

SCOPE OF THE WORK

The consultancy service during the period of contract to the following scope

1. Need Assessment, Inventory Control

- Assessment regarding all information technology- related assets, system architecture and processes. The information on existing systems technology related assets and other details should be provided so as to update the assessment.
- To make recommendations for improving the IT infrastructure of the department based on the assessment subject to the need and requirement of the Client on the basis of the system workflow and system work load.
- Maintain an up-to-date inventory of all computer-related hardware and make available at any time upon request subject to the condition that the data on existing inventory should be provided or a cooling period of at least 6 months for creating data on existing inventory. If inventory management and asset management software's are purchased as desired by the Client the cost on such purchases will be levied separately.
- Assist designated personnel to make decisions on software and hardware purchases.
- Inventory Control & Reporting Asset Tracking, subject to the condition that the data on existing inventory should be provided or a cooling period of at least 6 months for creating data on existing inventory. If inventory management and asset management software's are purchased as desired by the Client the cost on such purchases will be levied separately.
- Interact with vendors on matters related to purchasing of equipment /Services Repair/maintenance of equipment, Warranty management.

2. Hardware and Software solutions

- Install and configure computer hardware, operating systems, and applications software.
- Monitoring system performance and troubleshooting issues, Update systems with the latest hardware and software solutions subject to the necessary support from the Client on resolving compatibility issues and consequent upgrading of hardware and software on meeting the cost by the Client.
- Diagnosing and rectifying desktop application issues, configuring laptops and desktops for standard applications and identifying and rectifying end user hardware problems, and performing advanced troubleshooting.

- Maintaining and repairing equipment (e.g routers) or peripheral device. Any manufacture technical snags and glitches and problems identified on major hardware failure will be addressed with the support of the authorised service personals/ external agencies for which the extra charges will be levied.
- Set up new accounts and profiles and deal with password issues.
- Respond to all-outs within agreed time limits. Respond to support requests from various offices of the department across the state.
- Perform routine preventative maintenance to avoid system outages and failure.
- The Scope under the hardware and software solutions support is limited within the existing/newly purchased systems with its hardware, operating system and application software. The scope does not involve purchases of any hardware component/component replacement or purchase of application software/operating system/licences.

3. Security solutions

- Design and Develop Security standards subject to the data policy of the department and with their support.
- Antivirus & Anti-malware management-Install anti-virus software at the workstation, server, and boundary level.
- Scan and clean alien files (including Email attachments) for harmful viruses and malware.
- Security Policy Management Conduct regular and internal security audits. Any General security audit could be performed by authorised and approved security auditing agencies for which extra charges will be levied.
- Monitoring internal and external policy compliance and to report any latches which will be resolved by the Client. Work with different organizations to reduce risks.
- IT Security risk management and mitigation on monitoring and supervisory level and to report any latches to the authorities for taking mitigation measures.
- Remote Monitoring of hardware and software for errors, warnings, or non-compliance.
- Assure data security and data integrity subject to the data security policy comptability of hardwares and softwares.

- Firewall management-configuring and monitoring firewall to maintain a secure network depending on the licensing and vendor support.

4. Networking and Remote desktop support

- Installing well-functioning LAN/WAN and other networks and managing components (servers, IPs etc)
- Investigating faults in the network.
- Identifying and solving any problems that arise with computer networks and systems. If the resolution requires purchase of new equipment / support systems the same will be charged separately.
- Updating network equipment to the latest firmware releases subject to the condition of meeting the expenses on licenses of such updates separately.
- Perform router and switch administration, part activation, and deactivation
Perform routine router and switch maintenance.
- Monitor switch availability, CPU load, bandwidth Utilization, packet loss, memory utilization, and VLAN management.
- Set alert thresholds for device up/down status, percent of bandwidth
- Utilized, memory utilized, CPU utilized, and network response times.
- Remote desktop support for diagnosing and resolving hardware and software issues of a computer/device located at a distant location. Install, configure, and troubleshoot devices and software from a remote location.

5. Web Administration

- Create and maintain internal and external websites in collaboration with web developers.
- Review web content, links, and design, provide necessary updates and enhancements in a timely manner (necessary contents should be provided by the Client).
- Monitor site security; report suspected or actual security breaches and denial of service attacks to appropriate personnel.

- Implement appropriate security measures such as firewalls or message encryption.
- Manage internet and/or intranet infrastructure including but not limited to web, file transfer protocol (FTP), mail servers, and news.
- Identify useful site performance metrics; collect, track, record, compile, analyze, and report site usage data.
- Conduct UAT to assess the usability and effectiveness of websites; recommend improvements based on analysis.
- Discuss, analyze, review, and resolve usability issues with developers.
- Communicate with site visitors and users regarding site updates, anticipated downtime, and resolution of bugs and outages.
- Draft, document, and implement backup, recovery, and business continuity plans.
- Maintain knowledge and expertise in web design and development. Search engine optimization and web analytics.
- Facilitate inter-departmental, intergovernmental integration.
- The scope under web administration is limited to maintenance in corporation with authorised web developer of the Client and on which the prevailing maintenance contract exiting website. The scope does not involves development of new website /applications. The development of new software/applications if desired will be charged over and above the contract value based on mutual consent.

6 Support for E-Office administration

- E-office support includes assisting the department in smooth implementation of e-office in all the offices under the department and manage queries related to e-office system.

7. Advisory, intermediary and miscellaneous services

- Communicate with employees or Clients through a series of actions, either face-to face or over the phone, to help set up systems or resolve issues.
- Provide support, including procedural documentation and preparation of reports

- participate in professional conferences, workshops, and groups.
- Manage communication with GOI, GOK and other entities (eg. NIC, C-Dit IT Mission Kerala, etc.. on matters related to IT and e-governance.
- Training of officials on any matters related to e-governance (Including preparation of training materials and organizing training programs.)
- Evaluate and recommend emerging technologies, products and solutions. Facilitate the adoption of emerging technologies.
- Foster collaborative relationships with suppliers and other governmental and nongovernmental organizations.
- Partner with Project managers (eg. Web developers, Designers, etc.) and solutions architects to identify potential roadblocks and develop plans to overcome them.
- Advise on matters related to mandatory requirements stipulated by Gol and Gok.
- Advise on IT policies, major policy shifts/changes of Gol and GoK.

വകുപ്പിന്റെ പദ്ധതികളുടെ പ്രചരണവുമായി ബന്ധപ്പെട്ട റീൽസ്, വെബ്സൈറ്റ് മാനേജ്മെന്റ്, ഓൺലൈൻ പോർട്ടൽ മെയിന്റനൻസ്, പോസ്റ്റർ നിർമ്മാണം, വകുപ്പിന്റെ ലൈവ് സ്ക്രീമിംഗ്, ഇ-ഓഫീസ് സംവിധാനം, Hardware സപ്പോർട്ട്, പ്രോമോ വീഡിയോസ് ട്രെയിനിംഗ്, സോഷ്യൽ മീഡിയ മാനേജ്മെന്റ്, ചീഫ് പബ്ലിസിറ്റി ഓഫീസിലേക്കാവശ്യമായ പ്രോഗ്രാമിംഗ് ഡിസൈനിംഗ്, ഐ.ടി.ഐ അഡ്മിഷൻ വെബ്സൈറ്റ്, അഡ്മിഷൻ പോർട്ടൽ ഇവയുടെ management & updation, സെക്യൂരിറ്റി ഓഡിറ്റ് സപ്പോർട്ട്, co-ordination & Support followup with IT mission, online Scheme Technical Support, തടസ്സമില്ലാത്ത ഇന്റർനെറ്റ് ലഭ്യമാക്കുന്നതിനുള്ള സാങ്കേതിക സഹായം, സോഷ്യൽ മീഡിയ സപ്പോർട്ട്, കണ്ടന്റ് ക്രിയേഷൻ എന്നീ പ്രവർത്തനങ്ങൾ കൂടി ഉൾപ്പെടുത്തി പുതിയ ഐ.ടി സെൽ രൂപീകരിക്കുന്നതിന് യോഗം തീരുമാനിച്ചു.