Security policy

Security (of all forms) is vital to all jobs in the IT field. Data security is especially vital in the service desk environment. It is always imperative that a technician take all the steps possible to make the time spent in the service desk is as safe as possible. This guide will lay out certain Do’s and Don’t’s that will help showcase to you acceptable behavior and unacceptable behavior.

1. Do’s
   1. Always ask the customer before installing software on to a computer.
   2. Always ensure that the software will be or has been legally purchased.
   3. Always be aware of a customers privacy.
   4. Do everything possible to ensure no data loss will happen.
2. Don’ts
   1. Don’t install any programs without the customers consent.
   2. Don’t illegally obtain any software, especially with company computers.
   3. Do not ever encroach on a customers privacy.
   4. Never delete anything without customer consent.
   5. Do not recommend expensive solutions to customers just because they might save you a bit of work.