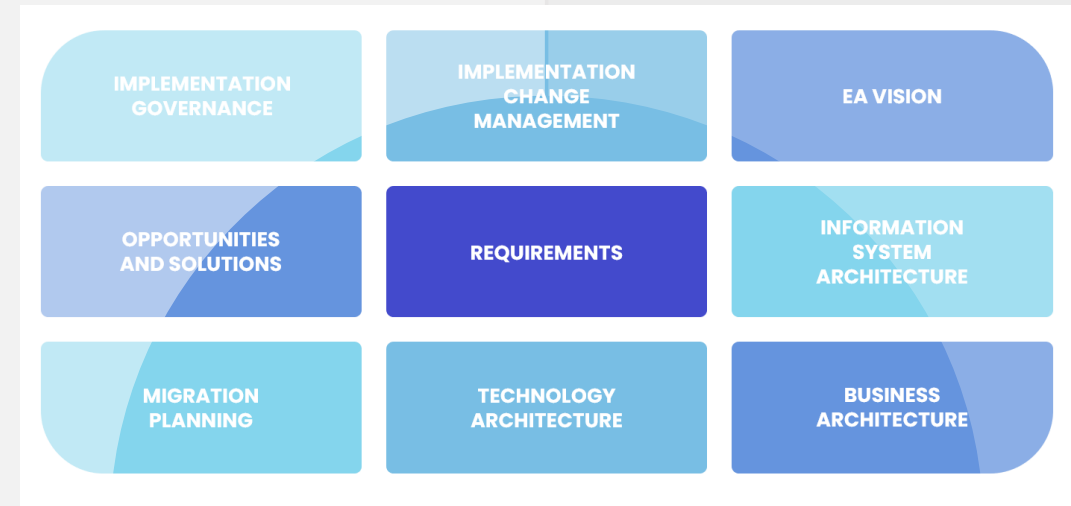


IT Governance, Risk & Compliance Services & Tools



elogics
Systems

The technology solutions architects

- **ELogics Systems company is a group company, a subsidiary of Privatization Holding Company (PHC) and part of larger group of NIGroup.**
- **ELogics team has established IT Governance, Compliance & Risk Management Framework for PHC and other associate companies. ELogics team has full understanding of Group's Norms & Values since 2006.**
- **ELogics have full capabilities to manage all critical IT activates for Banks, Financial Institutes & Corporates**
 - ❑ **IT Operational Management, Support & Maintenance (While existing resource will function as first level of support and will be provided with full empowerment by ELogics technical team).**
 - ❑ **Microsoft**
 - ❑ **Oracle ERP and HRMS Management**
 - ❑ **Support to other Oracle based Systems (*If third party vendor provides the control/ systems insight*)**
 - ❑ **PCs and Data Centre – High Availability**
 - ❑ **Website full Management (*If third party vendor provides the full content/handover*)**
- **ELogics team will provide SLA based Support as a single point of contact for all issues:**
 - ❑ **Oracle Environments**
 - ❑ **Microsoft & Other System's Environments**
 - ❑ **PCs and Data Centre – High Availability**

IT – Strategy, GRC, Policies & procedures

- Elogics Develop & Update:

- IT Strategy' aligned with Business strategy
- Governance, Risk & Compliance Framework
- IT Policies & procedures based on approved IT Strategy using standard best practices.
- Information Management related requirements of Regulators and its fulfilment plans
- Business Impact Analysis (BIA) to plan DR & Business continuity.
- Disaster Recovery & Business Continuity Plan with practical approach.
- Employees Training, Guidance and Support to implement all plans across the organization amicably.



IT – Helpdesk based support

- Elogics Helpdesk Setup:
 - All Users will be directly able to raise issue with its level of urgency:
 - Urgent/High impact jobs will be taken up immediately
 - All other job will be scheduled for checking and corrections in the next day or same week.
 - All new requirement will be discussed with its business requirements.
 - There is an approval process in the helpdesk for more critical jobs which need managerial approval.
 - Change Management Register will also be maintained to track all changes in all systems and infrastructure configurations.
 - An SLA will be there to undertake the responsibility of high availability of all IT systems & services.

The Process cycle by eLogics

- Complete documentation of existing Infrastructure/Systems and its configurations.
- Setting up process so existing IT resources of NIG could be best managed in the new transformed IT management practices.
- Automated IT Helpdesk setup for all users and for all issues.
- Automated Change Management register for users to define requirements, experts will review and define solution options and get approval for relevant manager before executions.
- eLogics documentations will be always up-to-date and accessible by the management for review and for auditors.
- eLogics will manage and respond for all official queries of internal/ external auditors and ICR reviewers.
- Progress reports will be submitted by eLogics on periodical basis.

IT Service Management modules



Incident
management



Service
request
management



Service
catalog
management



Knowledge
management



Problem
management



Change
management



Release
management



SLA
management



CMDB