

ADIB – Standard
(UAE)

Managed Services Standard

STD-ITD-580

Date: 30th Dec 2023
Version: 2.0





Dept./ Unit: Technology GRC
Standard: STD-ITD-580 Managed Services Standard

Issue Date: 30th Dec 2023
Version: 2.0

Version Control & Change Management

Version	Issue Date	Details of Change	Reason for change
2.0	30/12/2023	Aligning with the workforce framework	Aligning with the workforce framework
1.0	30/12/2022	Introduce new standard document for Managed Services	To provide guidelines on processes related to Resource Management-managed service lifecycle

Prepared by	Approved by	Reviewed by
Technology Governance Manager	Head of Technology GRC	Head of OCIO Impacted Stakeholders



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1 Overview

The purpose of the document is to provide guidelines on matters concerning the processes related to managed service lifecycle management at ADIB Technology Group. The document shall ensure Technology Group has clear definitions and is able to make employee contracts in line with the ADIB Group HRD & VMCP Policy and Procedure.

2 Applicability

The standard is applicable to ADIB Group UAE

3 Owner

Head Of Technology GRC

4 Categories

- I. Managed Service (T/M): a third-party resource on a man-day/hourly rate basis to perform an activity.
- II. Managed Services outcome based: a third-party resource to perform an activity on monthly rate card basis.
- III. Project Vendor resource. (PVR)
- IV. Staff augmentation (SAU)

5 Standard Statements

Workforce cycle		MS-T/M	MS-outcome based	PVR	SAU
Demand, Source and Select	Assess Demand				■
	Raise Requirement				■
	Source and select candidate				■
	Create and approve PR and release PO.				■
Onboarding	Create Staff ID	■	■	■	■
	Staff Registration and Personal Information	■	■	■	■
	Coordinate Onboarding	■	■	■	■
Monitoring and Control	Manage Time	■			■
	Manage Expenses	■			■
	Manage Time and Expense Revision	■			■
	Manage Performance of Staff				■
	Manage Performance of Service Provider	■	■	■	
Renewal/offboarding	Monitor work order end date and proceed for Renewal	■	■		■
	Termination/Offboarding	■	■	■	■

Demand, Sourcing and Selection:

- Line Manager to assess demand, determine a need to engage external workforce.
- Line Manager to submit resource hiring request template with required details to Head of IR function (IT function Leader).
- Line Manager to assess requirement, checks whether there are any available resources internally/existing master agreements and approves the hiring request.
- HRD pre-screens candidates and updates shortlisted candidates.
- Line Manager review candidates/conducts interviews.
- HRD to facilitate the interviews.
- SAP Ariba:
 - selects/Hires the job candidates and create PR.
 - Review of PRs, obtain approval from GCIO and VMCP- head and share PO with end user and vendor.



- HRD to release offer letters to selected candidate.

Service Initiation

On Boarding Process:

- Line Manager shall ensure NDA is signed by MSA and shared with ICD.
- Line Manager shall ensure the provision of required IT equipment, access card, seat allocation for respective Managed Service resource
- Line Manager shall ensure job description is documented reviewed and updated.
- Obtain CIO approval for all MSA resources to be hired.
 - Weekly submit Resource Hiring Template with required details to Technology Governance team.
 - Technology Governance team to obtain Group CIO approval for HRD clearance.
 - HRD to process the security clearing and request ICD to create and active the resource user ID user email and assign active directory group.
 - Resource to fill the TAMS access requests template and send to Resource Management team for user access creation in Time Attendance Management System.

Service Management (Monitoring & Control)

- Line Manager shall perform periodic review on managed services resource deliverables and evaluate performance.
- Line Manager shall submit report to Head of Technology Governance on monthly basis comprising:
 - New resources requirement.
 - Resource performance every 6 months.
 - Attendance.
 - Annual Leave Plan quarterly.
 - Joiners & Leavers.
 - Account Reconciliation report as per defined frequency in 5.2.1 Account Reconciliation.
- Any escalations/violations shall be reported to the Governance by line manager.
- Any movement or change in role, shall be done only after written approval from Head of Technology Governance & Group CIO.
- Line manager shall obtain approval from Group CIO for extension of contract period if required.
- Account Reconciliation.

Managed Services:

- System generated list of Managed Services staff from IDAM is shared with corresponding Line Managers.
- Line Manager to review and update the list; whether to continue or revoke access of Managed Service.
- Line manager to share updated list of Managed services with ICD.
- Managed Services which are not required anymore, ICD to revoke the access disable IDs and inform HRD.
- HRD to update the Managed Service register and follow the HRD leaver process.
- Managed Services which are required, ICD to reconcile the full of Managed Services and send full report to GISD, VMCP and HRD. ICD to Issue department wise report to Head of Department.

Frequency for Account Reconciliation –Managed Services Staff	
Managed Services category	Frequency
Managed Services Onsite	Monthly
Managed Services Offsite	Every two weeks
Project Vendor resource Onsite	Every two weeks
Project vendor resource Offsite	Weekly
Staff Augmentation	Monthly



Temp users for Audit, Investigation etc.	Weekly
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Service Completion

- Contract renewal or termination shall be initiated 3 months ahead of contract expiry by line manager.
- Line Manager / Vendor Company to communicate last working date to HRD.
- Line Manager to fill Exit clearance form and share with HRD.
- Line manager shall ensure closure of below mentioned during service closure process upon service completion:
 - Contract termination, closure terms, and on time access revocation is in place.
 - Two months prior to contract completion, line manger should identify the resource for proper handover.
 - The line manager should also ensure that right knowledge transfer, handover & lessons learned are captured and assets are returned before signing the clearance letter/Exit letter.
 - Final vendor evaluation needs to be conducted & should be recorded for future engagements.
 - Submit leavers report to Head of Technology Governance on monthly basis.

6 Exceptions

Exceptions to this Policy must be approved by the Group CIO and needs to be formally documented by Line Manager. All approved exceptions must be recorded and maintained for evidence purpose when required.