



STANDARD OPERATING PROCEDURE

Department: Quality Assurance	SOP No.:
Title: IT Operations Management	Effective Date:
Supersedes: Nil	Review Date:
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1.0 OBJECTIVE:

To lay down a procedure to manage day to day all IT related Service Request, Incidents, user support and any regulatory organization compliance related calls.

2.0 SCOPE:

This SOP is applicable to all the hardware and software related to electronic data and communication system problem resolution.

3.0 RESPONSIBILITY:

User department - Intimation to IT for problem resolution
IT Department - Problem rectification

4.0 ACCOUNTABILITY:

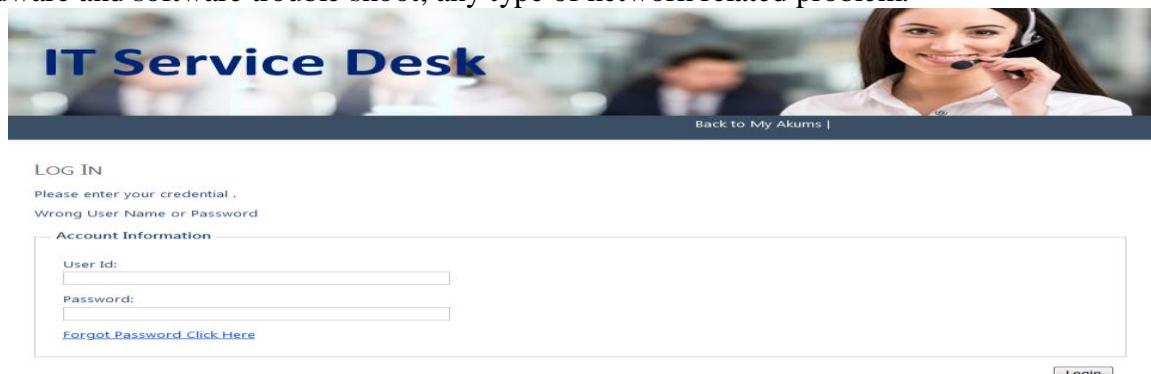
Operating Manager IT: Effective implementation & Training of SOP
Head-CIT : Approval of this SOP

5.0 ABBREVIATIONS:

SOP Standard Operating Procedure
IT Information Technology
No. Number
Ltd. Limited
QA Quality Assurance
SLA Service Level Agreement

6.0 PROCEDURE:

6.1 All the department users shall request in IT Service Desk software as per screenshot to implement any system, install, re-install or uninstall any software, assembly or de-assembly any hardware, any type of hardware and software trouble shoot, any type of network related problem.



6.2 Concerned personal shall logged problem request in IT Service Desk with login in to IT Service Desk and having the request number.



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- 6.3** The request number shall be P-10-0108811 (where P is Plant and 10 is plant code and number indicate continuous serial number starting from 0001).
- 6.4** Details of all the request number shall be maintained as per IT Service Desk logs.
- 6.5** Concerned personal shall enter the problem in IT Service Desk.
- 6.6** The IT personnel acknowledge the problem based on data entered in software.
- 6.7** The IT personnel to solve the problem and intimate to user.
- 6.8** If required, IT personnel shall support from business process or a specific technology which impacted by a particular problem.
- 6.9** The IT personnel shall engage the usual support mechanism for resolving the problem.
- 6.10** The IT personnel shall plan the resolution as per the priority of the incident and put the best effort to resolve.
- 6.11** The IT personnel shall determine if the time to resolve the problem is not meeting their expectations.
- 6.12** If the time to resolve the problem is not meeting the expectations, then the same will be escalate to Operating Manager through their chain of command.
- 6.13** The Operating Manager shall advise the procedure to IT personnel to carry out the problem resolution procedure or engage alternate personnel for outside.
- 6.14** Operating Manager shall review the log report on weekly basis & if any discrepancy found as per the defined SLA then IT Personal shall provide the justification for the same.

6.15 Defined SLA for the incidents Management as follow:

Low	24 Working Hours
High	8 Working Hours
Very High	4 Working Hours

7.0 ANNEXURES:

Not Applicable.

8.0 DISTRIBUTION:

- Controlled Copy No. 01 Quality Assurance
- Controlled Copy No. 02 Quality Control
- Controlled Copy No. 03 Production
- Controlled Copy No. 08 Warehouse
- Controlled Copy No. 09 Engineering



PHARMA DEVILS

INFORMATION TECHNOLOGY

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- Controlled Copy No. 10 Personnel & Administration
- Master Copy Quality Assurance

9.0 REFERENCES:
Not Applicable.

10.0 REVISION HISTORY:

CHANGE HISTORY LOG

Revision No	Change Control No.	Details of Changes	Reason for Change	Effective Date	Updated By