

SOP: Cloud Services

Purpose:

The purpose of this SOP is to outline the procedures and responsibilities for supporting company cloud services to ensure their availability, performance, and security.

Scope:

This SOP applies to the IT department and support team responsible for managing and maintaining the company's cloud services.

Responsibilities:

IT Manager: Oversees the overall management and strategic direction of the company's cloud services.

Cloud Service Administrator: Manages and monitors the cloud infrastructure, configurations, and user access.

Support Team: Provides technical support and assistance to users of the company's cloud services.

Prerequisites:

Access to the company's cloud service management console.

Knowledge of cloud service architecture and configurations.

Procedure:

Monitoring and Maintenance:

- Regularly monitor the health and performance of cloud services using monitoring tools.

- Address any alerts or issues promptly to minimize downtime or performance degradation.
- Perform routine maintenance tasks such as patching, upgrades, and backups as per the defined schedule.
- Monitor resource utilization and scale the cloud infrastructure as needed to ensure optimal performance.

User Support:

- Respond to user inquiries and support requests related to cloud services promptly.
- Troubleshoot and resolve user-reported issues, including connectivity, access, or performance problems.
- Provide guidance and assistance to users in utilizing cloud services effectively.
- Document and track support requests to ensure timely resolution and maintain a knowledge base of common issues and solutions.

References:

Cloud Service Provider Documentation: [\(https://aws.amazon.com/documentdb/\)](https://aws.amazon.com/documentdb/)

Company IT Policies and Standards: [Company IT Policy](#)

Definitions:

- Cloud Services: Refers to the company's infrastructure, platforms, or software hosted and delivered through cloud service providers.
- 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:

5/15/2023 -- "SOP: Cloud Services" created by Nick Van Noort