



Standard Operating Procedure (SOP)

Managed Service Provider

Purpose:

The SOP will cover how Death Star Deployers will provide a seamless comprehensive and proactive IT support and service to our client with scalable solutions to improve basic day to day operations with technology and security.

Scope:

This SOP applies to the employees that have been approved by the client with a request for a workstation for those who require a computer and email account for work-related purposes.

Responsibilities:

Death Star Deployers are responsible for providing our client with computer hardware equipped with Windows 10 Pro as the operating system(OS), with backup and restoration solutions, and a secure network. Each approved user will have their own user account with email that is safe and secure.

Our client will be in compliance with ***California Consumer Privacy Act of 2018 and CCPA Regulations.***

(reference **SOP: New Company Policy Personal Computers and Personal Emails Security Implementation**)

Prerequisites:

1. A request for Approved/Onboarding employees that require a workstation by the client.
2. The responsibilities and expectations for the Approved/Onboarding user role have been distinctly outlined
3. The new user has been briefed on the company's IT policies and protocols.

Course of Action:

Onboarding

To ensure smooth onboarding by providing necessary technology resources to new employees.

Procedure:

Onboarding Package:

- Provide an onboarding briefing including mandatory training.
- Issue username, password, email, and associated credentials.

Securing Windows 10 Endpoint Workstations

To protect Windows 10 endpoint workstations from data loss and malware threats.

Method:

Security Measures:

- Implement blacklisting firewalls, antivirus, and antimalware on endpoint workstations.

Administering and Supporting Windows Systems

To efficiently manage and support Windows systems for optimal functionality.

Approach:

Administration Tools:

- Utilize Windows 10 Pro along with RDP and PowerShell for system administration.

Enhancing Network Usability and Security

To improve network usability while enhancing security measures against data loss.

Strategy:

Network Enhancement:

- Simplify the network infrastructure to limit user interactions.
- Implement external protections to safeguard against data loss risks.

Support Engagement/Interaction

Details:

Engagement Method:

- Perform support engagements using RDP and conduct remote, offsite engagements as needed.

Troubleshooting Methodology and Engagement

To outline the troubleshooting methodology for support engagements.

Approach:

Troubleshooting Techniques:

- Use the Splashworks website and follow the CompTIA methodology for troubleshooting.

Restore and Backup

To establish a systematic approach for backing up and restoring critical data.

Method:

Backup Solutions:

- Employ a secondary plugged-in hard drive and Veeam Agent to copy and save data.

Purchase Request Handling

To manage technology purchase requests effectively.

Process:

Request Routing:

- Route purchase requests via standard company forms for approval.
- Send approved requests up the chain for initiation.

Sensitive Data Disposal

Method:

To securely dispose of sensitive data from storage media.

Engage a verified third-party company to securely dispose of sensitive data.

Termination Process

Management of technology access for terminated employees.

Process:

Debriefing Process:

- Perform a system wipe of usernames/profile, emails, and all associated passwords for terminated employees.

References:

- [Codes Display Text \(ca.gov\)](#)
- [CCPA Regulations | State of California - Department of Justice - Office of the Attorney General](#)
- **SOP: New Company Policy Personal Computers and Personal Emails Security Implementation**

Definitions:

Standard Operating Procedure: established or prescribed methods to be followed routinely for the performance of designated operations or in designated situations

Policy: a course or principle of action adopted or proposed by a business

Revision History:

11/16/2023 -- SOP created by Brittany Powell and Breanna Taylor