Assignment -2

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Collaborative Environment Processes 1 – INFO8930

Doug Ferrier

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# Secure Cloud Usage Policy

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| --- | --- |
| **Policy Title** | Office 365 IT policies |
| **Policy Owner** | Doug Ferrier |
| **Policy Approver(s)** | Siri Chandana |
| **Storage Location** | C:\Users\karth\Desktop\Vsn-CS\IT policies |
| **Effective Date** | June 12,2020 |
| **Next Review Date** | June 25,2020 |

# Purpose

IT policies are developed for VSN-CS company to control the use of technology, lower operational cost and to reduce the risk exposure.IT policies helps in improving the business productivity, consistency in the performance.

# Audience

The policy is applicable to all the employees of the organization. Employees include associates, team lead ,team manager ,group manager .operational manager that belong to different department such as IT, Customer Service, HR, Financial.

# Scope

All the employees comply to these policies, except the polices related to confidential data is confined to higher authorities such as TL, GM.

# Pre-Approved Cloud Services

The following are some of the pre-approved cloud services

1. All the employees are given with username and default password to use Office 365. The default password can be changed according to the flexibility of the employee after logging in.
2. Based on the role’s employees are divided into groups and services are allocated that can be accessed based on the position.
3. Every employee will get an account in the following services teams, exchange, OneDrive, SharePoint.
4. Outlook, Word, Excel, PowerPoint, are the office apps that are included.

# Definitions

IT: Information Technology

HR: Human Resources

CS: Customer Service

Ops: Operational

TL: Team Leader

GM: Group Manager

NDA: Non-Disclosure Agreement

# Resources

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Title | Department | Tasks |
| Akshay | CS-Associate | Customer Service | Communicating with customer and resolving issues by raising tickets |
| Lokesh | Team Manager | HR | Hiring the employees |
| Siri Chandana | Operational Manager | IT | Introducing new process and improving the existing process |
| Subodh | Maintenance Head | IT Maintenance | Maintaining the servers |

# Policy Statements

The following are some of the policy statements

1. Credentials are not be shared between the employees
2. Confidentiality of data should be maintained, and no information should be shared outside the organization
3. All the employees should lock the screen before leaving the system
4. Use of products or services which is not related to organization should be prohibited
5. Restricted data can be accessed only with manager permission.

## Data Classifications and Restrictions

All data moving to and through VSN-CS usage of cloud services is subject to and must adhere to organizational defined data classification levels. This classification includes:

**Public**: Information which is public can be shared with everyone

**Internal:** Internal information is confined within the organization and should not be exposed outside the company

**Confidential:** Information which consists of business data is accessed only by certain people.

**Restricted:** Restricted Information isHighly sensitive and is protected with NDA

## Identity and Access Management

For any end users accessing cloud services, a minimum level of authentication and authorization must be met. This includes:

1. Username and Password
2. One-time password at time of login

## Data Encryption

Data security is maintained at different levels in Office 365

* For file on devices BitLocker from Microsoft data is used for encryption
* For files in transit the encryption tool used is TLS
* For email in transit Office 365 message encryption tool is used for encryption.

# Related Processes, Procedures, and Standards

The following are the related policies and procedures.

**Security Guidelines**: To have secure access to cloud.

**Technology Guidelines:** To use the system and services according to business requirement

**Services Guidelines:** Guidelines to be followed by maintenance and support team

**IT Ops Guidelines:** Guidelines to be followed by system Administration, manager while executing the services

# Applicable Rules, Laws, and Regulations

The following are some of the applicable rules, laws, regulation

* An employee should follow rules, strategies, laws and regulations of the company
* Employee conduct policy
* Time-off policies
* Security Policy

## Acceptable Devices and Locations

The cloud service provided by office 365 can be accessed from anywhere outside the organization with good and secured internet connectivity. In order to access certain service outside the company an secured VPN is required.

## Cloud Procurement Guidelines

Any end users, working groups, or departments looking to use cloud services for either single project based work or ongoing work, must follow these guidelines:

1. Should protect the data from malwares
2. Data leaking is not encouraged

# Exceptions

Employees needs to discuss the exception with concern authority in order improvise the policy for the company well-being.

# Non-Compliance

The followings are some of the consequence’s employee faces if he/she doesn’t follow the rules

1. Taking time-off without informing is a compliance issue
2. Sharing of credentials is a serious compliance issue
3. Leaving the desk without locking the screen

# Related Policies

* VSN-CS IT Security Policy
* VSN-CS Code of Conduct
* VSN-CS Human Resources Policies
* VSN-CS Policy Handbook

# Approval

This policy must be signed by the appropriate officer (listed below) before it is considered approved and put into force.

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Officer Name

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Officer’s Signature Date

# Agreement

I have read and understand the IT Policies. I understand that if I violate the rules explained herein, I may face legal or disciplinary action according to applicable laws or company policy.

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Employee Name

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature Date

# Revision History

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| --- | --- | --- | --- |
| **Version** | **Change** | **Author** | **Date of Change** |
| 1.0 | Creation of Document | Kartik Velede | 09 June, 2020 |

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