

SOP: Termination Process for Technology

Purpose:

The purpose of this SOP is to outline a standard process for the handling of technology resources in cases of employee termination.

Scope:

This SOP applies to the technology Managed Service Provider (MSP), HR department, and the terminated employee.

Responsibilities:

MSP: Accountable for implementation, adherence, review, maintenance, updates of this policy, account deactivation, and technology equipment retrieval.

HR Department: Responsible for immediate communication with the MSP upon termination of an employee's employment.

Terminated Employee: Expected to return all company-issued equipment to the MSP, including any such equipment at their residence.

Prerequisites:

An employee's association with the company ends via resignation, retirement, layoff, or termination.

Procedure:

Departures, especially abrupt ones, can pose significant security risks. Rapid and thorough execution of the following steps will mitigate these vulnerabilities:

1. The HR department, upon determining an employee's departure, should immediately inform the MSP. In cases of potential security risks, a direct call is recommended for prompt action.
2. For planned departures, such as retirement or resignation with prior notice, HR may schedule the account termination with the MSP to coincide with the departure.

3. In instances of sudden termination or contentious resignations, action may commence before the employee's departure.
4. MSP, upon notification, will either deactivate the user's access to all systems immediately or do so according to HR instructions.
5. The termination of a user account can be done via Windows GUI or using the PowerShell script in the MSP GitHub.
6. The employee will be escorted to the MSP workspace by HR. The MSP representative will then collect the company-issued laptop and provide the employee with a Receipt for Company Property (Appendix A). If the employee has additional company equipment at home, a return schedule will be arranged.
7. Should an employee not have their laptop at the time of termination, HR will organize a company representative to retrieve all company property from the employee's residence promptly.
8. In case the equipment is not returned within 48 hours, the MSP will inform the HR department. If non-compliance persists, HR will send a letter of demand and subsequently, with the assistance of the MSP, file a police report for stolen property if required.
9. For office-based employees who utilize a desktop PC, the MSP will temporarily replace the PC until the data sanitizing procedure can be carried out.
10. HR will collaborate with the managing supervisor to identify and recover any vital data from the PC. This process will be facilitated by the MSP.
11. Following data recovery, the MSP will sanitize the PC according to the SOP for securely disposing of sensitive data from storage media.
12. Once sanitized, the PC may be reinitialized and prepared for the next employee.

References:

- [Appendix A: Receipt for Company Policy form](#)
- [SOP: Sensitive Data Disposal](#)

Definitions:

MSP -- "Managed Service Provider": The tech company contracted to provide IT services to the company

Managing Supervisor -- The supervisor overseeing the terminated employee's day-to-day activities.

Revision History:

6/21/23 -- "SOP: Termination Process for Technology" created by Dustin Haggett