

Scope of work- User Management Team

Objective

The objective of the user management team 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 user management team caters to the users through the following services for multiple applications for User management and id access. The scope is defined below but not limited to as follows:

- ID Creation
- ID Deletion
- LDAP User Management
- User Rights Management
- Troubleshooting
- Additional Tasks (Access modifications to a group of users)
- Additional Activities (ID access review, ISO process adherence)
- ID Reconciliation Management
- Periodic Reports
- Documentation
- Workspace Management

List of Deliverables

ID Creation

- Creation of Id for Individual Users for The Following Applications: -
- Email, MySpace, Generic
- Portal
- Indigo (Xo)-Created by DBA
- AD Login Id
- LDAP
- Complaint Management System (Created Only for Branch - Generic Id)
- Coordinating for Id Creation with End Users.

ID DELETION

- Deletion of ID for Individual users for the following applications:
- EMAIL, MYSPACE, GENERIC
- PORTAL
- INDIGO (XO)
- AD LOGIN ID
- LDAP

USER RIGHTS MANAGEMENT

- Giving additional user rights for Procenter ID (Portal) and for Indigo ID
- Revoking user rights for Procenter and Indigo.

TROUBLESHOOTING

- Resetting of Email, Myspace, portal passwords
- Activating portal ids (individual and groups)
- Unlocking the accounts like ebandhan, ecircular, Email, aaram, ad (NT login), and complaint management system.
- Email related issues (Email Client, Webmail, outlook)
- Making portal rights reflect if they not getting reflected.
- Configuring of outlook \ Email.

ADDITIONAL TASKS

- Mapping of portal ids from one branch to the other branch.
- Creation of workspaces for graph talk developer.
- Vendor Management for Robotics support & User Management compliance

ID Reconciliation management

- Reconcile the id of various applications

Reports

- Daily, weekly ID creation/deletion Report to HR, Monthly ID creation /Deletion Report.

Documentation

- Maintain the ID creation/deletion/rights requisition forms

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

User Management Services and Resources

Type Of Service	User Management Services
Contract Period	Period : 3 years from 1st April 2020 to 31st March 2023
Mode of Delivery	On-Site
Qualification of Resources	Diploma or Degree from Engineering or Graduation from Computers field
Certification	
Services window	12 * 6
Onsite Resource	Total 3 Onsite resources 3 resources at Belapur
Experience of the resource	2 + Year for Diploma or 1+ Year for Degree from Engineering or Graduation from Computers field
Backup resource	Backup resource to be maintained by the vendor to ensure consistency of service
Eligibility	All resources will be interviewed by SBIL & if found suitable then only hired by SBIL.
Locations	Navi Mumbai

1.1. Service Level Agreement (SLA) Guidelines

TAT Matrix:

Description	Response Time	Service Window	Responsibility	Resolution time	Penalty
New ID Creation /Deletion, Additional Access Operational Calls	10 Mins	12 X 6	Bidder's Primary Onsite Resource	2 hours	1 % of the Order value per hour of delay beyond the resolution time stipulated, maximum upto 5% of the order value for a month.

Business Critical months, 24x7 services: Additional Resources for the business critical months may require enabling support business needs.

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
Confidential



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.