


STANDARD OPERATING PROCEDURE	DBLGROUP IT DEPARTMENT South Avenue Tower (6th Floor), House-50, Road-3, Gulshan-1, Dhaka, Bangladesh	
TITLE:	GENERAL SOP INDEX	

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SN	SOP Number	SOP Name	Status	Main Category
1	1.0.1	Roles and Responsibilities	Completed	
2	1.0.2	IT Support	Completed	IT Support
3	1.0.3	Email User Creation and Deactivation	Completed	IT Support
4	1.0.4	Email Archiving	Completed	IT Support
5	1.0.5	Network and Infrastructure Management	Completed	Infrastructure Planning & Implementation
6	1.0.6	Firewall Configuration	Completed	Infrastructure Planning & Implementation
7	1.0.7	Network Configuration	Completed	Infrastructure Planning & Implementation
8	1.0.8	Change Management	Completed	Infrastructure Planning & Implementation
9	1.0.9	Incident Response	Completed	Infrastructure Operation
10	1.0.10	Data Backup and Recovery	Completed	Infrastructure Operation
11	1.0.11	IT Access Control	Completed	Infrastructure Operation
12	1.0.12	IT Asset Management	Completed	IT Procurement
13	1.0.13	IT Vendor Management	Completed	IT Procurement
14	1.0.14	IT Inventory Management	Completed	IT Procurement
15	1.0.15	IT Procurement	Approved	IT Procurement

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