राष्ट्रीय इलेक्ट्रॉनिकी एवं सूचना प्रौद्योगिकी संस्थान (रा.इ.सू.प्रौ.सं.)
National Institute of Electronics and Information Technology (NIELIT)
(An ISO 9001 : 2008 Certified Organisation)
इलेक्ट्रॉनिकी और सूचना प्रौद्योगिकी मंत्रालय, भारत सरकार
Ministry of Electronics and Information Technology, Government of India

Ref. No. 1(16)/2016-NIELIT/9/7 · 15th May, 2017

To

    The Executive Directors/Directors/Director-incharge
    All NIELIT Centres

Sub: <u>Frequently Asked Questions (FAQ) on Annual Work Reports- Regarding</u>

Sir/Madam,

    New Promotion Policy has been introduced by MeitY for all Group 'A' S&T Officers and its organizations, vide OM No. 2(11)/2016-Pers-III dated 19/09/2016, termed as "New Personnel Policy for Group 'A' S&T Officers"

3.   Under this Personnel Policy, the quantified S&T output indicators are provided in the Annexure of the AWR format. The reporting officer while evaluating the self appraisal report shall give appropriate numerical grading from any of the Sub-Categories of the Product Links filled by the officer reported upon for review promotion under this policy. The Reporting Officer shall also ensure that the numerical grading is accorded as per provisions of MeitY's policy. <u>The candidate requires to obtain minimum 20 marks per assessment year from any of the sub-categories from any of the product links for review under this policy.</u>

4.   Regarding criteria for output indicators and numerical grading from any of the sub-categories of the product links filled by the officer reported upon for review promotion under the policy as mentioned at para 6, NIELIT has received clarification from ABC Division, MeitY vide their letter No. 14(2)/2016-ABCD dated 10th January, 2017, wherein it has been stated that as per practice adopted in MeitY, to assess the candidates **as per the old AWR format in case the AWRs have already been submitted / completed.** However, fresh AWRs (i.e. Year 2016) shall be evaluated as per the provisions of the existing policy of MeitY.

5.   In view of the above, a communication received vide letter No. 14(2)/2016 dated 9th May, 2017) from ABC Division, MeitY alongwith a Frequently Asked Question (FAQ) on Annual Work Report vide O.M. No.2(11)/2012-P.III dated 05.05.2017 (copy enclosed) is sent herewith to NIELIT Centres to comply with these guidelines as mentioned in the aforesaid communication.

    Thanking you,

                                                    Yours faithfully,

                                                    (Janak Raj)
                                                     Registrar

CC: IT Wing- for upload the communication on NIELIT Website in Employees Corner

राष्ट्रीय इलेक्ट्रॉनिकी एवं सूचना प्रौद्योगिकी संस्थान, भारत सरकार की एक स्वायत्त वैज्ञानिक संस्था
An Autonomous Society under Ministry of Electronics and Information Technology
इलेक्ट्रॉनिक्स निकेतन, 6 सीजीओ काम्प्लेक्स, लोधी रोड, नई दिल्ली—110 003
Electronics Niketan, 6 CGO Complex, Lodhi Road, New Delhi-110 003
दूरभाष / Telephones - 011-24363330-1-2, 24366577-79-80 फैक्स/Fax - 011-24363335, 24363937
वेबसाइट/Website - www.nielit.gov.in

(२१)

भारत सरकार
Government of India
इलेक्ट्रॉनिकी और सूचना प्रौद्योगिकी मंत्रालय
Ministry of Electronics & Information Technology
इलेक्ट्रॉनिक्स निकेतन, 6,सी जी ओ कॉम्पलेक्स, नई दिल्ली–110003
Electronics Niketan, 6, C G O Complex, New Delhi-110003
Website: www.meity.gov.in

14(2)/2016- ABCD

संख्या
No.................................

09.05.2017

दिनांक
Date...................................

To

Director General
NIELIT

Subject : **Frequently Asked Questions (FAQ) on AWRs – reg.**

Sir/Madam,

Please find enclosed a copy of communication No. 2(11)/2012-P-III dated 05.05.2017 received from Personnel-III Section of this Ministry on the above subject for information and compliance.

Yours faithfully,

V Rajalakshmi

(V. Rajalakshmi)
Section Officer
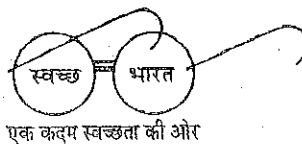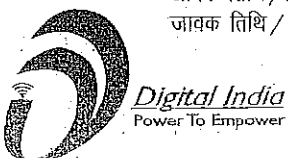Tel: 24301793

Encl: As above

pl. speak

Registrar

On file

NIELIT
Registrar's Office
Diary No...1158......
Date In........14.5.17...
Date Out.....11.5.19...

महानिदेशक (रा.इ.सू.प्रौ.सं.) का कार्यालय
O/o DG, NIELIT
दैनिकी नं. / Dy. No......12452
आवक तिथि / Dt. IN..09.05.17
जावक तिथि / Dt. OUT..11.05.17

Digital India
Power To Empower

स्वच्छ भारत
एक कदम स्वच्छता की ओर

ELECTRONICS INDIA
Billion Needs Million Chips

F. No. 2(11)/2012-P.III
Government of India
Ministry of Electronics & Information Technology
(Personnel-III Section)

New Delhi-110003
Dated: 05.05.2017

Subject:- Frequently Asked Questions (FAQ) on AWRs.

With regard to the above mentioned subject, several representations/doubts were received from by Group 'A' S&T officers of MeitY, which have been examined and clarifications in the form of Frequently Ask Questions (FAQ) are given in the table below:-
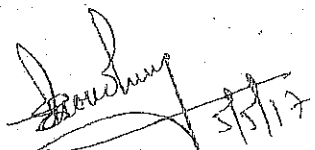
Sl.	Point of Doubt	Clarification
1.	Whether AWR is submitted once for whole residency period OR annually?	AWR is to be submitted annually as decided vide MeitY's communication No. 2(11)/2012-P.III dated 07.03.2013.
2.	Timeline for submission of AWRs.	The instructions on timeline applicable to ACRs/APARs will be complied for AWR also. Timeline for submission of APARs in MeitY has been notified vide MeitY's O.M. No. 7(2)/2012-P.III dated 28.01.2015.
3.	How all the subcategories in MeitY's Policy will be linked to points specified in Annexure to AWR?	"Annexure to the AWR" has provisions for recording 'Output Indicators'. In case any sub-categories provided in the 'Output Indicators' could not be recorded in the Annexure to AWR, a separate sheet, duly signed by the officer reported upon shall be added.
4.	Clarification on 5 Marks in Output Criteria on the following:- i. Partial fulfilment/ exceeding the indicated criteria. ii. Marks for acquiring Master's degree iii. Whether the point for acquiring Ph.D/previous work experience will be counted only in 1 year or for each year. iv. Benchmark for claiming marks in categories- process know-how/ product	As per the extant policy, a candidate is required to secure at least 20 marks in each year from any of the sub-categories (5 marks each) of any of the Product Links for review promotion. In order to obtain full 5 marks from each sub-category of a Product Link, a candidate has to achieve certain number of units i.e., 01 or more than 01 unit in each the Output Indicator. In the case of those sub-categories of output indicators/Product Link requiring 01 unit, proportionate marks will not be allowed for partial fulfilment. 5 marks will be given to those who fulfil the required 01 unit. However, for those sub-categories of Product Link requiring more than 04 unit, proportionate marks out of 05 marks will be allotted. As regards acquiring Ph.D/Masters degree, a candidate will be granted the benefit for each year of AWRs reported to.

	design know-how / technical initiatives. v. S&T Human Resource Product Link.	
5.	Elaboration of the scope of each sub-category with suitable example (s).	Mr. 'X' gets minimum 20 marks, 5 marks each from the prescribed sub-category. But, Mr. 'Y' gets 50 marks, 5 marks each sub-category from the 16 Product Links. Since the minimum eligibility for promotion to the next higher grade is 20 marks under the policy, both Mr. X & Y are eligible for promotion. Further, as ranking/numerical grading system is not in vogue in the review promotion, the concept of higher/less priority for Mr. 'X' & 'Y' (based on the 20 & 50 marks obtained in AWRs) and seniority does not exist. The eligibility of Mr. 'X' & 'Y' for promotion to the next higher grade will be considered subject to their performance before the DPCs/Assessment Board.
6.	Difficulty of fulfilment of the criteria for Output Indicators in some of the sub-categories in one year.	The policy has been designed to fulfil the requirement of MeitY and its organizations. Further, 'Output Indicators' have been extended to the maximum to ensure that, the work performs in MeitY by all S&T officers are covered by the policy. The concept of, "the assessment process shall be rigorous with due emphasis on evaluation of scientific and technical knowledge so that only those scientists who have their credit demonstrable achievements or higher level of technical merit, are recommended for promotion" as laid down in the policy shall prevail. Every candidate, who fulfils the minimum eligibility and who have to their credit demonstrable achievements or higher level of technical merit before the DPCs/Assessment Board only are fit for promotion under the extant policy. Group 'A' S&T officers, who are unable to fulfil the minimum eligibility and credit demonstrable achievements or higher level of technical merit before the Assessment Board/DPC, are not fit for recommendation for promotion under the extant policy.
7.	Each scientific officer has to submit APAR each year. It was observed that the work details brought in APAR is mostly replicated in AWR since both work reports (ie. AWR & APAR) focuses on S&T &	The principal objective of Annual Performance Appraisal Report (APAR) is to improve the performance of the subordinate in his present job and also to assess his potentialities and provide him appropriate feedback and guidance for correcting his deficiencies and improve his performance. APAR provides basic and vital inputs for assessing the performance of an officer. However, the Annual Works Reports (AWRs) only capture the scientific content of work done by them during the relevant residency period,

	innovation content.	**which forms the basis for evaluating the merit of the concerned S&T officers.**
		The reporting/reviewing officer assessed the overall performance of the officer such as work output, personal attributes, functional competency etc., in the APAR. Hence, unlike AWR, the scientific content of the work done by the scientist could not be reflected in the APAR.
8.	Explanation on Field experience for promotion to Sci. 'F' (2 yrs) and Sci. 'G' (5 yrs)	Every scientist who is eligible for consideration for promotion to the grade of Sci. 'F' and Sci. 'G' shall provide the details of field experience in additional sheet for the entire residency period.

2.   Besides, a sample of Self Appraisal Report format for writing the AWR in accordance with the Personnel Policy of MeitY is also enclosed herewith for ready reference.

Encl: As above.

(Sanjit Choudhury)
Deputy Director
Tel: 24301245

To,
    (i)   All GCs for kind information.
    (ii)   DD(Pers.) / DD (ABCD)

Copy to,

    (i)   IntraMeitY.

Annual Work Report (......... to ....)
Part IV
SELF ASSESSMENT BY THE OFFICER REPORTED UPON

1. Name: ......
2. Designation: ......
3. Area of S&T function:

a) System administration
b) Incident handling
c) Mail administration
d) Administration of Firewall
e) Intrusion Prevention System administration
f) Administration of Anti Virus Gateway Servers for domain users and DMZ
g) Administration of WSUS
h) Administration of Domain Controller
i) Log analysis
j) Installation of Tools/Software/Systems
k) Participation in all the National/International Incident Handling and cyber security Drills conducted and participated by CERT-In/CERTs across the world.

4. Brief Description of S&T work function:

System Administration functions:

a) System administration of Sun Fire T5220, Sun V240, V210, Sun Fire X4200, Sun Fire V40z, IBM p series 630 servers, Link proof, Defense Pro, Check point firewall UTM – I 3070, Symantec Messaging Gateway 8340, EMC storage, Ethernet Switches, KVM Switches, Routers, Desktops, Laptops, Printers, network cabling and other related electronic & electrical equipments.
b) Computer Security Incident Handling.
c) Installation of update, security patches and service packs as and when needed to keep the network up to date and safe from outside and inside threats.
d) System administration of Mail servers.
l) Administration of Firewall
e) WSUS administration
f) Domain Controller administration
g) Intrusion Prevention System administration: - Intrusion prevention mechanism was configured for protecting CERT-In infrastructure safe from cyber threats.

Log analysis :-

◦ Logs of all the servers & security devices analyzed on daily basis. At the time of analysis malicious log entries separated out. As per the malicious logs corrective measures applied.

Installation/updating of Tools/Software System :-

a) Packet analyzer Tools
b) Network monitoring Tools
c) Vulnerability scanners & Penetration Testing Tools.
d) Encryption software
e) Antivirus/Antimalware software
f) Operating System, Application Software installation/update/upgrade

National/International Incident Handling and Cyber Security Drills :-

◦ Participated in all the National/International Incident Handling and cyber security Drills conducted and participated by CERT-In/CERTs across the world.

5. S&T output indicator for assessment and measurement of work function (as appropriate to the Officer)

Sl No	Product Link	Sub Category	Details
1	M. ICT Infrastructure Product Links	Operations, Management and Maintenance in Office	1) Customization of the network as per the CERT-In's needs, such as adding/ update/ upgrade software and hardware for smooth efficient and secure operation of computer network. 2) Performance monitoring. 3) Troubleshooting, logging errors, assigning permissions to users. 4) Backing up and restoring data. 5) Security Incident/ threats related to CERT-In infrastructure analysed and resolved successfully.
2	D. S&T Management Product Link	Technical support	1) Installing and configuring system hardware and software. 2) Establishing and managing user accounts, assigning permissions to users. 3) Installing and updating/patching system software. 4) Preventing the spread of viruses and malicious programs. 5) Allocating mass storage space, 6) System security management, creating a backup and recovery policy, performance monitoring 7) Helping internal and external users with their technical issues (Hardware as well as software).
3	M. ICT Infrastructure Product Link	Management and prevention of security threats/ vulnerabilities in Cyber Space	1) Logs of all the servers and security devices analysed on daily basis. New attacks identified. 2) Corrective and Prevention methods applied by modification in policies, updates, patches and service packs.
4	E. S&T Services Product Link	Assembly/integration/testing	1) Assembling/integration/testing of Software and Hardware procured based on the reports to add/update/upgrade 2) Assembling/integration/testing of Software and Hardware procured for CERT-In users
5	E. S&T Services Product Link	S&T information services – Analysis	1) Logs of Mail server - 1 2) Logs of Mail server - 2 3) Logs of Domain Controller 4) Logs of Firewall - 1 5) Logs of Firewall - 2 6) Logs of Web server - 1 7) Logs of Web server - 2 8) Logs of mail Gateway 1 9) Logs of mail Gateway 2

			10) Logs of Anti Virus Gateway Logs of all the servers and security devices analysed on daily basis.
6	L. ICT Services Product Link	Capacity Building programme	Participated in all the National Incident Handling and cyber security Drills conducted and participated by CERT-In.
7	B. Technology Product Link	Process Know How	1. Studied each and every process of securing OS and application software. 2. Studied how to secure network and systems from newly detected viruses and malicious software.
8	I. S&T Cooperation Product Link	National Competitiveness	Participated in all the International Incident Handling and cyber security Drills conducted and participated by CERT-In/CERTs across the world.
9.	F. S&T Human Resource Product Link	Master's level education	M.Sc (IT)
10	O. Career Product Links	Acquiring technical work experience before induction of DeitY in electronics and IT industry. (atleast 1 year)	ET&T an organisation of DeitY (14 Year) Private electronics Industry (2 Year)
11	F. S&T Human Resource Product Link	S&T management courses	1) Foundation Certificate in IT Service Management 2) Direct Trainer Skills
12	F. S&T Human Resource Product Link	Training on advanced technical and Analytical methodologies	1) Master Trainers Programme 2) Computer Forensics for Technical Staff 3) Fundamentals of Incident Handling 4) Information Security for Technical Staff

6. Enumeration of major outputs from S&T Function

Sl No	Product Link	Sub Category	Min. Units Required	Units Obtained	Marks
1	M. ICT Infrastructure Product Links	Operations, Management and Maintenance in Office	1	5	5
2	D. S&T Management Product Link	Technical support – internal and external	5	7	5
3	M. ICT Infrastructure Product Links	Management and prevention of security threats/ vulnerabilities in Cyber Space	2	2	5
4	E. S&T Services Product Link	Assembly/integration/testing	2	2	5
5	E. S&T Services Product Link	S&T information services – Analysis	10	10	5
6	L. ICT Services Product Link	Capacity Building programme	5	5	5
7	B. Technology Product Link	Process Know How	2	2	5

8	I. S&T Cooperation Product Links	National Competitiveness	1	5	5
9	F. S&T Human Resource Product Link	Master's level education	1	1	5
10	O. Career Product Links	Acquiring technical work experience before induction of DeitY in electronics and IT industry. (atleast 1 year)	1	1	5
11	F. S&T Human Resource Product Link	Foundation Certificate in IT Service Management	2	2	5
12	F. S&T Human Resource Product Link	Training on advanced technical and Analytical methodologies	2	4	5

7. Innovation content of work done {about 100 words}

Computer Security Incident Handling :- Security Incident related to CERT-In infrastructure analysed, handled and resolved successfully. Handled cyber threats against CERT-In efficiently.

New attacks identified at Anti Virus Gateway level, customised policy Prevention mechanism was developed.

Sun Cluster configuration is used for load balancer and failover facilities.

The data communication between server and storage took place through ether card. The problem of bottleneck was resolved by creating ether channel.

Vulnerabilities identified and patched in Solaris Operating Systems, servers, security devices and nodes.

Up gradation of DNS server (H/W and S/W).

8. Major impact reported during the financial year (if any) for work done during previous three years).

- More secured and redundant IT services with high availability.
- System administration work of previous years was helpful in configuration of Network, Servers, security devices, IT infrastructure and associated electronic & electrical devices.
- System Administration experience was helpful in updating network and troubleshooting the problems.
- MTTR (Mean Time to Recover) of system was reduced. MTBF (Mean Time between failure increased. Due to aforesaid parameter our IT-Infrastructure was almost 365x24x7 as desired by CERT-In Emergency services.
- Security implemented patching up vulnerabilities identified by different tools such as Nessus, Nmap, Saint.
- Several new attacks identified before it may penetrates to our network.
- Helped other government organization in Inspection and testing of computer hardware.
- Cyber attacks reduced on CERT-In infrastructure by utilizing multiple ISPs and building good relationship with ISPs.
- Cyber attacks reduced by implementing firewalls, IPSs and virus gateways.
- Daily monitoring of logs helped us in identifying new trends/methodologies adopted by hackers.

9. Scientific and technological methodologies used in work function.

System administration:-

- Locality-based cluster in Active-Passive mode has configured on Solaris10 OS.
- Mail sever configured in cluster environment, IP based switching was used in this cluster configuration
- Multiple Resource Group created for automated switching of services between servers.

- Security for mail server enhanced by putting policies in Gateway server.
- Internet connectivity from multiple vendors ensured high availability.
- Logs stored in a separate directory for the analysis purpose.

Domain controller Administration:-
- Creating user, locking and unlocking user accounts, resetting passwords, privilege management, revoking system privileges, granting and revoking roles.

Intrusion Detection and prevention System
- Snort

Network management/Analysis
- Security Information and Event Management (SIEM) Tool (RSA envision Appliance)

Vulnerability Scanners & Penetration Testing Tools (VA & PT)
- HP WebInspect, IBM Rational Appscan, Saint, Nessus, GFI Languard

Incident Handling
- NIST Incident handling guideline
- CERT/CC Incident handling SOPs
- Whois service and Tools (Smart whois, dnsstuff etc)
- Encryption and Digital Signature(PGP)

10. Suggestions (if any) for work functions based on new or emerging scientific principles.
- A reliable and secured DR system should be implemented.
- Network traffic traverses through CERT-In router may be stored for analysis purpose.
- Malicious data may be stored for research activities.

11. New technologies if any introduced by the officer in work plan/functions
- Intrusion prevention mechanism was introduced on different layers for preventing attacks on CERT-In network.
- Passive packet capturing tools used for analyzing deep packet inspection.
- Signature and Rate based IPS deployed for securing Network.
- New devices & S/W tools incorporated from industry leaders of the respective field.

12. Any other highlight of special S&T content in the work
- Computer Security Incident Handling.
- Software/hardware Mirroring was created between hard disks.
- All critical servers are configured in cluster mode for redundancy and high availability.

13. One page summary of the scientific and technical elements in the work done during the financial year
a) System Administrator: Worked as system administrator of Sun Fire T5220, Sun V240, V210, Sun Fire X4200, Sun Fire V40z, IBM p series 630 servers, Link proof, Defense Pro, Check point firewall UTM – I 3070, Symantec Messaging Gateway 8340, EMC storage, Ethernet Switches, KVM Switches, Routers, Desktops, Laptops, Printers, network cabling and other related electronic & electrical equipments. Responsibility includes management, installation, analysis, maintenance, evaluation, up gradation and monitoring tasks.
b) Computer Security Incident Handling.
c) Implementing the active and proactive measures relevant to the vulnerabilities and cyber attacks comes to my knowledge through various sources.
d) Participation in all the National/International Incident Handling and cyber security Drills conducted and participated by CERT-In/CERTs across the world.
e) Daily log analysis of servers and security devices installed to look for any anomaly and take

action.
f) Troubleshoot networks, servers, and applications to identify and correct malfunctions and other operational difficulties.
g) Investigate user problems, identify their source, determine possible solutions, test and implement solutions.
h) Guidance and technical support to the juniors to achieve their goals assigned.

14. Quantified S&T outputs as per the selected Indicators (as annexed)

Total Score :

Signature of the officer reported upon