



IT Helpdesk

The IT Helpdesk at the FTK-Centre for Information Technology is being looked after by M/s CRAC Pvt. Ltd. to address all IT-related problems in the University.

They are responsible for the following IT-related problems:

- Maintenance of Computers, Printers, UPS and other peripherals under AMC.
- Installation of Operating systems & Anti virus software & virus related problems.
- MIS Installation.
- Network related problems and Internet connectivity.

Escalation Matrix of CRAC Infosystems Pvt. Ltd.

Level	Name	Contact No.	E-Mail ID	Response time
1 st Level	Ms. Sonia (IT Helpdesk) Coordinator	Extn. 4266	ithelpdesk@jmi.ac.in	Immediate
2 nd Level	Ms. Faheem Mufti (IT Helpdesk) Team Leader	8800615654	ithelpdesk@jmi.ac.in	Immediate
3 rd Level	Mr. Ashutosh Kumar Customer Support In charge	9873305489	support@crac.net	24-48 hrs
4 th Level	Ms. Jyoti Sukhija , Executive	7838491289	jyoti@crac.net	Beyond 48 hrs
Exect. Desk	Ram Sharma, Sr. Engineer	9990178837	ithelpdesk@jmi.ac.in	Immediate

Complaint Registration and Escalation Chart:

In case of telephonic complaints, the IT Helpdesk Coordinator will issue a Complaint ID to the complainant. The users are requested to always cite complaint IDs while reporting their problems to IT Helpdesk Coordinator and higher office bearers of the IT Helpdesk in case problem are not solved within reasonable time.

For any problem concerning to IT Helpdesk, please contact *Dr. S.N.A Rizvi*, Manager, IT services (ITS), FTK-Centre for Information Technology. Email: snrizvi@jmi.ac.in, Mob: 9810400995 (9:00 am-5:30 pm)