

Desktop Support SOP

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mobile

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1 Purpose……………………………………………………………………………………..1

**Purpose:**

This section is provided to give information on this version of the document.

The purpose of this document is to provide the Desktop System Administrator or any other technical stakeholder with a complete and easy to customize template designed specifically for the Technical Domain. It is intended to provide installation instructions to any Technician that has an interest or a role in the Desktop support.

Overview

The purpose of this document is to outline the Technical Support process for when a customer has an issue, question or change request related Desktop and Laptop.

Audience

The document was created for customers, and is available to all customers and employees.

Assumptions

The assumptions in this process are that Technical Support employees have access to and are trained in using the Jira Service Desk application.

Change Management

Any change to this document requires approval by the executive team.

Quality Controls

This document will be reviewed annually, and adjusted as needed. Any required changes to the process are documented as versioning of the document.

**Reporting Issues / Submitting Requests**

Piramal Swasthya provides complete customer support 24 hours a day, 365 days a year for all customers. The technical staff uses a Service Desk Platform to manage questions, issues, problems and change requests from customers. Reporting to Piramal Swasthya is done via web-portal (support.Piramal Swasthya.com) and for all requests and also via phone for emergency situations, to the following contact information:

Piramal Swasthya Support

Portal: https://support.piramalfoundation.org/jira/

Email: support@Piramal Swasthya.com

All issues should be initially reported to Support through the customer portal, or phone. Subsequent information provided to Support must be provided by response to support@Piramal Swasthya.com or through the portal. Relevant updates from the Piramal Swasthya Support team will be provided only in the assigned ticket, which will be sent by email notification and accessible through the customer portal.

Types of Issues and Requests

Customers may need to contact Customer Support for varying reasons; to ask a question, to report an issue or submit a change request. Below are definitions for each type of request.

Inquiry (I have a question!)

A question about the service, billing, etc.

Incident (Laptop is broken!)

An unplanned interruption or reduction in quality of service, either discovered internally by Piramal Swasthya or reported by a customer.

Service Request (Do stuff for me!)

A request for services.

**Problem**

A recurring incident that has been experienced on multiple occasions. Piramal Swasthya SOP –

1. **Allocation of Assets to Users**

IT Team will receive the Request form HR team for creation of email, domain with asset request, we will receive Asset from Procurement, after installation of all the required software’s IT team will allocate machine to end users.

Refer: \QMS\IT Documents\Office 365

1. **Software Installation Policy & Licensing Inventory**.

IT Team will install the few basic software’s in Desktops/Laptops and in case of any new software or application to be installed in any specific user’s system, user will send email or Jira request to IT Team, then after reviewing the Software requirement team will install in user’s system. If it is not licensed then IT team will inform the HOD for further process.

Below are basic software’s installed by IT team before handing over to the user….

* Windows 10 Pro/ Windows 11/ Windows Home Single language
* Sophos Antivirus (Licensed)
* MS Office (Licensed) / 2019/2021/365
* Teams Software – Meeting software
* 7 - ZIP
* Adobe Reader
* Mozilla Firefox
* Google Chrome

IT team is responsible to maintain the licensing track of the licenses (software/hardware/network appliances) and coordinate with the PSMRI procurement team for any requirement of additional requirements after receiving the approval from PSMRI IT manager.

1. **Email Id Creation, deactivate and Mail Backup Policy**

* HR team will send a requisition form to IT Team, IT team will create required email account and share the details with HR.
* Currently PSMRI email are subscribed in Office 365 cloud and we will follow the below format to create the email id…

[Firtname.Surname@piramalswasthya.org](mailto:Firtname.Surname@piramalswasthya.org)

* HR will send a mail or request in Jira to deactivate the email id once the employee exits.
* As per the departmental HOD request, IT team will download the mails into PST and handover to the concern department HOD for future references.

Refer: QMS\IT Documents\Office 365

**Jira ticket Severity**

The severity of a ticket refers to the immediate impact to a customer for a given issue or request. This can range from a low impacting request, such as request for logs or inquiry about services, to a system down outage of service.

|  |  |
| --- | --- |
| The type of severity is determined by the extent of impact to the customer and nature of the issue or request. The following defines each severity: **Severity Level Classification** | **Definition** |
| **Severity 1 (Emergency)** | Complete outage of services in Production |
| **Severity 2 (Urgent)** | Partial outage or degradation of services in Production |
| **Severity 3 (Non-critical)** | Requests to modify services (e.g., change a configuration, perform a restart) |
| **Severity 4 (Low)** | Request for information about services (e.g., logs, configuration details) |

**Service Level Agreement (SLA)**

All reported service requests, incidents and inquiries to Support fall under the Piramal Swasthya SLA response and resolution timeframes, and are dependent on the priority of the request. Time to first response and Time to resolution by priority are as follows:

Standard Hours

|  |  |  |
| --- | --- | --- |
| Refers to the timeframe between 9:00am and 6:00pm Eastern Standard Time (EST) Monday through Friday, excluding any Piramal Swasthya US published Holiday. See “Published Holiday Schedule” for details. **Priority** | **Time to first response\*** | **Time to resolution\*** |
| Sev 1 (Critical) | 15 Mins | 4 hours |
| Sev 2 (Urgent) | 1 Hour | 24 hours |
| Sev 3 (Service Request) | 4 Hours | 72 hours |
| Sev 4 (Inquiry) | 8 Hours | 5 Business Days |

Unless otherwise specified, requests to the Service Desk are given a Severity of 3 as non-critical. Inquiries or requests submitted to Piramal Swasthya Support should include sufficient information for the Support team to understand, review and diagnose the request. Minimal information should include as much of the following as possible, as pertinent:

* • Hostname, IP Address, URL, Protocol/Port or type of connection (e.g., Internet, VPN)
* • Directory and File
* • Users, groups or roles affected, with login information
* • Website, Webservice, Application Pool or Service
* • Database installation, Name or Object

**Ticket Processing**

All requests and inquiries are reported to Piramal Swasthya Support via

email ([it.helpdesk@piramalfoundation.org](mailto:it.helpdesk@piramalfoundation.org))

techsupport.hyd@piramalswasthya.org

or through the ticket portal (https://support.piramalfoundation.org/jira/).

Severity 1 and 2 request should be followed up via phone call to Support. After hours requests will then be forwarded to an on-call engineer for prompt response.

Severity 1 tickets are given the highest priority and processed per the Response and Resolution Times mentioned before. Updates will be provided every 30 minutes until the issue is resolved. All Severity 1 tickets will yield a Root Cause Analysis (RCA) provided to the customer within a reasonable period of time. Note that an RCA may need to be provided by a service provider, though Piramal Swasthya will work with the provider to obtain the RCA for the customer.

Severity 2 tickets are also considered high priority and processed per the Response and Resolution Times. Depending on the nature of the issue, an RCA may be requested.

Severity 3 tickets represent change requests and are processed in accordance with the Change Management Process (see SOP – Change Management document). Change requests are completed within 72 hours of the initial request, assuming full details for the requested change are provided by the customer.

Severity 4 tickets are considered the lowest priority and typically represent an inquiry on managed services. These tickets are completed within 5 business days of the initial request.

**Communication**

As mentioned above, all issues should be initially reported to Support through the customer portal (https://support.piramalfoundation.org/jira/), email ([it.helpdesk@piramalfoundation.org](mailto:it.helpdesk@piramalfoundation.org)) or phone (999999999, option 2). Subsequent information provided to Support must be provided by response to techsupport.hyd@piramalswasthya.org or through the portal. Important updates from the Piramal Swasthya Support team will be provided only in the assigned ticket.

**Responsibilities**

As a managed cloud services provider, Piramal Swasthya assumes responsibility for some aspects of the managed services, while the customer is expected to assume responsibility for other aspects.

Piramal Swasthya

Piramal Swasthya is responsible for:

* 1. • Infrastructure that is part of the service: o Internet connectivity to the managed service
  2. o VPN connectivity to the managed service
  3. o Network connectivity within the managed service
  4. o Hardware supporting the managed service
  5. o Operating System supporting the managed service
  6. o Base Application supporting the managed service
  7. o Base Database supporting the managed service
  8. o Managed Services (such as SAP)
  9. • Execution of the Service Management Processes described in this document
  10. • Availability of the above Infrastructure (with a specific SLA in the agreement) excluding Cusomter Application and Database customizations
  11. • Filesystem based backups with a recovery point from 1 to 14 days in 1 day increments
  12. • Security of the above including patching (on a quarterly basis) excluding Customer Application and Database customizations
  13. • Automatic scalability of the above (if it is part of the agreement)

**Customer**

Customer is responsibile for:

* 1. • Infrastructure that is not part of the managed service: o DNS Servers (if they are not managed by Piramal Swasthya)
  2. o SSL Infrastructure (if it is not managed by Piramal Swasthya)
  3. o VPN Connectivity that is not part of the managed service
  4. o Internet Connectivity that is not part of the managed service
  5. o Customer Application and Database customizations
  6. • Security of the above Infrastructure and Application
  7. • Any architectural deviations applied to the managed service that have been approved by Customer
  8. • Utilizing the supplied infrastructure to store Customer backups
  9. • Adherence to the Service Management Process described in this document and the Executed Contract

**Escalation**

Should a customer need to escalate an issued Support ticket, they can send an email to escalations@Piramal Swasthya.com, making sure to include the issued ticket number. An elevated response will be provided within the defined Response Time for a Severity 1 ticket.