**IT Policies & Procedures**

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IT Management

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1. Answer

Policies: Policies are generally set and produced by the higher management which can be system or organization specific. These are generally applied to a particular task.

Ex: Internet Browsing policy, Email use policy, Dress code policy etc (Gunawan)

Procedures: Procedure is a step-by-step/detailed process to carry out or to attain a specific goal. They can be developed and enforced to achieve a repetitive process.

Guidelines: Guidelines are suggestions that an individual follows when a specific standard does not apply. These are basically directions that an individual can follow as best practices

Standards: Standard is to set an expected behavior; they are mandatory and are enforced for an organization to be effective (Panneer Selvam, 2018). This is what provides policies with support and direction

1. Answer

IT policy comes with better advantage and is beneficial for all types/size of Business. With advancement of Technology almost every organization understands the need for an IT policy which not only helps an organization attaining confidentiality, integrity and availability but also helps an organization in setting standards in various different ways. Few examples are listed below

* It helps in providing stability in the organization
* To ensure IT is being used Effectively
* Help in coordination
* Protect information from being disclosed
* To prevent Unauthenticated access
* To Protect Business against Loss of data
* Data Policies and safeguard
* To Protect your employees and Business
* Printing policies
* Internet usage policy
* Email Policy

1. Answer

Previous company I worked for had a project around migrating 2008 Servers to 2012 R2 servers, All the servers were supposed to be upgraded off business hours and the timeline for the project was allotted 6 months, however the entire project went on for little over 2 years due to lack of coordination, lot of gray areas, lack of familiarity of the environment, no set process , no standards and lack of ownership. The organization had to hire additional contractors to help complete the project (Panneer Selvam, 2018). By implementing an IT policy, procedures, guidelines and standards, I believe the project would have completed on time in an effective an efficient manner by overcoming challenges and roadblocks (Panneer Selvam, 2018)

1. Answer

Realistic: the policy needs to be realistic and should be sensible

Relevant : Policy should apply to the organization and should be relevant

Adaptable: Policy that is simple, easy to understand and can be adapted to follow a change

Endorsed : Policies must be supported by higher management and should be backed

Attainable : Policy which can be successfully achieved

1. Answer

While there are many important variables that are required, the most common are as follows

* Header
* Overview
* Scope
* Definitions
* Objective
* Requirements
* Procedures
* Additional Information
* References if any

1. Answer

Organization are required to follow technology standards and Policy unless a waiver is activated. A policy waiver is enforced when a company is unable to comply with a set technological standard or practices, the waiver is temporary and can only be activated for a limited period of time mostly needed to achieve compliance (Gunawan).

1. Answer

IT Policy Dashboard are used by the organization to get an insight into the most important strand of data, the dashboard provides an overview of different processes involved and allows us to see a wider picture by simplifying workforce and utilizing the right resources (Panneer Selvam, 2018)

Reference Matrix is a great way and or technique to outline any important decisions to be made, it is a single source outlining the new policies and the old policies. This is periodically reviewed by the IT staff, higher management in an organization to make and carry out important decisions. It is generally an internal document however can be made available to others upon request

1. Answer

Procedures is nothing but a detailed step by step instructions for implementing or to carry out a task or an objective. To write an effective an efficient procedure

* Collaborate with the different teams responsible for the procedure
* Always start with an introduction
* Title page, scope and Purpose
* Gather all the required resources
* Add any supporting documents
* Define steps and procedures, any relevant architecture, diagrams, tables or any pictures
* Test/carry out the procedure in dev or test environment
* Validate the procedure is accurate
* Make necessary improvement as you go
* Revise and adjust post testing
* Assess and feedback

1. Answer

Administrative control are the standards, training policies and procedure to reduce the hazard and provides protection to an individual which involves all the level of personnel within the organization

Example : Controlling what websites can the employees access, Audit, office hours, leaves etc

Technical control are the hardware or software apparatus for assett protection

Example: Any form of Firewall, DLP, Antivirus, MFA etc

Physical Control are the controls defined to avoid or identify any unauthorized access to an area or a system

Example: Biometric Access , CCTV surveillance, RFID sensors etc

**References**

Gunawan, H. (n.d.). Strategic Management for IT Services Using the Information Technology Infrastructure Library (ITIL) Framework . *International Conference on Information Management and Technology (ICIMTech),*, 2019, pp. 362-366, doi: 10.1109/ICIMTech.2019.8.

Panneer Selvam, D. D. (2018). Review paper on Information security policy compliance. *Journal of Computer Information Systems.* .