

IT Department SOP (v1.0)

Department: IT

1. Password Reset Requests

- Raise a ticket on IT Helpdesk Portal: <http://it-support.local/reset>
- Confirm user identity via corporate ID or OTP.

2. Security Breaches

- Notify Security Incident Response Team (SIRT) security@company.com immediately.
- Use secured Teams channel for communication.
- Follow checklist on Security Playbook: <http://it-support.local/security-playbook>

3. System Outages

- Update status page: <http://status.local>
- Inform users of estimated restoration time.
- Log incident report within 24 hours.

4. Software Updates

- Notify users 48 hours before update.
- Ensure users log off before scheduled time.
- QA team to validate post-update status.

5. Hardware Procurement (Mice, Keyboards, etc.)

- Submit request via IT Inventory Portal: <http://it-support.local/hardware-request>
- Approval required by IT Assets Manager.