

Server Support- Roles & Responsibilities



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**Role and Responsibility**

* Support the cloud environment with maximum uptime with immediate response (24x7 window)
  + Act immediately and resolve the issues on need basis
  + Communicate the issue fix to Ansell management (communication list to be provided by Ansell)
  + Required patches to be updated in the server on a timely basis.
* Participate in projects related to responsibilities; may serve as a technical support team on occasions.
* Provide required server/environment support that to ensure that the Transcription software deployment/installation is achieved in shortest possible time.
  + - Supporting software(s) will be installed as per Vendor of software’s need.
    - If supporting software’s version change integration with new update that responsibility will be Vendor of software.
    - Any further infrastructure/environment related support for the vendor(s) to be provided by iCore.
* Provide required support for procuring suitable server (Google), finding suitable configuration, installing necessary third party software (purchased by Ansell)
  + - * + Find out the apt server with required components for running transcription software and other applications to be run in the cloud server.
        + Installing required licensed software as per the vendor requirement.
        + Current license is available of third party software that will be point to inside server.
        + If license not available purchase separately.
        + Installing/enabling Windows integrated services like IIS .
        + Installing/enabling required software/services like SQL server with appropriate security.
        + Installing runtimes of software; if needed of any.
        + Server backup schedule by using console. (credentials to be provided to iCore)
        + Server public IP point to domain registration.
* Provide third party support for smooth and effortless integration of newly developed transcription software to the client web portal.
  + - If web portal (Domain) available, support for pointing server to portal.
    - Set up new domain if not available for portal.
    - Setup server settings for deploying new software as per the suggestions from Vendor of software.
    - Integration with API of web portal (Responsibility will be Vendor of software).
* Software installation and any necessary maintenance of server including installing an antivirus with firewall that should not prevent the running of software in any sort.
  + - * + Server configuration and storage space update based on hike of data handle in that software.
        + Installing Antivirus; Need license key (If use third party antivirus other than Windows Defender)
        + Enable firewall
        + Application and database backup.

Manual backup done by iCore at regular interval based on requirement

Auto backup to outer storage space done by vendor of software programmatically

* Plan, coordinate, and manage the implementation of agency’s server short- and long-term strategy in areas such as capacity planning, upgrade paths and service levels.
* Oversee installs, configuration, upgrades, administration, monitoring, maintenance, and security for the agency file and database servers. Ensure that the server uptime is meeting the metrics.

**What iCore required**

1. Admin Access to Google cloud platform with credentials
2. Domain access credentials for pointing server IP to domain.
3. Required Software to be purchased by Ansell and license details to be shared with iCore
4. If any software patches to procured, the same to be purchased by Ansell and license details to be shared with iCore.
5. License key of all third party software (which are to be installed in the cloud server) to be shared with iCore.
6. Contact details of M2 for confirming software’s support tools like reporting tool (If available) / any other support related to software deployment.
7. Deployment file of Software (If need to host application from our side).
8. Database backup (If need to host application from our side).
9. Hosting document (If need to host application from our side).