

# IT ACCESS MANAGEMENT STANDARD OPERATING PROCEDURE

Version: 1.3

Department: IT Security

## SECTION 1: Purpose

This SOP governs the provisioning, modification, and deactivation of user access across company systems.

## SECTION 2: User Provisioning

### 2.1 Required Information for New Accounts

- Employee Name
- Employee ID
- Department
- Manager Approval Email
- Access Level Requested

### 2.2 Provisioning Steps

1. HR creates the employee record.
2. IT receives an automated access request.
3. IT creates user accounts in:
  - Email System
  - Internal Dashboard
  - Project Management Tools
4. IT sends credentials to the employee's manager.

## SECTION 3: Access Modification

### 3.1 Reasons for Access Change

- Promotion
- Department transfer
- Additional responsibilities

### 3.2 Approval Workflow

- Manager → Department Head → IT Security

## SECTION 4: Access Deactivation

### 4.1 Termination or Exit Checklist

- Disable all system accounts within 2 hours.
- Collect company laptop & devices.
- Reassign ongoing projects.
- Archive user data according to IT retention policy.

Last Reviewed: 5 September 2024