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# **Standard Operating Procedure (SOP)**

# **Purpose:**

[The purpose or rational for the procedure. If there are policies or standards which this procedure exists to meet, reference them here.]

This document will answer the question "How will you write and organize your SOPs?" while also serving as an example of the format.

The SOP will cover how

## **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.

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## **Prerequisites:**

[The information, resources, permissions, etc. required to execute this procedure.]

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## **Procedure:**

### **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.

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### **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.

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### **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.

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### **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.

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### **Support Engagement/Interaction**

#### **Details:**

* Engagement Method:
  + Perform support engagements using RDP and conduct remote, offsite engagements as needed.

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### **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.

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### **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.

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### **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.

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### **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.

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### **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:**

[Sources this document pulls from or references, or simply extended reading/documentation on this subject.]

## **Definitions:**

[What words are used throughout this document and procedure which have specific meanings that must be respected.]

* Policy -- "why?"; broad, overarching guidance
* SOP -- "what, when, why"; could be multiple SOPs to support a specific policy
* Work Instructions -- "how"; in-depth, step-by-step directions for a particular task

## **Revision History:**

11/15/2023 -- SOP created by Brittany Powell