1. **Scope**

Instructions for all IT and communications procedures must be documented in detail, so that Retirement Capital can ensure that appropriate processes are applied consistently.

1. **Responsibilities**

The Director (CISO) is responsible for the risk assessment that identifies the devices and processes that require documented work instructions.

The Director (CISO) is responsible for coordinating creation of all the work instructions and ensuring that they are followed.

Asset owners (see control section 8.1.2 of the Manual) are responsible for drafting work instructions for their assets, for ensuring they are kept up to date, and that the documented procedures are followed.

1. **Asset Related Procedures** [ISO27002 Clause 12.1.1]

Each make and model of server has its own work instruction which sets out the detailed steps necessary to execute start-up and close-down procedures, backup procedures, maintenance procedures and requirements, instructions for handling errors, system restart and recovery procedures, restrictions on the use of system utilities, any special handling instructions (e.g. for specific media or paper) including how output from failed jobs is handled, and how audit and log information is collected and managed.

Each make and model of information processing device has a standard configuration that complies with the company standard and which is documented in its WI.

Each administrative procedure carried out by the IT Department (e.g. username administration, mail administration) must be documented in execution-level detail.

1. **General Procedures**

The required work instructions are:

[*ISMS-C DOC 12.2.1b*](ISMS-C_DOC_12.2.1b.docx)Anti-virus software

[*ISMS-C DOC 9.2.3a*](../Control%20A9%20-%20access%20control/ISMS-C_DOC_9.2.3a.docx)Username Administration

***Document Owner and Approval***

The Director (CISO) is the owner of this document and is responsible for ensuring that this procedure is reviewed in line with the review requirements of the ISMS.

A current version of this document is available to all members of staff on the corporate intranet.

This procedure was approved by the Director (CISO) on 14th November 2020 and is issued on a version-controlled basis under his/her signature.

Signature: Date: 14/11/2020

**Change History Record**

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| Issue | Description of Change | Approval | Date of Issue |
| 1 | Initial issue | Gavin McCloskey | 14/11/2020 |
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