official use only)

SERVICE REGISTRATION FORM

(Please read the instruction overleaf before filling up the form)

1. Service Name : _____
2. Service URL : _____
3. Description of Service : _____
4. User Base : _____
5. Nodal Officer a) Name : _____
b) Designation : _____
c) Email Address : _____
d) Mobile Number : _____
6. Escalation Time : _____
7. Escalation List

Name	Mobile	Email-Id	Designation	Level
				First
				Second
				Third
				Fourth

8. List of Support Executives : Please attach the list with details (Name, Email, Mobile, Designation)
9. Problem and Sub-problem : Please attach the list along with this form
10. Average Number of Calls per Month : _____
11. Number of NIC FMS staff : _____
12. Number of Other Support Staff : _____
13. Working Days (days of week) : _____
14. Working Hours (hours of day) : _____
15. Date of Complete Migration to NSD (target) : _____

Declaration by the Service Owner (SO) / Nodal Officer (NO)

I hereby declare that the information provided above is correct to the best of my knowledge.

Date: _____

Place: _____

[Signature & Stamp SO/NO]

Verification by the Head of Office (HOD) / Head of Group (HOG)

I hereby declare that the information provided above is correct to the best of my knowledge.

Date: _____

Place: _____

[Signature & Stamp of HOD/HOG]

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Service Created By: _____

Signature with Date: _____

Service Mapped By: _____

Signature with Date: _____

Information Communicated By: _____

Signature with Date: _____



General Instruction

Please read and understand the following before filling up the form,

1. All fields are mandatory.
2. Incomplete/Inconsistent forms will not be accepted.
3. This application form has to be filled by the Service Owner (SO) / Nodal Officer (NO) and verified by the HOD/HOG.
4. Please mail the scanned copy of the duly filled and signed form along with the required annexure files from the official email address of SO/NO/HOD/HOG to **nsd-admn@nic.in**.
5. **Service Name** is the name of the service/bhawan/office/project being serviced
6. **Service URL** is the website of the service/bhawan/office/project being serviced
7. **Description of Service** is the detail of service provided
8. **User Base** is the kind of users being serviced
9. **Nodal Officer** is NIC officer in-charge of the service and single point of contact for NIC SD
10. **Escalation Time** is the time after which if the ticket remains unanswered will be escalated
11. **Escalation List** is the list to which the tickets will be escalated if remain unanswered after escalation time
12. **Support Executives** is the list of people involved in resolving tickets which may include NIC staff, FMS staff etc.
13. **Problem & Sub-problem** is the list of type of problems being serviced
14. **Average Number of Calls per Month** is the average number of trouble calls processed
15. **Number of NIC FMS Staff** is total numbers of NIC FMS staff involved with the service
16. **Number of Other Staff** is the total number of FMS staff deployed which are not paid from NIC FMS funds
17. **Working Days (days of week)** are office working days during which users are serviced
18. **Working Hours (hours of day)** are office working hours in a day during which users are serviced
19. **Date of Complete Migration (target)** is the target date after which all trouble tickets will be processed through NIC SD only and no other media will be entertained
20. User name of agent is email-id shared with us without @ portion.
21. Agent should ensure to change the password on first login.
22. Each agent will work only from her/his login. No password should be shared.
23. Do not lock multiple tickets at the same time. Lock one, resolve/move/unlock then lock another.
24. Each ticket will first go to the team which is on-site. The field engineer is expected to analyse the problem and resolve it. If it needs assistance from some other team, then the field engineer will make detailed note of his finding as input to the other team and then move the ticket to Coordination Queue. Please **DO NOT** move any ticket without proper note.
25. While closing the ticket agent **MUST** send an email to the user in the form of PAST (Problem, Analysis, Solution and Time). No tickets should be closed without an email to the user.
26. If the agent has locked the ticket but due to some reason he is not able to work on it then s/he should unlock the ticket.
27. The agents should unlock all locked tickets before leaving for the day.