



STANDARD OPERATING PROCEDURE

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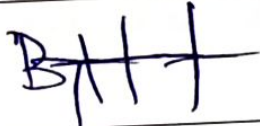
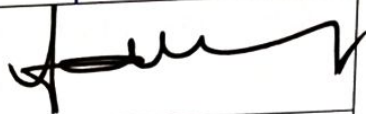
ANDROID VERSION OF E-TICKETING DEVICE



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AUTHORIZATION

ACTION & IDENTIFICATION	OFFICE	SIGNATURE
Prepared by	Corps Information Technology Office	
Reviewed by	Management Representative (MR)	
Approved by	Corps Marshal	
Title	Standard Operating Procedure for Android Version of e-Ticketing Device	
Edition	0	
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STANDARD OPERATING PROCEDURE (SOP) FOR ANDROID VERSION OF E-TICKETING DEVICES

1.0 INTRODUCTION

In line with the Corp's effort to align with the global technological advancement, E-ticketing was introduced to replace the traditional paper booking. However, to further ensure continual improvement, the initial e-ticketing device was replaced with its android version which offers more flexibility in operation and service output. Thus, this SOP is developed to acquaint general staff on the procedure guiding the use and administration of the android version of the e-ticketing device in the Corps.

The Corps Information Technology Office (CITO) was established in 2007 and transited into a full Corps Office in 2019. It is responsible for the architecture, hardware, software and networking of computers in the Corps. IT professionals working in this Corps Office perform a number of duties to ensure that staff of the Corps has full access to IT services.

1.1 SCOPE

The SOP is applied to all staff involved in the administration and handling the android e-ticketing device. Notwithstanding the SOP, staff must ensure compliance with extant directions issued concerning the usage/handling of the device.

1.2 PURPOSE

The purpose of the SOP is to standardize the processes and procedures relating the handling and general administration of the android version of the e-ticketing.

2.0 RESPONSIBILITIES

2.1 Corps Information Office (CITO)

A. Users Management: This involves the unit that manage the creation of Command users and System users on e-ticketing devices. The units include the following:

- Command Users
- System Users

B. General Setup: These are fields under e-ticketing application device. These include:

- Command Setup
- Offence Setup
- Point Base Setup
- Device Setup
- Rout Setup

C. View Reports: These are fields under e-ticketing application device which involve the following:

- Check Driver's License
- Vehicle Plate Number
- Device Activity
- Data Capture Analysis
- Offenders
- Warning
- Flying Offenders
- Officer Performance
- Command User Movement
- Vehicle Safety Check
- Device Synchronization
- Point Base
- Road Traffic Crash
- Audit

D. Training Programmes: CITO train the process owner (Ops department) on the new solutions developed. CITO also provides refresher course on the new and existing applications via Zoom and/or Physical to Departments, Corps Offices, Field Commands.

2.2 Field Commands (Zonal and Sector IT Officers)

A. Users Management: The Zonal and Sector IT Officers carry out task on the below fields in the e-ticketing application device. These are:

- Command Users
- Route Setup

B. View Reports: These are fields under e-ticketing application device.

- Check Driver's License
- Vehicle Plate Number
- Device Activity
- Data Capture Analysis
- Offenders
- Warning
- Flying Offenders
- Vehicle Safety Check

3.0 CHALLENGES HANDLE BY CITO

3.1 The nature of issues or challenges received by CITO team is categorized as follows:

- i. Users Account Management
- ii. Password Management
- iii. Configure and reconfiguration of e-ticketing devices
- iv. Basic hardware and Software troubleshooting
- v. Training

3.1.1 USERS ACCOUNT MANAGEMENT

The CITO receives complaints relating to User's Management (e.g. Add, Edit and Suspension of users account) from the Field Commands via Service desk email.

3.1.2 RESOLUTION

A ticket will be issued concerning same request sent to *customer relationship Manager (CRM)* mail to Application Client and Support (ACS) Unit for a quick action to be carried out after which a mail is sent back to them indicating that their requests has been treated accordingly.

3.2 PASSWORD MANAGEMENT

The CITO receives complaints relating to Password Management (e.g. Change of Password) from the Field Commands via Service desk and/or email.

3.2.1 RESOLUTION

A ticket is opened concerning same request sent to *customer relationship Manager (CRM)* mail to Application Client and Support (ACS) Unit for a quick action to be carried out after which a mail is sent back to the concerned Command indicating that their requests has been treated accordingly.

3.3 CONFIGURE AND RECONFIGURATION OF E-TICKETING DEVICES

The stages involve in the maintenance of existing application system is as follows:

- a. Charging of the device for at least 4 hours with Electricity Supply.
- b. Install e-ticketing (FieldOps) Apps on the device
- c. Insert Data SIM into the device and ensure there is internet facility on the device.
- d. Assign and configure the device to the Command following the distribution list from Ops department.
- e. Create Command Users and Rout of the Command via e-ticketing web (<https://fieldopsmobile.frsc.gov.ng>) portal
- f. Attach printer paper and package the device for dispatch to Ops department.

3.4 BASIC HARDWARE AND SOFTWARE TROUBLESHOOTING

The stages involve in the basic hardware (e.g. e-ticketing device) and software troubleshooting is as follows:

- a. Remove and re-insert the battery for 1 minutes.
- b. Charging of the device(s) for at least 4 hours with Electricity Supply (**Generator not recommended at first charge**).
- c. Installation of E-Ticketing Application on the device (s).
- d. Configurations and Assigning of the device to Field Commands.
- e. Creation of Command Users and Route on web platform.
- f. Synchronization and Testing of the device.
- g. Packaging with SIMs and prepare for deployment.

4.0 GUIDELINES FOR E-TICKETING DEVICE(S) USERS

- i. The e-tickecting device(s) should not be left unused for a period more than 24 hours. Hence, charging the device is mandatory if left beyond the stipulated hours.
- ii. The e-tickecting device(s) should be charged constantly to strengthen the battery life (**Generator not recommended at first charge**).
- iii. The e-tickecting device(s) should be handled with care and used appropriately to avoid getting damaged or lost

- iv. Avoid placing or exposing the device to the direction of SUN to avoid screen damage or battery swollen up
- v. Constant synchronization of the device is mandatory at the end of each patrol duty.
- vi. Ensure proper checking of the device status when taking and/or handing over duty.
- vii. The e-tickecting device(s) must be used all the time.
- viii. Send mail or call any of our CUG's numbers as stated hereunder if you experience any issues with the device.

5.0 PROCEDURES AND PROCESSES

5.1 REQUEST OF NEW E-TICKETING DEVICE(S)

- i. The Heads of Department/Corps Officers/Commanding Officers send request for allocation of E-ticketing Device to the Corps Marshal through DCM (OPS) and attention the Corps information Technology Officer (CITO).
- ii. CITO compiles the requests and forward to the Corps Marshal for approval.
- iii. CITO forwards Corps Marshal's approval to DCM (OPS) for allocation of new command codes and purchase of new devices
- iv. CITO distributes the new E-ticketing devices to the beneficiaries in line with the Corps Marshal's approval
- v. CITO updates the FRSC E-ticketing Database accordingly.

5.2 REPLACEMENT OF DAMAGED E-TICKETING DEVICE(S)

- i. The Heads of Department/Corps Officers/Special Units/Commanding Officers sends requests for replacement of bad E-ticketing device(s) (showing FSK) to the Corps Marshal through DCM (OPS) and attention the Corps Information Technology Officer (CITO).
- ii. CITO compiles the requests and forward to the Corps Marshal for approval.
- iii. CITO acts on the approval of the Corps Marshal for procurement of the new E-ticketing devices
- iv. CITO distributes the new E-ticketing devices to the beneficiaries in line with the Corps Marshal's approval.

5.3 REPLACEMENT OF MISSING, DEFACED AND STOLEN OF E-TICKETING DEVICE(S)

- i. The user bears the cost for the procurement of the new device and repairs as detailed in paragraph 5.0(i-v) above.

5.4 COMPLAINTS HANDLING

- i. FRSC E-ticketing devices complaints range from Frequency Shift Keying (FSK) error, suspected software malfunction, Problem with battery issues, Problem of not configuring properly, Technical problem like Optimizing app and consistently rebooting itself.
- ii. Users are to direct all E-ticketing complaints to Sector Information Technology Officers (SITOs) and Zonal Information Technology Officers (ZITOs) through telephone calls and mail .
- iii. SITO/ZITO escalates the complaints ranging from (i) above to CITO RSHQ through the servicedesk at servicedesk@frsc.gov.ng. where a customer relationship Manager (CRM) ticket is opened (Note that every complaint has a ticket number assigned to it).
- iv. E-ticketing Administrator Application Client and Support (ACS) escalates the complaints to vendor for resolution, after which the ticket is closed upon resolution of the complaint (it should be noted that all resolution are automatically available to the service desk.
- v. The service desk informs the SITO/ZITO of the resolution
- vi. In case of any lost /stolen/missing of defaced E-ticketing device, the user will bear the cost for the procurement of the new one.
- vii. SITO/ZITO should contact CITO RSHQ (FRSC DATA SIM account Officer) on how to do SIM welcome back.
- viii. SITOs/ZITOs follows-up to ensure that the user puts the data SIM to use within 24hrs of the welcome back.

5.5 REPORT RENDITION FROM FIELD COMMANDS

All field IT Officers (SITOs, and ZITOs) should forward monthly report using the template on annex A on their activities as regards E-ticketing device to CITO RSHQ through the service desk before 1200hrs every last Friday of the month.

5.6 PROCEDURE FOR MONITORING THE APPLICATION & CLIENT SUPPORT (ACS) ACTIVITIES

5.6.1 The Application & Client Support (ACS) Officers
The ACS Officer is a person who is responsible for the daily upkeep, verification and monitoring of the FRSC web applications and escalation of issues to the respective application support staff and vendors. The officer seeks to ensure that the uptime, performance, resources and security of the web applications meet the needs of the numerous front-end users of the web applications

- a. He is also to handle the 1st line support role by troubleshooting any inactive server, operating system, web application, and network hardware and network application errors before escalation to specific vendors.
- b. The ACS officer is expected to fill the availability template and forward the report to DCC (CITO) for review and further dissemination to the Management.

5.6.2 The Application & Client Support (ACS) Staff Officer

- a. The application support staffs are responsible for both the 1st line support and 2nd line support roles in resolving any identified fault or downtime. Unresolved issues are to be escalated to DCC (CITO) for proper coordination and escalation.
- b. When necessary, the application support staffs involve the 3rd line support (web developer/Vendors) for instant resolution.

5.6.2.1 Roles of the Application Support Staff

- a. He performs daily routine checks on the operability of the web applications. If there are issues unresolved, he escalates to the web developers whilst copying the DCC (CITO).
- b. He manages the login credentials of various web applications.

6.0 GUIDELINES TO MONITOR THE WEB APPLICATION

This is a daily routine exercise to ensure that all websites are constantly up and running. The following steps are expected to be carried out to execute the verification process by all the various process owners mentioned above:

STEP ONE:

OPEN the Internet browser (Mozilla, Chrome, Internet Explorer, Opera...etc.).

STEP TWO:

ENTER the required URL (<https://fieldopsmobile.frsc.gov.ng/>) in the Address Bar.

STEP THREE:

OBSERVE that the Webpage/Portal is up and active.

STEP FOUR:

In case of error, basic Troubleshoot practice is required, such as:

- Restart the computer
- Try a different browsers
- Check network connectivity
- Call the application support staff.

STEP FIVE:

Make a report indicating status of each website/portal.

7.0 INSTALLATION GUIDELINES

- a. Take out the back cover and battery, the card sockets will be shown.
- b. Push the SIM card into the socket correctly. Be sure the SIM card is in right position.

Battery Installation

- a. Open the back cover and put the battery into the holder. Install the battery in right direction.
- b. Put the cover back to the terminal.

Warning:

- a. The changing of wrong battery type has risk to be explosive.
- b. Don't throw battery casually.

NOTE:

- a. Before using the Device, ensure that you charge the device(s) for at least 4 hours.
- b. If you have any problems, please contact CITO via eticketing@frsc.gov.ng or call 0805 829 8405, 0815 065 4571, 09055792587 and 09055792541

ANNEX A: FRSC E-TICKETING TEMPLATE

Name of Command:

Name of the Reporting Officer:

Total Number of E-ticketing Device(s) in the Command:

Reporting month/year:

DETAILS OF THE E-TICKETING DEVICE(S) IN THE COMMAND

S/N	E-ticketing User	E-ticketing Name	E-ticketing Status	E-ticketing Data SIM	Remark
1.	Unit Commander	RS3DOT1A	Active	Functional	E-ticketing Device in good shape
2.	Sector Commander	RS11DOT3	Not active	Functional	FSK since 28 Oct. 22