IT STANDARD OPERATING PROCEDURE	DBLGROUP IT DEPARTMENT South Avenue Tower (6th Floor), House-50, Road-3, Gulshan-1, Dhaka, Bangladesh	
TITLE:	IT SUPPORT	

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1.0.2 IT Support

1. **PURPOSE**

   The purpose of this Standard Operating Procedure (SOP) is to outline the protocols and procedures to be followed by the IT Support Team at DBL Group to ensure efficient and effective resolution of technical issues and support requests.

2. **SCOPE**

   This SOP applies to all members of the IT Support Team employed at DBL Group and covers the processes involved in providing IT support to employees across all departments and locations.

3. **ROLES AND RESPONSIBILITIES**

   1. **IT Support Team:**
      a. Provide timely and professional assistance to all employees with technical issues.
      b. Maintain accurate records of all support requests and resolutions.
      c. Regularly update knowledge base and documentation for common technical issues.
      d. Collaborate with other IT teams for escalated issues or project implementations.
      e. Ensure First-level support for all employees **(See Appendix-A).**
      f. IT Hardware Request (**See Appendix-B)**
      g. Device Provisioning (**See Appendix-C)**

   2. **Employees:**
      a. Report technical issues promptly using the designated channels.
      b. Provide necessary information and cooperate with the IT Support Team for issue resolution.
      c. Adhere to company policies and guidelines related to IT usage and security.

   3. **Procedures:**
   4. **Request Submission:**

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    a. Employees should submit support requests through the designated ticketing system or contact the IT Support via phone or email or Teams.

    b. Requests must include detailed descriptions of the issue, relevant screenshots if applicable, and contact information.

5. **Ticket Triage:**

    a. Upon receiving a support request, the IT Support Team will triage tickets based on priority and severity.

    b. Urgent issues impacting business operations will be given the highest priority.

6. **Troubleshooting and Resolution:**

    a. IT Support will diagnose and troubleshoot reported issues using standard procedures and tools.

    b. If the issue cannot be resolved remotely, on-site support may be provided as necessary.

    c. Regular communication with the employee will be maintained to provide updates on the status of the ticket.

7. **Escalation:**

    a. Complex or escalated issues will be escalated to higher-level support or relevant IT team for further investigation and resolution.

    b. Employees will be informed of the escalation and provided with an estimated resolution timeframe**. (See Appendix-D)**

DOCUMENTATION & KNOWLEDGE BASE AND RECORD-KEEPING

1. All support interactions and resolutions will be documented in the ticketing system.
2. Keep an inventory of users with access to sensitive systems and data.
3. Retain access logs for a specified period as per organizational policy.

ABBREVIATIONS

    SOP -   Standard Operating Procedure

    IT   -   Information Technology

PRECAUTIONS

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1. **COMPLIANCE AND SECURITY**
   a. IT Support Team will adhere to company policies and procedures related to data security, privacy, and compliance.
   b. Access to sensitive information will be strictly controlled and monitored.
   c. Any security incidents or breaches will be reported and handled according to established protocols.

2. **TRAINING AND CONTINIOUS IMPROVEMENT**
   a. IT Support Team members will undergo regular training to stay updated on new technologies, processes, and best practices.
   b. Feedback from employees and post-incident reviews will be used to identify areas for improvement and implement corrective actions.

REVIEW AND REVISION
   a. This SOP will be reviewed annually or as needed to ensure relevance and effectiveness.
   b. Any updates or revisions will be communicated to all relevant stakeholders.

COMMUNICATION:

Clearly communicate the SOP to all relevant stakeholders. Ensure that employees are aware of their roles and responsibilities and understand the implications of not adhering to them.

ACCESSIBILITY:

Make the SOP easily accessible to all relevant personnel. This could involve storing it in a central repository, such as an intranet or document management system.

REFERENCES

- FDA's 21 CFR Part 11: Electronic Records; Electronic Signatures
- GAMP 5: A Risk-Based Approach to Compliant GxP Computerized
- Company IT Policies and Procedures

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- Industry Best Practices

APPENDICES

APPENDIX-A	FIRST LEVEL IT SUPPORT
APPENDIX-B	IT HARDWARE REQUEST
APPENDIX-C	DEVICE PROVISIONING
APPENDIX-D	ESCALATION MATRIX
APPENDIX-E	IT HARDWARE REQUEST
APPENDIX-F	

REVISION HISTORY

REVISION DATE	REVISION NUMBER	DESCRIPTION OF REVISION
30 Jan' 24	01	First edition of the SOP

APPROVAL		
Prepared by:	**Signature**	**Date**
Name: Md. Atiqur Rahman		
Designation: Manager-IT		
Reviewed by:	**Signature**	**Date**
Name: Md. Imrul Hasan		
Designation: Sr. Manager-IT		
Approved by:	**Signature**	**Date**
Name: Zahidul Alam		
Designation: CIO		
Authorized by:	**Signature**	**Date**
Name:		
Designation:		

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Distribution:

1. **IT Department**
2. **HR**
3. **Related Stakeholder (Management Employee)**