

Standard Operating Procedure (SOP): Basic IT Troubleshooting

Standard Operating Procedure (SOP): Monthly IT Maintenance Tasks

Purpose:

This SOP outlines the monthly IT maintenance tasks to ensure the smooth operation, security, and efficiency of company systems.

Scope:

Applies to IT staff responsible for system upkeep, security, and hardware maintenance.

Responsibilities:

- IT Team: Execute the maintenance tasks as outlined.
- System Administrators: Oversee critical updates and backups.

Monthly Maintenance Checklist

1. Apply System Updates

- Check for OS updates and security patches.
- Update installed applications and software.
- Ensure antivirus definitions are up-to-date.

Tip: Schedule updates during off-peak hours to minimize downtime.

2. Backup Data and Verify Integrity

- Run full backups of all critical data.
- Verify backup integrity and perform test restores.
- Check backup storage space and rotate backup media if necessary.

3. Conduct Security Audits

- Review firewall rules and access logs.
- Scan for malware and vulnerabilities.
- Update security certificates and permissions.

4. Perform Hardware Checks

- Clean workstations, servers, and networking hardware.

Standard Operating Procedure (SOP): Basic IT Troubleshooting

- Check for overheating, dust buildup, and hardware wear.
- Replace any failing or outdated components.

5. Manage User Accounts

- Disable inactive user accounts.
- Reset shared passwords and update access lists.
- Review user permissions for compliance.

Additional Tips

- Document all maintenance activities.
- Use automation tools where possible.
- Schedule quarterly deep system audits.