

SOP for Secure Software Installation & Elevation Access

Group **IT**



Prepared By: Deepak Kumar Tiwari

Approved By: Sharma, Biswajeet

1. Purpose

The purpose of this SOP is to guide users on the proper method to install software on Capgemini laptops while ensuring compliance with security policies. This will help prevent unauthorized software installations and potential security risks.



2. Approved Method for Software Installation

To install software on your Capgemini laptop, follow these steps:

i. Do Not Download Software from the Internet

- Avoid installing software directly from the browser, as it may not be compliant with Capgemini policies.

ii. Use the Company Portal for Pre-Approved Software

- The company portal is available on every Capgemini system. Kindly search for it on your Capgemini laptop, open it, and navigate to the pre-approved catalogue where all the compliant software is listed.
- Capgemini provides a pre-approved catalogue of software that can be installed without requiring additional approvals.
- Access the company portal to check the list of approved software:

Company Portal: [[companyportal:ApplicationId=0459c33b-6dd9-4415-8b2e-30950f4139d7](https://servicecentral.capgemini.com/sc?id=sc_cat_item&sys_id=0459c33b-6dd9-4415-8b2e-30950f4139d7)]

iii. Request Software Installation

- If the required software is not available in the company portal, submit a request for installation using the link below:

Software Installation Request Link:

https://servicecentral.capgemini.com/sc?id=sc_cat_item&sys_id=2706c85a1b338110a77f33799b4bcbf4

Note: Please raise a separate request for each software.

iv. Request to Add Software to the catalogue

- If the software is not available in the installation request portal, submit a request to add it to the catalogue using the link below:

Software Amendment Request Link:

https://servicecentral.capgemini.com/sc?id=sc_cat_item&sys_id=3a2230a51b937c54a77f33799b4bcb39

v. Uninstalling Software

- If you need to uninstall any software, use the following link:

Software Uninstallation Link:

https://servicecentral.capgemini.com/sc?id=sc_cat_item&sys_id=15cd63ec1bde5910a77f33799b4bcbd2

vi. Reporting Issues or Updating Installed Applications

- If you experience issues with installed applications or need driver updates, raise an incident request using the link below:

Incident Request Link:

https://servicecentral.capgemini.com/sc?id=sc_cat_item&sys_id=bf696743dbb94c10be58294505961918



- vii. If you have a premium licensed software owned by Capgemini, you can create an incident under the "Software Issue" category using the link below.

https://servicecentral.capgemini.com/sc?id=sc_cat_item&sys_id=bf696743dbb94c10be58294505961918

The screenshot shows a web interface for creating a ticket. At the top, there's a search bar labeled 'Service' with the text 'End Point Management' entered. Below this, a message states: '*To narrow the list, type the Service or Application name pre-fixed with an asterisk (e.g., "sharepoint"). Incorrect selection will misroute your ticket. Carefully search and select the Service or Application in the second column for faster routing of your ticket.' At the bottom, there's a dropdown menu showing 'Software Issue' as the selected category. To the right of the dropdown are icons for a search and a refresh.

3. Consequences of Non-Compliance

Failure to follow this process may result in:

- Revocation of local admin rights.
- Reporting to HR for policy violation.
- Potential disciplinary action, including loss of IT privileges.

4. Need Help?

- For assistance, contact:
Adam on [MS Teams](#) or [Talent](#)
 - [Self-help](#) portal to log a ticket.
 - [Phone Support](#) or [Email Support](#)
-