Standard Operating Procedures

Fourward Electronics

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Backup and Restore

Sierra Maldonado

1. Purpose

To back up all User and sensitive data to the local hard drive and file server.

2. How To

All User data and files are backed up automatically at 1159 each day.

For manual saves: Please access the application by clicking on its respective shortcut located on the desktop interface.

Sensitive Data Disposal

Dericus Horner

1. Purpose

To ensure that companies are compliant with legal disposal regulations, protect its reputation, and risk management.

2. How To

The user should use the scripts made for this process. If assistance is needed, please reach out via a support request.

Support Engagements

Anthony Wall

1. Purpose

To ensure consistent and efficient technical support to employees.

2. How To

Submit a new ticket via the company's support portal.

- https://fourwardelectronics.on.spiceworks.com/portal

Troubleshooting Methodology

Paul Stroud

1. Purpose

To standardize troubleshooting steps for Fourward Electronics support technicians.

2. How To

When responding to a customer support request, follow the standard CompTIA troubleshooting methodology:

1. Identify the problem
2. Establish a theory of probable cause
3. Test the theory to determine the cause
4. Establish a plan of action to resolve the problem
5. Implement the solution
6. Verify full system functionality, add preventative measures
7. Document findings, actions and outcomes

All steps should be documented in the company ticketing system for future reference.

Technology Purchase

Sierra Maldonado

1. Purpose

This SOP will explain the proper way to submit Technology purchase request

2. How To

Request: The request should include detailed information such as the specific equipment or software being requested, the reason for the request, and the expected benefits.

Approval: The designated person or department reviews the request and determines whether it meets the organization's policies and budget constraints. If the request is approved, the person or department may need to seek additional approvals from higher-level management or finance before proceeding

Fourward Submission: Once approved from the correct level, one needs to put in a request through Spiceworks. Once equipment or software has been ordered, details will be emailed back to the company head of IT.

Employee Onboarding

Sierra Maldonado

1. Purpose

In this SOP you will learn how to add a new employee to the local users. This task must be performed by an admin account or an account with admin capability

2. How To

From an admin account:

    Access the application by clicking on its respective shortcut located on the desktop interface.

    Follow the prompts

        You'll need a username

        A default password will be set up as: abc123

Employee Offboarding

Sierra Maldonado

1. Purpose

In this SOP you'll learn how to off-board or delete employee data when employment is terminated. You will need to be working on an admin account or an account with admin privileges

2. How To

Double click the User-Termination and follow the prompts

WARNING: This will completely delete this user's account and files on that account.

Prevention of Data loss and Malware Threats

Dericus Horner

1. Purpose

Malware and data loss can disrupt business operations to the point of closing due to not having adequate malware protection and backed up data. Our company can ensure that we are prepared to prevent, detect, and respond to data loss and malware threats, and are taking all necessary steps to protect the data and systems for all clients.

2. How To

Any malware or data loss issues should be reported to the administrator or the technical team. If any user is having issues, please visit the IT help desk and report the issue and a technician will assist them. If the technician needs to keep any device overnight, the employee has an option to accept loaner equipment until the problem is fixed.

Remote Access and Administration

Paul Stroud

1. Purpose

To establish the procedures for remote access and administration.

2. How To

Ubuntu Server:

- Support technicians will use SSH for remote access to the Ubuntu Server. Contact the network administrator for the most up-to-date login credentials.

Windows Endpoints:

- Teamviewer software provides remote access to Windows endpoints. It is already installed and configured on Fourward Electronics installations of Windows 10.
- End users who need remote access to their workstations should take note of the Teamviewer session ID when they are on site, and use their individual account credentials for login.
- Support technicians should request the Teamviewer session ID from the end user and enter admin credentials for login.

Enhance The Network

Paul Stroud

1. Purpose

To secure and improve the customer's network.

2. How To

We offer additional network security services to improve performance and reliability of the customer's private network.

Some of our areas of expertise are:

- traffic segmentation
- network monitoring
- hardening the OS configuration
- network redundancy
- secure remote access

Cloud Support

Dericus Horner

1. Purpose

Cloud support will ensure data security and give Space O access to specialized resources and expertise.

2. How To

Create an account and customize the environment

Develop security protocols based on the company's needs.

Provide training to each Space O employee who will be using the cloud services.

Setup monitoring and alert systems to detect unusual activity.

Perform regular backups and updates.

Evaluate performance and adjust as needed.

Github

Anthony Wall

1. Purpose

To provide a centralized place for organizations to store and manage their source code, collaborate with others and track changes to the code over time.   Also can be used to manage documentation, share data sets and collaborate on non code related projects.

2. How To

Space O to provide training to its employees.

Spiceworks

Anthony Wall

1. Purpose

To create, track and manage tickets for user issues, troubleshooting, and resolution of technical problems.

2. How To

To access Spiceworks authorized is designated by an IT staff member who is responsible for managing user accounts and permissions. The IT staff member responsible for managing user accounts and permissions will create a user account for the individual requesting access.