

SOP: Administration and Support for Windows Systems

Purpose:

This Standard Operating Procedure (SOP) outlines the process for administering and supporting Windows systems to ensure their optimal performance, reliability, and security.

Scope:

This SOP applies to all MSP personnel responsible for the administration and support of Windows systems within the organization.

Responsibilities:

MSP: Will be responsible for implementing, following, reviewing, maintaining, and updating this policy. Specifically, they will be responsible for implementing and maintaining Windows systems according to this SOP and client directives.

Prerequisites:

The client company runs Windows-based systems which the MSP is required by contract to manage and support those systems.

Procedure:

Regular Maintenance:

- Regular updates and patches will be scheduled to address security vulnerabilities and ensure software compatibility. If a critical update is pushed out by Microsoft, the MSP will not wait until scheduled updates and will install as soon as possible.
- A [backup and recovery plan](#) has been created to protect against data loss in case of system failure.

- The MSP will monitor system performance and resource utilization to identify and address potential issues or bottlenecks.

Security Management:

- A [comprehensive security management plan](#) has been created for Windows systems.
- The MSP will configure active antivirus software and firewalls within the system to prevent malware infections and unauthorized access. A daily scan with a secondary anti-malware program will be conducted as a precaution in case the active scanner misses anything.
- The MSP will enforce user account management policies, password complexity, and data encryption and regularly review and update security settings to comply with industry standards and regulations.

User Support:

- MSP will use Spiceworks Helpdesk as a ticketing system to track and prioritize user support requests, such as resolving hardware and software problems, connectivity issues, and security incidents.

Documentation and Reporting:

- MSP personnel shall:
 - Maintain accurate documentation of Windows systems, including system configurations, security settings, and user support requests.
 - Develop regular reports to track system performance, resource utilization, security incidents, and user support metrics.
 - Use reporting data to identify improvement areas and develop action plans for issue resolution and system optimization.

References:

- [SOP: Usability and Security](#)
- [SOP: Data Backup and Restoration](#)

Definitions:

- MSP -- “Managed Service Provider” the tech company contracted to provide IT services to the company

Revision History:

5/15/23 -- "SOP: Administration and Support for Windows Systems" created by Carlos Rojas

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