

## **Scope of Work – IT Service Desk**

### **IT Service Desk**

#### **Objective**

The performance of a service desk is an indicator of the overall health of an organization's IT. As well as being a key business function, the service desk enables organizations to thrive. Service desks need to ensure that their services are clearly defined and aligned with business needs. The service desk is a single point of contact (SPOC) for end users who need assistance/help.

The primary aim of the service desk is to restore the normal service to the users as quickly as possible. In this context restoration of service is meant in the widest possible sense. While this could involve fixing a technical fault, it could equally involve fulfilling a service request or answering a query – anything that is needed to allow the users to return to working satisfactorily.

Managing VIP users are always critical to SBI Life. A VIP user may not always be a CXO level person but could very well be a normal user but whose work is critical to business production. All MANCOM members are comes in VIP list. (Approximate 100 users).

Specific responsibilities will include:

- Logging all relevant incident/service request details, and allocating categorization and prioritization codes.
- Providing first line investigation and diversion of calls.
- Escalating incidents/service requests that the service desk cannot resolve within agreed timescales
- Conducting user satisfaction call backs/surveys as agreed.
- Communication with users – keeping them informed of incident progress, notifying them of impending changes or agreed outages, etc.
- Email response of any email within maximum by 1 hrs.

Users may use the following access channels to log their incidents or support requests with the service desk:

- Call logging tool.
- Email.
- Telephone call.

#### **Key Activities and responsibilities:**

- Provide Single Point of Contact (SPOC) assistance for the all IT infrastructure management services of respective offices.
- Log service request / incidents for the service requests received via call logging tool, phone and emails.
- Prioritize the incidents as per the defined Severity matrix.
- Monitor the service desk tool for open and pending tickets and follow up accordingly.
- Categorize and assign the service tickets to appropriate technical group and align to respective severity.
- Follow-up with technical team towards service ticket status and manage internal / external notification and escalation.
- Track cases till resolution.

- Update incident status to users periodically & as per the communication standards of SBI Life as and when the status changes.
- Co-ordinate with vendors and carry out escalation when appropriate and required. Service desk team should involve actively in getting the work done from the respective vendors.
- Generate and discuss daily, weekly and monthly report to the relevant authorities within SBI Life as per the reporting schedule and structure.
- Team leader needs to analyze the calls and come up with suggestions for improvements to increase the service levels.
- Team Leader needs to update SBI Life- Infra team on the Severity 1 Calls / Incidents and their status.
- Provide service delivery attributes like engineer visit note, activity completion note at end user desk with current status of call logged, notifications if any.
- Service provider will arrange engineer to dismantle and installation of IT assets in internal shifting as on when requirement comes up. IMAC is updated to Asset Management Team. (Transportation of IT assets is not under service provider's responsibility).
- Service provider has to provide Training & Induction to all new resources in all Domains.
- Evaluation of service desk and engineer has to be conducted once in 3 months.
- End User support & Assistance (Answering queries related to application features and usage).
- Basic transition support – for new application roll-outs and version upgrades.
- Coordinate and follow up with the vendors for escalated incidents and problems.
- Escalate the application / logic related problems to respective stake holder.

### Deliverables:

Following reports should be generated using the Service desk tool;

- Call logging and assigning to engineer within 4 min.
- Monthly - Incident reports.
- Monthly - Service Level compliance report.
- Daily - Pending & closed calls reports.
- Monthly – Call Analysis report

The productivity for centralized IT service desk is to be delivered as per below.

Roles	Response Time	TAT for Call logging and assigning	AHT	Total Resource	Number of calls to be handled per resource per day
IT Service desk	Immediate	05 min	5 min	6	96

Type Of Service	IT Service Desk
Contract Period	Period : 3 years from 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2023
Mode of Delivery	On Site
Qualification of Resources	Any Graduation from Computers field
Certification	

<b>Type Of Service</b>	<b>IT Service Desk</b>
<b>Services window</b>	9 Hrs * 6 days
<b>Onsite Resource</b>	Total 6 resources. 2 resources at CPC 2 resources at HO 2 resources at Belapur to application support coordination for branches
<b>Experience of the resource</b>	2 + Year
<b>Backup resource</b>	Backup resource to be maintained by the vendor to ensure consistency of service
<b>Eligibility</b>	All resources will be interviewed by SBIL & if found suitable then only hired by SBIL.
<b>Locations</b>	Navi Mumbai

**Resource replacement failure:** Due to any exigency if resource is not able to reach SBIL site then SP has to provide us replacement resource within 2 hours.

**Penalties:** After 2 Hours it will be marked absent & two day extra working service credit to be provided amount will be deducted or equivalent amount to be deducted from monthly bill. For long leave it has to be planned with the consent of SBIL and replacement should be made available on site 2 days in advance for KT. One-day amount will be deducted.

Configuration failure of any planned activity to be executed by SP in the event of rollback: If any activities are planned and scope is defined but due to non-execution and without foreseen impact in the event of rollback.

**Penalty:** Amount will be deducted in proportionate with the impact & downtime depending on case to case basis.

#### **Exit Clause**

- One months' notice from the either side.
- In case of failure to comply the committed SLA twice in a quarter.
- Knowledge transfer to the successor with consent from SBIL.
- Transient handshaking to the successor with consent from SBIL. Handover to the successor with consent from SBIL & signed Handover document.