

Netradyne Laptop Policy

**V4.0**

Internal and Confidential

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|  |  |

# Purpose

The purpose of this laptop policy is to provide guidelines for the use of laptops by employees of Netradyne. This policy outlines the expectations for the use of company- provided laptops or personal laptops used for work-related tasks. The policy is intended to protect the confidentiality, integrity, and availability of company data and systems, while also ensuring that employees have the tools, they need to perform their job responsibilities effectively.

# Scope

The scope of this policy applies to all employees who use company-provided laptops for work-related tasks. This policy applies to all laptops used by employees, whether they are on company premises or offsite. It is the responsibility of each employee to comply with this policy and to ensure that their laptop use does not compromise the security of company data or systems.

# Roles and Responsibilities

Roles and responsibilities specific to this document are included below:

|  |  |
| --- | --- |
| ***Role*** | ***Responsibilities*** |
| Owner | * Team or SME responsible for the process area needs to ensure this document is up to date and compliant with governing requirements. * Is the point of contact for the document. * Responsible for initiating and managing document review and the approval process from start to finish including gathering or delegating the collection of content including diagrams, formatting etc. as well as identifying stakeholders to participate in the peer review process. |
| Reviewers/Stakeholders | Representations from teams that can affect or be affected by the document under review (e.g., Operation, Security, Compliance, Quality) |
| Approvers | The Person(s) of authority to validate the document and sign- off on the latest version. Such Person include Document  owner, Functional Team Lead, Security Lead, Product Delivery Lead. |
|  |  |
| Document Release | Document Owner/team to work with repository administrator to make release version available. |

# Hardware Profiling for IT Onboarding

The hardware profiling is defined to document the allocation of hardware for all the Netradyne users with respect to their departments. This will enable IT team to provision the right hardware during the onboarding of the users.

## Portable Assets:

* The assets that are allocated to the users which are **allowed** to be carried with users providing that the ownership is with the assigned end users.
* Laptop
* External Keyboard
* External Mouse
* USB Hub (Only for MacBook users)
* Headphone (Allocated only for support and sales functions)
* Laptop power adapters/chargers/batteries.

## Fixed Assets:

* The assets that are allocated to the users which are **not allowed** to be carried by the end users.
* External Monitor (Stationed in their work desk tagged to the desk)
* HDMI/other Cables (Stationed in their work desk tagged to the desk)
* Power extension box
* Conference room connectors
* LAN cables

## Hardware/Workstation Assets for FTE’s and Interns Standard Hardware (Laptop):

* + - **Primary Option for All Users:** MacBook Air (Mac OS – 15 Inch: Apple M3/M4 Chip

with 8-Core CPU and 10-Core GPU, 16GB RAM, 256GB SSD)

* + - **Secondary Option for Specific Business Needs:** Windows\Ubuntu – HP ZB Firefly 14”/16” G11 Laptop Ultra 7 - 155H, 16GB RAM, 512GB/1TB SSD, Windows 11

Pro

* + - **Users can opt** from one of the above options.
    - Any **other hardware requirement** will be an exception, **costs approved by the department leaders (VP and Above)**.

## External Monitors:

* + - IT Team will issue an external monitor to employees on the requested basis to improve their productivity, health, and well-being, as well as enhance collaboration and meet specialized work needs.
    - As a standard IT team will be issuing 27” external monitor to India users and a 32” monitor to US users upon request, subject to stock availability. Dual monitor requests require explicit approval from the reporting manager.
    - For India users having 22” external monitors will continue with same monitor, IT team will not be able to replace the monitor with 27" external monitors.
    - Users are not allowed to move/carry the fixed assets (external monitors, Power extension cords and cables) from one workstation to another workstation or to their home.

Note: Monitors are tagged to workstation and hence it is considered as fixed assets. Please do not move the fixed assets.

* + - Users are allowed to move the portable assets (external keyboard, external mouse, USB hub, chargers) from one workstation to another workstation.
    - In case there is a need then employee has to submit an SD+ ticket with justification with the managers approval so that it can be taken forward.

## Headphone:

Headphones are issued to employees which can help to improve their focus, communication, and well-being, as well as meet specialized work needs. Currently, headphones are issued to L1 customer support team and ISR teams.

For any exceptions, the individual teams and budget owners can approve based on their individual budgets. The teams and budget owners have the authority to approve any deviations based on their respective budgets. Prior to approaching the IT department for assistance with purchasing, managers are advised to obtain all necessary approvals from the function head and finance department.

## Hardware/Workstation Assets for Contractors

The respective business/function head will be responsible for getting budgetary approvals from the finance team for the hardware purchase and allocation.

## Standard Hardware (Laptop):

* + - **Primary Option for All Users:** MacBook Air (Mac OS – 15 Inch: Apple M3/M4 Chip with 8-Core CPU and 10-Core GPU, 16GB RAM, 256GB SSD)
    - **Secondary Option for Specific Business Needs:** Windows\Ubuntu – HP ZB Firefly 14”/16” G11 Laptop Ultra 7 - 155H, 16GB RAM, 512GB/1TB SSD, Windows 11

Pro

* + - **Users can opt** from one of the above options.
    - Any **other hardware requirement** will be an exception, **costs approved by the department leaders (VP and Above)**.

## External Monitors:

External monitors will be allocated based on the request if they are working from Netradyne office

Users should inform/request IT to move/shift the external monitors from one workstation to another workstation or to their home (upon approvals).

## Headphones:

Headphones will be issued to L1 customer support team and India ISR team. Contractors are not eligible for headphone purchase and reimbursement.

## IT Incident and break-fix guidelines for Hardware/laptop issues

* + - If a user experiences an issue with their laptop, they must raise an incident.
    - The IT engineer will troubleshoot the issue. If resolved, the incident will be marked as resolved, and the laptop will be handed over to the user.
    - If the issue is unfixable, the IT engineer will document the troubleshooting steps in the ticket, noting that the issue remains unresolved.
    - The incident ticket will then be converted into a workstation request, triggering an approval workflow for the user's reporting manager. This ensures visibility that all troubleshooting steps were attempted before proceeding with a laptop replacement.
    - Upon approval, the IT team will replace the problematic laptop with another similar make/model based on stock availability.
    - If covered under warranty, any hardware repairs will be handled by the vendor.
    - To minimize downtime, a spare working laptop of a similar make/model will be provided to the user immediately if required.

## Hardware/laptop Replacements

* + - Laptop lifecycle: 3 years warranty covered from the invoice date of purchase.
    - Out of warranty laptops/hardware will be replaced with another machine which is in warranty only in case of any hardware failure.
    - Any business demand to replace/refresh the machines (at their discretion) before the laptop lifecycle should be budgeted under the respective business budget approved by finance and shared with IT on a monthly basis.

## Acceptable Use:

Acceptable use of company-provided laptops is defined as the use of laptops for work-related tasks that are authorized by the company. The following guidelines outline what constitutes the acceptable use of company-provided laptops:

* + - Use the laptop for work-related tasks only: The laptop should only be used for work- related tasks that are authorized by the company.
    - Laptop Security Controls: All laptops acquired for users on behalf of the company shall be deemed to be company property. Each user will be issued with a laptop shall be responsible for the security of that laptop, regardless of whether the laptop is used in the office, at the employee’s place of residence, or in any other location such as a hotel, conference room, car or airport. Users should ensure security of the laptop in each of the following domains as stated in this policy.
    - Physical Security of the laptop: The physical security of company provided laptops is the users personal responsibility. He/she is therefore required to take all reasonable

precautions, be sensible and stay alert to the risks. Users need to keep the laptop in their possession and within sight whenever possible, just as if it were their wallet, handbag or mobile phone. Be extra careful in public places such as airports, railway stations or restaurants. Never leave the laptop unattended when using it outside the office. Lock the laptop away out of sight when it is not in use, preferably in a strong cupboard, filing cabinet or safe. This applies at home, in the office or in a hotel.

Never leave a laptop visibly unattended in a vehicle. If necessary, lock it out of sight in the trunk or glove box but it is generally much safer to take it with you. Carry and store the laptop in a padded laptop computer bag or strong briefcase to reduce the chance of accidental damage. Users may not take the laptop for repair to any external agency or vendor at any point of time. In case of any failure, users are required to report the same to the management.

* + - Use company-approved software: Users must use software that has been approved by the company and should not install any software or applications on the laptop without prior approval from the IT team of the company.
    - Protect confidential information: Users must ensure that confidential information is protected and not shared with unauthorized individuals. Confidential information includes but is not limited to customer data, financial information, and intellectual property of the company and for its customers to which user may have access during performing their work.
    - Follow security protocols: Users must follow all security protocols like password protection, encryption, and guidelines for connecting to the company's network or Wi-Fi.
    - Report security incidents: Users must report any security incidents, such as lost or stolen laptops, to their supervisor and IT-Infosec team immediately and file an FIR as mentioned in the later part of this policy
    - Comply with all applicable laws and regulations: Users must comply with all applicable laws and regulations related to the use of laptops and the protection of company data.
    - Respect company resources: Users must use company-provided laptops responsibly and avoid wasting company resources.

Employees who use laptops for work-related tasks must adhere to the following guidelines:

* + - Keep the laptop secure: Users must ensure that the laptop is kept in a secure location and is not accessible to unauthorized individuals. When not in use, the laptop should be locked or shut down.
    - Use secure connections: Users must use secure connections when accessing company data or systems remotely. Users should avoid using public Wi-Fi when accessing the company network or Wi-Fi, as these connections are often unsecured and may be vulnerable to attacks.
    - Protect sensitive data: Users must ensure that sensitive company data is protected and not shared with unauthorized individuals
    - Avoid downloading unauthorized software: Users must avoid downloading any

software that is not authorized by the company, as this may compromise the security of the laptop and company data.

By adhering to these guidelines, users can help ensure the security of company data and systems while also using their laptops effectively for work-related tasks.

## Asset Recovery:

In cases where a company laptop is damaged, lost, stolen, or not returned by an employee upon exit, the company may initiate cost recovery to replace the device. The steps outlined below will guide the recovery process:

* + - In case of the loss of laptop- be it on, or off company premises, due to negligence of the employee, the company may recover the cost of the laptop from the employee. It is the company’s discretion to impose further penalties on account of loss of sensitive company confidential information.
    - If there is damage on account of the above the employee may be liable to pay the damages at cost to the company/the same may be deducted from their monthly salary.
    - In case of leaving the employment or being terminated for any reason, employee will need to hand over the asset on the last working day in Good Condition, for avoidance of doubt, “Good Condition” means the device is functioning good, well-preserved with little wear, failing which company is authorized to charge penalty against the employee. Company’s decision shall be final in determining the Good Condition of the company asset.
    - Contact the employee: Employee will be contacted to inquire about the lost or stolen laptop or the reason for not returning it upon exit. The employee must be able to provide information about the whereabouts of the laptop or the reason for not returning it.
    - File a police report: If the laptop was stolen or lost, the employee shall immediately file an FIR to the nearest police station to report the loss or theft and produce the same to IT team, legal, HR and to their manager. This FIR can be used to support any cost recovery efforts.
    - Calculate the cost: Netradyne team will calculate the cost of the laptop and any associated software or hardware. This cost can be used to determine the amount to be recovered.
    - Notify the employee of cost recovery: Netradyne Team will notify the employee that cost recovery will be sought for the lost or stolen laptop if the laptop is not returned upon exit.
    - Deduct from final pay check: If the employee has left the company, the cost of the laptop may be deducted from the employee's final pay check.
    - In the case of contractor employees then the 3rd party recruitment company will hold the responsibility of having the assets returned to Netradyne.
    - Pursuing legal action: If the employee refuses to return the laptop or to pay for the loss,

breakage or stolen laptop, the company may pursue legal action to recover the costs.

## Asset Acknowledgement:

Asset acknowledgement is a document that is used to track the distribution of company assets, including laptops. This document is typically signed by the employee who is receiving the asset, and it serves as a record of the asset distribution.

Asset acknowledgement is important for laptop security:

* + - Helps to prevent loss: By requiring employees to sign an asset acknowledgement when they receive a laptop, the company can ensure that all laptops are accounted for and that none are lost or misplaced.
    - Provides documentation: The asset acknowledgement serves as documentation that the laptop was distributed to the employee and that the employee is responsible for the laptop.
    - Helps with recovery: In case of a lost or stolen laptop, the asset acknowledgement can be used to help recover the laptop. It provides information about who was responsible for the laptop and when it was distributed.
    - Demonstrates compliance: An asset acknowledgement can demonstrate compliance with regulatory requirements related to asset management and security.

Netradyne asset acknowledgement form [Asset Acknowledgement Form](https://forms.office.com/Pages/ResponsePage.aspx?id=miFPuM0P-k2Edu3MlvMyTBgDbLh02jpGjnqJczL4a2VUNzhXUUFXVzFBVkVESTVIVEpGOEpXWVBDOC4u)

# Exceptions

## Hardware/Workstation exceptions

* Any business demand to replace/refresh the machines (at their Discretion) before the laptop lifecycle should be budgeted under the respective business budget approved by finance and shared with IT on monthly basis.
* If there is an immediate demand or ask for swapping laptops to MacBook, we request user manager/business head to get budgetary approvals from finance team so that IT Team can take it forward with the purchases and get them allocated.
* If there is a request for an additional workstation/laptop allocation, then the requestor needs to have an explicit approval from their reporting manager. We request user manager/business head to get the budgetary approvals from finance team so that IT Team can take it forward with the purchases and get them allocated.
* If there is a demand or ask for a different specification laptop of MacBook, we request user/user manager to get the approval from business head along with the budgetary approvals from finance team so that IT Team can take it forward with the purchases and get them allocated.
* If any user outside the customer support or sales team requires a headset, they must raise a peripheral request with business justification. The request must include approval from the user's reporting manager, department head, finance team, and IT head.

Exception to this procedure must be approved through the Netradyne Exception Process. Refer the section 7.3 for Netradyne Information Security Exception Process

# Consequences of Breach

* Any action of the employee that is inconsistent with this policy shall be treated as serious professional misconduct on the part of the employee, and the employee concerned shall be subject to any disciplinary proceeding, or action, by the company, which the management of the company may deem appropriate under the existing circumstances. Such action may also include any rights of termination or any other rights that the company may have under the terms of the employment agreement entered into by the company with the employee concerned.
* Employees are further advised that in the event any such employee fails to adhere to the requirements of laptop usage and restrictions on usage of Confidential Information, he or she shall be subject to any penal liability under the provisions of the Digital Personal Data Protection Act 2023.
* The company shall bear expenses for laptop maintenance and repairs arising out of the normal wear and tear. However, in the event of any damage to the laptop arising out of the negligence, misuse or abuse of the laptop by the employee, the employee shall be solely liable to make the payment for all the expenses arising therefrom. The company shall have the right to reclaim such expenses and deduct the same from your monthly salary. IT team to involve HR team and Finance team if the repairing cost needs to be claimed from employee.

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| --- | --- | --- |
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| Sashi Singrodia | Finance Team | sashi.singrodia@netradyne.com |

# Terms/Acronyms

|  |  |
| --- | --- |
| **Term/Acronym** | **Definition** |
| GB | Gigabyte |
| SSD | Solid State Drive |

# References

## Templates

* To submit access requests: <https://itservicedesk.netradyne.com/>

## Policies

* Security Policy and Procedures Netradyne.docx
* Netradyne Information Technology Policy and Procedure.pdf
* Netradyne IT Asset Policy.pdf

## Process/Procedures

* Netradyne Information Security Exception Process.pdf
* Netradyne IT User Profiling.pdf

# Appendix A: Document RACI Matrix

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Role/Activit y | Document Owner/Function al Area Lead | Contribut or | ND  Leadershi p | Function al Area Team | InfoSe c | All ND Member(s  ) |
| Ensure document is kept current | **A** | **R** | **I, C** | **R, C** | **C** | **I** |
| Ensure stakeholders are kept informed | **A** | **R** | **-** | **R** | **C** | **-** |
| Ensure document contains all relevant information | **A** | **R** | **I, C** | **R, C** | **C** | **I** |
| Ensure document adheres to document governance policy | **A, R** | **R** | **I** | **R, C** | **R, C** | **I** |
| Provide SME advice | **I, R** | **A, R** | **I** | **R, C** | **I, C** | **I** |
| Gathering and adding document contents | **I** | **A, R** | **I, C** | **R, C** | **C** | **I** |
| Document Approval | **A** | **R** | **I, R** | **I** | **I, R** | **I** |

***Key***

|  |  |
| --- | --- |
| ***R*** | **Responsible** |
| ***A C***  ***I*** | **Accountable** |
| **Consulted** |
| **Informed** |