SOP: Offsite Support

Purpose:

The purpose of this SOP is to establish guidelines and procedures for remote work arrangements at the Managed Service Provider (MSP) company to ensure productivity, collaboration, and information security.

Scope:

This SOP applies to all company team members who perform company duties outside of a company facility.

Responsibilities:

Employees: Responsible for adhering to off-site work policies and procedures, maintaining productivity, and ensuring the security of company resources.

Managers/Supervisors: Responsible for approving and monitoring off-site work arrangements, setting expectations, and providing necessary support to remote employees.

IT Department: Responsible for setting up and maintaining secure remote access infrastructure and providing technical support to remote employees.

Prerequisites:

Authorized off-site work agreement signed by the employee and approved by the manager.

Secure and reliable internet connection.

Company-issued devices with necessary software and security configurations.

Procedure:

Remote Work Agreement:
- Employees interested in off-site work must submit a off-site work agreement to their manager for approval.
- The agreement should include details such as the duration, schedule, and location of remote work.
- Managers will review and approve or deny the request based on business needs and employee eligibility.

Communication and Collaboration:
- Use company-approved communication tools (e.g., email, instant messaging, video conferencing) to stay connected with colleagues and clients.
- Respond promptly to messages and keep colleagues informed about work progress.
- Participate in scheduled team meetings and update project management tools regularly.

Productivity and Time Management:
- Maintain regular work hours as agreed upon with the manager.
- Create a designated workspace that is free from distractions to promote focus and productivity.
- Adhere to project deadlines and communicate any potential delays or challenges to the manager in a timely manner.

Information Security:
- Use company-issued devices and follow security guidelines for accessing and storing sensitive company and client data.
- Keep devices and software up to date with the latest security patches.
- Securely store physical documents and ensure they are not accessible to unauthorized individuals.

Technical Support:
- Contact the IT department for any technical issues or support needed for remote access, software, or hardware.
- Follow IT instructions for connecting to the company's secure network and accessing resources remotely.
- Report any security incidents or suspected breaches to the IT department immediately.

References:

- Remote Work Policy: [Company's Remote Work Policy](#)
- IT Security Policies and Guidelines: [Company's IT Policy](#)

Definitions:

- Off-Site or Remote Work: Refers to working from a location other than the company's physical office, using company-approved devices and communication tools.

Revision History:

5/15/2023 -- "SOP: Off-site Support" created by Nick Van Noort