Group IT Welcome Kit India

October 2020

Capgemini

Group IT

Agenda

1 Our mission / Group IT leadership

2 Services overview / End user computing

3 Global service desk contacts

4 Useful tools and links

5 Stay connected

6 Stay safe at work

7 Do's & Don't

Group IT 2

Our mission
—

Group IT leadership

At Capgemini
we see things differently

Our Vision

Provide core IT solutions and services to the Capgemini Group with the overall aim of supporting the business in reaching its strategic, tactical and operational goals.

Our Mission

With you, we create and deliver **business and technology solutions** that fit your needs and drive the results you want.

Our Mission

We provide Capgemini Group employees with the technology solutions and services they rely on to achieve their goals.

We proactively anticipate commercial demands – then deliver the innovation, flexibility and agility that helps get Capgemini where it needs to be.

Our Mission is to be Capgemini's strategic business partner by:

- proactively anticipating its commercial needs
- enabling innovation, entrepreneurial flexibility and agility
- building on a foundation of consistent, reliable IT services
- while taking good care of our members, including growing their talents

Group IT Leadership team

GROUP CIO	Navin Goel

HR	Kundan Shetty

Finance	Marco van der Heiden

Office of	Global Support	Global Applications	Global Infrastructure	IT Security	Business Partner
Stéph Moiss	Sanjay Aggarwal	Aseem Gupta	Shiva M	Sachin Arora	Sandy Padayachee

Group IT

Services overview

End user computing

Group IT

What we do

Some of the many areas Group IT is responsible for

APPLICATION SERVICES	INNOVATION	SERVICE MONITORING	INFRASTRUCTURE MANAGEMENT	FINANCE	GLOBAL NETWORK	BUSINESS PARTNER
CLOUD SERVICES	CLIENT SUPPORT	PRINT SERVICES	OFFICE MOVES	EDUCATION	LAPTOP PROVISIONING	BIG DATA
DIGITAL TRANSFORMATION	RISK ASSESSMENT	TELECOM	AUDIT SUPPORT	MOBILE SERVICES	COMMUNICATION	QUALITY MANAGEMENT
INCIDENT MANAGEMENT	PROCUREMENT	BUSINESS ANALYTICS	BID SUPPORT	ONLINE SUPPORT	IT SECURITY	INTEGRATIONS
ENTERPRISE ARCHITECTURE	CYBER SECURITY	DATA CENTERS	SERVICE MANAGEMENT	SERVICE DESK	UX RESEARCH	UI DESIGN

Our services

Global Service desk

Office 365

Conference tools

ITaaS

Security

Applications and software

Network and Wi-FI

PCs, laptops, printers and accessories

Mobility and telephony

End user onsite support

We are committed for

Group IT 9

Service level agreements

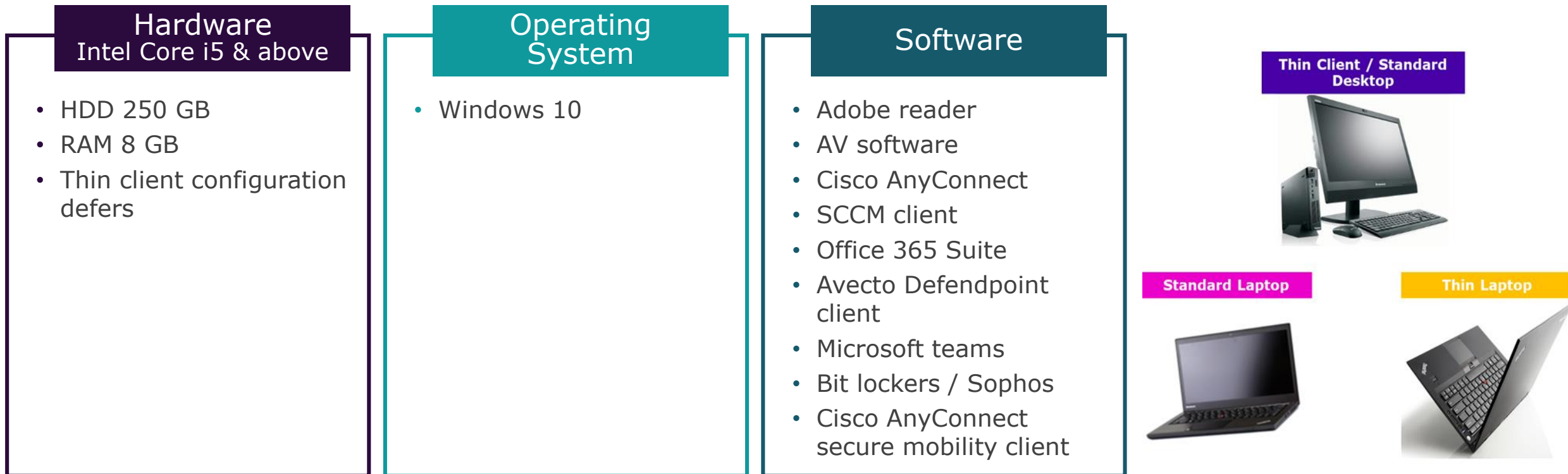|	Priority	Resolution SLA	Business hours for SLA
For incidents	1 - Critical	4 hours	24*7
	2 - High	8 hours	24*7
	3 - Medium	2 business days	09:00 – 18:00 (M-F) Time zone and Holidays accounted as per caller's location
For requests	3 - Medium	2 business days	09:00 – 18:00 (M-F) Time zone and Holidays accounted as per caller's location

Standard configuration

When you join Capgemini, you receive a **PC with a set configuration of hardware and software**. This ensures that you can work productively and stay secure and connected to your colleagues. The configuration is as follows:

Hardware
Intel Core i5 & above

- HDD 250 GB
- RAM 8 GB
- Thin client configuration defers

Operating System

- Windows 10

Software

- Adobe reader
- AV software
- Cisco AnyConnect
- SCCM client
- Office 365 Suite
- Avecto Defendpoint client
- Microsoft teams
- Bit lockers / Sophos
- Cisco AnyConnect secure mobility client

Thin Client / Standard Desktop

Standard Laptop

Thin Laptop

*Above Standard configuration is subject to change as per the change in technology

How to get IT support

- ServiceCentral

- Ask Adam

- Email / phone

- Group IT Talent

Group IT

ServiceCentral: One stop shop for IT help

A new, quick, one stop channel for IT help where you can raise IT tickets, monitor ticket status, order hardware/software, check for outages and more

Access ServiceCentral

Access

- You will need your MobilePASS to access ServiceCentral on your browser
- Through the NOW mobile app. Head to Workspace ONE from your iOS or Android app store

How to access ServiceCentral from the mobile app

Install ServiceCentral on your mobile phone for IT support whilst on the go

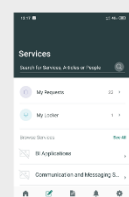1. Download the Now Mobile app, which is available from Workspace ONE or from your iOS Appstore or Android Play Store.
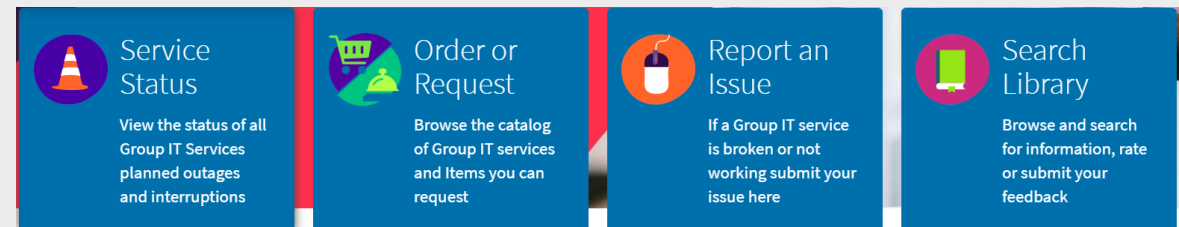2. Enter the instance address as 'servicecentral.capgemini.com' and nickname as 'Service Portal' when promoted
3. Select the Service Portal instance
4. Enter your CORP ID and MobilePass Passcode

Learn More on ServiceCentral Talent Page

ServiceCentral can help you:

Connect more easily with IT to **raise an issue / request a service**, with a more user friendly and intuitive interface

Save time, no more waiting on hold to Service Desk or for email requests to be picked up

Get faster resolution of your tickets. Track the status of your incident instantly, see who your incident is with and where it has progressed

Check for service outages and planned maintenance e.g. where there is a global issue

Upload screenshots with your incidents for agents to help you quicker and better

Access via Mobile app version of 'ServiceCentral', resolving your queries on the go

Order and request services from the IT catalog

Access knowledge articles to help with common queries

Ask Adam questions through the portal

Service Status	Order or Request	Report an Issue	Search Library
View the status of all Group IT Services planned outages and interruptions	Browse the catalog of Group IT services and Items you can request	If a Group IT service is broken or not working submit your issue here	Browse and search for information, rate or submit your feedback

Ask Adam: ready to answer your IT queries

Ask Adam is your virtual IT Support assistant. Available 24/7, he can answer your IT queries and provide access to knowledge articles for self help.

Have an IT query?
Ask Adam

Ask Adam
can help you

Create, manage and check your IT requests and tickets

Connect to the Capgemini Network

Install MobilePass and a variety of software
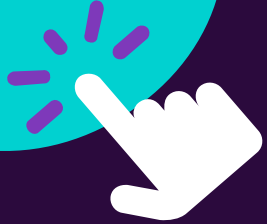
Request hardware (e.g. Headset)

Reset your CORP password

Check project code details

Connect via **live chat to a service desk agent**

To ensure you get the best support, **be short and clear with your queries** and use simple sentences and words
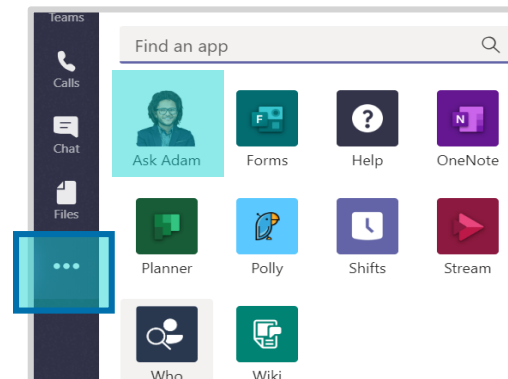
How to access Adam on Teams

- Connect to Microsoft Teams.
- Type "Ask Adam" into the Search Bar or click to underline install the app
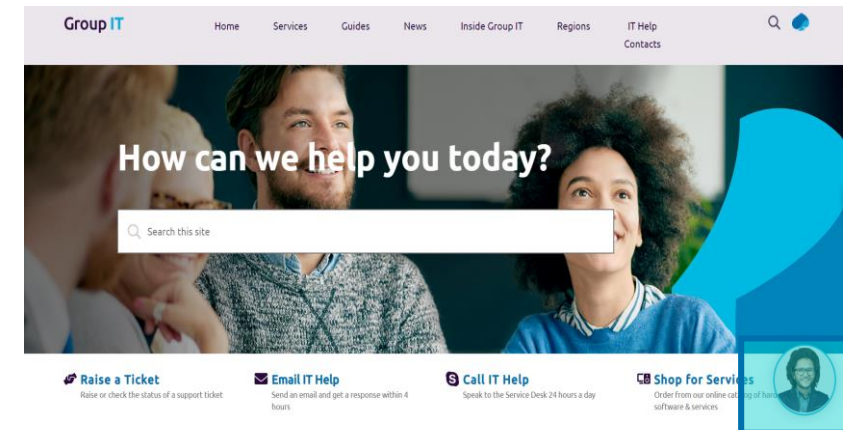
How to access Adam on Group IT Talent

Access Group IT Talent
- Click on the Adam avatar (bottom right of homepage). Ask Adam your question!

On Teams

Find an app

Teams | Calls | Chat | Files

Ask Adam | Forms | Help | OneNote
Planner | Polly | Shifts | Stream
Who | Wiki

On Group IT Talent Site

Group IT | Home | Services | Guides | News | Inside Group IT | Regions | IT Help Contacts

How can we help you today?

Search this site

Raise a Ticket — Raise or check the status of a support ticket

Email IT Help — Send an email and get a response within 4 hours

Call IT Help — Speak to the Service Desk 24 hours a day

Shop for Services — Order from our online catalog of software & services

Send an email and get a response within 4 hours*

* Not available in Brazil yet

Send an email

When sending

an e-mail to IT Help

Make sure your signature has your **location information** (country)

Provide the **error message** and a screenshot (if applicable)

Attach **required approvals** (if applicable)

Make sure your **contact details are updated** for engineers to be able to reach you

In case a ticket has already been raised for the same/similar issue, do not hesitate to **mention the old ticket number** (for faster resolution)

Call us

Dial **484357** from office extension or via **Skype EV**

Regional internal/external contact details are listed on our Group IT website

Group IT Talent: How can we help you today?

Group IT provides you with the technology solutions and services you rely on to achieve your goals. This is your one-stop-shop for all your technical needs.

Group IT Talent can help you

IT Services day to day infrastructure needs

IT Guides for Security, work at home / in the office / On the go

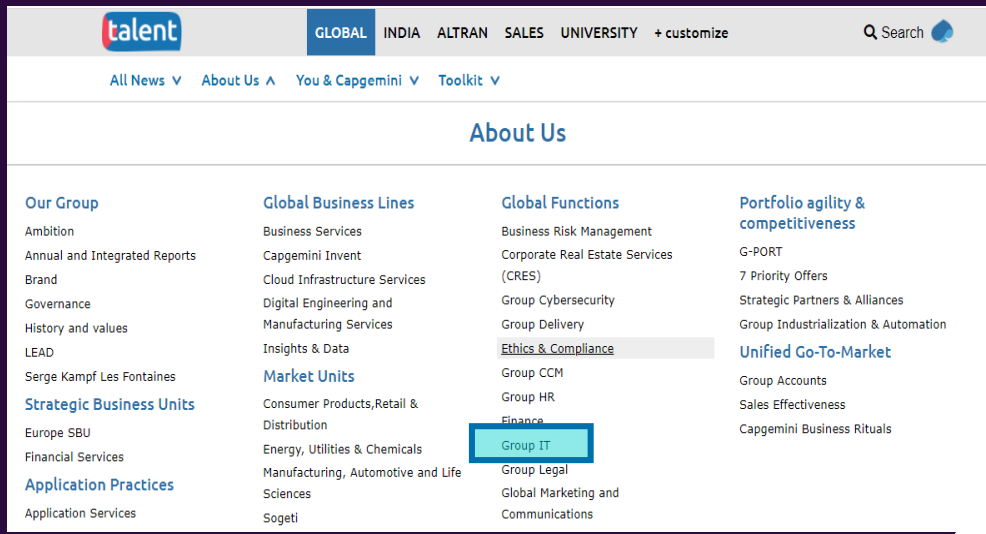**Group IT News & Events** highlights of Group IT services and events
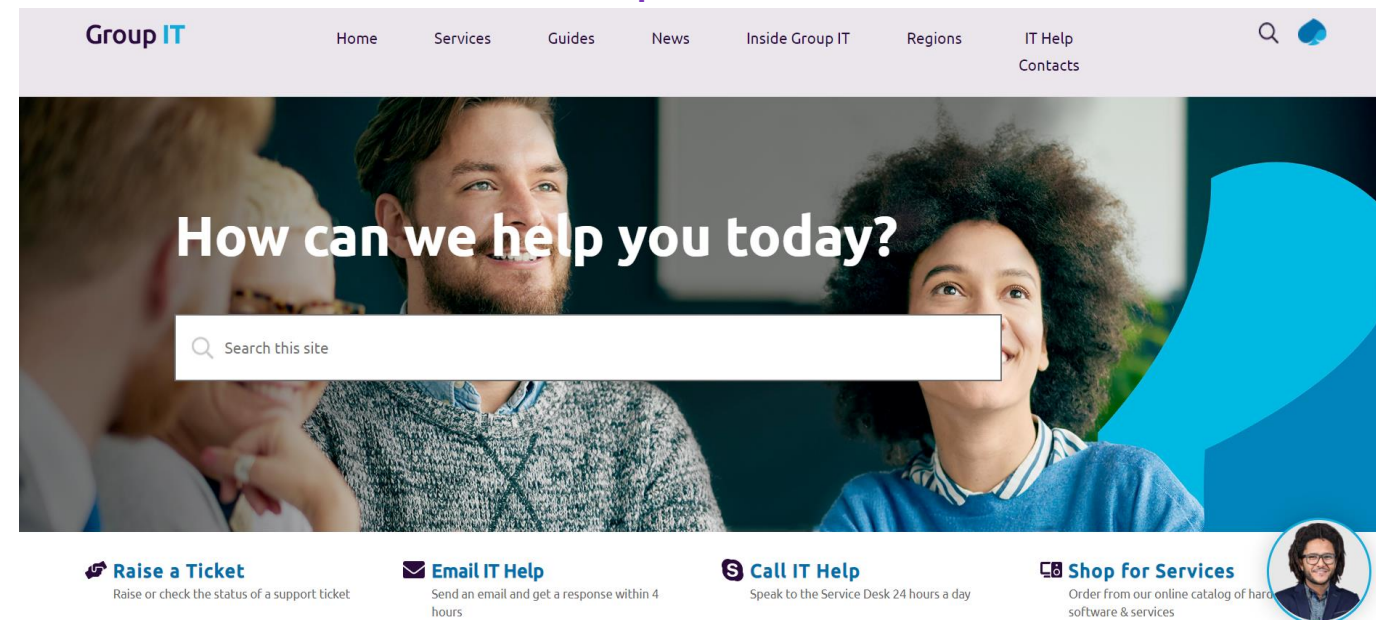
Inside Group IT know our Group IT Org, priorities, HR, jobs

IT Help contact for all your IT queries and support

How to access Group IT Talent

■ Connect to Group Talent -> Global Functions -> Group IT.

On Group IT Talent Site

Useful tools and links

- Microsoft 365
- OneDrive for Business
- Useful links
- ITaaS

Group IT

Capgemini's recommended tool for collaboration to provide better productivity and to enhance the end user experience
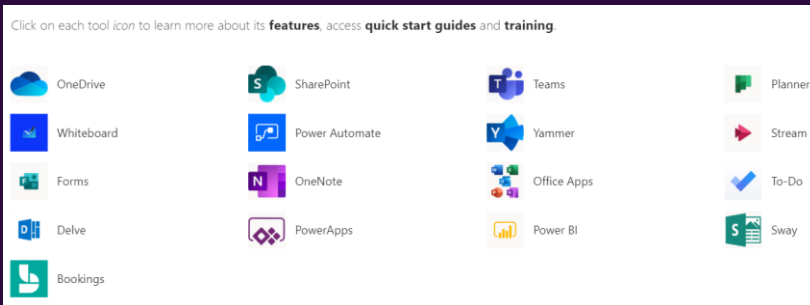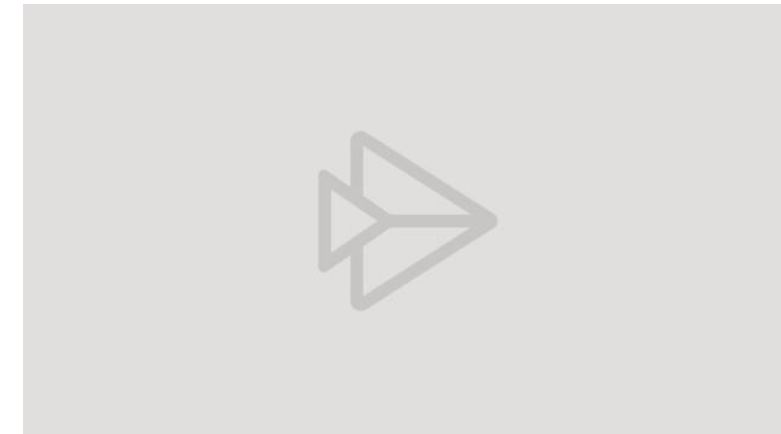
Learn more about Microsoft 365

Explore Office 365 tools & services

- Access individual tools guides - https://capgemini.sharepoint.com/sites/office365-portal/SitePages/Office-365-apps.aspx

Click on each tool *icon* to learn more about its **features**, access **quick start guides** and **training**.

OneDrive | SharePoint | Teams | Planner
Whiteboard | Power Automate | Yammer | Stream
Forms | OneNote | Office Apps | To-Do
Delve | PowerApps | Power BI | Sway
Bookings

Have a Query – Ask our champions on Yammer community

Benefits of Microsoft 365

Data is secure and backed up with Microsoft 365. That means your teams data can be retrieved easily

Co-author/ work with your colleagues on the same document simultaneously in real time, reducing the need to save different versions With Microsoft 365 you **save up 500+ versions of your document**

Manage projects more efficiently using Microsoft Teams integration with other Microsoft 365 tools e.g. OneNote for meeting minutes and Planner for managing work and assigning tasks

Champions Network

Connect to your local Champion

Welcome to Office 365

OneDrive for Business

Store, synchronize and share your work files in the Cloud.

Learn more about OneDrive

Save your data in the OneDrive-Capgemini folder on your PC to sync to the Cloud.

- Access quick start guide
- Open your OneDrive
- Download OneDrive

Have a query – Ask our champions on Yammer community

Benefits of OneDrive

Easily **drag and drop** files for saving (except Capgemini or client restricted data)

Work on the **same documents at the same time**

Easily restore data you have synced in the event of a PC crash/break/fix

Access your files from your PC or through a web browser **from any device**

Data management/sync is **your responsibility**

Useful Links…

- **LVIS:** book video conferencing with technical support from the LVIS portal (https://lvis.capgemini.com)

- **Big Event:** ideal for large team meetings, webinars, training sessions (https://bigevent.capgemini.com)

- **FTS:** access the FTS site to transfer files within the organization (https://fts.capgemini.com)

- **Service Central:** Group IT service desk portal, serves as a central problem management tool and monitored by the L0 helpdesk (https://servicecentral.capgemini.com)

- **ITaaS:** consolidated service platforms and service catalogues, single window for software distribution with standardized pricing (https://servicecentral.capgemini.com/sc?id=servicecatalog_home&catalog_id=ff331f57db3300108f2c8384059619f7)

- **Webmail:** accessing company e-mails anywhere (https://webmail.capgemini.com , https://outlook.office365.com)

For further information please visit Group IT Talent

ITaaS

The one stop shop for additional Group IT services, chargeable to Capgemini Business units and is available to all Capgemini employees. The catalog is always expanding to cover all business needs – so keep checking back for the latest news!

The IT Services & Solutions for Business team helps you identify the best IT solution for your client engagement. We provide an IT Solution Design service that will assess your need, and provide a proposal complete with solution design and costing.
IT Services & Solutions for Business team can also assist you with setting up solutions not yet found in the catalog (More about ITaaS).

Access ITaaS

3 step ordering process

Choose your service

Fill in the project code for which the service will be invoiced

Only one approval by the Project code owner

Submit your order

Categories

Cloud Computing

Physical Computing

Accessories

Networking

Communication

Storage

Software

Platform

Security

Various

Need Help

10 categories of items available.

Example of items:

Microsoft applications (Visio, Project, Access)
Adobe Software solutions
Wireless headset
SQL Server license
Virtual Machines
Wi-Fi for project devices
Mouse & keyboard

To find out what's available in your region* visit the ITaaS Catalog on Service Central and browse through the categories.
Not ALL items are available in ALL regions

If you need more information about our services or have specific requirements, please feel free to contact us by raising a request under "Need Help" in ServiceCentral.

Stay connected

Group IT

Keep in touch

Global Service desk

- Email: ithelp.global@capgemini.com

- Call us
  - From office: 484357
  - From outside: +91 22 6755 7744

- Portal: https://servicecentral.capgemini.com/sc/

- Virtual Assistant – Ask Adam

Yammer

- Deployments

- Latest updates

- General queries

- Key milestones

- Interact with colleagues from across the world

Talent

- One stop shop

- Find about Group IT

- Regional Talent hubs

- Services and tools

- User manuals/guides

- Policies and many more

Stay safe at work

Do / Don't

Group IT

Stay safe at work
by following these policies

ISMS

- Promote a dependable and secure network environment for all FS GBU associates
- Encourage the responsible use of the technology resources which are made available to you
- Ensure the integrity, availability, and confidentiality of all information within FS GBU control

Internet access

- Governed by NextGen firewall
- Restricts access to non-business-related sites
- Exceptions can be provided with proper justification and approval

Workstation / Data

- Log onto Capgemini Network monthly
- Maintain Anti Virus/Windows patch updates
- Apply software updates when prompted
- Store ALL business-related data in the appropriate "Project" or "Department" folders
- No personal data such as images, audio/video files, personal email, or any other non-business-related data shall be stored on workstations

Software access

- Use Software center on your PC for freeware s/w
- For standard s/w raise ticket in Service Central and for non-standard raise it on ITSSB
- Installation of non-standard/non-licensed software or hardware is strictly prohibited
- Periodic software audits on workstations
- If unauthorized software is found on your PC, then disciplinary action may be initiated

Do's

- Read and apply our [Acceptable Use Policy](#) in all regions to comply with our security and confidentiality requirements;
- Access Client environments through Client approved means (secured connection, e.g. VPN, Citrix/VDI);
- Update the system for latest antivirus and patch updates;
- While working outside Capgemini locations, please ensure that your system screen is well protected (prevent shoulder surfing) at all times;
- Lock your system while away, and log out when not using the computer;
- Only print data if necessary. Always secure hard copies;
- Use only Capgemini approved methods to store personal data;
- Ensure that your computer and authentication devices are secure during travel and off-site work. If you suspect any abnormal behavior on the system, contact the Capgemini IT team immediately;
- Contact your manager/supervisor for clarification on system access and privileges;
- Contact information security team if you suspect any violation to Client and Capgemini policies. Reset Password periodically
- User software center to install non-licensed software approved by Capgemini. Clean Temp files often and perform disk clean.

Don't

- Don't connect to private sites / email systems;
- Don't share access / usage with family, friends and colleagues;
- Don't share sensitive data via email, particularly between Client and Capgemini email domains and to personal email addresses;
- Don't extract sensitive Client data from Client systems or networks where this isn't normally performed;
- Don't store Client or Capgemini data on personal devices;
- Don't connect external media to systems unless approved by your Client and Capgemini;
- Don't log onto computer systems using another colleague's login account;
- Don't discuss confidential information near 3rd parties;
- Don't install personal software or unapproved/pirated software;
- Don't try to remove or disable anti-virus software;
- Don't share license keys or exes with other users/machines;
- Don't connect your personal laptop to the Capgemini network;
- Don't share your credentials to others.

About Capgemini

Capgemini is a global leader in consulting, digital transformation, technology and engineering services. The Group is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year+ heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. Today, it is a multicultural company of 270,000 team members in almost 50 countries. With Altran, the Group reported 2019 combined revenues of €17billion.

Learn more about us at

www.capgemini.com

People matter, results count.