MY HOME CONSTRUCTIONS (P) Ltd.

Block -1, 1st floor, My Home Hub,
Madhapur, Hyderabad - 500 081.

IT FUNCTIONAL PROCEDURE

Document No: MHCPL-FP-IT		Rev-03, Revision Date: 15-04-2025	
Prepared by	**Reviewed by**	**Approved by**	**Issued By**
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	Head-IT	Director(P)	MR
Date:	Date:	Date:	Date:

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1. Revision history

Date	Rev No	DCR No	Reason for Change	Prepared	Approved
01-07-2019	00	-	Initial release of functional procedure by ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018	Admin-IT	Head-IT
04-09-2020	01	-	Change in the activity heading	Admin-IT	Head-IT
06-06-2022	02	-	SAP Application was made as independent entity	Admin-IT	Head-IT
15-04-2025	03	09/2025	Regular Review and added & table of contents and a list of procedure elements.	Admin-IT	Head-IT

2. List of Functional Procedures

Sl. No	Name of the procedure	Documents No	Rev NO	Effective date
01	MHCPL-IT-Policy	MHCPL-IT-01	1.0	15-03-2018
02	MHCPL-IT-Data Protection and Privacy Policy	MHCPL-IT-02	0.0	16-10-2019
03	MHCPL-IT-Facilities form	MHCPL-IT-03	0.0	06-12-2017
04	MHCPL-IT-SOP-PRINTER_SCANNER_PROJECTOR	MHCPL-IT-04	0.0	30-11-2018
05	MHCPL-IT-Employee_Stationary_Services	MHCPL-IT-09	1.0	03-09-2028

All the functional procedures are available in PHP link.

http://mhcphp.myhomeconstructions.com:8084/policies/

3. **Purpose:**

   The purpose of this document is to define the IT Department and Support Services for – Residential and Commercial buildings of MHCPL

4. **Scope:**

   This process applies to all the activities involved in IT.

5. **Responsibilities:**

   Primary   : HOD
   Secondary : Individual Process Consultants

6. **Activities**

   6.1 **Attending Calls:** IT staff will receive calls or emails regarding issues or requests. The IT staff will assign the work to themselves or to the other staff members.

   6.2 **Servicing**: The systems will be scanned for the issues, and OS installation / Email Installation will be reinitiated based on the type of issue.

   6.3 **Data Backup**: All user systems are provided with d drive and daily backup is automatically configured for identified/critical users (only D drive). Projects share folder being critical automatic back up is configured.

   6.4 **Resources allocation**: Based on the approvals and instruction from the HOD, IT asset with required resources / applications are installed.

   6.5 **Application (Hardware / Software) Support**: IT team will respond to the request raised and support to calls / Emails.

   6.6 **Printer / Plotter / Scanners upkeeping:** Request will be raised for new / refill / recycle cartridges. The cartridges will be assigned based on the availability.