

Administer & Support Windows Systems SOP:

Purpose:

This document outlines the SOP for the Administration and Support for Windows Systems.

Scope:

This SOP is to be used for the guidelines and procedures we have set for the IT departments Windows system support and administration.

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:

- Begin with [WindowsSetupSOP](#)
- Refer to [OnboardingSOP](#) Report for user/machine for information (login/IP/etc.)
- If SOPs have been followed, all information will be available to RDP to the user's machine for administration and support for Windows systems.

References:

- [SOPs](#)

Definitions:

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

Revision History:

0.1 5/16/2023 - Raphael Chookagian