

1. Scope of Work:

The scope includes providing smooth and trouble-free maintenance of Desktop, Laptop, workstation, printers, scanners, LAN, Wi-Fi and other minor IT peripherals located at ITER-India, IPR, Block A, Sangath SKYZ, Bhat – Koteswar Road, Koteswar, Ahmedabad - 380 005, Gujarat, India **and** at ITER-India Lab, Institute For Plasma Research, Bhat Village, Near Indira Bridge, Gandhinagar-382428, Gujarat - INDIA.

The scope includes the end user support for IT related problems. Scope of work is described in detail below.

- 1) **Helpdesk Management**
- 2) **Asset Management under the supervision of ITER-India IT Group member.**
- 3) **End user support related to:
Desktop, Laptops, workstations, printers, scanners, projectors, LAN, Video Conference System, software Support Management, telephone (etc. IT Services)**
- 4) **Maintenance of Desktop/laptop/ workstation/ printer/etc.**
- 5) **Manage and coordination of other AMC contracts for various services**

1.1 Help Desk Management

- Receive incident /Service requests from Users via telephone, email or Help desk Portal
- Perform incident /Service classification, prioritization, correlation with other reported incidents and matching against known errors
- Troubleshoot and attempt to resolve the incident/service, use remote control session if necessary for incident resolution.
- If the incident/service requires escalation to next level supports, the helpdesk staff will assign it to the next level support personnel.
- Track the incident/service until closure and keep the User up to date with the incident status.
- In case any problem is not resolved within specified time limit/ cannot be resolved at helpdesk level than it has to be escalated to next level.

1.2 Asset Management under the supervision of ITER-India IT Engineer

Management of the asset database and the overall change process in order to ensure control over configurations to minimize disruption and downtime accruing from changes.

- Asset Management includes monitoring and tracking equipment at ITER India & Outside location offices by helpdesk or any other software/system:-
 - Desktop/Laptop/Accessories inventory
 - Software inventory
 - Printer inventory
 - LAN / WAN products
 - License inventory
 - Other minor peripherals

- Maintain and update asset database under the supervision of ITER-India Engineer.
- Support technician will assist ITER-India during internal or external audit of IT Asset

1.3 End user support related to:

Desktop / Laptop//workstation/printer/scanner/projector /Network/ Video conference System/ software Support Management (etc.)

This support provides a wide range of technical services for end users on the site, remotely and over the phone. Following is a list for the key roles and responsibilities:

- Preparation of new PCs/notebook computers for deployment, installation of the operating system, installation of applications and clients as per the user requirements, settings of operating system, user profiles,& PC BIOS parameters as per ITER-India policies.
- Onsite installation of new PCs and locally attach peripherals such as printers, image scanners. The installation includes site readiness inspection to verify availability of proper desktop, power outlets, & network outlets.
- Installation of additional applications as per user’s requirements such as ITER-India various design applications, Acrobat reader, etc.
- Preparation and onsite installation of Networked printers both for common as also individual use by ITER-India users.
- First level inspecting and troubleshooting the Time attendance recording devices.
- Upgrade of PC hardware as required such as increase of memory or hard disk size.
- Upgrade of operating systems and applications such as Windows LINUX based with the latest available OS etc. Helpdesk technicians are expected to have hands-on experience of other operating systems based on Linux.
- Troubleshooting of hardware and software for PCs, printers, scanners, projectors & Peripherals.
- Troubleshooting and support on OS (windows / Linux etc.).
- Troubleshooting and support on software (Microsoft office, adobe products, backup client etc.)
- Recovery (If possible) of lost user’s data caused by hardware or software failures and user errors.
- Relocation of PCs & Peripherals as required by users.
- Configuring user data backup mechanisms as required by users.
- Configuration and fine-tuning of existing applications on PCs such as internet browsers and office automation application settings.
- Managing end-user machine on AD (Active Directory), and user machine backup.
- Managing and troubleshooting of Video and teleconference systems in meeting rooms and individual user desks.

The current estimated inventory of Desktops & Peripherals includes the following:

- Desktops/Laptops/workstation: Approx. 300
- Printers: Approx. 40
- Phones: Approx. 200

- Video Conferencing systems 10
- Tele Conferencing Systems: 10
- Scanner: Approx. 10

1.4 Maintenance of Desktop/laptop/ workstation/ printer/etc.

Hardware maintenance of Desktop/ Laptop/ printer/scanner/ end user network IO includes repair of all hardware for approx... 175 Active users

- Desktops/Laptops: Approx. 250
- Printers: Approx. 40
- Video Conferencing systems 10
- Tele Conferencing Systems: 10
- Workstation: Approx. 50
- Scanner: Approx. 10

If the device is under warranty or AMC contract with other vendor, technician should manage and co-ordinate with them for resolution of incident.

Note: If any hardware replacement is required against the failure of hardware, then it will be provided by ITER India.

1.5 Manage and coordination of other AMC contracts for various services

Logging of service call with AMC vendors after first level of analysis of the incident.

- 1.5.1 To manage AMC contractor Database and escalate issues.
- 1.5.2 Follow up with the Supplier for call resolution as per Service Level Agreement (SLA).
- 1.5.3 Escalation of user calls to hardware / software Suppliers if necessary.
- 1.5.4 Track inventory of any items sent for repairs and follow-up for the replacement.
- 1.5.5 AMC contractor Database updates as and when required.
- 1.5.6 Monthly Effectiveness Report on AMC services.