

User Management Support**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.

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

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. |

***Bidders Back office team of experts will be supporting the on-site resource all time & if Severity I problem occurs & the problem not resolved within 2 hours then vendor back office expert should visit the site within 2 hours.**

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