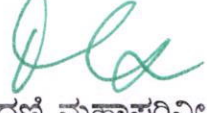ಸಂಖ್ಯೆ: **Comp/ 98/2020-21**

ನೋಂದಣಿ ಮಹಾಪರಿವೀಕ್ಷಕರು ಮತ್ತು
ಮುದ್ರಾಂಕಗಳ ಆಯುಕ್ತರವರಕಛೇರಿ,
8ನೇ ಮಹಡಿ, ಕಂದಾಯಭವನ
ಕೆಂಪೇಗೌಡರಸ್ತೆ, ಬೆಂಗಳೂರು –09
ದಿನಾಂಕ: ೨೫–04–2023.

ಜ್ಞಾಪನ

ವಿಷಯ: ಕಾವೇರಿ–2.0 ತಂತ್ರಾಂಶದಲ್ಲಿ ಎದುರಾಗುವ ತಾಂತ್ರಿಕ ಸಮಸ್ಯೆಗಳನ್ನು ಪರಿಹರಿಸುವ ಸಂಬಂಧ
ಅನುಸರಿಸಬೇಕಾದ ಮಾರ್ಗಸೂಚಿಗಳ ಕುರಿತು.

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ಮೇಲ್ಕಂಡ ವಿಷಯಕ್ಕೆ ಸಂಬಂಧಿಸಿದಂತೆ, ಕಾವೇರಿ–2.0 ತಂತ್ರಾಂಶದಲ್ಲಿ ದಸ್ತಾವೇಜಿನ ನೋಂದಣಿ
ಸಮಯದಲ್ಲಿ ಎದುರಾಗುವ ಯಾವುದೇ ತಾಂತ್ರಿಕ ಸಮಸ್ಯೆಗಳನ್ನು ಪರಿಹರಿಸುವ ಸಂಬಂಧ ಅನುಸರಿಸಬೇಕಾದ
ಮಾರ್ಗಸೂಚಿಗಳನ್ನು (Excalation Matrix) ಈ ಪತ್ರದೊಂದಿಗೆ ಲಗತ್ತಿಸಿರುವ ಅನುಬಂಧದಲ್ಲಿ
ವಿವರಿಸಲಾಗಿರುತ್ತದೆ. ತಾಂತ್ರಿಕ ಸಮಸ್ಯೆಗಳನ್ನು ಪರಿಹರಿಸಿಕೊಳ್ಳಲು ಸದರಿ ಮಾರ್ಗಸೂಚಿಗಳನ್ನು ಕಡ್ಡಾಯವಾಗಿ
ಪಾಲಿಸಲು ಈ ಮೂಲಕ ಸೂಚಿಸಿದೆ.

ನೋಂದಣಿ ಮಹಾಪರಿವೀಕ್ಷಕರು ಮತ್ತು
ಮುದ್ರಾಂಕಗಳ ಆಯುಕ್ತರು, ಬೆಂಗಳೂರು.

ಇವರಿಗೆ,
1. ರಾಜ್ಯದ ಎಲ್ಲಾ ಜಿಲ್ಲಾನೋಂದಣಾಧಿಕಾರಿಗಳಿಗೆ ಸೂಕ್ತ ಕ್ರಮಕ್ಕಾಗಿ.
2. ರಾಜ್ಯದ ಎಲ್ಲಾ ಉಪನೋಂದಣಾಧಿಕಾರಿಗಳಿಗೆ ಸೂಕ್ತ ಕ್ರಮಕ್ಕಾಗಿ.

ಪ್ರತಿಯನ್ನು:

ಯೋಜನಾ ವ್ಯವಸ್ಥಾಪಕರು, BOO ಯೋಜನೆ, ಮೆ:ಸಿಎಂಎಸ್ ಕಂಪ್ಯೂಟರ್ಸ್ ಲಿ. ಕೇಂದ್ರ ಕಛೇರಿ,
ಬೆಂಗಳೂರು.

Escalation for KAVERI 2.0 from CSG Team

Name	Type of Support	Email/Mobile	Issue Resolution Process
Technical Consultant-1	L1	Respective DEOs or Application Support Engineer	• L1 Support team member receives information regarding issue occurrence from citizens/Dept which needs further investigation/resolution from Tech Team (L2)
Ramachandra Kulkarni	L2	ramachandra.kulkarni@csgkarnataka.in +91 94498 66555	• Receives issue details from L1 Support and/or updates the issue tracking tool with appropriate priorities(See below)
Swetha N	L2	swetha.n@csgkarnataka.in +91 96635 03219	• Analyzes and provides an update on the issues tracking tool regarding the resolution of the issue
Sidaray Jeerankalagi	L2	sidaray.jeerankalagi@csgkarnataka.in +91 74064 41353	tracking tool and may respond back to L1 Support
Manjunatha N	L2	manjunath.n@csgkarnataka.in 9164477899	• Debugs the issue further using tools(Browser, SQL, etc), reproduces the issue in PreProd env and provides additional data to L3 Support for resolution. • Follows-up with L3 Support to find the resolution of the issue and updates the issues tracking tool with resolution steps, if any.
Seemanthini Gowda	L3	seemanthini.gowda@csgkarnataka.in 9986032258	• Reviews issues assigned by L2
Rakshith Maiyya	L3	rakshith.maiya@csgkarnataka.in 9731735685	• Resolves the issue in a time bound manner based on the priority
Mahendra Shrivas	L3	mahendra.shrivas@csgkarnataka.in 7828417527	• Assigns the issues to the developer and ensures resolution in a time bound manner • For critical DB changes, coordinates with DBA to resolve DB related changes • Deploys the necessary code base and configuration to PROD and PrePROD environment • Ensures PreProd environment is ready with necessary code base and database changes so that client/L1 team can test and

Name	Type of Support	Email/Mobile	Issue Resolution Process
			approve the issues for PROD deployment.

Escalation Process for KAVERI 2.0 Issue Resolution

- L1 Support team member receives information regarding issue occurrence from citizens/Dept which needs further investigation/resolution from Tech Team(L2).
- L1 Support Team provides clarifications and hand-holding to required users.
- L1 Support team member adds an issue with as much details(screenshots/videos, etc) as possible with priority and assigns it to L2 Support Team Lead.
- L2 support team Lead reviews the issues and assigns them among the L2 Support Team members.
- L2 Support team member analyzes and if required debugs using browser/SQL based tools and provides additional inputs to L3 Support Team.
- If resolution is found within L2, a response will be updated in the issue tracking tool.
- If resolution is not found within L2, issue is assigned to L3 Support team lead.
- L3 Support team Lead reviews and assigns to L3 Team members.
- L3 Support team member works on the resolution of the issue and updates the issue tracking tool.