

TechCorp Inc. IT Policies and Procedures

Password Policy

- Minimum 12 characters with uppercase, lowercase, numbers, and symbols
- Passwords must be changed every 90 days
- Cannot reuse last 5 passwords
- Account locked after 5 failed attempts
- Password reset requires manager approval for privileged accounts

Software Installation Policy

- Only approved software from IT catalog can be installed
- Business software requires department head approval
- Development tools require CTO approval
- All software must pass security review
- Personal software prohibited on company devices

Hardware Request Process

1. Submit request through IT portal with business justification
2. Manager approval required for requests >\$1000
3. IT team reviews compatibility and security
4. Procurement processes order within 5-7 business days
5. Device setup and deployment within 2 business days of arrival

Remote Work IT Requirements

- VPN connection required for all company resource access
- Encrypted hard drives mandatory
- Automatic screen lock after 5 minutes
- Company-managed antivirus required
- Personal use limited to lunch breaks and after hours

Security Incident Response

- Report security incidents to security@techcorp.com immediately
- Do not attempt to fix security issues yourself
- Preserve evidence - do not delete files or reset systems
- Coordinate with IT security team for investigation
- Document all steps taken and timeline of events