Scope of Work for IT Support

The primary the services will includes

➢ Helpdesk Management
➢ Desktop Management
➢ Network Management
➢ Server Management
➢ Vendor Management
➢ IT Asset Management
➢ Backup Planning & Management

Helpdesk Management

In order to provide efficient & prompt response to the users, On-site Helpdesk should be available

Deliverables
➢ Providing single point of contact to all the users IT support requirements
➢ Provide support to users including call-logging, call-execution, Vendor follow-up, Vendor dispatch, call escalation & end-users notification.
➢ Provide assistance for problems pertaining to operational procedures for the processing environments.
➢ Call tracking & call closure.
➢ Escalation of the critical issues to appropriate IT Management
➢ Managing vendor related follow-ups

Desktop Management

This should provide the End-User support related to the IT Infrastructure

Deliverables
➢ Diagnosis & elimination of faults at the end-user site
➢ Train & update the user with proper guidance incase of any errors / mistakes
➢ Proactively take corrective actions incase required during Preventive Maintenance of Desktop / Printers
➢ Hardware configuration, software (OS/anti-virus etc.) installation and configuration and client applications installation and configuration
➢ Periodic upgrade of Anti-virus software on desktops/laptops in the Site
➢ Prevention and management of surprise virus attacks / Trojans that may harm client network in part or whole.

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Network Management

Network Services should be provided to ensure the reliability, availability & performance of the network.

Deliverables
- Establishing & administrating End-to-end connectivity upto user-desktop
- Providing appropriate access control as per the policies & guidelines set by the IT administrative team.
- Vendor liaison & co-ordination with Broadband Service provider for Internet Connectivity Via broadband, ISDN etc.
- Provide Network Documentation – Document network, patch panel configuration changes and maintain latest network configuration and topology diagrams
- Configuration and administration of network devices like Switches, Routers, Modems

Server Management

Server Management Services should be provided to ensure the reliability, availability & performance of the server hardware and operating system.

Deliverables
- Establishing & administrating server hardware and operating system
- Maintaining Mail Server for smooth mailing operation.
- Providing appropriate access control as per the policies & guidelines set by the Management.
- Provide Server related documentation – Document server OS configuration changes
- Carry out user-level MAC (Move-Add-Change) operations on the various servers
- Ensure optimum performance of the server hardware and OS by regular monitoring Patch updating and documentation.

Vendor Management

Management of third party vendors in resolving the system related problems & to ensure compliance with the service commitments

Deliverables
- Creating a Vendor database to manage & escalate issues
- Co-ordinates with third party vendors for maintenance & installation
- Follow-up with vendors in case of hardware/software problem resolution
- Track inventory of any items sent for repairs & follow up for replacement (Spares Management)

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IT-Asset Management

Proper identification, tracking & control of all IT related assets

Deliverables
- ➢ Preparing Installation reports for all IT Assets
- ➢ Maintaining all IT Asset Records with respect to Warranty details, Contracts, Configurations, Serial-No's, Make, Date of Installation, Date of Maintenance etc.
- ➢ Recording & updating all the changes in the Asset Details as and when it occurs
- ➢ Asset management service covers - Servers, Desktops, Laptops, Printers, and Networking equipment like Switches, Routers, Firewall etc.

Disaster Management

Disaster Management Services should be provide to ensure uptime of the IT Infrastructure and to minimize down time at the time of disaster

Deliverables
- ➢ Follow backup procedure as define by the management.
- ➢ Monitoring the back up of all important data like database, File Server, Mails, as per design routine.
- ➢ Periodically verifying the backup for data reliability.
- ➢ Maintaining and updating library of all the device drivers require for Operating system configuration, device configuration etc.
- ➢ Monitoring of event log files for any abnormalities and to initiate action accordingly.