

Scope of Work for DR DCO support

Acronym -

DC=Datacenter	OEM= Original Equipment Manufacturer
SOW=Scope of Work	SI= System Integrator
DR=Disaster Recovery	SLA=Service Level Agreement
HO=Head Office (Natraj)	RCA=Root Cause Analysis.
OS=Operating System	SBIL=SBI Life Insurance

Objective

To manage DR Operation Support of SBI Life Insurance Co. Ltd., from Hyderabad location. To ensure optimal performance and desired High level of availability of all IT Infrastructure components. The service shall ensure a reliable and end to end management of DC Infrastructure setup located DR- Hyderabad.

OBJECTIVE

- 1) Server management i.e. OS and hardware.
- 2) AD management.
- 3) DR drill support.
- 4) Facility supervision.
- 5) Network equipment monitoring.
- 6) SAN Monitoring.
- 7) Inventory & Asset Management.
- 8) Process and compliance management.
- 9) Server & Network equipment rack mounting.
- 10) Documentation.
- 11) Vendor Management.
- 12) Data Backup and Restore
- 13) Support in ITAM, DLP etc. agent, patch deployment in server and maintenance.

RESPONSIBILITY

- Provide availability monitoring
 - a) Monitoring of Servers as per defined service window and provide near real-time reports through monitoring tool provided by SBI LIFE.
 - b) Physical monitoring of all the devices present in the data centre at least three times in 24 hours and alerting the respective team, call logging with OEM and follow up and support till resolution for issues observed
- Provide Server Performance Monitoring
- Monitoring of all server platforms and operating systems for critical performance counters, errors and warnings as per the service window specified
 - a) Critical Performance counters include
 - i. CPU Utilization
 - ii. Memory Utilization
 - iii. Disk Utilization
 - iv. Disk IO



- v. Free Disk Space
- vi. Bytes received / send
- vii. Available MBs in RAM
- viii. Paging file usage
- ix. Monitor all the event logs & take the corrective actions,
- b) Ensure all the servers event log are error free,
- c) OS Patch Management as per SBIL patch management policy defined for respective OS.
- d) Server Administration including but not limited to
 - i. Orderly start-up and shutdown of servers,
 - ii. First level hardware support and troubleshooting.
 - iii. Call logging with OEM/Support team and follow up till end of resolution.
 - iv. Restoration of server operating system in the event of a crash.
 - v. Resolve server problems like system 'hang', hard disk crash etc.
 - vi. Monitoring and Resolving Antivirus updates on Windows Servers.
- e) Managing all devices at DR Site:
 - i. Monitoring of all devices deployed at the DR.
 - ii. Call logging with OEM/Support team in coordination with the device owner till end of resolution in case of failure or problems.

OTHER ACTIVITIES

- ⇒ Execute data backup and restoration for SBIL
- ⇒ Process adherence and documentation as per the SBI LIFE backup policy
- ⇒ Perform Install, Move, Add or Change (IMAC) at the server level,
- ⇒ Adherence to daily checklist for server maintenance as provided by SBI LIFE,
- ⇒ Assessment and reporting of Audit logs of File server, AD etc .
- ⇒ Generating various reports to File server and following up with users for resolving issues related to file servers and AD.
- ⇒ Escalating unresolved problems to the principal / vendor for ensuring resolution,
- ⇒ Maintain server inventory along with AMC/Warranty details.
- ⇒ Management of facility services of Virtual, Storage and Back up.
- ⇒ Providing Network and Fiber connectivity at DR Site.
- ⇒ Assisting Network team for resolving link related issues.

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

a) Skill Sets

1. System Administrator L1

- ⇒ Ability and Technical Knowledge to develop and Manage Data Centre Site Operations and Services.
- ⇒ Graduate with a relevant 3+ years of Experience in Administration in Windows Servers Environment.
- ⇒ Should be worked with Patch management and Backup Management solutions.
- ⇒ Inventory updates during the Induction DE induction Process.
- ⇒ Capability & Availability to work in a 24*7 Environment.
- ⇒ Should have technical knowledge in windows server operating systems.
- ⇒ Should have good knowledge of backup operations.
- ⇒ Should have knowledge with file permission and file management task.
- ⇒ Hardware Management Operations as per Datacenter Management SOW.
- ⇒ Should have basic Active Directory management capabilities like user management, Group management DNS entries, DHCP management etc.
- ⇒ Pursued Microsoft Certification course will be added advantage.

- ⇒ Capable of Hardware activities such as Rack mounting/Dismounting of Servers, Network cable and Fibre cable connections.
- ⇒ Should be aware of Backup Management Process and should be able to carry out Backup Operations using the Backup software on D2D and Tape.
- ⇒ Should be aware to conduct and ensure all relevant compliances of the Backup process.
- ⇒ Team should ensure that the Backup Management proves is 100% Compliant.
- ⇒ Microsoft certification would be added advantage.

2. Team Leader

- ⇒ Strong Ability and Technical Knowledge Manage Data Centre Operations and Services.
- ⇒ Graduate with a relevant 5+ years of Experience in Administration in Windows Servers Environment.
- ⇒ Responsible for assisting in defining and Delivering Data Centre Operation Strategy.
- ⇒ Should have knowledge of Windows server environment of all flavours and Features.
- ⇒ Should be aware of basic networking and VM administration.
- ⇒ Should be ready to learn and adapt for any emerging technologies / product / services.
- ⇒ Good Communication Skill.
- ⇒ Ability to lead and guide a Team.
- ⇒ Capable of handling the multiple vendors including the DR colocation service provider to ensure that all services to the server rooms are managed uninterrupted.
- ⇒ Should be the primary point of contact for any escalation and ensure the escalations are resolved based on the severity of the call.
- ⇒ Should ensure all open tickets are being tracked and closed with SLA.
- ⇒ Ensure all daily reports are being tracked and sent across to SBIL management.
- ⇒ Should have ability to create excel dashboards and trend matrix of activates of SBIL.
- ⇒ Should be able to groom new resources and ensure smooth handover.
- ⇒ Should be able to drive new resource induction as per SBIL process.
- ⇒ Microsoft certification would be added advantage.

b) Team Structure & Service Windows

Support Level	DR-Hyderabad	Type of Support	Support Hrs.
System Administrator L1	3	Onsite	24/7
System Administrator Team lead	1	Onsite	24/7
Total Resources	4	Onsite	8/6

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

Note: list of activities mentioned in all above table is exhaustive but not comprehensive.