

PROCESS MAP OF IT DEPARTMENT

(This document describes to control all the activities performed by and for the process implementation, in accordance with ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 requirements)

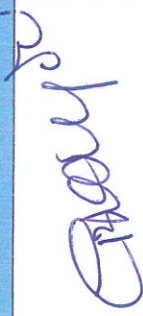


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		Rev. No. 04
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Amendment History					
Rev. No.	Date	DCR#	Page Affected	Reason for Change	Prepared
00	01.07.2019	--	All	Initial release of IMS documentation	Admin IT
01	04.09.2020		4,7,9,12	Due to change in disposal of e-waste frequency and shifting of activity of Mobile process to HR Admin Dept.	Admin IT
02	06.06.2022		2,4,6,8,9,10,12	SAP application was made as independent	Admin IT
03	03.01.2024		12,13	IT policy revision update. Added IT Gatepass (HO).	Admin IT
04	15-04-2025	09/2025	All	Regular Review	Admin IT

DISTRIBUTION MATRIX		Date:
		
Prepared By	Reviewed By	Approved By
		Issued by

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1. **Purpose**

To establish, measure, analyze, improve and control the process of information technology and support in the digital and data communication systems.

2. **Scope**

This process is applicable to all the products and services of MHCPL.

3. **Responsibility**

Primary: HOD - IT

Secondary: Manager - IT

4. **SIPOC (Source, Input, Process, Output & Customer)**

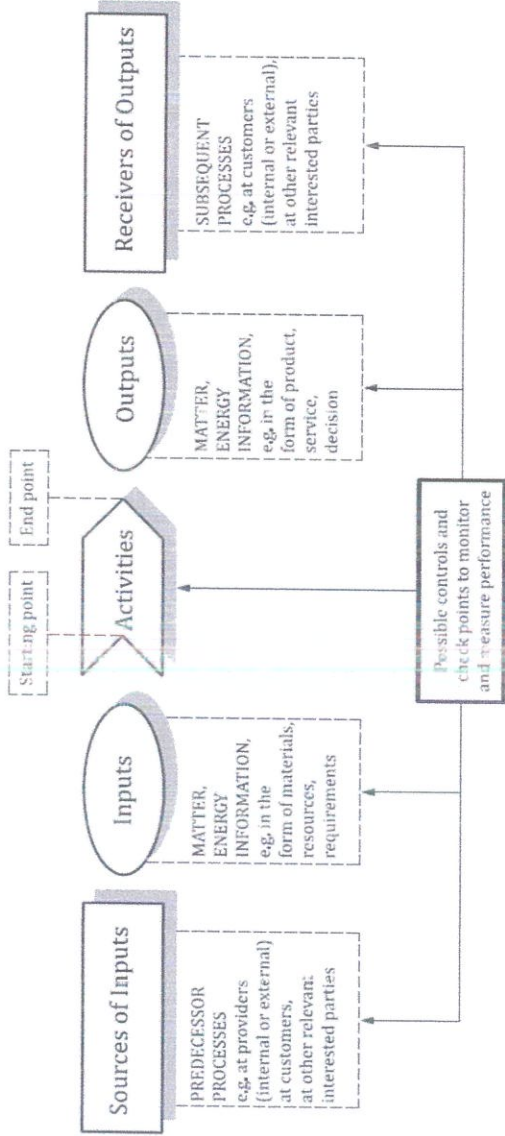


Figure 1 — Schematic representation of the elements of a single process



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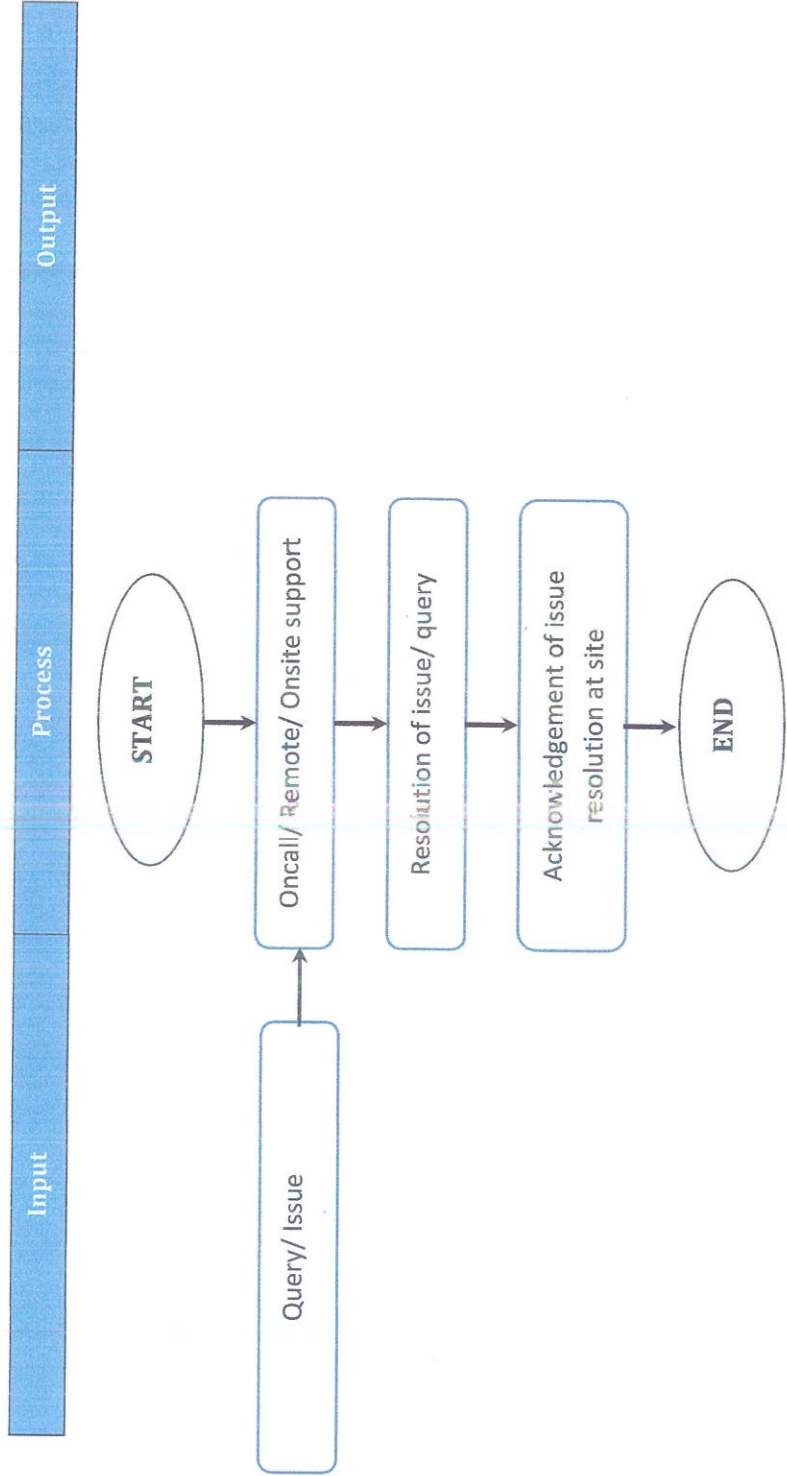
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4.1 SIPOC:

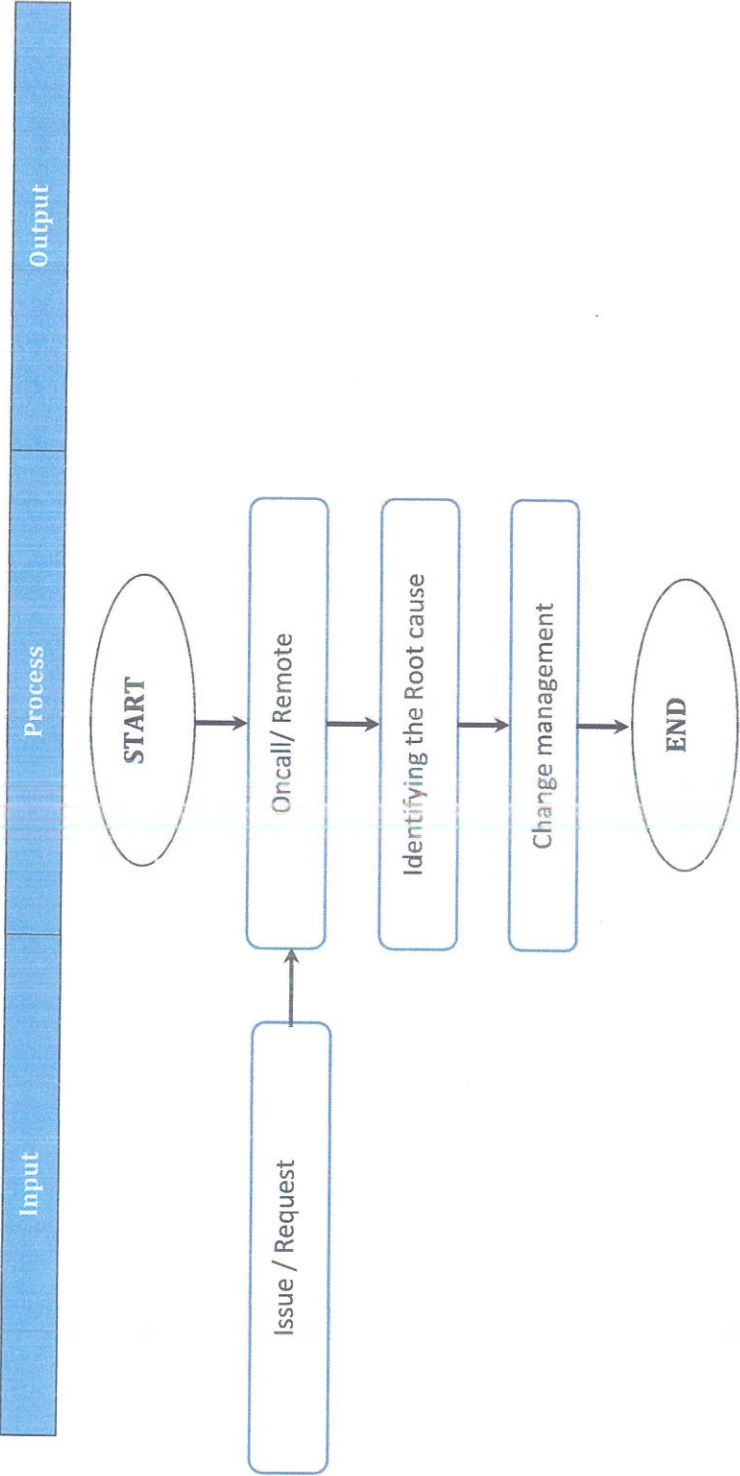
Source of Inputs	Inputs	Process (Activity)	Outputs	Receiver of output (Customer)	Key Performance Indicator (KPI's)	Documented Information	Responsibility
User department	Calls/ Queries	Attending calls/ issues	Fixing the issue/providing the required information	Users	Same day for HO, Next working day for Site calls	Nil	IT Engineer
IT	Weekly schedule	Servicing of Server	Servicing	User department	Mean time between failure (MTBF)	Nil	IT Engineer
IT	Weekly schedule	Data backup	Hard disk backup	IT	Data redundancy	Nil	IT Engineer
HR	Asset approval form	Resources allocation	Provision of resources	User department	Invoice	Nil	IT Engineer
User department	Request	Application (hardware/ software) support	Service support	User department	24 hrs for HO, 72 hrs for Site calls	Nil	IT Engineer
IT	Cartridge Refill/ recycle request	Printer/ plotters/ scanners upkeeping	DC	IT	Availability of the equipment	Nil	IT Engineer

5. Process flow diagram

5.1 All IT issues:



5.2 All PHP Issues:





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6. Objectives

Q/E/S	Objective(s)	UOM	Current status	Target	Time Line	Planning			Monitoring			Responsible
						What	Resources	How	Where	Frequency	Method	
E	Safe disposal of e-waste	%	100	100	FY	Disposal of e-waste through licensed vendor	NA	Sale order for e-waste	HO	Once in every 3 years	E-waste register	IT Engineer

*Q - QMS, E - EMS, S - OH&SMS, UOM - Unit of Metrics, FY - Financial Year, PA - Per Annam, PM - Per Month, NMT - Not More Than, NLT - Not Less Than, NA - Not Available



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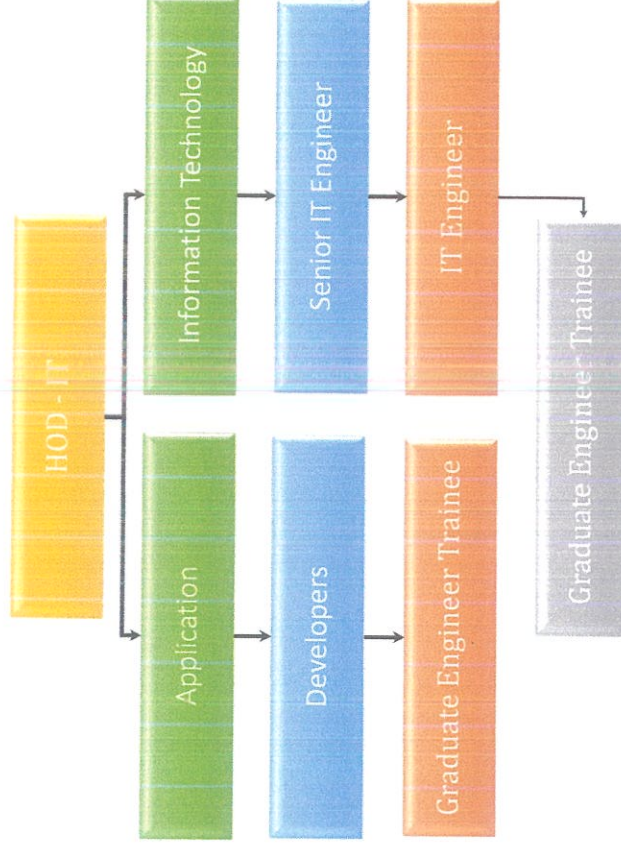
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7. Departmental Chart



7.1 Role, Responsibility, Accountabilities and Authority:

Role	Responsibility	Authority	Accountabilities
HOD - IT	-Manage all the stages of life cycle from requirements gathering to hyper care for Projects in PHP. -Guide the team on the project documentation. -Prepare and Monitor training calendar to all the IT members. -Supporting internal staff and provide the resolutions.	- Scrap the inventory - IT Manpower requisition - Leave Management for IT resources	- Accountable for IT resources - Competency building.



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Role	Responsibility	Authority	Accountabilities
IT Staff	-Assist the IT staff and provide objectives, involving all relevant stakeholders and ensuring the objectives are met. -Measure performance using appropriate tools and techniques. -Maintain updates to the documents and store them for the project team. -Professional with ability to properly handle confidential information. -Performed risk assessment to minimize project risk. -Define and enforce IT services and policies. -Define and enforce service level policies and procedures for the IT team. -Periodically review and implement industry best practices	Change Management approval Training requisition	
	-OS Installations like WIN XP/7/8/8.1/10. -WIFI router configurations. -Color coding for LAN crimping. -Daily system backup. -Outlook configuration. -Active directory access which includes user creation, deletion, modification. -system updates and upgrades. -Network configurations and issues. -Software installations like MS Office etc. -System sharing for multiple users. -Request for new cartridges or refill for users. -Camera monitoring configuration by using respective software. -Switch Installation/uninstallation. -Server and Firewall Maintenance. -Printer installation/ converting to network printer.	Configuration of Printers/Servers/ Installation of applications.	Upkeeping of the IT Assets

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7.2 Competency Requirement:

Level	Role(s)	Qualification	Experience	Skillset
Level - 1	GET	Degree or equivalent	0-1 years	Technical
Level - 2	IT Engineer/ Engineer/ Sr. Engineer	Degree or equivalent	1-10 years	Technical (Hardware application)
Level - 3	IT Manager	Degree or equivalent	10-20 years	IT (Hardware/Software)
Level - 4	IT HOD	Master Degree/ Equivalent	20-25 Years	IT (Hardware/Software)

8. Issues - Risks & Opportunities:

8.1 External Issue:

Q/E/S	Area	Issue	Risk	Opportunities	Existing controls	P	S	RR	Action plan	Evaluation
Q	Warranty	Part availability	Affect the operations	--	Follow-up for services	1	3	3	Nil	Nil
Q	Service issues	Delay of service deliveries	Affect the operations	--	Follow-up for services	1	3	3	Nil	Nil
E	E-waste	Recycling	--	Positive to Environment	Sale order	1	2	2	Nil	Nil
Q	Internet service provider	Network/ link down	Affects the internet	--	Follow-up	1	3	3	Nil	Nil
Q	Licenses	Renewals	Affects the operations/ Penalties	--	Console monitoring and planning for renewal	1	3	3	Nil	Nil

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8.2 Internal Issue:

Q/E/S	Area	Issue	Risk	Opportunities	Existing controls	P	S	RR	Action plan	Evaluation
Q	Site	Safe handling/ usage of the equipment	Wear and tear of the equipment	--	Training	1	2	2	Nil	Nil

Probability (P): (1) Once in a year/ per 10 projects and above, (2) Once in a quarter/ per 3 projects, (3) Several times in a month or every project,
Severity (S): (1) No quality/ delivery / environment/ occupational health & safety issue,
 (2) Slight quality/delivery/environment/ occupational health & safety effect, (3) Leads to quality/ environmental issues/ incidents/ customer complaints,
Risk Rating (RR) = Probability (P) X Severity (S); If is RR ≤ 5 Acceptable and if RR > 5 Not Acceptable
 W – When, H – How, R – Responsible

9. Interested Parties – Risks & Opportunities:

9.1 External Interested Parties

Q/E/S	Interested Parties	Needs & Expectations	Risk	Opportunities	Existing controls	P	S	RR	Action plan	Evaluation
Q	Vendors	Business opportunities	--	Sound business relations	Vendor evaluation	1	2	2	Nil	Nil
Q	Application Providers	Renewal of licenses	Termination of services/ applications/ updates	--	Tracking of renewal dues and PO	1	3	3	Nil	Nil

9.2 Internal Interested Parties

Q/E/S	Interested Parties	Needs & Expectations	Risk	Opportunities	Existing controls	P	S	RR	Action plan	Evaluation
Q	HR	Provision of resources	Affect the operations	--	Inventory management	1	3	3	Nil	Nil
Q	Users	Issue resolution	Affect the operations	--	Training on the issues and escalation matrix	1	2	2	Nil	Nil

Probability (P): (1) Once in a year/ per 10 projects and above, (2) Once in a quarter/ per 3 projects, (3) Several times in a month or every project,
Severity (S): (1) No quality/ delivery / environment/ occupational health & safety issue,
 (2) Slight quality/delivery/environment/ occupational health & safety effect, (3) Leads to quality/ environmental issues/ incidents/ customer complaints,
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10. Documented Information

10.1 Supporting Documented Information to be Maintained (DIM) Including External Origin

S. No.	Document Information Maintained	DIM No.	Docum ent Origin	Revision Status	Approval Authority	Controlled copy issued to	Disposal Authority	Mode of disposal
1	MHCPL-IT-Policy	MHCPL-IT-01	IT	1.0	IT-HOD	All	IT-HOD	Archiving
2	MHCPL-IT-Data Protection and Privacy Policy	MHCPL-IT-02	IT	0.0	IT-HOD	All	IT-HOD	Archiving
3	MHCPL-IT-Facilities form	MHCPL-IT-03	IT	0.0	IT-HOD	IT	IT-HOD	Archiving
4	MHCPL-IT-SOP- PRINTER_SCANNER_PROJECTOR	MHCPL-IT-04	IT	0.0	IT-HOD	IT	IT-HOD	Archiving
5	MHCPL-IT-Employee_Stationary_Services	MHCPL-IT-09	IT	1.0	IT-HOD	HO Users	IT-HOD	Archiving

10.2 Supporting Documented Information to be Retained

S. NO.	DIR Name	DIR No.	Revision status	Indexing	Mode	Storage	Retention	Disposal Authority
1	IT Inventory (Desktop/Laptop)	MHCPL-IT-F01		As & When	Softcopy	Server	Continuous	
2	Scrap Register	MHCPL-IT-F02		As & When	Softcopy	Server	3 years	
3	IT Assets/ Peripherals request	MHCPL-IT-F03		As & When	Softcopy	Server	Continuous	
4	Printer request	MHCPL-IT-F04		As & When	Softcopy	Server	Continuous	
5	Software request	MHCPL-IT-F05		As & When	Softcopy	Server	Continuous	
6	Security Assets request	MHCPL-IT-F06		As & When	Softcopy	Server	Continuous	
7	IT Stock	MHCPL-IT-F07		As & When	Softcopy	Server	Continuous	
8	Issue/ Request tracker	MHCPL-IT-F08		As & When	Register	Register	Continuous	
9	PRINTER: Cartridge/ Drum/Ink/Ribbon request	MHCPL-IT-F09		As & When	Softcopy	Server	Continuous	
10	AMC request	MHCPL-IT-F10		As & When	Softcopy	Server	Continuous	

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S. NO.	DIR Name	DIR No.	Revision status	Indexing	Mode	Storage	Retention	Disposal Authority
11	Internet access	MHCPL-IT-F11		As & When	Softcopy	Server	Continuous	
12	Mobile or SIM inventory	MHCPL-IT-F12		As & When	Softcopy	Server	Continuous	
13	Customer satisfaction	MHCPL-IT-F13		As & When	Document	File	Continuous	
14	IT Gatepass(HO)	MHCPL-IT-F14		As & When	Document	File	Continuous	

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