

Request for Proposal
Selection of Service Provider

For

eGCA Project

**Volume I: Annexure V - Cross Functional Service
Requirements**

Directorate General of Civil Aviation

Government of India

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1 Overview

The IT operations processes to be followed should be based on version 3 of the Information Technology Infrastructure Library (ITIL V3), which focuses on the Service Management Lifecycle and the linkages between service management Components. Accordingly, DGCA requires that the Service Provider (SP) service management practices, which are used to support the Services, also be based on this ITIL framework. Any process that is not covered or modified for this project is required to be specified.

The SP's overarching IT Service Management (ITSM) responsibilities will include designing the processes to enable the effective monitoring and reporting of the IT services through the appropriate deployment of the relevant tools and procedures across all elements of the IT services required for those processes to operate effectively.

Following are the indicatives processes from ITIL v3 that should be implemented to provide seamless delivery of services to DGCA.

1.1 Service Design

Under the Service Design, demand management, service level management, capacity management, Availability Management, IT Service Continuity Management, and Security Management are the indicative processes to be implemented.

1.2 Service Transition

Under the Service Transition, transition planning and support, change management, Service Asset and Configuration Management (SACM), Release and Deployment Management, Service Validation and Testing, and Knowledge Management are the indicative processes to be implemented.

1.3 Service Operation

Under the Service Operation, event management, incident management, Problem Management, Access Management, Applications Management, IT Operations Management, and Technical Management are the indicative processes to be implemented.

1.4 Continual Service Improvement

Under the Continual Service Improvement, service reporting, refresh and technical currency, and innovation are the indicative processes to be implemented.