



Symantec System Recovery 2013 R2 Installation

Customer: Grant Investrade Ltd

Document History:

Document Title:	SOP for Grant Investrade Ltd
Process Name:	Symantec System Recovery 2013 R2 Installation
Document Owner:	Insight Business Machines Pvt. Ltd.
Prepared By	Darshan C / Kaushik W
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1. Introduction

Insight Business Machines Pvt. Ltd. has been in the field of Computing Technology since 1992. What Insight envisages: The right mix of Products, services, People, infrastructure, Resources and Technical expertise. The prime push for INSIGHT has been towards diversifying itself into many arenas of Digital Information Technology. Today customers are turning to INSIGHT for flexible and operable solutions. Be it Systems Integration, Infrastructure Consolidation, Networking or Application Development we providing efficient, cost effective & cutting-edge technology has been the driving initiative at INSIGHT since last more the one decade. Our expertise in the Information Technology and the industry domain has been acknowledged by the business community at large. A testimony of this is our distinguished client portfolios that are leaders in their vertical and an achievement that Insight is proud of. Our vision is Instigate Values by Service Integration and Solutions.

Solutions we provide: Compliance, Convergence, and Manageability & Lifecycle Management.

2. Introduction for SOP

A Standard Operating Procedure (SOP) is a set of written instructions that document a routine or repetitive activity followed by an organization / team. The development and use of SOPs are an integral part of a successful quality system as it provides individuals with the information to perform a required job properly, and facilitates consistency in the quality and integrity of an end-result.

The use of Standard Operating Procedures by teams will provide several Benefits. First, the intent will be communicated to all individuals in the team. Second, SOPs provide subordinate employees with the desired end state and allow them to use their discretion if decisions need to be made. SOPs provide leaders the framework to conduct business safely by allowing them to focus on critical decisions instead of routine ones thus enhancing their decision making ability in stressful situations. Finally, SOPs provide a mechanism to identify needed changes, implement appropriate policy, enhance training, describe desired performance, and evaluate operational performance. The result is improved operational efficiency, greater accountability, and customer (user) satisfaction.

3. Objective

The primary objective of this document is to serve as a set of written instructions for remotely managing the infrastructure of Grant Investrade Ltd, it provides the standard Process Framework and detailed procedures in carrying out the services effectively and efficiently.

4. Scope

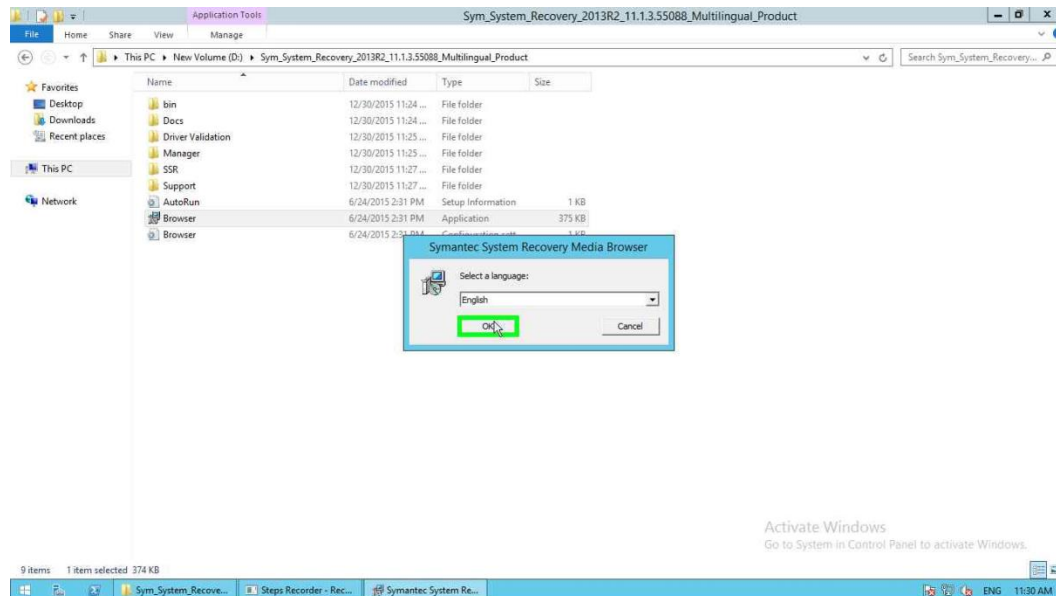
The scope of this document is to follow the step by step process for the VMware deployment at Grant Investrade Ltd. On daily basis it will help the support team for managing the infrastructure, and analyse any possible security threat or anomalies that can be fatal for business.

5. Audience

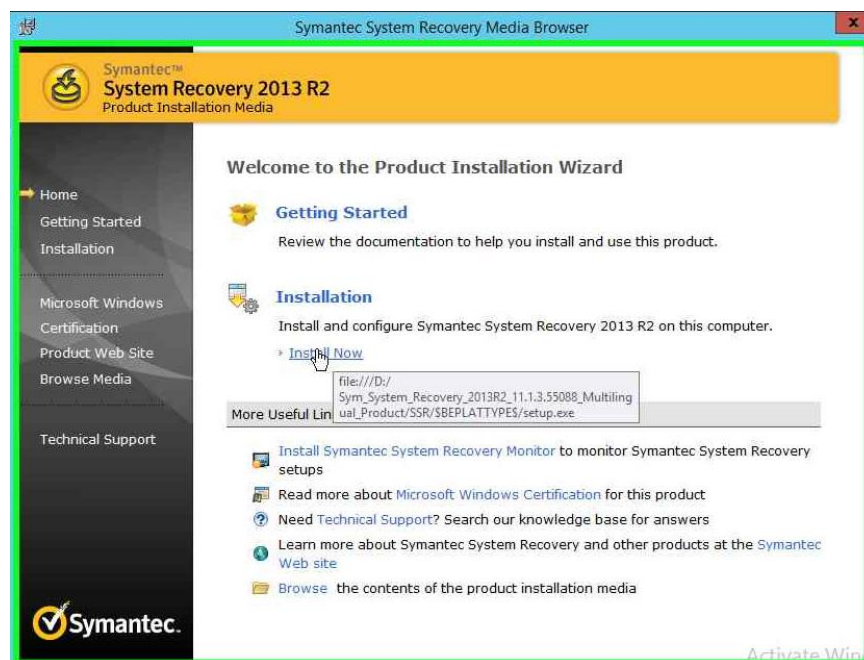
The intended audience for this document is Help Desk, System Engineer / System Administrator, Team Leader and IT End Users at Grant Investrade Ltd (Mumbai)

6. Installation of Symantec System Recovery 2013 R2

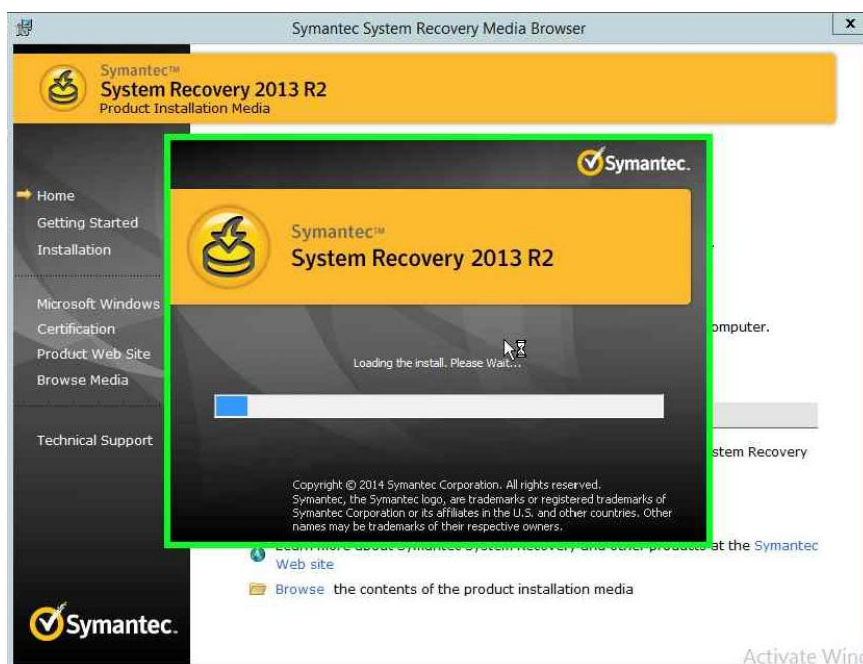
Step-1:- Go to the Symantec BESR software directory and right click on Browser file and then click run as administrator. Then installer will ask you to select the language for installation. Select appropriate language and click OK.



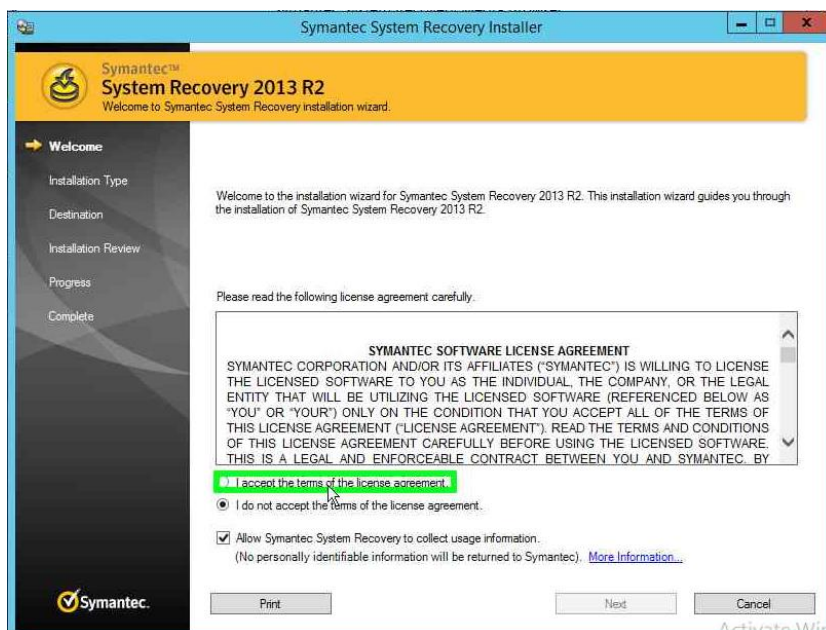
Step-2:- Welcome screen opens in front of you. Just click Install Now to start the installation.



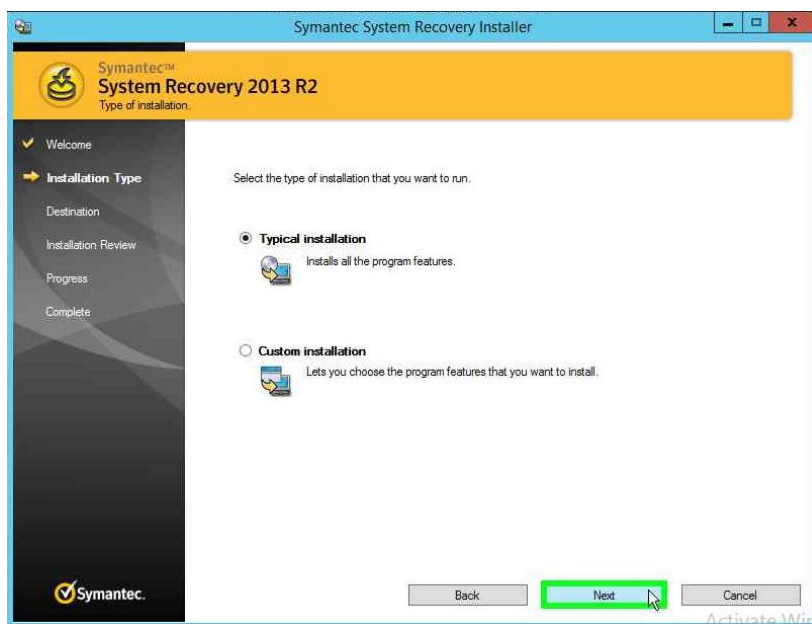
Step-3:- Installer is loading the file. Wait for installer to complete loading.



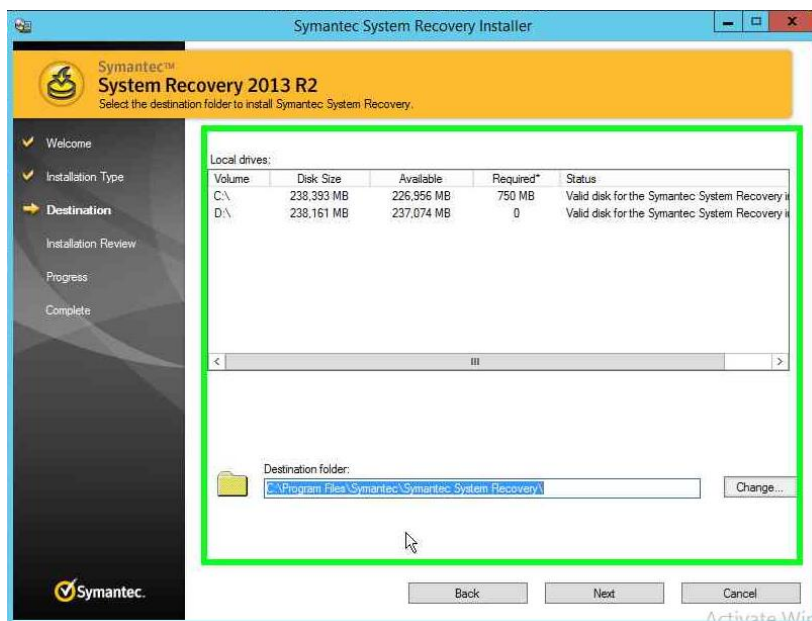
Step-4:- Symantec Software License Agreement screen displayed. Accept the license agreement and click Next.



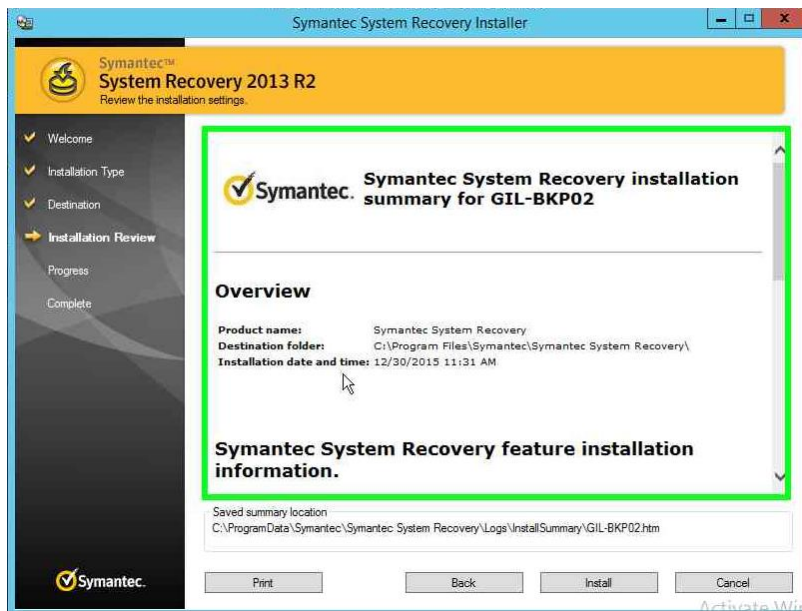
Step-5:- Select the type of installation and click Next.



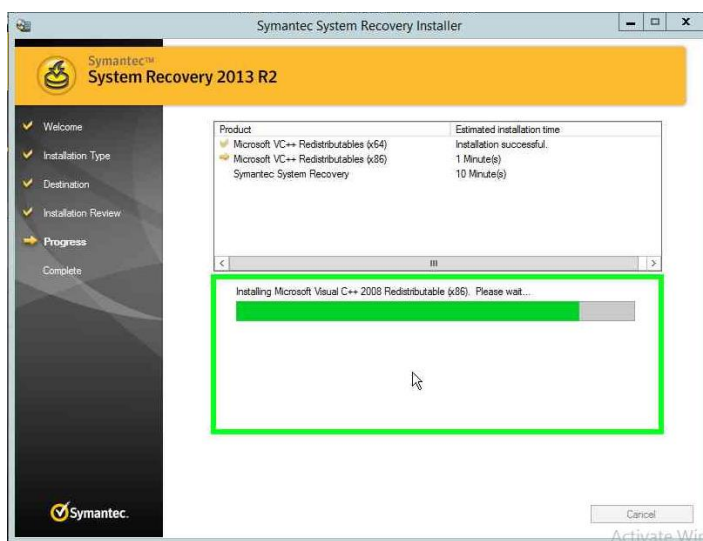
Step-6:- Select the installation directory where you want to install the Symantec Software and click Next.



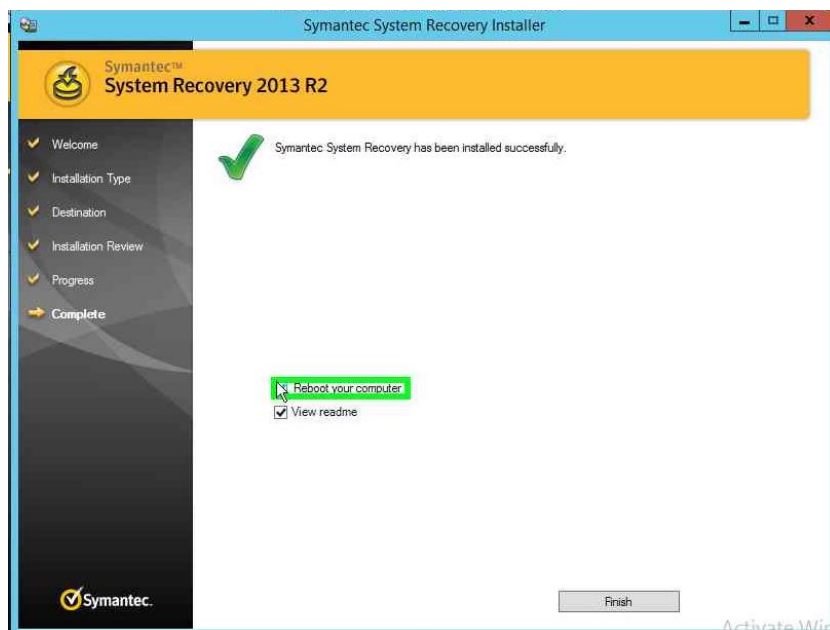
Step-7:- Installation summary will be displayed. Verify the summary and click Install to proceed with the installation.



Step-8:- You can see installation progress in below screen.



Step-9:- Now installation is successfully completed. Check the Reboot your computer checkbox and click Finish.



7. Document Acceptance;

The parties, in signing this acceptance, have agreed the above mentioned deliverables & scope of work. This signoff is required prior to any Services being carried out onsite.

Insight and Customer have caused this SOW to be signed and delivered by their duly authorized representatives.

Grant Investrade Ltd.		Insight Business Machines Pvt Ltd	
Name	Seal & Signature	Name	Seal & Signature
Vinyak S		Darshan C	
Vijay K		Kamlesh S	

8. Annexure;

NA