

# SOP: OS Diversity

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## Purpose:

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This Standard Operating Procedure (SOP) outlines the guidelines for managing and supporting a diverse range of operating systems (OS) within an organization. It aims to ensure efficient and secure administration of different OS environments.

## Scope:

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This SOP applies to all IT personnel responsible for managing and supporting OS diversity within the organization.

## Responsibilities:

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**IT Administrators:** Responsible for implementing and maintaining the OS diversity strategy, including provisioning, customization, and support of different OS environments.

**IT Support Team:** Responsible for providing assistance to end-users in troubleshooting and resolving OS-related issues.

## Prerequisites:

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New User Onboarding Packet- Provided by HR

## Procedure:

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### OS Selection:

The choice of operating systems should be based on the role of the user. This will be provided in the New User Onboarding Packet (See Above)

## Windows User Endpoint:

- Provision a Windows user endpoint as follows:
- Install the latest Windows OS version, ensuring it is properly licensed.
- Customize the OS installation based on organizational requirements and policies.
- Configure user accounts, permissions, and security settings.
- Connect the user to network or cloud resources, such as shared folders, backup systems, and email clients.
- Document the provisioning process for future reference and to streamline future deployments.

## Linux User Endpoint:

- Provision a Linux user endpoint as follows:
- Select a Linux distribution based on organizational needs and compatibility.
- Install the chosen Linux distribution, ensuring it is properly licensed and adheres to open-source licensing requirements.
- Customize the installation by configuring user accounts, permissions, security settings, and desired software packages.
- Connect the user to network or cloud resources, such as shared folders, backup systems, and email clients.
- Document the provisioning process to ensure consistency across Linux user endpoints.
- Explore automation tools and scripting options to streamline the provisioning process.

## References:

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- New User Onboarding Packet
- [Role-based Guide to Windows Installer Documentation](#)
- [Ubuntu Linux Basic Install](#)
- [SOP: Technology Onboarding Process for New Hires](#)

## Definitions:

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**Operating System** – An operating system is software that manages computer hardware and software resources and provides various services for computer programs.

**User Endpoint** –Refers to the device or software that a user directly interacts with in a network, such as a computer, smartphone, or application.

## Revision History:

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5/15/2023 -- "SOP: OS Diversity " created by Carlos Rojas

5/17/2023 – "SOP: OS Diversity " revised by Nick Van Noort

5/18/2023 – “SOP: OS Diversity revised by Chris Bennett