Agent 2: IT Agent – Internal IT Documentation

This document is an internal reference manual maintained by the Information Technology Department of OrionSphere Technologies Pvt. Ltd. It provides standardized guidance for common IT-related employee requests and operational procedures.

Purpose of the IT Agent

The IT Agent is responsible for addressing employee questions related to corporate systems, hardware provisioning, software compliance, and secure network access. The agent ensures that all IT interactions align with company security policies and operational standards.

How to Set Up the Company VPN

OrionSphere Technologies uses a secure VPN solution named NexusSecure Connect to provide remote access to internal resources. Employees must use the VPN when accessing company systems from outside the corporate network.

VPN Setup Steps: 1. Submit a VPN access request via the IT Service Portal. 2. Once approved, download the NexusSecure Connect client from the internal software repository. 3. Install the client using your corporate email ID. 4. Authenticate using your employee credentials and one-time password (OTP). 5. Verify connection status before accessing internal tools.

VPN access is monitored and logged. Misuse or policy violations may result in access revocation.

Approved Software for Use

To ensure security, compliance, and license management, employees may only use software approved by the IT Governance Team. Installation of unapproved software is strictly prohibited.

Commonly Approved Software Categories: - Productivity: AtlasOffice Suite, MailFlow Pro - Development: CodeForge Studio, DataWeave CLI - Collaboration: SyncMeet, TeamBoard - Security: Sentinel Endpoint Guard - Browsers: Chromium Enterprise Edition

Requests for new software must include a business justification, intended usage, and duration.

How to Request a New Laptop

Employees may request a new or replacement laptop due to role change, performance issues, or end-of-life hardware refresh cycles.

Laptop Request Procedure: 1. Log in to the IT Asset Management Portal. 2. Select 'Hardware Request' and choose 'Laptop'. 3. Specify required configuration (standard, power user, or executive). 4. Obtain manager approval through the automated workflow. 5. Track request status via the portal dashboard.

All laptops remain company property and must be returned upon exit or replacement.

Document Ownership and Maintenance

This document is owned by the OrionSphere IT Operations Team. Content is reviewed quarterly and updated to reflect changes in infrastructure, security requirements, and compliance policies.