



IT Support Policy

Purpose

The IT Department of Banks DIH Limited provides computer and information systems support for all staff members. The purpose of this Policy is to describe the basic level of service that will be guaranteed by the IT Department. It is also the purpose of this Policy to identify and delineate the limits of IT's capabilities and what will not be supported.

Scope

"IT support" is defined as any queries made by end users to the IT Department regarding any failures, problems, issues, questions, and other matters relating to the operation and continuity of company-owned PCs, servers, Web sites, software, peripherals, telephony, mobile devices, and other equipment or assets.

The range of support offered and guaranteed by the IT Department will vary depending on the nature of the problem, the number of staff or resources available to resolve the problem, the criticality of the asset in question, and other factors regarding the nature of the support requested. Priority will generally be given to mission-critical applications/workflows/assets first, moving down in priority sequence.

Contact

The IT support team can be contacted in a variety of methods; however, the preferred method is e-mail. Help desk contact information is as follows:

- Nasoya Chapman, Adrian Niles
- 592-225-0910 Ext 2129, Ext 2409
- Helpdesk@banksdih.com
- Thirst Park – Head Office

Policy

The following policy statements exclude the support of employees' personal computing equipment, peripherals, software, and services, unless prior telework or mobile working arrangements have been made according to appropriate Banks DIH Limited policies.

1. **Software Support:** Support is provided for all core software packages and operating systems on Banks DIH Limited workstations, servers, laptops, and other computing equipment. Support is also provided for department-specific software applications. Specifically, support is provided for:
 - All Microsoft OS, Linux, Mac (Server and Desktop versions)
 - All Applications specific to and acquired by Banks DIH Limited
 - All packaged, in-house built and off-shelf IBM i applications, all windows based applications inclusive of web applications
 - Please note that personally installed or unlicensed software, including screensavers, games, applications whose publishers are no longer in business, etc., will not be supported by the IT Department. In fact, unauthorized installation of certain software may be illegal and in



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violation of other Banks DIH Limited policies.

2. **Hardware Support:** Support is provided for all core hardware and devices, including PC motherboards, peripherals, network interface cards, hard drives, storage devices, and so on. All cases of suspected hardware faults will be diagnosed accordingly. The IT Department will attempt to fix hardware defects to the best of its ability, but may need to send equipment back to the vendor/manufacturer. Wherever possible, replacements will be found for the end user in such cases. Specifically, support is provided for:
 - IBM i hardware and peripherals
 - Bladecenter, Servers
 - All network switches, firewalls, routers and other security hardware
 - Desktops, laptops, thin-clients, mobile devices
 - IP phones
 - UPSs and In-Row A/C (precision cooling)
 - Please note that personally installed or unapproved hardware, including speakers, unauthorized monitors, personal cell phones, etc., will not be supported by the IT Department. In fact, unauthorized installation of certain hardware may be illegal and in violation of other Banks DIH Limited policies.

3. **Remote Support:** All remote access will be centrally managed by Banks DIH Limited's IT Department and will utilize encryption and strong authentication measures. Remote access connections covered by this policy include (but are not limited to) Internet dial-up modems, Frame Relay, ISDN, DSL, VPN, SSH, cable modems, proprietary remote access/control software, etc.
 - The following table outlines Banks DIH Limited's minimum system requirements for a computer, workstation, or related device to comply with Banks DIH Limited's systems, and therefore gain support. Those who do not meet these requirements must upgrade their machines, or face being denied remote access privileges.

	PC and PC-Compliant Computers	Macintosh Computers	Handhelds, PDAs and Portables
Operating System	Windows 7, Windows 8 and above	OS X Ver 10.5 and above	Palm, Windows mobile, Android , IOS
CPU	1.8 GHz	G4 or Intel Core Duo	
RAM	4 GB	1 GB	
Disk Space	80 GB	80 GB	
Modem Type	None	None	

4. **Determining Support:** Telephone support will be the mode of choice for most minor problems and difficulties. The IT Department will conduct on-site support at the end user's workstation where applicable. Remote support will be provided for teleworkers or mobile workers who are within a reasonable driving distance from the office. Otherwise, telephone support will be provided, unless the user is able to bring the equipment in for inspection. Walk-in support is not provided for users who show up at the IT Department without an



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appointment. Exceptions might be made in emergency situations, but these will be assessed on a case-by-case basis.

5. **Enforcing Support:** The IT Department reserves the right to monitor hardware and software installation and usage on Banks DIH Limited's computer systems. The IT Department will conduct periodic audits to ensure compliance with this IT Support Policy. Unannounced, random spot audits may be conducted as well. During such audits, scanning for and removal of rogue hardware may also be performed. Unauthorized software may also be uninstalled at this time.
6. **Personal Support:** As mentioned earlier in this Policy, support will not be granted for personally owned software and hardware. In cases where a business case can be made for an employee using personal equipment for Banks DIH Limited purposes (e.g. via a teleworking or telecommuting arrangement), then support may be granted. By signing this policy, end users agree not to approach any IT staff member for the purpose of soliciting support for personally owned hardware and/or software.

Service Level Targets

The IT support team monitors and reports on its service quality. The following table demonstrates the service measures that are reported, along with desired targets. This will inform and guide the performance of IT support at Banks DIH Limited.

Measurement	Definition	Performance Target
Service Availability Percent	The percent of time that the software/hardware is available minus the impact time from any events (scheduled or unexpected) other than loss of network or system availability.	95%
Problem Response	The time required for a user to receive a response after reporting a problem to the help desk.	1 - High Priority [15 minutes] 2 - Medium Priority [1 hour] 3 - Low Priority [24 hours]
Problem Circumvention or Resolution Time	The time required for a user to receive circumvention or a solution after reporting a problem to the help desk.	1 - High Priority [< 2 hours] 2 - Medium Priority [< 4 hours] 3 - Low Priority [48 – 72 hours]

Priority Type	Example(s) or Definition(s)
1 - High	<ul style="list-style-type: none"> • 2008/2012 Terminal Server, POS functions are not operational for multiple users. • A major function of IBM i is not operational for multiple users.
2 - Medium	<ul style="list-style-type: none"> • Printer is not operational for a single user. • A major function of IBM i, Domain access log on is not operational for a single user. • A user needs to access a locked record.
3 - Low	<ul style="list-style-type: none"> • A minor function of Microsoft Office, Business Applications is not operational for one or more users (who can continue to use other application functions).



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	<ul style="list-style-type: none">• A user has questions about inability to access c: drive functionality.• A user needs administrative assistance.• Enhancement requests (subject to review and possible higher prioritization).
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Acknowledgement & Agreement

I, _____, do hereby acknowledge that I have read and understand the IT Support Policy of Banks DIH Limited. I agree to adhere to all the conditions contained in this Policy, and will ensure that any staff members under my supervision will also adhere to these conditions. I understand that any violation of this Policy may result in disciplinary action, up to and including termination of employment.

Name: _____

Signature: _____

Date: _____

Witness: _____
