

Remote/Offsite Support Engagements SOP

Purpose:

This document outlines the SOP for remote/offsite support engagements.

Scope:

All machines will be set up to be remotely accessible per the [SOPs](#)

Responsibilities:

The IT department (individual who takes the ticket) will be responsible for creating the accounts and related access to systems as part of the overall onboarding process.

Prerequisites:

The IT department at Team Knonsense is responsible for the implementation, maintenance and review of this policy. This will only be done by the IT department, following our set SOP. [SOPs](#)

Procedure:

- Each machine should be setup and ready for remote access per the [SOPs](#)
- Use RDP (Merrina/etc. For Linux) to remotely log in to the user's machine.
- See [PowerShell Remote Access Commands](#) for Powershell commands for remote access.
- SSH can also be used for use or file transfer.

References:

- [PowerShell Remote Commands](#)
- [SOPs](#)

Definitions:

- SOP - Standard Operating Procedure
 - These are the guidelines and rules we follow for a given task.

Revision History:

5/16/2023 - Raphael Chookagian