



Standard Operating Environment Policy

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1. Purpose

The purpose of the Standard Operating Environment (SOE) is to define the software and user environment (settings and configuration) on all Gelos Enterprises (Gelos) workstations. This will ensure that:

- the maximum number of workstations provide the necessary functionality to staff
- the workstations can be loaded with a standard software image
- the workstations are maintained, updated, audited and repaired by ICT Department staff in a manner that:
 - improves availability and reliability of the workstations
 - reduces disruption to Gelos staff
 - ensures an effective cost strategy.

2. Implementation

The SOE will be implemented on all new computers owned by Gelos. The SOE will not be placed into privately owned machines.

3. Revisions of the SOE

The ICT Department will revise the SOE every six months to incorporate additional software and changes in software versions. The revised SOE will only be placed onto new machines, with older computers being retroactively changed as needed.

4. Changes to the SOE

Staff members who require software or settings different to those outlined in the SOE need to log a formalised support call with the ICT Systems Support Service Desk to have the software installed or settings changed. Any software installed on a Gelos PC must be licensed. Any changes to the configuration of a PC (including software and settings) that are contrary to the SOE must be accompanied by a business case and may need to be approved by a section manager/ICT Department.

5. Access to resources

User accounts are provided to staff members to gain access to the resources required to complete their work. Where a user account does not provide sufficient access to resources, requests to modify access must come from a supervising manager.

All staff accounts will be given 'Standard' access. Only ICT accounts will be allowed to have 'Administrator' access. Guest accounts will be disabled.

6. Account usage

This policy is in addition to the Gelos [User Account Policy](#) and any conflicts need to be reported to the ICT Support Senior Manager immediately.

7. Software

7.1 Licences

Any software installed on a Gelos PC, either as part of the SOE or as a later installation, needs to be properly licensed. All software in the Gelos SOE has been appropriately licensed for use within the organisation. Users who request additional software on their PC will need to provide a software licence before the software will be installed.

7.2 Audits

Software audits will be conducted from time to time to ensure that only licensed software is installed on Gelos PCs. If software outside of the SOE is found, the licence will be investigated through three possible methods:

- The user will be asked to provide the licence.
- An ICT Technician will investigate the licence online.
- The Service Desk database can be searched for past tickets on software installation.

Any software deemed unlicensed will be uninstalled immediately and reported to the ICT Support Senior Manager for further investigation.

8. Standard Operating Environment

8.1 SOE versions

There are two versions of the SOE, for different departments of Gelos, as follows:

8.1.1 SOE 1

- Customer Service
- Human Resources
- Finance
- Marketing
- Operations
- Executives

8.1.2 SOE 2

- ICT

8.2 Standard hardware

Hardware	Specification	SOE version
Processor	Intel (R) Core (TM) i7 Dual Core	SOE 1, SOE 2
Installed memory (RAM)	8 GB	SOE 1
Installed memory (RAM)	16 GB	SOE 2

System type	64-bit, x64-based processor	SOE 1, SOE 2
Standard monitor X 2	1680 x 1050 resolution	SOE 1, SOE 2
Standard peripherals (keyboard, mouse)	standard	SOE 1, SOE 2

8.3 Standard software

Software	Version	SOE version
Windows	Enterprise Latest	SOE 1, SOE 2
Microsoft Office	365	SOE 1, SOE 2
Mozilla Firefox (including Maintenance Service)	Latest	SOE 1, SOE 2
Google Chrome	Latest	SOE 1, SOE 2
Apple Inc. QuickTime	Latest	SOE 1, SOE 2
iTunes – Music/Media Manager	Latest	SOE 2
VLC Media Player	Latest	SOE 2
Adobe Acrobat Reader DC	DC Latest	SOE 1, SOE 2
Java – Oracle Corporation	Latest	SOE 1, SOE 2
Adobe Shockwave	Latest	SOE 2

Silverlight	Latest	SOE 2
Adobe Air	Latest	SOE 2
Visual Studio Code	Latest	SOE 2
Adobe Creative Suite	Latest	SOE 2

8.4 Settings

Software	Version
Computer name	As per Gelos Records and Information Management Procedure
Windows updates	Automatically download and install @ 4pm
Wallpaper	Gelos Logo
Windows Firewall	On
Virus protection (Windows Defender)	On
Account settings	As per Gelos User Account Policy

9. Related documents

Refer to the following related documents, where required:

- [ICT Procurement and Installation Policy](#)
- [User Account Policy](#)

10. Version control

No	Effective	Approved by	Updates
1	20 August 20XX	Darren Cooper, Chief Technical Officer	Initial release