

SOP: Usability and Security

Purpose:

The purpose of this procedure is to detail the MSP's support for an IT environment that enhances usability and security for the client.

Scope:

This SOP applies to the MSP as we support the client's needs.

Responsibilities:

MSP: Will be responsible for implementing, following, reviewing, maintaining, and updating this policy.

Prerequisites:

These procedures will be guided by, and will inform the other SOPs in this series.

Procedure:

Usability and security are two of the most important aspects of any IT environment, and are highly important to this client. The MSP will support these aspects through the following procedures.

- User groups will be created and assigned to employees as they are hired. Changes to which user groups an employee belongs to and what accesses a group has may only be changed at the direction of client management. A new employee will be added to the system and user groups in accordance with client management's directions and the [SOP for onboarding](#).
- Each employee's OS will be pre-customized and configured according to their role and associated user groups. Employees may make minor changes to the OS configuration, such as accessibility options. However, adding or deleting programs must be done by an MSP administrator with the approval of client management.

- When onboarding, new employees must read and sign the Acceptable Use Policy which details forbidden behaviors, including but not limited to: no accessing personal emails with company equipment, never sharing passwords, not accessing unprofessional or NSFW websites on company equipment or networks and locking or logging off when stepping away from a computer.
- The MSP will maintain up-to-date security systems such as firewalls, anti-malware, OS updates and the most restrictive network configurations possible without interfering with the client's ability to do their work.
- The MSP will provide information security training for all new hires and annual refreshers for all employees.
- The MSP will monitor for and be prepared to respond quickly to any cyber attack.
- The MSP will manage a robust backup plan to be able to recover quickly from any accessibility outage as detailed in the [SOP for Data Backup and Restoration](#).
- When any computer is brought out of service, either temporarily for an employee termination or permanently (being replaced with a newer machine, for example), it will have all data sanitized in accordance with the [SOP for data sanitization](#) before being reconfigured for new use or disposed of.

References:

- [SOP: Technology Onboarding Process for New Hires](#)
- [SOP: Data Backup and Restoration](#)
- [SOP: Sensitive Data Disposal](#)

Definitions:

- MSP -- Managed Service Provider
- OS -- Operating System
- NSFW -- Not Suitable for Work

Revision History:

5/17/23 -- "SOP: Usability and Security" created by Chris Bennett