

SOP: How to ensure users can access their files from any domain attached system.

Purpose:

The purpose of this SOP is to ensure that users can access their files from any domain-attached system. This SOP is designed to meet the organizational policy of maintaining data accessibility and availability across different domains.

Scope:

This SOP applies to all users and their files across all domain-attached systems in the organization.

Responsibilities:

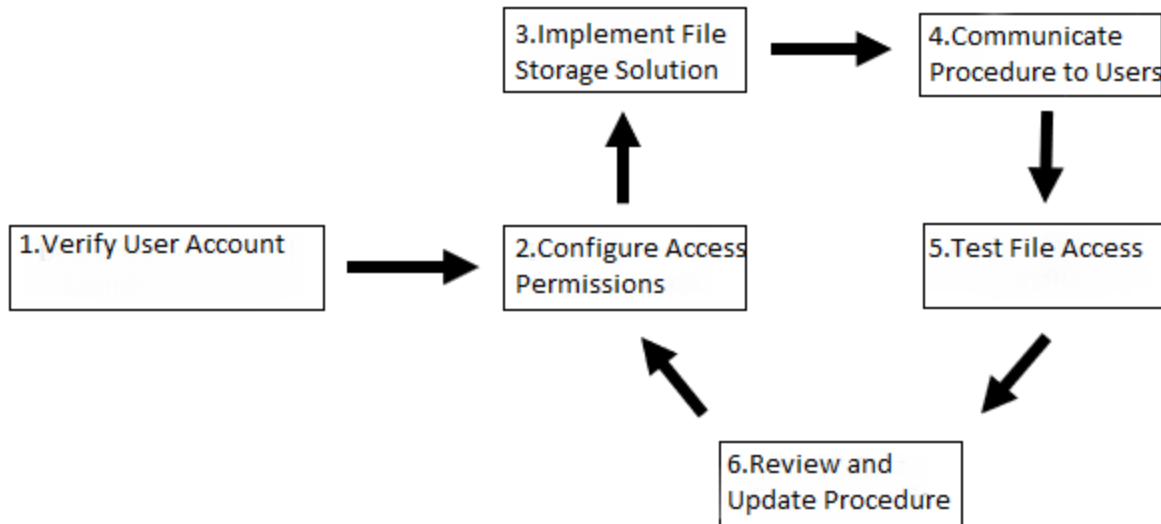
IT Specialist Damian Nowak is responsible for verifying user accounts, configuring access permissions, implementing a file storage solution, communicating the procedure to users, and testing file access.

Prerequisites:

Users must have an active user account with appropriate access permissions to the domain-attached systems.

Procedure:

User Access Topology



- Verify User Account: The IT department must verify that each user has an active user account with appropriate access permissions to the domain-attached systems.
 - Obtain a list of all users who require access to domain-attached systems.
 - Check if each user has an active user account in the domain.
 - If a user account does not exist, create one for the user.
 - If a user account exists, check if the account has appropriate access permissions to the required domain-attached systems.
 - If the account needs modification, modify the account to grant appropriate access permissions.
 - Document the verification process and update any relevant records or documentation.
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- Configure Access Permissions: The IT department must configure access permissions for each user account to allow access to the necessary files across different domains.
 - Identify the necessary files: Determine which files each user needs access to across different domains.
 - Determine access level: Decide what level of access each user needs for each file. This could include read-only access or read/write access.
 - Assign permissions: Assign the appropriate permissions to each user account based on the identified files and access levels. This could include adding users to a security group that has access to specific files or folders.

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- Test access: Test each user's access to ensure they can access the necessary files across different domains.
- Review and update permissions: Review and update permissions on a regular basis to ensure that users have the appropriate level of access to the necessary files.
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- Implement File Storage Solution: The IT department must implement a file storage solution that allows for file accessibility across different domains. This could include a cloud-based file storage solution.
 - Identify the requirements: The IT department should work with the relevant stakeholders to identify the requirements for the file storage solution, such as the types of files that need to be stored, the expected usage patterns, and the level of security required.
 - Evaluate available solutions: The IT department should research and evaluate different file storage solutions that meet the identified requirements, such as cloud-based solutions or on-premise solutions.
 - Select a solution: Based on the evaluation, the IT department should select a file storage solution that best meets the identified requirements.
 - Configure the solution: Once a solution is selected, the IT department should configure the solution to allow for file accessibility across different domains. This may involve setting up shared folders and permissions.
 - Test the solution: The IT department should test the file storage solution to ensure that it meets the identified requirements and allows for seamless file accessibility across different domains. Any issues that arise should be addressed before the solution is rolled out to users.
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- Communicate Procedure to Users: The IT department must communicate this SOP to all users and provide instructions on how to access their files from any domain-attached system.
 - Identify the target audience: Determine which users will need to access their files from domain-attached systems and communicate the procedure to them.
 - Choose a communication method: Decide on the best method to communicate the procedure, such as an email, video tutorial, or in-person training session.
 - Develop clear instructions: Create clear and concise instructions that explain how to access files from domain-attached systems using the implemented file storage solution.
 - Provide access to resources: Ensure that all necessary resources, such as login credentials and links to the file storage solution, are provided to users.
 - Follow up: After communicating the procedure, follow up with users to ensure that they have successfully accessed their files from domain-attached systems and address any issues or questions that arise.

- **Test File Access:** Users should test file access from different domain-attached systems to ensure that files can be accessed seamlessly.
 - **Choose different domain-attached systems:** Users should choose at least two or three domain-attached systems to test file access, such as desktops or laptops.
 - **Attempt to access files:** Users should attempt to access their files from each system, verifying that they can access the necessary files and that the files are up to date.
 - **Test different file types:** Users should test different file types, such as Word documents, Excel spreadsheets, and PDFs, to ensure that they can access all necessary file types.
 - **Test from different locations:** Users should test file access from different physical locations to ensure that files can be accessed from anywhere with an internet connection.
 - **Report any issues:** If any issues arise during testing, users should report them to the IT department for assistance.

References:

- "Domain Name System (DNS)" by ICANN
- "Cloud Storage" by Microsoft

Definitions:

- **Policy:** Broad, overarching guidance that answers the "why" question.
- **SOP:** Detailed procedures that answer the "what, when, why" questions and support a specific policy.
- **Work Instructions:** Step-by-step directions for a particular task that answer the "how" question.

Revision History:

03APR2023 -- add SOP outline - Ethan Brock

04APR2023 -- Populate SOP Information - Jeremy Patton