


<b>IT STANDARD OPERATING PROCEDURE</b>	<b>DBLGROUP</b> <b>IT DEPARTMENT</b> South Avenue Tower (6th Floor), House-50, Road-3, Gulshan-1, Dhaka, Bangladesh				
<b>TITLE:</b>	Network and Infrastructure Management				
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## 1.0.5 Network and Infrastructure Management

### 1. PURPOSE

The purpose of this SOP is to establish guidelines for the effective management, monitoring, and maintenance of the organization's network and IT infrastructure.

### 2. SCOPE

This SOP applies to all IT personnel responsible for the design, implementation, and maintenance of the network and infrastructure within the organization.

### 3. ROLES AND RESPONSIBILITIES

#### 3.1 Network Administrator

- Design, configure, and maintain the organization's network topology.
- Monitor network performance and address any bottlenecks or issues.
- Implement security measures to safeguard the network infrastructure.

#### 3.2 System Administrator


- Maintain and update servers, ensuring optimal performance.
- Conduct regular audits of server hardware and software configurations.
- Implement and monitor backup and recovery procedures.

#### 3.3 IT Operations Team

- Monitor and manage network devices, including routers, switches, and firewalls.
- Respond promptly to infrastructure-related incidents and service requests.
- Collaborate with other IT teams to ensure seamless operation of services.

### 4. Network Architecture

- Maintain an up-to-date network topology diagram, detailing all network components.

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- b. Implement network segmentation to enhance security and isolate critical systems.
- c. Review and update the network architecture periodically to accommodate changes.

### 5. Security Measures

- a. Enforce strong password policies and implement multi-factor authentication where applicable.
- b. Regularly conduct security audits to identify and address vulnerabilities.
- c. Monitor network logs for suspicious activities and respond to security incidents promptly.
- d. Implement and update firewalls, intrusion detection systems, and other security measures.


### 6. Performance Monitoring

- a. Utilize network monitoring tools to track and analyze performance metrics.
- b. Establish baseline performance metrics and thresholds for network components.
- c. Identify and address performance bottlenecks and irregularities promptly.
- d. Conduct regular capacity planning to anticipate and address future resource needs.

### 6. Incident Response

- a. Establish an incident response plan for network and infrastructure-related incidents.
- b. Classify incidents based on severity and impact to prioritize response efforts.
- c. Notify relevant stakeholders promptly and provide regular updates during incidents.
- d. Conduct post-incident reviews to identify root causes and implement improvements.

(See Reference SOP-1.0.9)

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## 7. Change Management

- a. Develop a formalized change request process for network and infrastructure changes.
- b. Submit change requests through the Change Advisory Board (CAB) for review and approval.
- c. Test changes in a controlled environment before deploying to production.
- d. Document and communicate planned changes to relevant stakeholders in advance.

(See Reference SOP-1.0.8)

## 8. Documentation:

- a. Maintain comprehensive documentation for network configurations, infrastructure setups, and changes.
- b. Implement version control for critical documentation to track changes over time.
- c. Ensure documentation is accessible to relevant personnel and kept up to date.


## 9. Redundancy and Disaster Recovery:

- a. Ensure redundancy for critical network components to minimize downtime.
- b. Infrastructure team regularly test disaster recovery plans for network and infrastructure failures.
- c. Store backups and disaster recovery plans in geographically diverse locations.

## 10. Regular Audits and Reporting:

- a. Conduct regular audits of network devices, infrastructure configurations, and security measures.
- b. Generate and analyze reports on network performance, incidents, and changes for Forti Analyzer.
- c. Share audit findings and performance reports with relevant stakeholders.

## 11. Training and Skill Development:

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- a. Provide ongoing training for network and infrastructure personnel on emerging technologies and best practices.
- b. Encourage cross-training to ensure a diverse skill set within the team.
- c. Document and share knowledge within the team through knowledge-sharing sessions.

#### ABBREVIATIONS

SOP	-	Standard Operating Procedure
IT	-	Information Technology


#### ASSOCIATED DOCUMENTS

SOP No.	SOP Name
1.0.8	Change Management
1.0.9	Incident Response

#### REFERENCES

- 9.1 FDA's 21 CFR Part 11: Electronic Records; Electronic Signatures
- 9.2 GAMP 5: A Risk-Based Approach to Compliant GxP Computerized Systems
- 9.3 In house
- 9.4 Industry Best Practices


#### APPENDICES


<b>IT STANDARD OPERATING PROCEDURE</b>	<b>DBLGROUP</b> <b>IT DEPARTMENT</b> South Avenue Tower (6th Floor), House-50, Road-3, Gulshan-1, Dhaka, Bangladesh				
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30 Jan' 24	01	First edition of the SOP

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2. HR
3. Related Stakeholders

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