

## Scope of Work Remote Support Engineer

### Objective

1. Provide support to all IT asset across SBIL branches which includes Desktops, Laptops, Printers, Scanners, First level troubleshooting (Servers, LAN, mobile / handheld devices etc.).
2. Support includes recommendation, specification, installation, testing, and troubleshooting of Hardware, Software, Application (L1), agents (e.g. DLP, Antivirus, etc.) within established SBIL standards/policies along with industry best practices following ITIL Framework.

### Key Activities and responsibilities:

#### 1. Software Support on:

- PC, Laptops, Printers, Scanners, Applications, Proxy, AD, OS, biometric devices and any other IT peripherals / systems.
- Escalation and coordination with vendor and L2 teams and ensuring solution for the reported incident or service request.
- Escalation of calls to relevant team/vendor after first level analysis & troubleshooting.
- First level support for software and applications (presently used or any new launches in SBI Life).
- Support for operating system and version upgrade for all upcoming Microsoft windows.
- Deployment of any software / application /agent as per SBIL requirement.  
(Note: SBI Life already has a tool for remote deployment of software / application / agent, however in case of failure of tool; manual mechanism has to be used for deployment of software / application / agent etc.)
- ADHOC project support as per exigent requirement.

#### 2. Workplace/ Desktop Management:

- First Level support for all Desktop/ Laptops calls.
- Install/support/maintain/troubleshoot various software using remote management tool and telephonic support.
- Provide OS level support.
- Define and resolve problem alerts.
- L1 Support and coordination for Managed Print Services, Scanners, printers, Desktop, laptops under warranty as well as AMC support.
- L1 support to be provided to any ADHOC project, any new application / software testing at desktop level, Windows OS Image creation.
- RIM engineer is responsible for closure of calls assigned to him. Providing solution by coordinating with respective teams if required. Ensure closure and updating on tickets in service desk.
- Window security patches installation/updating and management in consultation with SBI Life and Patch management team.
- Ensure every endpoint has agents (MDM, DLP, Antivirus, ITAM, NAC etc.) and latest OS patches and installation & management of all agents approved / recommended by SBI Life.
- L1 support for ITAM, DLP, NAC and Antivirus Agent etc, support at end points.
- Systems IT compliance to be checked while handling call.
- Share folder on local LAN support to be provided.
- 1<sup>st</sup> level troubleshooting of problems related to slowness of applications and / or software.
- IT Support to new roll out and shifting of branches.

#### 3. Mail Management:



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- Install, configure, troubleshoot & upgrade on any E Mail Client approved by SBIL, E-Mail support on handheld devices like-iPAd, iPhone, Mobile etc.

**4. LAN Network Management:**

- Troubleshooting related to LAN connectivity.
- Network Migration at desktop end as and when required. (Migration between different WAN links e.g. MPLS & Broadband Internet & vice versa.)
- 1<sup>st</sup> level analysis & identification of root cause of LAN connectivity problems e.g. due to port security, NAC etc.
- Escalation of LAN connectivity problems to L2 support team and coordinate towards resolution within agreed SLA.

**5. Antivirus Management:**

- Ensure latest version and signature on endpoints (Laptops, Desktops, handheld device etc.)
- Troubleshoot antivirus related issues.
- Daily GUP status check and take appropriate action on issues and email received from Antivirus Team.

**6. Relay server (ITAM)/ AD:**

- Updation of Group Policies as communicated from DC Team.
- Migration to new ADS setup as and when required.
- Relay servers or distributed server to be maintained at branch level which is use for distributing purpose.

**7. Any other IT related activities, support & troubleshooting for which the person would be duly guided and / or trained by SBI Life to carry on required sustenance activities.**

**Deliverables:**

- Following reports will be submitted as per agreed frequency.
  - a) Repeated call analysis report – on daily & weekly basis,
  - b) Response and resolution performance report – Monthly,
- Resolution of all desktop related calls as per Service Level Objectives defined
- First call resolution (FCR) from Remote Support is to be 85% and FCR to be resolved within 30 minutes from call reaching to remote support engineer.
- The productivity for remote support engineer is to be delivered as per below.

**Remote Support Engineer Role:-**

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

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

The selected vendor will use remote control tools as preliminary mode of remote problem resolution, wherein engineers shall take control of user systems for resolving incident remotely first for maximum 30 minutes’ effort subsequently call will be transferred for field FMS support and engineer



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has to be arranged to visit the respective branch user if incident /service request is not resolved remotely with 30 minutes.

Penalty Calculation: As per RFP