

IT Security Compliance Management Services & Preventive Maintenance of Desktop / Laptop.

Objective:

Operating System & Compliance management service will provide us to achieve 99% uptime of systems for SBI Life's infrastructure.

Responsibility:

- Installation of windows security patches, as approved by appropriate authority in SBI Life
- Installing version upgrades of existing software.
- All endpoints to be a part of AD, SEPM & ITAM.
- To maintain local administrator password policy and make sure to do not disclose with end users.
- Preventive Maintenance (PM) of all desktops / laptops is needed to be done once in a quarter in all offices, the list of activities to be carried out during the Preventive Maintenance is provided.
- Activities to be carried out in preventive maintenance are prepared in the form of checklist and it has to be 100% adhered. Checklist is enclosed along with RFP under section Annexure E.1:
- It is mandatory to complete PM for all assets within 90 days cycle hence lapses for uncompleted PM will attract penalties as mentioned in Penalties sections.
- PM schedule to be confirmed and intimated to respective end users.

Deliverables:

- Monthly windows security patches to be installing in all desktop & laptop.
- Regional audit and internal audit finding about the non compliance to be targeted as Zero finding.
- Audit finding reported by auditor should be closed within the stipulated time given towards closure of finding by auditor.
- Submission of checklist of PM duly filled and signed off by end user on IT portal or physical copy.