Misuse of Device (3-Strike Lock Policy) SOP

Purpose

To define a standardized, fair, and security-focused process for addressing repeated misuse of organizational devices. This SOP ensures compliance with IT and HR policies, protects sensitive data, and maintains the integrity of the IT infrastructure. This SOP applies to all employees, contractors, and interns using organization-issued devices.

1. Definition of Misuse

Misuse includes, but is not limited to:

* Downloading or installing unauthorized software
* Bypassing security protocols
* Accessing inappropriate websites/content
* Tampering with device configurations or admin settings
* Sharing devices or credentials with unauthorized users
* Ignoring security warnings or updates
* Using devices for excessive non-work-related purposes

1. 3-Strike Lock Policy Procedure

*First Strike*

1. IT logs incident in internal ticketing system.
2. Issue a written warning to the user via email.
3. Note incident in user’s device file.

*Second Strike*

1. Incident is escalated in ticketing system and shared with supervisor.
2. Device access is temporarily locked for up to 24 hours. May need to involve restriction on admin rights or added monitoring.
3. User is notified and required to meet with IT and supervisor/HR to discuss misuse.
4. Review of Acceptable Use Policy and signed recommitment.

*Third Strike*

1. IT documents all forensic data and access logs. User access is reviewed across all platforms.
2. Device is fully locked until disciplinary review is complete.
3. Case is referred to HR for formal disciplinary process, up to and including termination or reassignment of duties.
4. Mandatory re-training before access is restored, if applicable.
5. Appeals
6. Users may appeal a strike in writing within five business days. Appeals are reviewed jointly by IT, HR, and direct supervisor.

This SOP should be reviewed bi-annually or after any serious breach or misuse. Any changes must align with evolving security practices, legal requirements, and HR policy changes.