

## Scope of Work Mobile Device support

### Objective

The objective of the Mobile Device Support 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 MDM Support caters to the Mobile device users through the following services:

- Call registration & resolution related to mobile hardware
- Call registration & resolution related to All digital applications.
- Call registration & resolution related to MDM solution.
- Call resolution based on knowledge base and periodic training for L1 & L2.
- Coordination with developer team for unknown errors and unresolved issues.
- To maintain KBA's & SOP and review quarterly.

### List of Deliverables

**Call Management:**

**User Management:**

**1<sup>st</sup> & 2<sup>nd</sup> Level troubleshooting**

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

### **MDM Support Services and Resources**

Type of Service	Mobile Support Services
Contract Period	As per RFP
Mode of Delivery	Off-Site
Qualification of Resources	Graduate from Science/Engineering/Computers or equivalent
Services window	12 * 7, The Support team would be working on all working days of SBI Life irrespective of the vendor's holiday list.
Offsite Resource	Vendor needs to provide & adjust staffing at intervals during this engagement in order to maintain an adequate staffing ratio to call volumes & SLA. Manpower may need to be increased depending on the SBIL's requirement for specific period.
Experience of the resource	Engineer – 1 to 2 years IT experience
Backup resource	Backup resource to be maintained by the vendor to ensure consistency of service
Eligibility	All resources will be screened by SBIL & if found suitable then only hired by vendor.

<b>Meeting</b>	Monthly MIS review meeting & Quarterly review meeting with senior officials.
<b>Locations</b>	Mumbai, Navi Mumbai & Thane; Single location for entire support infra. Cannot be split across multiple locations.
<b>Desktop infrastructure</b>	All desktops at offsite vendor location will have to comply with SBIL security standards in respect of patches, DLP, Anti Virus and any other compliance parameters coming up in future
<b>Rates</b>	Rates quoted are applicable for any addition of resources in future.

### 1.1. Service Level Agreement (SLA) Guidelines

TAT Matrix:

**Business Critical months (Dec, Jan, Feb, Mar)**, 24x7 services: Additional Resources for the business-critical months / days may require enabling support business needs for which existing rates will be applicable on pro-rata rates.

Type	Severity	Response TAT	Resolution TAT
<b>Incident</b>	Critical	5 min	15 min
	High	10 min	30 min
	Medium	15 min	45 min
	Low	30 min	2 hr
<b>Work Order</b>	<b>2 hrs</b>		

**\*Mon - Sat 9 AM to 9 PM**