Client Provisioning Setup SOP:

Purpose:

The purpose of this SOP is to provide guidelines for setting up current and new user accounts, and laptop configuration for a new hire to ensure that employees are able to do their job.

Authorship:

This SOP was written by Juan Maldonado.

Scope:

This SOP applies to all current and new hires – volunteer, part time, and full time – who require accounts for laptop use.

Responsibilities:

The following personnel are responsible for implementing this SOP:
1. HR department – requesting the setup and configuration of new hire accounts.
2. IT dept/contractors – install and configure the user accounts of current and new employees.

Prerequisites:

Prior to setting up user accounts, the following tasks must be complete:
1. The necessary hardware – donated laptop – must have minimum of 1 processor and 2GB of RAM.
2. Use the Darik's Boot and Nuke (DBAN) to sanitize the donated laptop.
3. The new user's role & responsibilities have been clearly defined.
4. The new user has been informed about the company's IT policies and procedures and has signed the AUP.

Procedure:

1. Execute a PowerShell script for the automation of user provisioning.
2. Script will prompt the user to enter a information such as username, laptop name, description and so on.
3. After a user account is created, the user will login and check to see that programs have been installed, and verify that email works.

Definitions:

1. PowerShell: It is both a command-line shell and scripting language that is built on top of the .NETFramework.
2. Script: A script refers to a sequence of instructions or commands that are written in a scripting language. It is typically used to automate a task.
3. Darik's Boot and Nuke (DBAN): DBAN is a widely used open source software designed to securely erase the data on a hard drive and other storage devices.

Revision History:

11/15/2023 -- "Client provisioning setup SOP" created by Juan Maldonado