

IIHMR UNIVERSITY

Annual E-Governance Report

FY 2020-21

Prepared by

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A handwritten signature in blue ink, appearing to read 'Hitendra', is placed above the official stamp of the Registrar.

Registrar
The IIHMR University
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Annual E-Governance Report for IIHMR University (2020-21)

Executive Summary

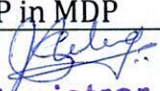
The past year has marked significant strides in IIHMR University's commitment to advancing e-governance. Our efforts have focused on enhancing digital infrastructure, improving online service delivery, ensuring data security, and fostering a more connected and engaged university community. This report outlines the key achievements, challenges, and plans in our e-governance journey.

Key Achievements

S.No.	Initiatives taken during FY 2020-21 to strengthen processes through automation
1	HR Department - Annual activity and appraisal tool development for IIHMR Delhi and Bangalore Attendance notification email system - No-Dues system developed in the CollPoll
2	Marketing Department Admission automation from leads to admission offer letter (IIHMRU MAT, GD, PI, Result preparation, Call letter) NoPaperForm: - Landing page new design deployed on NPF platform (MBA application) - MPH and Ph.D. application form hide from slug on NPF platform - Testing of NPF platform - Hand-hold support to aspirants for MBA program on NPF platform - Automation work for MDP & MBA - Token Fee Setup for MDP - USD payment configuration Online Admission process: we had given the GDPI & UMAT mock drill to admission and team and MBA aspirant students and conduct it in the online mode. - Email sent to all MBA aspirants' students Through Admission email ID - GD held on zoom and student successfully attend - PI held on zoom and students successfully attend Netcore: - New account created on netcore platform for President office - Multiple broad cast shoot by netcore for multiple programs - Support to Marketing team for template creation and list update - New feature enabling work (personalization email)
3	Academic Department - Online classes - Online Assignment - Online Mid-Term - Online dissertation - Give training to faculty and academic staff to strengthen the LMS. - To establish the Lecture Capturing system (LCS), we have procured the Polycom studio, video wall screen, interactive writing pads, etc. and developed the dedicated studio rooms.



4	Examination Department 1. Diversified Online exam platform evolution and finalization 2. Conduct the all Term examination the Diversified Online exam platform 3. Marks entry done by faculty on Diversified Online exam platform 4. Result display on the ERP
5	Accounts Department 1. New admitted candidate's Fee details collection 2. Fee reminder email and Whatsapp messages 3. Sponsorship /scholarships configuration
6	Placement Department 1. Strengthen the process on the CollPoll
7	Research Division • Developed the inhouse server for research data collection with CAPI/Tablet • Chatbot • ICMR National Taskforce Project Cspiro tool creation in the process • COVID map India Rajasthan update daily • CAPI data backup and packing • Improving the Health Care Access and Quality in the Context of Achieving Universal Health Coverage (UHC) among Scheduled Tribes: An Implementation Research in Rajasthan" from July 28, 2020 E-Innugratuion form created • ODK server installation • NFHS 5 work start prepration
8	IT Department • Online MS Team manual sent to all support staff • Technical support calls • Virtual classroom requirement analysis and establish the virtual classroom • Classroom up-gradation requirement analysis start • Speakers • Webcams • Laptops • Zoom subscription • Standard Email signature configuration to all staffs • New stock register creation • IIHMR society assets physical verification • Turnitin Plagiarism tool renewal • UPS Phase sequencer installation • English Language lab renewal • Laptop issued to staffs for WFH • Discard work start
11	Training Department 1) Online MDP: Establish the online MDP process and manage the technical support for the below-listed MDP's. ○ Discussion done for SOP in MDP


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	○ Hosting of Online MDP on Zoom Platform Registered participants 451 attended 375 ○ Hosting of Online MDP on Microsoft Team Platform for Sher-e-Kashmir registered Participants 71 attended 30 ○ Online Participation Certificate creation for R Analytics ○ Certificate design and sent to 144 Participants ○ Hosted of Online MDP (How to Conduct Qualitative Research) Registered Participants 66 attended 47 ○ Online Payment gateway implementation on NPF ○ NPF platform live for Online MDP registration work ○ Hand-hold support given to Training team for NPF platform ○ Course category work done on MOOCs platform for Online MDP ○ MDP support for How to conduct Qualitative Research ○ MDP support for R-Data programming for Non programmers ○ Online Certificate creation ○ Dr Rajiv Ranjan Course uploaded in MOOCs Platform ○ MDP support for Qualitative and Quantitative Data Analytics using R ○ MDP support for BUILDING BRAND EFFECTIVENESS ○ MDP support for Happiness Quotient- Our Own Measure ○ MDP support for Purpose Driven Innovation ○ MDP support for Data Use in Public Health Management ○ Accelerated Workshop on Entrepreneurship in Just 5 Days Launchpad: Idea Generation to Business Plan ○ Online Certificate Programme on Optimizing Corporate Social Responsibility for Greater Good ○ COVID-19: Changing Context and Directions of CSR ○ AI for Healthcare-Fundamentals of Machine Learning ○ Stake Holder Management ○ Leading Digital -Turning Technology into Digital Transformation ○ Effective Classroom Learning Management Using Google Tools ○ Corporate Social Responsibility as Marketing and Developmental Enterprise ○ Launchpad: Venture Design to Action ○ Online Certificate Programme on Optimizing Corporate Social Responsibility for Greater Good ○ MDP support for Strategic Corporate Social Responsibility and Healthcare operation management ○ Healthcare Operations Management
	Webinars 51 Master Class 16 ○ Live webcast of Independence Day & Bhoomi Poojan of new auditorium. ○ Manisha A Agarwal program live-Padharo Mhare Des ○ Deepawali Pooja Live ○ M L Mehta Memorial Oration ○
	Online Meetings - 350 ○ Weekly meeting Jaipur Delhi and Bangalore ○ Administrative meeting-Finance committee, BoM, Management Board

	○ Faculty one to one meeting for the research plan ○ Deans Meeting ○ BoM Meeting ○ IDEATION meeting ○ Inauguration and orientation program of MPH program ○ IQAC ○ Marketing plan for new session ○ Placement review ○ Mock GD ○ Ph D proposal presentations ○ Management Board Meeting ○ Placement
	ERP: ○ Online ERP training to new staffs ○ Functional of Inventory Portal for Admin Team ○ Creation of Transcript ○ Updating of Marks entry ○ Dissertation files uploading on ERP ○ Help Manual create ○ LTA master data created on ERP ○ MBA RM and PM new admitted students Fee setup done on ERP ○ Support to Hostel Team for their query Resolving ○ Login Details shared with all students (Temporary User name and Password) ○ Hand-hold training is given to COE exam department ○ Instance staging server update ○ Student data update on ERP portal ○ Fee Setup for MBA (HM/PM/RM) ○ Student pass out of (2018-20) Batch ○ Marksheet printing work ○ Marks Sheet configuration and template shared with examination team ○ Meeting was held for Marks Sheets ○ Term 3 Setup created and student promoted to Term 4 ○ Meeting was held for Library Sync with ERP with more heads and labels work in progress ○ New Realease update of ERP ○ 2nd year pass out student fee receipts generated and email to alumini student ○ Data populate on Staging Server ○ Inventory meeting held with Admin team and timeline set for 45 working days to completion of Work ○ Alumni portal Support ○ New account creation on Alumni Portal ○ Summer training presentation upload in ERP ○ LTA updation in ERP ○ Call discussion with serosoft for pending call ○ Health and Hospital section created in MBA HM-24 ○ Timetable creation for MBA 1st year batch for basic courses, MPH Cohort 7-Term 4, PhD Cohort 7. ○ 1 Feedback created for MBA 2020-22, 3 feedback forms for PhD cohort 7, 2 feedback forms for MPH Cohort 7/ Term 4 ○ Homework assignment for Mid Term Exam ○ Examination Setup for Term-4

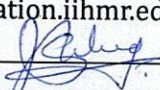
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- Marks entry training for faculty
- ERP instance server update
- Summer Training work
- ERP Meeting with Serosoft for project transfer from implementation to support
- Scholarship module setup
- Scholarship module Demonstration to Account Team
- Bill Created for MBA Program (2020-2022)
- Inventory Module Training to Admin and IT Team
- Inventory data entry work
- Master configuration work in inventory
- Role and privilege assignment work
- Alumni video issue resolution
- Time table creation for all program
- Attendance marking for all program
- Module Feedback on lime
- Quiz creation for module on lime
- Mid Term exam creation on lime platform
- Weekly server backup process
- Email services issue resolved
- Ph.D. student Enrollment number update
- Document and certificate check on demo server
- Back date receipt entry work in ERP for 31st March 2020 (Financial closing)
- New admitted student for MBA program update in ERP
- Examination Setup on ERP
- Discussion on Exam module for anonymizing code with Serosoft team
- course variant code correction work in ERP
- Module correction work for MBA RM module in ERP
- Module adds in ERP
- Mid Term exam conducted on ERP
- Fee and payment fee receipt correction work
- Marks entry training is given to faculty members
- Handhold support to faculty members
- Item and Faculty name add in the inventory module
- Telephonic support to Anil Ji for the inventory module
- Testing of staging instance server
- update staging instance server
- Updated IIHMR live server
- Testing on IIHMR live server
- Exam module testing
- Meeting with Ankit ji for Demo server testing, Discussion on ERP document, Discussion on exam reports
- Fee setup on ERP
- Testing for MPH cohort work
- Testing on session upload work
- MBA 1st year student's parental information update
- Assignment creates on ERP
- Student pass out process execute for 2 students
- hostel allocation email sent through ERP
- Create user manual for import marks in ERP
- Data transfer from deadstock to Fixed assets
- MPH student update in ERP
- New admitted student for MBA program update in ERP
- mid Term exam conducted on ERP
- Quiz Create on ERP platform (by use of Teams)

	○ Students PIS update in ERP for MBA program ○ Fee and payment fee receipt correction work ○ Item add in inventory module ○ Telephonic support to Abhishek Ji for inventory module ○ Testing of staging instance server ○ update staging instance server ○ Exam module testing ○ Fee setup on ERP for 2nd year students ○ MH student PIS update on ERP ○ Soft copy of ID card generates for MPH students ○ Assignment creates on ERP ○ Soft Copy ID card shared with 2nd year students for online exam ○ Support to examination Team for Exam entry work by use of Template ○ Student pass out process execute for 2 students ○ Master setup work in ERP for new features ○ ERP platform Testing ○ Hostel allocation and management support to Kuldeep Ji ○ ○
	CollPoll ○ Staff work service configuration ○ Student No Dues flow configuration ○ President office Guest Management service configuration ○ President office appointment service configuration ○ LMS configuration training has taken for new academic session implementation ○ Placement report work ○ Mess Management ○ E-Notice ○ Configuration SSO with Microsoft Multifactor authentication ○ Classes creation setup on collpoll for MBA, MPH and PhD ○ Time table creation on collpoll ○ Discussion was held with Ms. Rasavi regarding Academics ○ Student pass out of (2018-20) Batch ○ New students batch added in MBA, PhD program ○ Second year student promoted in Term 4 ○ Inactive staff who left the organization ○ Second year became Alumni ○ Share user id and password with 1st year student ○ Created CIIE registration Form ○ Created Rural Essay Registration form ○ Attendance marking for all program ○ Students Election ○ CIIE registration ○ Students Address collect ○ Students Aadhar no. collection ○ Implement the Examination, Hostel and Guest House module
	Website: ○ Launch of the website on new technology with new design ○ Sub Domains Live (MPH/JHM/PRADANYA)

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- Faculty section design change
- Website font update
- Webinar page design change
- Update online and offline MDP detail
- Ph.D result display tool creation
- Covid page Daily update
- Webinar page creation for Anuradha ASP
- Webinar registration form
- Media page update
- Admission section update
- Convocation webpage creation
- Total update 76+117+115+90+110+122
- Page Create 09+10+11+7+7+17
- COVID webpage Update
- Jotform integration
- Website content verification mail sent
- Convocation page work and live webcast of Convocation ceremony
- Video Banner work for home page banner
- Website Committee page discussion with Hem sir, Sheenu mam, Raghu sir and Kaushik sir Dummy page created for approval.
- Convert two compliant form into JOT form
- e inauguration page created, banner update and live webcast
- Website AMC Document ready and order share with sterco team
- Research Section review meeting
- Collect quotation for society website
- 5 Upcoming MDP web page created
- Share missing points, technical issues and some observations with strco and work on it.
- Regular Covid Map update
- Upcoming MDP web pages created
- Create pages for master class and know your alumni episodes
- Admission page updates
- Student abstract upload work of 2017-19 batch (MBA PM and MBA RM completed) HM work ongoing
- Image alt work done
- Create sub domain for library OPAC and redirect on <http://www.libraryopac.iihmr.edu.in>
- SD Gupta school of public health page creation work and discussions on same. Also link with academic and faculty section.
- Five upcoming MDP web pages created.
- Discussion with Shiv Sir regarding the high value program web page design and modifications in the executive education menus.
- Update for master class Webinar page
- Discussion With CIIE student committee for website update. Create Faculty page in CIIE.
- Admission page updates
- Student abstract upload work of 2017-19 batch (Health stream done) Hospital ongoing 55 abstract done out of 107.
- Create sub domain for Admission and MDP application form.(application.iihmr.edu.in)



	JotForm Creations: ○ Online Convocation Form Created ○ Online Dissertation Data Collection Form ○ Online Book Publishing Form ○ RMU Monthly report form ○ Student Grievance Form for Website ○ Student Joining Form ○ E-Innugratuion form created ○ Medical survey form created ○ Two complaint form for sc st and harassment ○ Covid Question form created ○ Student Information Form for 2nd Year Students ○ Feedback Form created for Online MDP's ○ HR appraisal form configuration ○ Report Integrated with Power BI ○
	Email Security: ○ improve the email security - Anti Theft Protection ○ Enabled Multi-factor authentication ○ Implement fake email rules ○ Awareness email sent to staffs
	New Work Online convocation Google G Suite Education Registration MS Team Training for Faculty and Non academic Staff



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Future Plans

Plan details as follows:

S.No.	Department	Plan for new FY 2021-22
1	HR Department	Strengthen the HR Attendance and Leave process on the ERP
2	Marketing Department	- Integration of NPF with ERP and CollPoll - New question bank for IIHMRU MAT - strengthen the online admission process on the NPF
3	Academic Department	- Strengthen or increase the utilization of existing features in the academic department - Prepare the classrooms for online classes/Hybrid classes - Faculty engagement dashboard
4	Examination Department	- Transcript and mark-sheet printing from ERP in our format - Strengthen or increase the utilization of online exams platform
5	Accounts Department	- Strengthen or increase the utilization of online fee. - Manage offline payment (NEFT, RTGS, Cheque) - collection The refund process needs to be set up as per our practice
6	Placement Department	Strengthen or increase the utilization
7	Training	Strengthen our systems for online MDP program
8	Research	Strengthen our systems for online research work

Financial Overview

Budget Allocation:

Capital Expenditure: 73.89 Lacs

Computer Software Exp: 95.61 Lacs (ERP AMC-3.5 Lacs, CollPoll Mobile App subscription-4.20 Lacs+ NoPaperForms-3.5 Lacs)

Conclusion

IIHMR University has made significant progress in its e-governance initiatives, contributing to a more efficient, secure, and connected academic environment. While challenges remain, our strategic plans and continued investment in digital technologies position us well for future advancements.

We thank the entire university community for their support and collaboration in our e-governance efforts.

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Date: April 30, 2021



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