

## **Scope of Work for DC Support and MS Windows, Backup Administration**

### **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	SCD= Secured Configuration Document
SBIL=SBI Life Insurance	VA= Vulnerability Assessment

### **Objective**

To manage DC Operation Support of SBI Life Insurance Co. Ltd., from Belapur 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 at DC-Belapur, HO-Andheri-Seawoods & DR- Hyderabad.

### **BRIEF DESCRIPTION**

- 1) Availability, Performance and Capacity Management**
- 2) Change Management**
- 3) Incident & Problem & Fault Management**
- 4) Service Management**
- 5) Operational Management**
- 6) Compliance Management**
- 7) Project Management**

#### **1) Availability, Performance and Capacity Management**

- ⇒ Ensure 99.9 % uptime & availability of Infrastructure at DC, DR & HO locations
- ⇒ Monitoring of the Critical Parameters related to Hardware, Firmware of the all Data Centre Servers, DR servers, HO Servers, Seawoods Servers and Servers in Branch Offices. (based on the tools available at SBI Life).
- ⇒ Managing Support Assist Software for Hardware Related Logs like HPE IRS, Call Home, Dell Support Assist as OEM Make and models of the devices installed.
- ⇒ Monitoring of Critical Parameters of Server OS, Applications, Virtual Infra and DB.
- ⇒ Ticket Logging with OEM like Dell, HP, Huawei Server for Hardware Related
- ⇒ Follow-ups with OEM / SI until issue is been resolved
- ⇒ Notification to concerned Owner on Alert received during monitoring.
- ⇒ Follow-up until Alert is been resolved.
- ⇒ Coordination with respective OEM of the servers for various Hardware related events, firmware update and Troubleshooting.
- ⇒ Trigger acknowledgement to be recorded for building and maintaining KEDB and MIS reference for trend analysis.
- ⇒ Configuring new ways using scripts for continuous Proactive Monitoring.
- ⇒ Corrective & Preventive and break fix actions to be taken to avoid future failures.

- ⇒ Monitoring of Backup Jobs and their time frame with complete update of Success and Failed Jobs with appropriate action on the same.

Vendor will make all efforts to ensure that there is 99.99% up time calculated on monthly basis for HA related servers and services and 99.50% for Non-HA components mentioned in SOW. The downtime however will not be in effect under the following conditions:

1. Downtime due to Network failure.
2. Downtime due to any other infrastructure failure.
3. Planned downtime scheduled by SBIL for Activity like Patch management, DR Drill, Maintenance Downtime

## **2) Change Management**

- ⇒ Preparing “Change Management” forms and implementing approved configuration changes for Changes related to Datacentre Service operations.
- ⇒ Periodic configuration backup of all Servers in DC, DR, HO & CPC –Seawoods, Belapur & Servers in Branch Offices.
- ⇒ Configuration backup where necessary prior to implementation of configuration changes.
- ⇒ The Entire change management should be in adherence with the ISO 27001:2019ISMS guidelines.
- ⇒ Rollback configuration when and if required with Maintenance and Configuration Activity.

## **3) Incident & Problem & Fault Management**

- ⇒ All Incident and Problem Management Process are carried out related to Windows Operations, Backup management, Patch Management as well as Hardware management.
- ⇒ This activity includes coordination between SBIL and its IT related vendors to follow up for resolution of problems related vendor supplied IT software and hardware and to verify timely OEM/AMC/ Warranty
- ⇒ Support for vendor provided services.
- ⇒ Log calls with vendors and follow up for the resolution of the same.
- ⇒ Adherence to escalation matrix of OEM TAC and AMC vendors for all downtime and Troubleshooting activities related to Hardware or Services.
- ⇒ Team should ensure that the incident Management and Tracked and Problem management are created to understand RCA analysis.

## **4) Service Management**

- a) **Windows OS / Server Management**
- b) **Files print and Cluster management**
- c) **Active Directory Services Administration**
- d) **Backup Administration**
- e) **FTP & IIS Administration**
- f) **DHCP & DNS Management**
- g) **Skill Sets**
  1. **System Administrator L1**
  2. **System Administrator Security L2**
  3. **Team Leader/L3**
  4. **Project Manager**

## **h) Team Structure & Service Windows**

### **a) Windows OS/ Server Management**

- ⇒ Taking and resolving calls related to Windows OS environment
- ⇒ Performing install, upgrade and Maintenance related to windows Environment.
- ⇒ Maintaining Compliance of Windows OS related to Patch, Software and Secure configuration.
- ⇒ Troubleshooting issue related to corruption, Drivers and other windows integrated components.
- ⇒ Installing, Mounting and Configuring Servers.
- ⇒ Testing server functionality in Staging and Datacenter.
- ⇒ Daily monitoring of Server for any anomaly in hardware components.
- ⇒ Call logging to vendor/OEM for immediate action and resolution.
- ⇒ Firmware up gradation of all equipment under Data centre team in co-ordination with OEM
- ⇒ Using SBILIFE provided tools for daily operations and service functionality.
- ⇒ Manage Windows features like DHCP, DNS, AD, File Server, Windows Clustering, ADFS, WPAD etc

### **b) Files print and Cluster management**

- ⇒ Following proper approval process for creating, deleting, managing access rights to users on file server.
- ⇒ Following proper approval process for performing day to day activates on file server
- ⇒ Managing Shares with Necessary permission and quota.
- ⇒ Creating share folders with necessary permission on approval with proper approval process
- ⇒ Creating folders with security permission and proving access based on approvals as per SBILIFE approval matrix
- ⇒ Ensure uptime of file server and clusters
- ⇒ Ensure Housekeeping is maintained on file server periodically
- ⇒ Ensure folder access review is carried out periodically.
- ⇒ Performing all storage related functions as space addition of volumes mounting of volumes deletion of volumes etc.

### **c) Active Directory Services Administration**

- ⇒ Centralized Administration and troubleshooting of Microsoft Active Directory Services for CPC
- ⇒ Monitoring of AD performance & Health and provide report to SBIL management.
- ⇒ Automation in AD management with tools provided by SBI Life or using scripts available.
- ⇒ Housekeeping of AD servers, groups, OU and Users, DNS (Internal & External) and Group policy.
- ⇒ Coordination with SBIL external DNS provider for external DNS entries.
- ⇒ Addition and Deletion of AD domain controllers on requirement
- ⇒ Integration of components with Active directory on request.
- ⇒ Centralised DNS and Group policy Management

### **d) Backup Administration**

- ⇒ Backup admins ensure that all backups happen smoothly as per the Backup Policy defined by SBI life. (Daily, Weekly, Monthly, Yearly)

- ⇒ Backup Admin to ensure that each backup is tracked for D2D as well as Tapes and ensure that backup are in adherence to SBIL backup policy.
- ⇒ Backup Restoration: Restore the data as per process & Approvals defined by SBILIFE
- ⇒ Tape Rotation: Maintain Backup Tape Rotations between the facilities as per the SBIL policy to ensure maximum data availability In case of disaster.
- ⇒ Reports: Capture and maintain backup reports/Logs as per the frequency defined by SBILIFE
- ⇒ Ensure backup software is upgraded / updated in to ensure compliance.
- ⇒ Ensure compliance of Backup is followed with proper records of incidence and root cause analysis (RCA)
- ⇒ Ensure backup review of jobs happens on periodic basis. (Weekly | Monthly)
- ⇒ Ensure SOP is updated periodically or in case of any change.
- ⇒ Ensure housekeeping is maintained for old jobs, tapes etc.
- ⇒ Backup admins to provide backup related statistics on the Backup Data, Size, total Jobs configured, Replication summary, Deduplication summary, Backup Time etc. based on SBIL requirement
- ⇒ Coordinating with OEM/ SI for troubleshooting related to backup pertaining issues and services.

**e) FTP & IIS Administration**

- ⇒ Administration of old & New FTP servers, Including user access rights and disk space Management.
- ⇒ Installation of IIS and related components like dot net etc.
- ⇒ Managing high availability and Fault tolerance of each services.

**f) DHCP & DNS Management**

- ⇒ Administration of DNS and DHCP servers,
- ⇒ Managing and Maintaining scopes, zones and all related components related to DNS and DHCP
- ⇒ Managing high availability and Fault tolerance of each service.

**g) Skill Sets**

**1. System Administrator L1**

- ⇒ Strong Ability and Technical Knowledge to develop and Manage Data Centre Site Operations and Services.
- ⇒ Graduate with a relevant 5+ years of Experience in Administration in Windows Servers Environment.
- ⇒ Should have Microsoft relevant certification like MCSA, MCSE.
- ⇒ 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.

## **2. System Administrator Security L2**

- ⇒ Strong Ability and Technical Knowledge Manage Data Centre Operations and Services.
- ⇒ 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 MCSA certified.
- ⇒ Should be aware of basic networking and VM administration.
- ⇒ Graduate with relevant 8+ years of Experience in Security Administration in Windows Servers Environment.
- ⇒ Should be ready to learn and adapt for any emerging technologies / product / services.
- ⇒ Should be able to resolve all points related to Windows Security which are part of Security Baselineing, Vulnerability assessment .application security testing, Penetration testing requirements.
- ⇒ Good Communication Skill.
- ⇒ Ability to lead and guide a Team.
- ⇒ Helping/Troubleshooting the issues related to backup Jobs.

## **3. Team Leader/L3**

- ⇒ Strong Ability and Technical Knowledge Manage Data Centre Operations and Services.
- ⇒ Strong Ability and profound technical Knowledge to drive team, activities and projects
- ⇒ Should be well versed with emerging technologies
- ⇒ Should be able to perform ITIL operation like change management, Incident and problem management and follow with team till closure.
- ⇒ Should be able to create modify and update SOP documents on timely basis.
- ⇒ Should be able to drive projects like OS migration, Hardware upgradation,
- ⇒ Backup reconciliation, firmware updating and implement and maintain Microsoft related technology.
- ⇒ Should create shift tracker and manage team to maintain adequate resources in each shift.
- ⇒ Should have good communication skill.
- ⇒ 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.

#### 4. Project Manager

- ⇒ Strong Management and Technical Ability to manage IT Infrastructure Projects with min more than 15 years of experience.
- ⇒ Accountability for ensuring that all services are run to the very high standard and achieve 99.9% Availability
- ⇒ Team coordination skills & ability to communicate across different teams.
- ⇒ Should have good presentation skills
- ⇒ Should have adequate capability to interact with SBIL senior management
- ⇒ Effective interaction between teams to handle escalations.
- ⇒ Leading monthly MIS review meetings with SBI Life officials
- ⇒ People management, Ability to lead, train and create favourable environment for team performance and motivate large teams in diversified environments.
- ⇒ Service and Process management expertise.
- ⇒ ITIL knowledge /Certification preferred.
- ⇒ Catalyst between SBI Life & cross functional stake holders
- ⇒ Accountable for monthly SLA monitoring, review meetings etc.
- ⇒ Ability to identify continual service / process improvements in overall support functions of IT Infrastructure.

#### h) Team Structure & Service Windows

Support Level	DC-Belapur	HO-Andheri	DR-Hyderabad	Type of Support	Support Hrs.
System Administrator L1	4	1	3	Onsite	24/7
System Administrator Security L2	7	0	0	Onsite	24/7
Team Leader/L3	1	0	1	Onsite	9/6
PM (Shared)	1	0	0	Onsite	9/6
Total Resources	18				

#### 5) Operational Management

- a) Day and Night Shift Operations.
- b) Patch Management on Servers and Desktops.
- c) Server Hardware support /replacement.
- d) Image Creation.
- e) Information Security and compliance implementation.
- f) Data Centre Asset Inventory.
- g) Provide Availability Monitoring.
- h) Server Administration.
- i) Reports & MIS.
- j) Vendor Management Services.
- k) Process Documentation (ISO & ITIL) & implementation.

**a) Day and Night Shift Operations**

- ⇒ Monitor the various applications and sites.
- ⇒ Backup Monitoring.
- ⇒ Batch process Monitoring.
- ⇒ AD replication status report
- ⇒ Disk, DFS, Arcsight reports
- ⇒ Backup reports
- ⇒ Patch Troubleshooting
- ⇒ Mailing application owners about any triggers received
- ⇒ Alerting management in case of any anomaly / failure detected.
- ⇒ Providing reports of the status, health of the Infra systems daily.

**b) Patch Management on Servers and Desktops**

- ⇒ Need to ensure that the patch management of Servers are 100% Compliant.
- ⇒ Download and Test Microsoft Patches on test environment as per policy and carry-out deployment after obtaining the required approvals from concern authorities on all DC /DR servers across the scope of locations
- ⇒ Deployment of patches on Saturday and Sunday as per SBIL defined policies
- ⇒ Creating customised ISO image for Windows Endpoints and Windows Servers OS flavours as per SBIL requirements.

**c) Server Hardware support /replacement**

- ⇒ Maintaining the server hardware at DC, and server rooms under scope including hardware trouble shooting and replacement of parts provided by vendors
- ⇒ Physical inspection of servers as per SBIL policy.
- ⇒ Using Hardware OEM (Dell Support Assist / HP IRS) tools for report generation, calls logs and status updates.
- ⇒ ILO, IDRAC configuration and management

**d) Image Creation**

- ⇒ Creating of Windows Universal image for Server OS and Client OS using Microsoft MDT/ICD or any relevant provide tool
- ⇒ Deploying and Testing the image for validation
- ⇒ Integrating all approved software, patches, settings and secure configuration to be part of image creation process.

**e) Information Security and compliance implementation**

- ⇒ Perform Windows OS and application hardening through security configuration document (SCD)-a template document provided by security Audit on servers
- ⇒ Vulnerability assessment /Penetration testing (PT) on all servers through Vulnerability assessment online document (VAOD) software tool provided by Security Audit Department
- ⇒ Fix the unsafe points as per the VA/PT report.
- ⇒ Provide necessary technical reasons for not implementing certain VA/PT points
- ⇒ Trouble shoots the problem of server's failure due to implementation of VA/PT
- ⇒ User access review and submit to SBIL management.
- ⇒ Backup Review and compliance
- ⇒ Troubleshooting non-functioning of Windows based application due to SCD implementation.

**f) Data Centre Asset Inventory**

- ⇒ Maintain the DC, HO, Seawoods and DR site inventory of all servers and assets within SBIL network.
- ⇒ Maintain AMC tracker & Lifecycle for hardware components and Windows Operating systems
- ⇒ Maintain tape inventory and tape rotation cycle.

**g) Provide Availability Monitoring**

- ⇒ Monitoring of Servers as per defined service window
- ⇒ Provide Server Performance Monitoring
- ⇒ Monitoring of all server platforms and Operating Systems for Critical Performance counters, event errors and warnings as per the service window specified
- ⇒ Critical Performance counters include.
- ⇒ CPU Utilization.
- ⇒ Memory Utilization.
- ⇒ Disk Utilization.
- ⇒ Free Disk Space.
- ⇒ Service and Server availability /uptime.
- ⇒ Web service availability
- ⇒ Application availability
- ⇒ Dependency Monitoring and Analysis
- ⇒ Creating RCA based on alerts and triggers

**h) Server Administration**

- ⇒ Administration and monitoring of physical, virtual Servers at DC./DR
- ⇒ Induction and De-induction of Servers which include rack mounting and dismounting.
- ⇒ Windows OS installation as per the check list, configuration and troubleshooting
- ⇒ Assisting in any OS installation on instruction of SBIL
- ⇒ Modify and manage virtual machines.
- ⇒ Migrating Windows server OS to latest version on request.
- ⇒ Performing data copy and application migration.
- ⇒ Providing support for windows application and assisting the application owners in troubleshooting Windows OS related issues.
- ⇒ Providing RDP support and guidance to vendor application owners.

**i) Reports & MIS**

- ⇒ MIS to be conducted every month with all service reports, incident and trends of the services affected and improvements.
- ⇒ Daily Night Shift Activity Report
- ⇒ Incident /Problem management Reports
- ⇒ Asset Inventory report
- ⇒ Daily Backup report
- ⇒ Server monitoring report captured from monitoring tool.
- ⇒ Monthly, Quarterly, half yearly reports and trends of team activities to be available and provided on request.
- ⇒ Any MIS report as required by SBIL process.



**j) Vendor Management Services**

- ⇒ Maintain database of the various vendors with details like contact person, e-mail id's, contact numbers, escalation matrix.
- ⇒ Track the adherence of the Warranty/AMC vendors on the SLAs which they have with SBIL for various assets (SLA details would be provided by SBIL.).
- ⇒ Timely escalate to SBIL in case of any non-performance of SLA by vendor.
- ⇒ Maintain standard format/report defined along with SLA / NDA for all Warranty/AMC vendors

**k) Process Documentation (ISO & ITIL) & implementation**

- ⇒ ISO & ITIL process maintenance, adherence and documentations
- ⇒ Documentation update with version control as per SBILIFE defined frequency.

**6) Compliance management**

- ⇒ Ensure compliance is met for all managed services like OS, Patch, backup, password change etc.
- ⇒ Compliance reports to be submitted on request or made part of the MIS presentation on monthly basis.

**2. Project Management**

- ⇒ Executing of Projects like Windows OS migration, Backup upgrade, other software upgrade in jurisdiction of Datacentre.
- ⇒ Executing various projects for monitoring of Datacenter Infra and process
- ⇒ Implementation of any projects as required by SBIL.
- ⇒ Perform Proof of concept for software, utilities, application as per the standards; provide bench mark report to SBILIFE.

**3. Antiviruses Management**

- ⇒ Manage Antiviruses Definitions for Server for Windows and Linux
- ⇒ Coordinating with different team, server owners to ensure the Systems are up to date with relevant AV definitions
- ⇒ Assisting in update of AV setup and Support services.
- ⇒ Creating and Managing AV policies for all SBIL services
- ⇒ Addition of IOC's, creation of Threat Management configurations, with specific policies based on Application behaviour.
- ⇒ Providing reports of day to day AV health Status with MIS statistics.
- ⇒ Coordinating with the OEM for resolution of any threat intrusion for remediation and resolution.

**7) Transition Management**

A transition Project team by bidder to be setup for the period for not more than one month to ensure following

- ⇒ Smooth transition of all Data Centre & Windows related support services & activities.
- ⇒ Onboarding of new resources with site specific orientation.
- ⇒ Preparation of transition document and execution of plan
- ⇒ Onboarding orientation of each level of engineer with daily checklist, SOP, shift handover process, fail-over drill, rollout, configuration template, backup, inventory update etc. all with proper flow chart and explanation as defined in scope of work.

- ⇒ Training document of IT Service Desk work order creation, assignment and closure with comment.
- ⇒ Review of existing template (Remedy or offline) for day to day functioning and introduction of new Template if any required to increase productivity and also measure day to day work.

**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.**