

ADIB –Procedure
(UAE)

Managed Services Procedure PRC-ITD-572

Date: 30th December 2023
Version: 3.0



Dept./ Unit: Technology GRC

Issue Date:

30th Dec 2023

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Version Control & Change Management

Version	Issue Date	Details of Change	Reason for change
3.0	December 2023	Aligning with the workforce framework	Aligning with the workforce framework
2.0	February 2023	Updated RACI Matrix by adding GISD & GCRO	Align with current practices and GISD policy
1.0	December 2022	Introduction of document	Streamline resources management practices

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



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1 Purpose & Scope

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 guidelines on MSA management integrated with other departments i.e., HR and ICD.

2 Procedure Owner

Head of Technology Governance.

3 Other stakeholders

Technology Division.

Human Resource (HR)

Internal Control Department (ICD)

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 RACI

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	■	■	■	■



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- **RACI (Project Resource):**

Detailed Process	VMCP	Head of Business Unit	HRD	ICD	FCD	REA	Vendor	Project Based staff
Onboarding								
Ensure NDA is signed by vendor	R	C, A	I	I				
Process the security clearance and create and the activate resource user ID, email, and assign active directory group		R, A	R	R				
Ensure provision of required IT equipment, access card, seat allocation for respective augmented resource.		R, A	I			R		

Detailed Process	VMCP	Head of Business Unit	HRD	ICD	FCD	REA	Vendor	Project Based staff
Termination/Offboarding								
Monitors end dates and determines on the next steps	I	R, A						
Send notification to stakeholders regarding contract end date	R, A	I	I	I		I	I	
Closure of contract 120 days ahead of expiry	I	R, C, A					I	
Communicate last working date to HR		R, C, A	I				I	I
Fill exit clearance form and share with HRD		R, A	I				I	I
Ensure contract Closure, Closure terms, on time access revocation and return of assets	I	R, C, A	I	R		R		
Submit leavers report to GRC team		R, A	I	I		I		



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- **RACI (Managed Services staff -T&M based):**

Detailed Process	VMCP	Head of Business Unit	HRD	ICD	FCD	REA	Vendor	Managed Service staff
Onboarding								
Ensure NDA is signed by managed service resource	R	C, A	I	I				
Process the security clearance and create and the activate resource user ID, email, and assign active directory group		R, A	R	R				
Ensure provision of required IT equipment, access card, seat allocation for respective managed service resource.		R, A	I			R		
Managed service staff reports to line manager, has access to requires system & tools		R, A						

Detailed Process	VMCP	Head of Business Unit	HRD	ICD	FCD	REA	Vendor	Managed Service staff
Monitoring and Control								
Perform Periodic review on managed service provider and evaluate performance	I	R, A	I					
Report any escalations/violations to the GRC team	I	R, C, A						
Receive invoices from vendor based on the receipt by Business unit		R, A			I			
Invoice and accounts payable process		A, C, I			R		I	
Review whether to continue or revoke access of resource and share the list with ICD		R, C, A	I	I		I		
Revoke the access and disable IDs for services not required and inform HR		I, C, A	I	R		R		



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Detailed Process	VMCP	Head of Business Unit	HRD	ICD	FCD	REA	Vendor	Managed Service staff
Renewal/Offboarding								
Communicate last working day to HR		R, C, A	I				I	I
Fill exit clearance form and share with HRD		R, A	I				I	I
Ensure completion of tasks, on time access revocation and return of assets	I	R, C, A	I	R		R		
Submit leavers report to GRC team		R, A	I	I		I		

- **RACI (Managed Resource Staff – outcome based):**

Detailed Process	VMCP	Head of Business Unit	HRD	ICD	FCD	REA	Vendor	Managed Service staff
Onboarding								
Ensure NDA is signed by managed service resource	R	C, A	I	I				
Process the security clearance and create and activate the resource user ID, email, and assign active directory group		R, A	R	R				
Ensure provision of required IT equipment, access card, seat allocation for respective managed service resource.		R, A	I			R		

Detailed Process	VMCP	Head of Business Unit	HRD	ICD	FCD	REA	Vendor	Managed Service staff
Monitoring and Control								
Perform Periodic review on managed service provider and evaluate performance	I	R, A	I					
Report any escalations/violations to the GRC team	I	R, C, A						
Receive invoices from vendor based on the receipt by Business unit		R, A			I			
Invoice and accounts payable process		A, C, I			R		I	



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Detailed Process	VMCP	Head of Business Unit	HRD	ICD	FCD	REA	Vendor	Managed Service staff
Obtain business unit head approval for any change in resources	I	R, A	C					
Review whether to continue or revoke access of managed service provider and share the list with ICD		R, C, A	I	I		I		

Detailed Process	VMCP	Head of Business Unit	HRD	ICD	FCD	REA	Vendor	Managed Service staff
Renewal/Offboarding								
Monitors end dates and determines on the next steps	I	R, A						
Send notification to stakeholders regarding contract end date	R, A	I	I	I		I	I	
Closure of contract 120 days ahead of expiry	I	R, C, A						
Communicate last working date to HR		R, C, A	I				I	I
Fill exit clearance form and share with HRD		R, A	I				I	I
Ensure contract Closure, Closure terms and on time access revocation and return of assets	I	R, C, A	I	R		R		
Final evaluation to be conducted and should be recorded for future engagements	R	R, C, A						
Submit leavers report to GRC team		R, A	I	I		I		

- **RACI (Augmented Staff):**

Detailed Process	VMCP	Head of Business Unit	HRD	ICD	FCD	REA	Vendor	Augmented staff
Demand, Source and Select								
Assess Demand for augmented staff		R, A						
Submit augmented staff hiring request template to head of department		R, C, A						
Reviews and approves hiring request and sends requirement to VMCP	I	R, A						



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Detailed Process	VMCP	Head of Business Unit	HRD	ICD	FCD	REA	Vendor	Augmented staff
Collect candidate profile and share with End user and HRD	R	C, A	I					
Pre-screening of candidates		R, A	R					
Conduct interviews		R, A	R					
Selects/hires candidates	I	R, A	R					
Review of PRs, obtain PR approval and share PO with End user and vendor	R	R, A	I				I	
Release offer letter for augmented staff	I	R, C, A	R				I	I

Detailed Process	VMCP	Head of Business Unit	HRD	ICD	FCD	REA	Vendor	Augmented staff
Onboarding								
Ensure NDA is signed by augmented service resource	R	A, C	I	I				
Process the security clearing and request ICD to create and activate the resource used ID, email and assign active directory group		R, A	R	R				
Ensure provision of required IT equipment, access card, seat allocation for respective managed service resource.		R, A	I			R		
Ensure job description is documented, reviewed, and updated		R, A, C	I					I
Fill the TAMS access request templates and user access creation in time Attendance Management System		A	I	I		I		R
Augmented staff reports to line manager, has access to required system & tools and completes assigned learning		R, A						



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Detailed Process	VMCP	Head of Business Unit	HRD	ICD	FCD	REA	Vendor	Augmented staff
Monitoring and Control								
Perform Periodic review on augmented staff and evaluate performance	I	R, A	I					
Submit report to GRC on including but not limited to: 1. Resource performance (every 6 months) 2. Attendance (monthly) 3. Annual leave plan (Yearly) 4. Completed trainings (monthly) 5. Account reconciliation report as per agreed frequency	I	R, A	I		R			I
Report any escalations/violations to the GRC team	I	R, A						
Receive invoices from vendor based on the approves time, expenses and KPIs		R, A			I			
Invoice and accounts payable process		A, C, I			R		I	
Obtain business unit head approval for any movement or change in role	I	R, A	C					
Obtain approval from business unit head for extension of contract period if required	I	R, A	I			I		I
Review whether to continue or revoke access of resource and share the list with ICD		R, A	I	I		I		
Revoke the access and disable IDs for services not required and inform HR		C, A	I	R		R		
Update augmented staff register and initiate leaver process	I	R, A	I	I		I		I

Detailed Process	VMCP	Head of Business Unit	HRD	ICD	FCD	REA	Vendor	Augmented staff
Renewal/Offboarding								
Monitors end dates and determines on the next steps	I	R, A						



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Detailed Process	VMCP	Head of Business Unit	HRD	ICD	FCD	REA	Vendor	Augmented staff
Send notification to stakeholders regarding contract end date	R	A	I	I		I	I	
Closure of contract 120 days ahead of expiry	I	R, A						
Communicate last working date to HR		R, A	I				I	I
Fill exit clearance form and share with HRD		R, A	I				I	I
Ensure closure and on time access revocation and return of assets	I	R, A	I	R		R		
Final evaluation to be conducted and should be recorded for future engagements	R	R, A						
Submit leavers report to GRC team		R, A	I	I		I		

6 Process/ Work instructions

6.1 Service On Boarding

Sr. No.	Process Step Description	Responsibility	Document (Record, WI) / Tool Reference
1.	Ensure job description is documented	Line Manager	
2.	- Obtain Group CIO approval for all MSA (Types) resources: -Line manager to send resources requirement to Governance Team, and Governance Team to obtain CIO approval on weekly basis or as needed for HR	Line Manager	
3.	Weekly submit resource request template with required details to Technology Governance team.	Dept. SPOC	Resource Hiring Template
4.	Share received Group CIO approval with HR for clearance	Dept. SPOC	
5.	Process the security clearance and inform dept. SPOC.	HR Representative	
6.	Ensure NDA is signed and request ICD to create and activate the resource user ID, user email and assign active directory group.	Dept. SPOC	
7.	Ensure the provision of required IT equipment, access card, seat allocation for respective Managed Service resource.	Line Manager	



Sr. No.	Process Step Description	Responsibility	Document (Record, WI) / Tool Reference
8.	Fill the TAMS access requests template and send to Technology Governance team for user access creation in Time Attendance Management System.	Line Manager	TAMS Access Requests template

6.2 Service Management (Monitoring & Control)

Sr. No.	Process Step Description	Responsibility	Document (Record, WI) / Tool Reference
1.	Perform periodic review on managed services deliverables and evaluate performance.	Line Manager	
2.			
3.	Submit report to Technology Governance on monthly basis comprising: <ul style="list-style-type: none">▪ New resources requirement.▪ Resource performance every 6 months.▪ Attendance.▪ Annual Leave Plan quarterly.▪ Joiners & Leavers.▪ Account reconciliation report as per defined frequency in STD-ITD-580.	Line Manager	
4.	Report any escalations/violations to the Technology Governance.	Line Manager	
5.	Obtain Technology Governance and Group CIO approval for any movement or change in role.	Line Manager	
6.	Obtain Group CIO approval for extension of contract period.	Line Manager	

6.3 Account Reconciliation

Sr. No.	Process Step Description	Responsibility	Document (Record, WI) / Tool Reference
1.	Share system generated list of Managed Services staff form IDAM with Line Manager.	ICD	IDAM
2.	Review and update the list; whether to continue or revoke access of Managed Service and share the list with ICD.	Line Manager	



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3.	Revoke the access and disable IDs for services not required and inform HR.	ICD	
4.	For Managed Services required, reconcile the full of Managed Services and send full report to GISD, VMCP and HRD and issue department wise report to Head of department.	ICD	

6.4 Service Completion

Sr. No.	Process Step Description	Responsibility	Document (Record, WI) / Tool Reference
1.	Initiate contract renewal or termination 3 months ahead of expiry.	Line Manager	
2.	Ensure closure of below mentioned during service closure process upon service completion: <ul style="list-style-type: none">Contract termination, closure terms, and on time access revocation is in place.Two months prior to contract completion, line manager 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 Technology Governance team on monthly basis	Line Manager	

7 Key Performance Indicator (KPI)

Sr. No.	Key Performance Indicators	Target	Frequency	Reporting to whom	Source	Formula
1.	Performance evaluation completed <i>(for resources completed 6 months)</i>	100%	Twice a year	Head of Tech Governance	Manual	(Number of performance evaluations completed / 2) * 100

8 Appendix:

Reference: STD-ITD-580 Managed Service Standard

Reference: Framework for Managing External Work Forces – VMCP/Finance