

BUNDL TECHNOLOGIES Pvt. Ltd

IT INFORMATION SECURITY



Identity Access Management TAT

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DOCUMENT CONTROL INFORMATION

Ver. Rev #	Page No / Section	Description of Change	Reference	Author	Reviewed By	Approving Authority	Date of Release
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Note: This Policy shall be reviewed and modify with Review interval of one year and can be revised as and when required.

REFERENCES: Requirement of ISO/IEC 27001:2013, SSAE 16, SOC 1, SOC2.

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Purpose:

The purpose of this document is to ensure defined process for Turn around time for each request received by IAM team and streamline the workflow for the same. This procedure provides brief understanding to Swiggy IAM Team TAT for IBC Office requests.

Scope:

As a part of business requirement and better user experience TAT for each request need to be defined and documented. This SOP is applicable for corporate office employees' requests and queries related with IT access management team.

Development of such SOPs requires balancing the interests of information security against what is needed to accomplish the day-to-day activities with respect to operational requirements & user friendliness.

Standard Operating Procedure:

Identity Access Management team shall consider the request post relevant approval and legal requirements are fulfilled for respective request. Licenses assignments may take longer time as per the availability.

S.No	Request Type	TAT on Weekdays (8:00am-11:00pm)	TAT on Weekends/Holiday	First level Contact	Skip Level
1	Employee Joining	24hr	24hr	access-support@swiggy.in	laxman.gaddam@swiggy.in
2	Employee Exit process	Same day	NA	access-support@swiggy.in	laxman.gaddam@swiggy.in
3	Generic email ID creation	4hr	6hr	access-support@swiggy.in	laxman.gaddam@swiggy.in
4	Generic ID creation in dashboards	4hr	6hr	access-support@swiggy.in	laxman.gaddam@swiggy.in
5	Password reset	1hr	2hr	access-support@swiggy.in	laxman.gaddam@swiggy.in
6	Dashboard/application access creation	6hr	8hr	access-support@swiggy.in	laxman.gaddam@swiggy.in
7	Any license assignment	4hr	6hr	access-support@swiggy.in	laxman.gaddam@swiggy.in
8	Gsuite group ID creation	4hr	6hr	access-support@swiggy.in	laxman.gaddam@swiggy.in
9	Gdrive sharing access	4hr	6hr	access-support@swiggy.in	laxman.gaddam@swiggy.in
10	AD group creation	4hr	6hr	access-support@swiggy.in	laxman.gaddam@swiggy.in
11	Shared drive access	2hr	4hr	access-support@swiggy.in	laxman.gaddam@swiggy.in
12	Contact number update	4hr	6hr	access-support@swiggy.in	laxman.gaddam@swiggy.in

*TAT may vary or impacted for the requests which comes for bulk(multiple) resource actions.

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8.0 Acronyms Used

Acronym	Expanded Form
BTPL	Bundl Technologies Pvt Ltd.
HO IT	Head of IT
CTO	Chief Technology Officer
CT -IT	Compliance Team - IT
SOP	Standard Operating Procedure
TAT	Turn Around Time

END