STANDARD OPERATING PROCEDURE	**DBLGROUP IT DEPARTMENT** Capita South Avenue Tower (6th Floor), House-50, Road-3, Gulshan-1, Dhaka, Bangladesh	
TITLE:	**Roles and Responsibilities**	

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1.0.1. Roles and Responsibilities:

1. **PURPOSE**

   Defining clear roles and responsibilities is crucial for the effective functioning of an Information Technology (IT) department.

2. **SCOPE**

   a. IT Manager

   b. System Administrator

   c. Network Administrator

   d. Helpdesk / Support Manager

   e. Help Desk / Support Engineer

   f. Security Officer / Security Specialist

3. **ROLES AND RESPONSIBILITIES**

   a. **IT manager is responsible for:**
      a. Provide strategic direction for the IT department.
      b. Define and oversee the project scope, goals, planning, budgeting, execution, and deliverables of IT projects.
      c. Ensure alignment of IT initiatives with organizational goals.
      d. Collaborate within the team and other departments to understand their technology needs.
      e. Stay informed about industry trends and emerging technologies.

   b. **System Administrator is responsible for:**
      a. Monitor system performance and troubleshoot issues.
      b. Monitor system performance and troubleshoot issues.
      c. Implement and manage backup and recovery procedures.
      d. Ensure the security and integrity of IT infrastructure.
      e. Collaborate with other IT staff on network and infrastructure projects.

   c. **Network Administrator is responsible for:**
      a. Design, implement, and manage the organization's network (LAN, MAN, WAN, FW, HA, SIP Server, IP, etc.) infrastructure.

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    b.   Monitor network performance and troubleshoot connectivity issues.

    c.   Implement security measures to protect the network from cyber threats.

    d.   Collaborate with other IT teams to ensure seamless network operations.

d. IT Support Engineer is responsible for:

    a.   Provide frontline technical support to end-users.

    b.   Respond to and resolve IT support tickets and incidents.

    c.   Assist with software and hardware installations and configuration.

    d.   Ensuring the First level of IT support to end users.

    e.   Educate end-users on IT best practices and troubleshoot common issues.

    f.   Document and maintain a knowledge base for common problems and solutions.

    g.   Maintain Asset Inventory in Oracle and Local System

    h.   Conduct routine maintenance on computer systems and submit maintenance report to your supervisor.

e. Security Officer is responsible for:

    a.   Implement and enforce security policies and procedures.

    b.   Conduct with IT Operation teams regarding regular security audits and risk assessments.

    c.   Monitor and respond to security incidents and breaches.

    d.   Stay informed about the latest security threats and vulnerabilities.

    e.   Provide security awareness training to staff.

4. TRAINING REQUIREMENTS

Training is required for associated personnel related to this SOP.

5. ABBREVIATIONS

❖ SOP -   Standard Operating Procedure

❖ IT   -   Information Technology

❖ IP   -   Internet Protocol

❖ FW   -   Fire Wall

❖ LAN -   Local Area Network

❖ MAN -   Metropolitan Area Network

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✦ WAN   -   Wide Area Network

✦ SIP   -   Session Initiation Protocol

✦ HA   -   Hardware Availability

6. DEFINITIONS:

Responsibility refers to the state or quality of being accountable or answerable for one's actions, duties, tasks, or obligations. It involves the willingness to take ownership and fulfill obligations or commitments, whether they are related to personal conduct, professional duties, or societal expectations.

7. PRECAUTIONS

1 **Clarity and Precision:**

Clearly define roles and responsibilities to avoid ambiguity. Use precise language and avoid vague terms that could lead to misunderstandings.

2 **Regular Review and Updates:**

Roles and responsibilities within an organization can evolve over time. Establish a process for regularly reviewing and updating the SOP to reflect changes in job functions or organizational structure.

3 **Flexibility and Adaptability:**

Allow for flexibility in roles to accommodate changes in tasks or projects. Avoid creating rigid structures that hinder adaptation to evolving business needs.

4 **Consistency Across Documents:**

Ensure consistency with other organizational documents, such as job descriptions, employee handbooks, and other relevant policies. This helps prevent confusion and conflicting information.

5 **Legal Compliance:**

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Ensure that roles and responsibilities outlined in the SOP comply with legal and regulatory requirements. This is particularly important in areas such as labor laws, data protection, and workplace safety.

6 **Communication:**

Clearly communicate the SOP to all relevant stakeholders. Ensure that employees are aware of their roles and responsibilities and understand the implications of not adhering to them.

7 **Training and Onboarding:**

Use the SOP as a foundation for training new employees. Incorporate the document into the onboarding process to familiarize new hires with their roles and responsibilities.

8 **Document Version Control:**

Implement a version control system for the SOP to keep track of changes and updates. This helps maintain a clear history of modifications and ensures that everyone is working from the most recent version.

9 **Dispute Resolution Mechanism:**

Establish a mechanism for resolving disputes or disagreements regarding roles and responsibilities. This could involve a clear escalation process or a designated authority for dispute resolution.

10 **Cross-Functional Collaboration:**

Encourage collaboration and communication across different departments. Roles and responsibilities often intersect, and it's essential to foster cooperation to achieve organizational goals.

11 **Performance Metrics and Evaluation:**

Consider incorporating performance metrics and evaluation criteria into the SOP. This helps employees understand how their performance will be assessed and promotes accountability.

12 **Risk Mitigation:**

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Identify potential risks associated with specific roles and responsibilities. Develop mitigation strategies to address these risks and ensure business continuity.

13 **Employee Feedback:**

Encourage feedback from employees regarding their roles and responsibilities. This input can help identify areas for improvement and ensure that the SOP remains practical and effective.

14 **Confidentiality and Privacy:**

If the SOP contains sensitive information, establish guidelines for maintaining confidentiality and privacy. Clearly communicate the importance of handling such information securely.

15 **Accessibility:**

Make the SOP easily accessible to all relevant personnel. This could involve storing it in a central repository, such as an intranet or document management system.

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

REVISION HISTORY

REVISION DATE	REVISION NUMBER	DESCRIPTION OF REVISION
29 Jan' 24	01	First edition of the SOP

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