



**IT & ITES Department  
Corporate Office: Hyderabad**

**IT SUPPORT FOR END POINT DEVICES POLICY**

**v1.0**

**For Internal Circulation Only**

**IT SUPPORT FOR END POINT DEVICES POLICY**

**OF**

**KRISHNA BHIMA SAMRUDDHI**

**LOCAL AREA BANK**

**MADHAPUR, HYDERABAD**

**2026**

**Approved by the Board on 22.01.2026**

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**Document History**

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1.0	22.01.2026	Initial Version

Policy Number	<b>1</b>
Title	<b>IT SUPPORT FOR END POINT DEVICES POLICY</b>
Scope	This policy applies to all authorized users of KBS Bank information technology resources, irrespective of whether those resources or data are stored on or accessed from on-site or off-site locations.
Objective	The objective of this policy is to achieve efficient and effective use of information technology to support Bank priorities and program delivery, to increase productivity, and to enhance services to its customers.
Author	General Manager & Chief Operating Officer
Custodian	Chief Manager-Compliance
Maintenance	DGM & CTO
Approved by	Board of KBS LOCAL AREA BANK
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Future Modification	The future modifications with approval of the Board.

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# **IT SUPPORT FOR END POINT DEVICES POLICY**

## **1. Purpose**

The purpose of this policy is to define the framework for procurement, deployment, maintenance, and support of IT end point devices across the Bank to ensure uninterrupted business operations, data security, and regulatory compliance.

## **2. Scope**

This policy applies to:

- Corporate Office
- All 29 Branches
- 14 Business Correspondent (BC) Units
- Field staff using handheld devices
- All IT end point devices used in the CBS environment

## **3. Definition of End Point Devices**

End point devices are systems and equipment used by users to access the Bank's IT infrastructure and CBS environment, including but not limited to:

- Branch servers
- Desktop PCs and laptops
- Printers and scanners
- Network switches, hubs, and related devices
- Handheld devices for field staff
- UPS/Inverters
- CCTV, DVRs, and Burglar Alarm systems
- ATM-related hardware at on-site branches

## **4. Roles and Responsibilities**

### **4.1 IT & ITES Department – Corporate Office**

- Procure all IT hardware centrally for branches, BC units, and Corporate Office.
- Distribute hardware based on approved business requirements.
- Provide centralized IT support through phone, email, remote guidance, and physical visits when required.
- Coordinate with vendors for AMC-based and outsourced support services.
- Maintain inventory and asset records of all IT end point devices.
- Ensure adherence to information security and cyber hygiene practices.

### **4.2 Branches / BC Units / Corporate Office Users**

- Use IT assets only for official purposes.
- Report hardware, software, or connectivity issues promptly to the IT Department.
- Ensure safe handling and basic upkeep of IT equipment.
- Follow IT security guidelines issued by the IT Department.

### **4.3 Vendors / Service Providers**

- Provide preventive maintenance and breakdown support as per AMC / SLA terms.
- Ensure timely repair, replacement, or servicing of equipment.
- Coordinate with the IT Department for issue resolution and reporting.

## **5. Procurement and Deployment**

## **5.1 Centralized Procurement**

- All IT hardware such as PCs, laptops, printers, servers, switches, handheld devices, UPS, CCTV, DVRs, and other peripherals shall be procured centrally by the IT & ITES Department at Corporate Office.

## **5.2 Distribution**

- Hardware will be allocated and distributed to branches, BC units, field staff, and Corporate Office based on approved requirements.

## **6. Support and Maintenance Framework**

### **6.1 End User Devices (PCs, Laptops, Printers, Network Devices)**

- In case of any fault, repair, or malfunction, the concerned branch/unit shall report the issue via email to the IT Department.
- The IT team shall immediately respond by contacting the unit and providing guidance or remote support.
- If repair or upgradation is required, the branch/unit may be instructed to send the device to Corporate Office.
- Replacement or upgraded systems will be provided to ensure minimal disruption.

### **6.2 Handheld Devices (Field Staff)**

- Handheld devices are centrally procured and supported by the IT Department.
- Any issues shall be reported through the designated support channel for troubleshooting or replacement.

### **6.3 CCTV, DVR, and Burglar Alarm Systems**

- These systems are procured from approved vendors.
- AMC agreements are in place for preventive maintenance and repairs/replacements.

- Vendor contact details are shared with all branches/units for immediate support.
- The IT Department shall monitor, follow up, and ensure resolution for business continuity.

#### **6.4 UPS / Inverters**

- Vendors empanelled by the Bank are responsible for supply, installation, preventive maintenance, and support.
- Branches may directly contact vendors, with IT Department oversight and follow-up.

#### **6.5 Mail Services**

- Email services are supported by an external vendor for mailbox creation, maintenance, and troubleshooting.
- The IT Department acts as the coordinating point for escalations.

#### **6.6 CBS Application Support**

- CBS-related issues are handled through a centralized Change Request (CR) and support system managed by the Corporate Office IT Team.

#### **6.7 ATM Support (On-site ATMs)**

- ATM hardware is supported by a designated vendor under an AMC arrangement.
- Branches shall inform the IT Department of any issues.
- The IT Department will lodge service calls and coordinate with the vendor until resolution.

### **7. Preventive Maintenance and Periodic Visits**

- Preventive maintenance activities shall be carried out as per AMC schedules.

- Based on operational requirements, IT team members may periodically visit branches/BC units for on-site support.

## **8. Information Security and Best Practices**

- Administrative passwords shall be stored securely and shared strictly on a need-to-know basis.
- Cyber security awareness, phishing prevention, and cyber hygiene practices shall be communicated through emails, messages, and physical training sessions.
- Users must comply with all IT security advisories issued by the Bank.

## **9. Communication and Escalation**

- Contact numbers and email IDs of IT support staff are circulated to all business units.
- Vendor contact details for infrastructure-related equipment are also made available to branches and units.
- The IT Department shall act as the escalation point for unresolved or critical issues.

## **10. Review and Compliance**

- This IT Support for End Point Devices Policy shall be reviewed annually and revised as needed to ensure its continued relevance, effectiveness, and compliance with evolving IT trends and regulatory requirements.
- Any additions / modifications to this policy shall have to be approved by the Board of Directors.
- Non-compliance with this policy may attract appropriate administrative action.

