End User Training SOP

Purpose

This SOP outlines the procedures for delivering structured IT training to employees. The goal is to enhance digital literacy, ensure security compliance, and promote efficient use of IT tools, in alignment with organizational policies and technological infrastructure.

1. Objectives

* Ensure all employees are proficient in the use of essential IT systems and software.
* Promote cybersecurity awareness and safe practices.
* Support role-specific IT skill development.
* Maintain compliance with IT policies, data protection regulations, and licensing terms.
* Standardize onboarding and periodic IT refresher training.

1. Training Components

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| **Module** | **Description** | **Target Audience** |
| Onboarding IT Orientation | Overview of systems access, credentials, AUP, and support process | All new hires |
| Core Systems Training | Email, Microsoft 365, cloud storage, printing, network access | All employees |
| Cybersecurity Awarness | Phishing, MFA, password management, remote wok security | All employees |
| Role-Specific Applications | Based on department | Departmental |
| Device and Asset Management | Use of company devices, updates, incident reporting | Device users |
| Data Privacy and Compliance | HIPAA, FERPA, etc. as applicable | All employees |
| Advanced Tools Training | Admin console, Intune, ticketing systems | IT/Admin staff |

1. Training Schedule

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| **Timing** | **Activity** |
| Week 1 (new hires) | IT onboarding and orientation |
| Quarterly | Cybersecurity refresher |
| Semi-annual | System and software updates, policy review |
| As needed | Role-specific or new system/tool training |

1. Delivery Methods

* Live sessions: Instructor-led onboarding or tool walkthroughs
* Recorded modules: SharePoint library
* Hands-on labs: Simulated phishing tests, sandbox environments
* Job aids: Quick reference guides and FAQs
* Assessments: Short quizzes for comprehension

1. Evaluation and Compliance

* Training logs: Maintain attendance and completion status
* Quizzes: 80% pass threshold required for core trainings
* Refresher flags: Automatic reminders
* Audit: Annual training audit by IT Lead

1. Troubleshooting and Support

If an employee experiences technical issues or cannot complete a training:

1. Once a ticket is submitted, schedule a 1:1 follow-up with end user within two business days.
2. If there is need for an escalation, follow the IT Helpdesk Ticketing and Incident Escalation SOP.
3. Continuous Improvement

* Collect feedback after every session.
* Review trainings quarterly.
* Track common support issues and update trainings accordingly.
* Encourage suggestions from departments.

This SOP must be reviewed annually or upon changes in organizational IT infrastructure, software systems, compliance requirements, or cybersecurity threat landscape.