

## **Scope of Work Team Leader**

### **Objective**

The objective of the Team Leader is to be the single point of contact for all the needs of user access and privilege management in the IT services organization and to record and manage approvals and filing of user requests with an emphasis on rapid execution of the requests received.

### **Scope**

The Team Leader caters to the users through the following services:

- Ensuring all call get registered in Service Desk.
- Call dispatching to respective team.
- Maintaining the call track & TAT
- Follow up with respective user / engineer for call closer.
- L2 level Troubleshooting
- Vendor Management for Warranty as well as AMC assets in the support
- OS image end to end testing for new deployment with all components

### **List of Deliverables**

**Call Management:**

**User Management:**

**2<sup>nd</sup> Level troubleshooting**

**The above lists of activities are to be carried out by the resources but not limited to the above**

## Team Leader and Resources

<b>Type Of Service</b>	<b>Team Leader</b>
<b>Contract Period</b>	Period : 3 years from 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2023
<b>Mode of Delivery</b>	On-Site
<b>Qualification of Resources</b>	Diploma or Degree from Engineering or Graduation from Computers field
<b>Certification</b>	ITIL V3 with minimum 2 years of relevant experience
<b>Services window</b>	9 Hrs * 6 days
<b>Onsite Resource</b>	Total 3 Onsite resources 1 resource at CPC -Seawoods 1 resource at HO – Natraj 1 resource at Belapur
<b>Experience of the resource</b>	4 + Year for Diploma or 2+ Year for Degree from Engineering or Graduation from Computers field
<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 month
- 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.