

Standard Operating Procedures and Technology – How not to fall asleep

Lunch Bytes presented by
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I. What is an SOP?

- Discuss some tech and non-tech examples.
- Do SOPs touch on other written policies?
- Why do we need them?
- A way of codifying of technology-related tasks to safeguard data and protect the organization
- How does it fit in with my agency's mission?

Is it a Policy, a Standard or a Guideline?

(taken from the web site www.sans.com/resources/policies/)

- “...People use the names "policy", "standard", and "guideline" to refer to documents that fall within the policy infrastructure.”
- “A **policy** is typically a document that outlines specific requirements or rules that must be met... For example, an "Acceptable Use" policy would cover the rules and regulations for appropriate use of the computing facilities.”
- “A **standard** is typically a collection of system-specific or procedural-specific requirements that must be met by everyone. If someone wishes to install Microsoft Office software onto a computer, they must follow certain steps...
- “A **guideline** is...a collection of system specific or procedural specific ‘suggestions’ for best practice. They are not requirements to be met, but are strongly recommended.”

II. How do you make one?

- Identify the problem to be addressed and/or the task(s) to be completed (saving data, production sheet, new user setup, dealing requests for software installation)
- Come up with working solutions – Is there already something in place?
- What steps do we take to put our procedures into practice? (have a training and follow-ups)
- What does an SOP look like? E.g. are we making a checklist or another type of form to be initialed and passed around?

III. How do you empower employees and staff with procedures?

- When creating procedures, get input and feedback from staff and those directly affected by the procedures you're creating.
- Realize you can't please all of the people all of the time. (The most upset may have a solution.)
- Be open to change – procedures will not always remain static, particularly when they involve technology.
- What if an SOP does not work? Is there a better solution - using software solutions. They can be invisible...

IV. Taking the Next Step

- Don't get lost in the forest because you're busy staring at each procedure tree.
- What are my priorities?
- What concrete steps can I take today?
- Don't feel overwhelmed, ask for peer support.
- Does this fall in line with my agency's mission?



Notes:



Add Ideas here: