**Standard Operating Procedure Document**

**For**

**I Mitra**

**(Agency)**

**Revision History**

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| --- | --- | --- | --- | --- |
| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
| 1 | Rajesh Ramakrishnan | V1.0 | 09-Jan-2020 |  |
|  |  |  |  |  |

**Approval History**

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| --- | --- | --- | --- | --- |
| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
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# 1. Introduction

## 1.1 Purpose

To provide architecture view of iMitra application and step by step recovery of a system in case of disruption, so as to facilitate recovery within the stipulated timeframes to ensure business continuity with minimal impact on business operation.

## 1.2 Scope / Responsibilities

Architecture overview of the application and recovery plan for application sanity checks, support and enhancements for iMitra.

# 2. Definitions and Acronyms

|  |  |
| --- | --- |
| **Acronyms** | **Description** |
|  |  |
|  |  |

# 3. Application Overview

iMitra application is used by bajaj Allianz Agency (Agents), for buying and renewing motor and non-motor insurance.

## 3.1 Application Identification

|  |  |
| --- | --- |
| **Application Name** | **I Mitra** |
| **URL** | https://general.bajajallianz.com/BagicNxt/plogin.jsp |
| **Application Tier** |  |

## 3.2 Application Ownership

|  |  |
| --- | --- |
| **Application Owner** |  |
| **Business Owner** |  |
| **Operation Owner** |  |
| **IT Support** |  |

# 4 Application Architecture

**Operating System:**

**Database:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Server Name** | **Server Type** | **Site A IP** | **Site A Hostname** | **Site B IP** | **Site B Hostname** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

## 4.1 Flow Diagram

# 5. Procedure

We need to work on call tickets assigned to support team. Team needs to replicate issues and guide the user respectively within specified timeframe.

## 5.1 Start Criteria

The branch user or else ITC team will raise tickets to support team. Once the ticket is assigned to support team member, he/she needs to understand the user issue and provide solutions accordingly.

## 5.2 Process Flow

The support team as to follow below process once the call tickets assigned to them:

* Read the call ticket description and if they have any enquiry call the user to get more details about the issue.
* Once they understand the issue, try to replicate the issue in test environment.
* Provide solution for the issue.
* Recheck and update user once the issue get resolved.

## 5.3 Technical Flow

The support team as to follow below technical steps:

* L1 team needs to replicate the issue.
* If issue is not replicated then assign it to L2 team.
* If issue is replicated and is related to basic setting, then guide users accordingly.
* If issue is related to some changes in script, then make the necessary changes and assign the script to L2 team for approval.

## 5.4 Roles & Responsibilities

|  |  |
| --- | --- |
| **Roles** | **Responsibilities** |
| Level 1 |  |
| Level 2 |  |
| Level 3 |  |

## 5.5 Checklist

Daily task performed by L0, L1 and L2 team members.

## 5.6 Query To Be Used

Below queries needs to be performed for morning activities:

## 5.7 Known Error Logs

## 5.8 Completion Criteria

# 6. Escalation Matrix

|  |  |  |  |
| --- | --- | --- | --- |
| **PPM – Escalation Matrix** | | | |
| **Escalation Level** | **Name** | **Email Address** | **Phone No.** |
| Level 1 | John Mathew |  |  |
| Level 2 |  |  |  |
| Level 3 |  |  |  |

# 7. Dependencies

# 8. Document Review Mechanism

As and when a change takes place, process will be updated accordingly. Periodically process will be reviewed.