

# PROCURE, IMPLEMENT&MAINTAIN S/W




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STANDARD OPERATING PROCEDURE			
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## HISTORY OF REVISIONS

[illegible]

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## **PROCUREMENT, IMPLEMENT & MAINTAIN S/W**

### **1. PURPOSE**

Resolution of all Hardware, Software, Access/Security etc. issues, Business Continuity Management as the primary objective.

### **2. PROCESS TRIGGER**

The process is triggered when any of the following occurs:

- ✓ Business need is identified by the Top Management/IT Head /Dept. Head.
- ✓ any user experiences a problem with using any system or application
- ✓ The network/link monitoring tool puts out alerts that require manual intervention

### **3. SCOPE AND APPLICATION**

This process is applicable to all the projects

### **4. PROCESS OWNER**

IT-Infra Lead

### **5. PREDECESSOR AND SUCCESSOR PROCESSES**

Predecessor Process:

Successor Process:

### **6. RESPONSIBILITY AND AUTHORITY**


L1 is handled by IT support Engineer / IT Infra Lead

IT team is sending email to the concerned technical support desk for raising incidents of category L2 & L3.

Approval for incidents of category L1: IT HEAD


To approve test run: IT-Infra Lead

Approval for Vendor finalization: Dept. Head/IT HEAD

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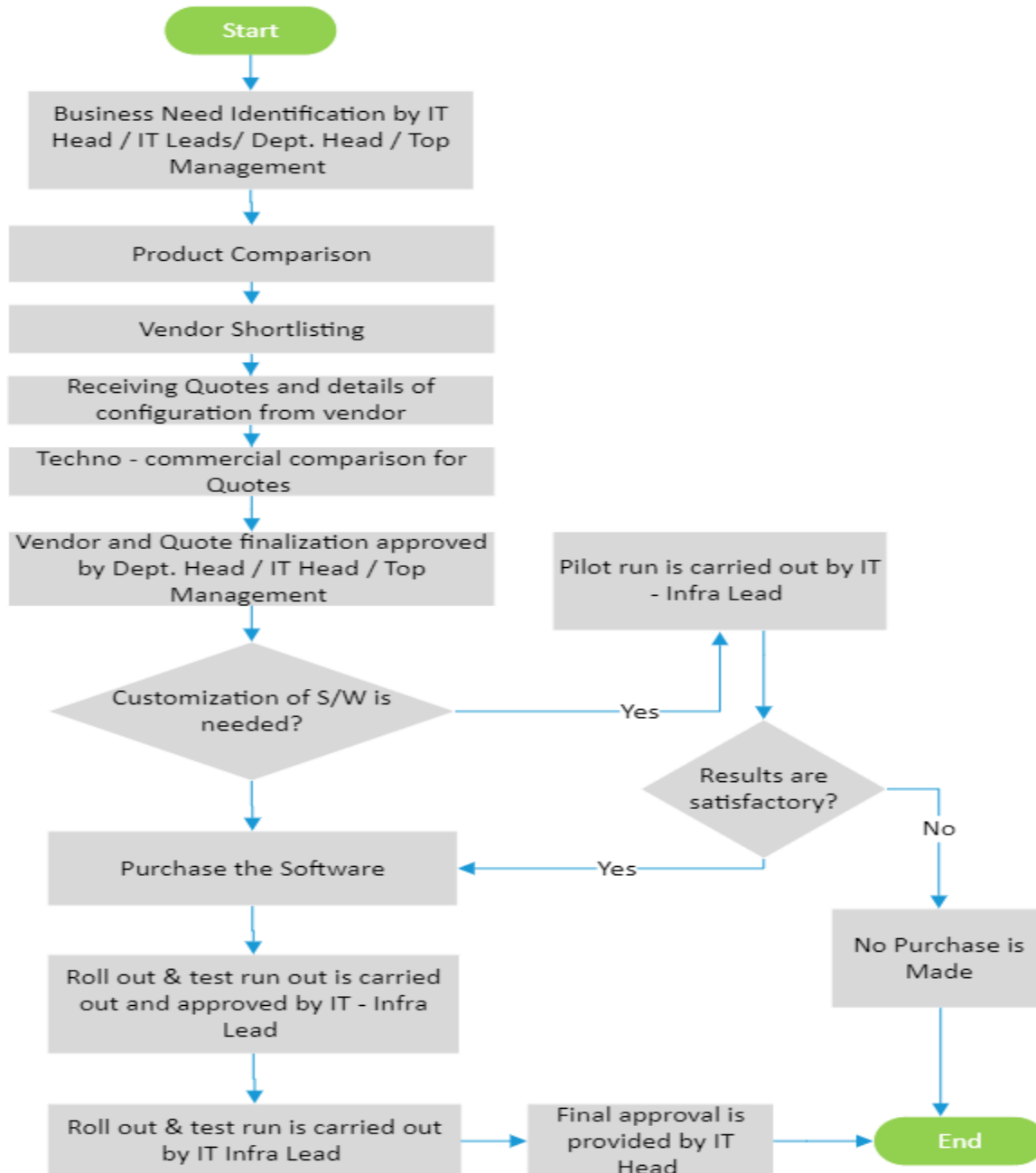
## 7. **DEFINITIONS & ABBREVIATIONS**


1. IT Head : Head of IT Department
2. IT : Information Technology
3. TAT : Turn Around Time
4. S/w : Software
5. DB : Database

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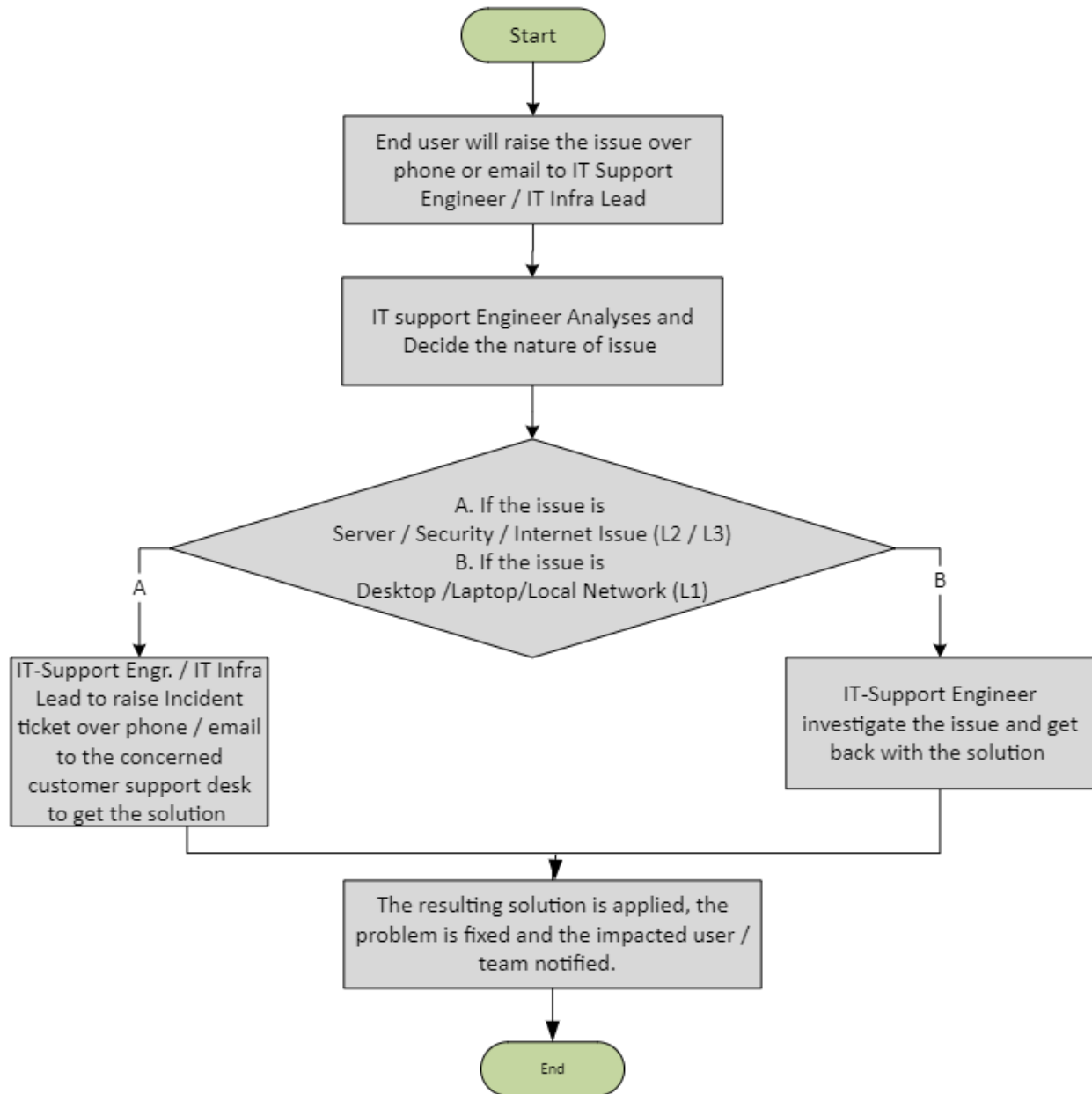
## 8. PROCESS FLOW CHART

### PROCURE / MAINTENANCE OF SOFTWARE




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#### INCIDENT MAINTENANCE






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## 9. **PROCESS DESCRIPTION**

### 9.1. **Procurement and Implementation of Software:**

- 9.1.1. Business need identified by the Top Management/IT Head / Dept. Head.
- 9.1.2. Product comparison is made by IT Infra Lead
- 9.1.3. Short listing of vendors
- 9.1.4. Quoting process initiated
- 9.1.5. Receiving Quotes and configuration details from Vendor.
- 9.1.6. Techno – Commercial comparison between the Quotes is made by IT Infra Lead
- 9.1.7. Vendor and Quote Finalization Approved by IT Head / Dept. Head / Top Management
- 9.1.8. If customization of software is needed, then Pilot run is carried out by IT Infra Lead.
- 9.1.9. If the result of Pilot study is satisfactory, then Purchase is made.
- 9.1.10. Roll out and Test run out is carried out by IT Infra Lead and approved by IT Head.

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## 9.2. **Incident Maintenance:**

9.2.1. Incident related details are forwarded to IT Support Engineer.

9.2.2. Incident is investigated and classified as one of the following by IT Support Engineer / IT Infra Lead


#	Category	Sub-Category	Routed to	Level of Severity
1	Hardware related issue	Server / OS / Network (On / Off Cloud)	Customer support desk (3 <sup>rd</sup> Party)	L2 / L3
2	Application related issue	Quadra /Zing HR / Salesforce (On cloud)	Customer Support Desk (3 <sup>rd</sup> Party)	
3	Security	Firewall	Customer Support Desk (Firewall support vendor)	
4	Desktop / Laptop	Local or Remote System / Local Network	IT Support Engineer	L1

9.2.3. The relevant team investigates the issue and gets back to the support-engineer with the solution.

9.2.4. If the incident is of L2 or L3 category or if the solution is not evident to the support engineer, raising ticket over phone / email to concerned customer support desk to get solution

9.2.5. If the incident is of L1 category, then the solution is provided by the resident IT Support Engineer.

9.2.6. The resulting solution is applied, the problem fixed and the impacted user (or team) is notified.

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## **10. EFFECIENCY MEASURES AND EFFECTIVENESS MEASURES**

### Efficiency Measures:

Average TAT for resolution by severity

# of incidents trends by severity per system

### Effectiveness Measures:

## **11. RISK ASSOCIATED WITH THE PROCESS**

- Delay in resolution could impact the productivity of construction site or other business processes.
- Increasing trend in # incidents could lead to system instability.
- Maintaining Uptime 99%

## **12. Records**

Emails and Approval documents