

SOP: Termination Process for Technology

Purpose:

The purpose of this SOP is to create a standardized process for how to handle technology for terminated employees.

Scope:

This SOP applies to the technology MSP, the terminated employee and the HR department.

Responsibilities:

MSP: Will be responsible for implementing, following, reviewing, maintaining, and updating this policy. The MSP will also be responsible for terminating accounts and recovering technology equipment.

HR Department: Will be responsible for immediately notifying the MSP when a worker's employment is terminated.

Terminated Employee: Will be responsible for returning all equipment to the MSP, including any company equipment at their home.

Prerequisites:

An employee ends employment, whether by resignation, retirement, layoff or termination by the company.

Procedure:

Departures for employees can be a dangerous time for security. Vulnerabilities can be created if the necessary steps are not taken promptly and correctly. Following the below procedures quickly can significantly minimize the associated risks.

- Once HR determines that an employee is leaving the company for any reason, they shall email the MSP right away. If they feel a significant security risk is present with the action, they may also call to ensure prompt attention.
- If the end of employment is a planned departure, such as retirement or resignation on good terms with advanced notice, HR may pre-schedule the termination with the MSP for the planned date and time of departure.
- Sudden terminations or bitter resignations may begin before the affected employee even departs the campus.
- Upon receiving notice of termination, the MSP will either immediately terminate the user's access to all systems, or schedule the termination to be done when told to by HR.
 - User account may be terminated by Windows GUI, or using the PowerShell script in the MSP GitHub.
- HR will escort the employee to the MSP workspace where the MSP representative will take possession of the company-issued laptop and issue the employee a Receipt for Company Property (Appendix A). The MSP representative will schedule a time for the employee to return any equipment at their home.
- If the employee is not currently in possession of their laptop, HR will arrange a company representative to go to the employee's home and retrieve all company equipment immediately.
- If the employee fails to return any equipment within 48 hours, the MSP will notify the HR department, who will send a letter of demand. If still not returned, the MSP will assist the HR department in filing a police report for stolen property.
- If the employee is an office worker who only uses a desktop PC, the MSP will replace it with the spare until the data sanitizing procedure below can be conducted.
- For any PC that is recovered, HR will confer with the managing supervisor to see if any data that needs to be recovered may be on the machine. If so, the manager and an HR rep will work with the MSP to validate and recover any critical files.
- Once any critical files have been recovered, the MSP will perform data sanitation in accordance with the SOP for securely disposing of sensitive data from storage media.
- Once the machine has been sanitized, it may be reinitialized and configured for a new employee.

References:

- [Appendix A: Receipt for Company Policy form](#)

- [SOP: Sensitive Data Disposal](#)

Definitions:

- MSP -- “Managed Service Provider” the tech company contracted to provide IT services to the company
- Managing Supervisor -- The supervisor who will be responsible for managing the day-to-day activities of the new employee.

Revision History:

5/16/23 -- "Technology Onboarding Process for New Hires SOP" created by Chris Bennett