**Standard Operating Procedure for IT Infrastructure Management**

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**Prepared By:** [Sohini Chakraborty]   
**Approved By:** [Joyee Richard]

# 1. Introduction

* The IT department maintains and ensures the security of organisational technology resources, including networks, hardware, software, and data. This SOP offers standardised procedures for IT operations, ensuring consistency, efficiency, and security.

# 2. Purpose

* The main objectives of this SOP are to streamline IT processes, enhance system security, ensure operational consistency, minimise downtime, support compliance, and provide clear guidelines for effective incident response and resource management.

# 3. Scope

* This SOP outlines the process, scope, and responsibilities, detailing specific tasks, limitations, and relevant conditions. It applies solely to defined processes and authorised personnel within the specified operational framework.

# 4. Definitions and Abbreviations

* This section defines essential terms and abbreviations, providing concise explanations to ensure clarity and consistency. Key terms relate to processes, roles, and technical elements unique to this SOP's scope.

# 5. Roles and Responsibilities

* Each role in IT processes has specific responsibilities, including task execution, oversight, compliance with protocols, ensuring efficiency, security, and alignment with organisational goals within the SOP framework.

# 6. Procedure Overview

* This document covers key IT procedures, including system maintenance, data management, security protocols, and troubleshooting, ensuring smooth operations, data integrity, and compliance within the organisation’s IT framework.

# 7. Detailed Procedures

## Troubleshooting

* + A systematic troubleshooting approach involves identifying, verifying, and isolating IT issues, implementing solutions, and documenting outcomes to minimize downtime and ensure efficient resolution of common technical problems.

## Bug Reporting

* + The bug reporting procedure involves identifying issues documenting detailed steps regarding reproduction and submit reports by monitor systems and lastly testing foxes to ensure software readability.

## Security Protocols

* + Implement strong user access controls, enforce data encryption, regularly update systems, monitor activity, and educate users on security practices.

## Setup Procedures

* + The procedure refers to the step by step instruction for setting up hardware, software or systems that includes preparation , installation, configuration and troubleshooting.

## Maintenance Schedules

* + The procedures for maintaining IT tasks regularly are planning , executing , monitoring tasks, back up and documenting detailed steps and therefore review, optimise, repeat.

## Asset Management

* + A system has been designed to monitor , maintain and optimise IT assets ensuring potential utilisation, maintenance and lifecycle management

# 8. Compliance and Standards

IT procedures must meet compliance requirements, including data privacy laws, security standards, and organisational policies, ensuring legal adherence, data protection, and alignment with industry best practices.

# 9. Review and Update Process

* Define the process for regularly reviewing and updating the SOP to ensure it remains current with technological changes.

**Approval Signature:**

* [Sohini C]
* [Sohini Chakraborty]
* [IT HEAD]
* [20-11-2024]