

Netradyne IT User Profiling

**V2.2**

Internal and Confidential

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|  |  |

# Purpose

This document is a Netradyne Procedure document to summarize the IT user profiling based at department & functional level.

# Scope

The scope of this document is with all internal Netradyne users (Consultants, Contractors, Interns, and Full Time Employees).

# 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  Approvers  Document Release | Representations from teams that can affect or be affected by the document under review (e.g., Operation, Security, Compliance, Quality) |
| 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 Owner/team to work with repository  administrator to make release version available. |
|  |

# User Profiling for IT Onboarding

The user profiling is defined to document the allocation of hardware & software services for all the Netradyne users with respect to their departments. This will enable IT team to provision the hardware & software access by default during the onboarding of the users.

# Hardware/Workstation Assets

Standard Hardware Specifications:

HP with 16 GB RAM and 512 GB SSD hard disk. MacBook Air with 16 GB RAM and 256 GB SSD hard disk

Note:

* + - Local admin access will be granted to Device, Analytics, and certain departments of Cloud team (cloud dev,

cloud QA, DevOps, IT and Infosec).

* + - Some of the contractors like E-lancer, VVDN etc... are not issued with ND assets.

The contractor will need access to specific asset(s)/application(s) privileges to do the job being asked of them, but by using Principle of least privilege, they are only able to access parts of the asset (not the whole asset). All the access should be provisioned by IT Team.

The above hardware will be allocated to the users based on the HR/TPM onboarding request submitted in IT ServiceDesk+ and stock availability during the time of actual onboarding.

[Employee\_Offboarding\_workflow.pdf](https://netorg726775.sharepoint.com/:b:/r/sites/netradynenet/IT%20Policies/Policy%20%26%20Procedures/Employee_Offboarding_workflow.pdf?csf=1&web=1&e=k2ok09)

[Employee\_Onboarding\_workflow.pdf](https://netorg726775.sharepoint.com/:b:/r/sites/netradynenet/IT%20Policies/Policy%20%26%20Procedures/Employee_Onboarding_workflow.pdf?csf=1&web=1&e=xJcwLv)

The table below provides the hardware specifications for all the new users during onboarding.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Workstation Specs** | **Cloud** | **Device** | **Analytics** | **G&A** | **Business Development** |
| **Laptop Model** | MacBook Air 16 GB | HP 16 GB/  MacBook Air 16 GB | MacBook Air 16 GB | MacBook Air 16 GB | MacBook Air 16 GB |
| **Keyboard & Mouse** | On-Demand | On-Demand | On-Demand | On-Demand | On-Demand |
| **Monitor (Dell)** | Yes | Yes | Yes | Yes | Yes |
| **Windows OS** | No/OnDemand | Yes | No/OnDemand | Yes/OnDemand | Yes/OnDemand |
| **Ubuntu OS** | No/OnDemand | Yes | No/OnDemand | No | No |
| **Apple MacOS** | Yes | OnDemand | Yes | Yes/OnDemand | Yes/OnDemand |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Workstation Specs** | **Customer Success** | **Customer Support** | **Inside Sales** | **Insurance** | **Marketing** |
| **Laptop Model** | MacBook Air 16 GB | MacBook Air 16 GB | MacBook Air 16 GB | MacBook Air 16 GB | MacBook Air 16 GB |
| **Keyboard & Mouse** | On-Demand | On-Demand | On-Demand | On-Demand | On-Demand |
| **Monitor** | Yes | Yes | Yes | Yes | Yes |
| **Windows OS** | Yes/OnDemand | Yes/OnDemand | Yes/OnDemand | Yes/OnDemand | Yes/OnDemand |
| **Ubuntu OS** | No | No | No | No | No |
| **Apple MacOS** | Yes/OnDemand | Yes/OnDemand | Yes/OnDemand | Yes/OnDemand | Yes/OnDemand |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Workstation Specs** | **Business**  **Operations** | **Product**  **Management** | **Product Success** | **Sales** |
| **Laptop Model** | MacBook Air 16 GB | MacBook Air 16 GB | MacBook Air 16 GB | MacBook Air 16 GB |
| **Keyboard & Mouse** | On-Demand | On-Demand | On-Demand | On-Demand |
| **Monitor** | Yes | Yes | Yes | Yes |
| **Windows OS** | Yes/OnDemand | Yes/OnDemand | Yes/OnDemand | Yes/OnDemand |
| **Ubuntu OS** | No | No | No | No |
| **Apple MacOS** | Yes/OnDemand | Yes/OnDemand | Yes/OnDemand | Yes/OnDemand |

|  |  |  |
| --- | --- | --- |
| **Workstation Specs** | **Sales Support** | **Legal & Privacy** |
| **Laptop Model** | MacBook Air 16 GB | MacBook Air 16 GB |
| **Keyboard & Mouse** | On-Demand | On-Demand |
| **Monitor** | Yes | Yes |
| **Windows OS** | Yes/OnDemand | Yes/OnDemand |
| **Ubuntu OS** | No | No |
| **Apple MacOS** | Yes/OnDemand | Yes/OnDemand |

# Software/Applications Assets

The below table provides the list of all the software’s/Applications access provisioned to the users at the time of onboarding.

# Full Time and Interns Employees

This section is all about the list of IT services that will be provided to Netradyne FTE & Interns.

The tables below brief default access granted to IT Services at department level during onboarding of user to

Netradyne. The cells marked as ‘Yes’ denotes that access will be granted by default.

|  |  |  |  |
| --- | --- | --- | --- |
| **Software’s/Application List** | **Cloud** | **Analytics** | **Device** |
| **O365 (Outlook,Word,Excel,PPT,Teams**  **etc...)** | Yes | Yes | Yes |
| **Slack** | Yes | Yes | Yes |
| **KnowBe4** | Yes | Yes | Yes |
| **SD+** | Yes | Yes | Yes |
| **IDMS Production** | Yes | Yes | Yes |
| **CrowdStrike AV Agent** | Yes | Yes | Yes |
| **JAMF Agent** | On Demand | On Demand | On Demand |
| **Endpoint Central Agent** | Yes | Yes | Yes |
| **Google Chrome Browser** | Yes | Yes | Yes |
| **Netranet(Internal Portal)** | Yes | Yes | Yes |
| **Atlassian Jira** | Yes | Yes | Yes |
| **GitHub** | Yes | Yes | Yes |
| **Confluence** | Yes | Yes | Yes |

|  |  |  |  |
| --- | --- | --- | --- |
| **AWS** | Yes | Yes | Yes |
| **Cisco AnyConnect (Non-Production VPN)** | Yes | Yes | Yes |
| **Mix panel** | Yes | Yes | No |
| **Jenkins** | Yes | On Demand | On Demand |
| **Data Dog** | Yes | Yes | No |
| **Sentry** | Yes | Yes | No |
| **GPU Server access** | No | Yes | No |
| **Zoom** | No | No | No |
| **Alteryx** | No | No | No |
| **Microsoft Project** | On Demand | On Demand | On Demand |
| **Microsoft Visio** | On Demand | On Demand | On Demand |
| **Atlassian Trello** | On Demand | No | No |
| **TechSmith Camtasia** | On Demand | No | No |
| **PagerDuty** | On Demand | On Demand | No |
| **Adobe** | On Demand | On Demand | On Demand |
| **JetBrains PyCharm** | On Demand | On Demand | No |
| **Tableau Desktop/Viewer** | On Demand | On Demand | On Demand |
| **OpenVPN (Production VPN)** | On Demand | On Demand | On Demand |
| **Salesforce** | On Demand | On Demand | On Demand |
| **Sales loft** | No | No | No |
| **Allego** | No | No | No |
| **Zoom Info** | No | No | No |
| **Greythr** | No | No | No |
| **Adamma** | No | No | No |
| **Sodexo** | No | No | No |
| **Lattice** | No | No | No |
| **POSH secure** | No | No | No |
| **LinkedIn Sales Navigator** | No | No | No |
| **Chilli piper** | No | No | No |
| **Pardot** | No | No | No |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Software’s/Application List** | **G&A** | **Product Management** | **Business Development** | **Business Operations** |
| **O365**  **(Outlook,Word,Excel,PPT,Teams etc...)** | Yes | Yes | Yes | Yes |
| **Slack** | Yes | Yes | Yes | Yes |
| **KnowBe4** | Yes | Yes | Yes | Yes |
| **SD+** | Yes | Yes | Yes | Yes |
| **IDMS Production** | Yes | Yes | Yes | Yes |
| **CrowdStrike AV Agent** | Yes | Yes | Yes | Yes |
| **JAMF Agent** | On Demand | On Demand | On Demand | On Demand |
| **Endpoint Central Agent** | Yes | Yes | Yes | Yes |
| **Google Chrome Browser** | Yes | Yes | Yes | Yes |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Netranet(Internal Portal)** | Yes | Yes | Yes | Yes |
| **Atlassian Jira** | No | On Demand | On Demand | Yes |
| **GitHub** | No | On Demand | On Demand | On Demand |
| **Confluence** | On Demand | Yes | Yes | Yes |
| **AWS** | No | No | No | No |
| **Cisco AnyConnect** | No | No | No | No |
| **Mix panel** | No | On Demand | No | No |
| **Jenkins** | No | No | No | No |
| **Data Dog** | No | No | No | No |
| **Sentry** | No | No | No | No |
| **GPU Server access** | No | No | No | No |
| **Zoom** | Yes (HR  Team) | No | Yes | No |
| **Alteryx** | No | No | No | No |
| **Microsoft Project** | On Demand | On Demand | On Demand | On Demand |
| **Microsoft Visio** | On Demand | On Demand | On Demand | On Demand |
| **Atlassian Trello** | No | No | No | No |
| **TechSmith Camtasia** | No | No | No | No |
| **PagerDuty** | No | No | No | No |
| **Adobe** | No | No | No | No |
| **JetBrains PyCharm** | No | No | No | No |
| **Tableau Desktop/Viewer** | No | No | No | No |
| **OpenVPN** | No | No | No | No |
| **Salesforce** | No | On Demand | On Demand | On Demand |
| **Sales loft** | No | On Demand | On Demand | On Demand |
| **Allego** | No | On Demand | On Demand | On Demand |
| **Zoom Info** | No | On Demand | On Demand | On Demand |
| **Greythr** | Yes | No | No | No |
| **Adamma** | Yes | No | No | No |
| **Sodexo** | Yes | No | No | No |
| **Lattice** | Yes | No | No | No |
| **POSH secure** | Yes | No | No | No |
| **LinkedIn Sales Navigator** | No | No | No | No |
| **Chilli piper** | No | No | No | No |
| **Pardot** | No | No | No | No |

|  |  |  |  |
| --- | --- | --- | --- |
| **Software’s/Application List** | **Product Success** | **Customer Success** | **Customer Support** |
| **O365**  **(Outlook,Word,Excel,PPT,Teams etc...)** | Yes | Yes | Yes |
| **Slack** | Yes | Yes | Yes |
| **KnowBe4** | Yes | Yes | Yes |

|  |  |  |  |
| --- | --- | --- | --- |
| **SD+** | Yes | Yes | Yes |
| **IDMS Production** | Yes | Yes | Yes |
| **CrowdStrike AV Agent** | Yes | Yes | Yes |
| **JAMF Agent** | On Demand | On Demand | On Demand |
| **Endpoint Central Agent** | Yes | Yes | Yes |
| **Google Chrome Browser** | Yes | Yes | Yes |
| **Netranet(Internal Portal)** | Yes | Yes | Yes |
| **Atlassian Jira** | Yes | On Demand | Yes |
| **GitHub** | On Demand | On Demand | On Demand |
| **Confluence** | Yes | Yes | Yes |
| **AWS** | No | No | No |
| **Cisco AnyConnect** | No | No | No |
| **Mix panel** | No | No | No |
| **Jenkins** | No | No | No |
| **Data Dog** | No | No | No |
| **Sentry** | No | No | No |
| **GPU Server access** | No | No | No |
| **Zoom** | No | Yes | No |
| **Alteryx** | No | No | No |
| **Microsoft Project** | On Demand | On Demand | On Demand |
| **Microsoft Visio** | On Demand | On Demand | On Demand |
| **Atlassian Trello** | No | No | No |
| **TechSmith Camtasia** | No | No | No |
| **PagerDuty** | No | No | No |
| **Adobe** | No | No | No |
| **JetBrains PyCharm** | No | No | No |
| **Tableau Desktop/Viewer** | No | No | No |
| **OpenVPN** | No | No | No |
| **Salesforce** | No | On Demand | On Demand |
| **Sales loft** | No | No | No |
| **Allego** | No | No | No |
| **Zoom Info** | No | No | No |
| **Greythr** | No | No | No |
| **Adamma** | No | No | No |
| **Sodexo** | No | No | No |
| **Lattice** | No | No | No |
| **POSH secure** | No | No | No |
| **LinkedIn Sales Navigator** | No | No | No |
| **Chilli piper** | No | No | No |
| **Pardot** | No | No | No |

|  |  |  |  |
| --- | --- | --- | --- |
| **Software’s/Application List** | **Sales** | **Inside Sales** | **Sales Support** |

|  |  |  |  |
| --- | --- | --- | --- |
| **O365 (Outlook,Word,Excel,PPT,Teams**  **etc...)** | Yes | Yes | Yes |
| **Slack** | Yes | Yes | Yes |
| **KnowBe4** | Yes | Yes | Yes |
| **SD+** | Yes | Yes | Yes |
| **IDMS Production** | Yes | Yes | Yes |
| **CrowdStrike AV Agent** | Yes | Yes | Yes |
| **JAMF Agent** | On Demand | On Demand | On Demand |
| **Endpoint Central Agent** | Yes | Yes | Yes |
| **Google Chrome Browser** | Yes | Yes | Yes |
| **Netranet(Internal Portal)** | Yes | Yes | Yes |
| **Atlassian Jira** | Yes | No | On Demand |
| **GitHub** | No | No | No |
| **Confluence** | Yes | Yes | Yes |
| **AWS** | No | No | No |
| **Cisco AnyConnect** | No | No | No |
| **Mix panel** | No | No | No |
| **Jenkins** | No | No | No |
| **Data Dog** | No | No | No |
| **Sentry** | No | No | No |
| **GPU Server access** | No | No | No |
| **Zoom** | Yes | Yes | Yes |
| **Alteryx** | No | No | No |
| **Microsoft Project** | On Demand | On Demand | On Demand |
| **Microsoft Visio** | On Demand | On Demand | On Demand |
| **Atlassian Trello** | No | No | No |
| **TechSmith Camtasia** | No | No | No |
| **PagerDuty** | No | No | No |
| **Adobe** | No | No | No |
| **JetBrains PyCharm** | No | No | No |
| **Tableau Desktop/Viewer** | No | No | No |
| **OpenVPN** | No | On Demand | No |
| **Salesforce** | Yes | Yes | No |
| **Sales loft** | Yes | Yes | No |
| **Allego** | Yes | Yes | No |
| **Zoom Info** | Yes | Yes | No |
| **Greythr** | No | No | No |
| **Adamma** | No | No | No |
| **Sodexo** | No | No | No |
| **Lattice** | No | No | No |
| **POSH secure** | No | No | No |

|  |  |  |  |
| --- | --- | --- | --- |
| **LinkedIn Sales Navigator** | Yes | Yes | On Demand |
| **Chilli piper** | No | No | No |
| **Pardot** | No | No | No |

|  |  |  |  |
| --- | --- | --- | --- |
| **Software’s/Application List** | **Marketing** | **Insurance** | **Legal & Privacy** |
| **O365 (Outlook,Word,Excel,PPT,Teams**  **etc...)** | Yes | Yes | Yes |
| **Slack** | Yes | Yes | Yes |
| **KnowBe4** | Yes | Yes | Yes |
| **SD+** | Yes | Yes | Yes |
| **IDMS Production** | Yes | Yes | Yes |
| **CrowdStrike AV Agent** | Yes | Yes | Yes |
| **JAMF Agent** | On Demand | On Demand | On Demand |
| **Endpoint Central Agent** | Yes | Yes | Yes |
| **Google Chrome Browser** | Yes | Yes | Yes |
| **Netranet(Internal Portal)** | Yes | Yes | Yes |
| **Atlassian Jira** | No | No | On Demand |
| **GitHub** | No | No | No |
| **Confluence** | Yes | Yes | Yes |
| **AWS** | No | No | No |
| **Cisco AnyConnect** | No | No | No |
| **Mix panel** | No | No | No |
| **Jenkins** | No | No | No |
| **Data Dog** | No | No | No |
| **Sentry** | No | No | No |
| **GPU Server access** | No | No | No |
| **Zoom** | Yes | Yes | Yes |
| **Alteryx** | No | No | No |
| **Microsoft Project** | On Demand | On Demand | On Demand |
| **Microsoft Visio** | On Demand | On Demand | On Demand |
| **Atlassian Trello** | No | No | No |
| **TechSmith Camtasia** | No | No | No |
| **PagerDuty** | No | No | No |
| **Adobe** | No | No | No |
| **JetBrains PyCharm** | No | No | No |
| **Tableau Desktop/Viewer** | No | No | No |
| **OpenVPN** | No | No | No |
| **Salesforce** | No | No | On Demand |
| **Sales loft** | No | No | No |
| **Allego** | No | No | No |
| **Zoom Info** | No | No | No |
| **Greythr** | No | No | No |
| **Adamma** | No | No | No |

|  |  |  |  |
| --- | --- | --- | --- |
| **Sodexo** | No | No | No |
| **Lattice** | No | No | No |
| **POSH secure** | No | No | No |
| **LinkedIn Sales Navigator** | No | No | No |
| **Chilli piper** | Yes | No | No |
| **Pardot** | Yes | No | No |

# Netradyne Contractors & Consultants

This section briefs on the list of IT services considered for provisioning to external contractors & consultant users. Based on business needs and with proper approvals, access will be granted to all the external users. The table below briefs the list of contractor & consultant vendors along with the services applicable. The cells marked as ‘Yes’ denotes that access will be granted by default.

Note:

If any of the contract employees have been assigned with Netradyne email account, the below listed applications will be given default access.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Software’s/Application List** | **Netradyne Contractor** | **Yantra** | **VVDN** | **E-Lancer** |
| **O365**  **(Outlook,Word,Excel,PPT,Tea ms etc...)** | Yes | OnDeman d | OnDeman d | No |
| **Slack** | Yes | No | No | No |
| **KnowBe4** | Yes | No | No | No |
| **SD+** | Yes | OnDeman d | OnDeman d | No |
| **IDMS Production** | Yes | No | No | Yes |
| **CrowdStrike AV Agent** | Yes | No | No | No |
| **JAMF Agent** | OnDemand | No | No | No |
| **Endpoint Central Agent** | Yes | No | No | No |
| **Google Chrome Browser** | Yes | No | No | No |
| **Netranet(Internal Portal)** | Yes | OnDeman d | OnDeman d | No |
| **Salesforce** | OnDemand | No | No | No |
| **Sales loft** | OnDemand | No | No | No |
| **Allego** | OnDemand | No | No | No |
| **Zoom Info** | OnDemand | No | No | No |
| **Atlassian Jira** | OnDemand | No | No | No |
| **GitHub** | OnDemand | No | No | No |
| **Confluence** | OnDemand | No | No | No |
| **AWS** | OnDemand | No | No | No |
| **Cisco AnyConnect** | OnDemand | No | No | No |
| **Mix panel** | OnDemand | No | No | No |
| **Jenkins** | OnDemand | No | No | No |
| **Data Dog** | OnDemand | No | No | No |
| **Sentry** | OnDemand | No | No | No |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **GPU Server access** | OnDemand | No | No | No |
| **Zoom** | OnDemand | No | No | No |
| **Alteryx** | OnDemand | No | No | No |
| **Microsoft Project** | OnDemand | No | No | No |
| **Microsoft Visio** | OnDemand | No | No | No |
| **Atlassian Trello** | OnDemand | No | No | No |
| **TechSmith Camtasia** | OnDemand | No | No | No |
| **PagerDuty** | OnDemand | No | No | No |
| **Adobe** | OnDemand | No | No | No |
| **JetBrains PyCharm** | OnDemand | No | No | No |
| **Tableau Desktop/Viewer** | OnDemand | No | No | No |
| **OpenVPN** | OnDemand | No | No | No |

Refer section 7.3 below for user access management process

# Exception

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

# Terms/Acronyms

|  |  |
| --- | --- |
| **Term/Acronym** | **Definition** |
|  |  |
|  |
|  |

# References

# Templates

* + - *[Netradyne Asset Acknowledgement](https://forms.office.com/Pages/ResponsePage.aspx?id=miFPuM0P-k2Edu3MlvMyTBgDbLh02jpGjnqJczL4a2VUNzhXUUFXVzFBVkVESTVIVEpGOEpXWVBDOC4u)*
    - [*Onboarding Assistance*](https://netorg726775.sharepoint.com/sites/IT/SitePages/Onboarding-Assistance-(Netradyne-Employees).aspx)
    - *Contractor\_Onboarding\_workflow.pdf*
    - *Contractor\_Onboarding\_workflow.pdf*
    - *Employee\_Onboarding\_workflow.pdf*

# Policies

* + - *Netradyne Information Security Policy & Procedure.pdf*
    - *Netradyne Information Security Exception Process.pdf*
    - *IT Guidelines for Software Purchases.pdf*
    - *Netradyne Acceptable Usage Policy.pdf*
    - *Netradyne Change Management.pdf*
    - *Netradyne Incident Management.pdf*
    - *Netradyne Information Technology Policy and Procedure.pdf*
    - *Netradyne Problem Management.pdf*
    - *NetradyneOpen-SourceSecurityPolicy.pdf*

# Process/Procedures

* + - *NETRADYNE DISASTER RECOVERY PROCESS.pdf*
    - *NETRADYNE BUSINESS CONTINUITY PLAN.pdf*
    - *Netradyne Vulnerability & Patch Management Process.pdf*
    - *NetradyneSecurityIncidentResponsePlan.pdf*

# Appendix A: Document RACI Matrix

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Role/Activity | Document Owner/Functional Area Lead | Document Contributor | ND  Leadership | Functional Area Team | InfoSec | 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***

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