ROI

Standard Operating Environment

Red Opal Innovations

Version 3

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Purpose

The purpose of the Standard Operating Environment (SOE) is to define the software and user environment (settings and configuration) on all ROI workstations.

Implementation

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

Revisions of the SOE

The IT 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.

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 Service Desk in order to have the software installed or settings changed. Any software installed on a ROI 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/IT Department.

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 IT accounts will be allowed to have 'Administrator' access. Guest accounts will be disabled.

Accounts usage

This policy is in addition to the ROI User Account policy and any conflicts need to be reported to the Network Manager immediately.

Software licences

Any software installed on a ROI PC, either as part of the SOE or as a later installation, needs to be properly licensed. All software in the ROI 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.

Audits

Software audits will be conducted from time to time to ensure that only licensed software is installed on ROI 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 IT 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 Network Manager for further investigation.

Standard Operating Environment

Software	Version
Windows	Latest
Microsoft Office	365
Firefox	Latest
iTunes inc. Quicktime	Latest
Adobe Acrobat Reader	DC
Flash Player	Latest
Java	Latest
Shockwave	Latest
Silverlight	Latest
Adobe Air	Latest
Snagit	Latest
SketchUp	Latest
Blender	Latest

Tasks/Features	Settings
Windows updates	Automatically download and install @ 4pm
Wallpaper	ROI Logo
Windows firewall	On
Virus protection	On

Accounts
As per ROI User Account Policy