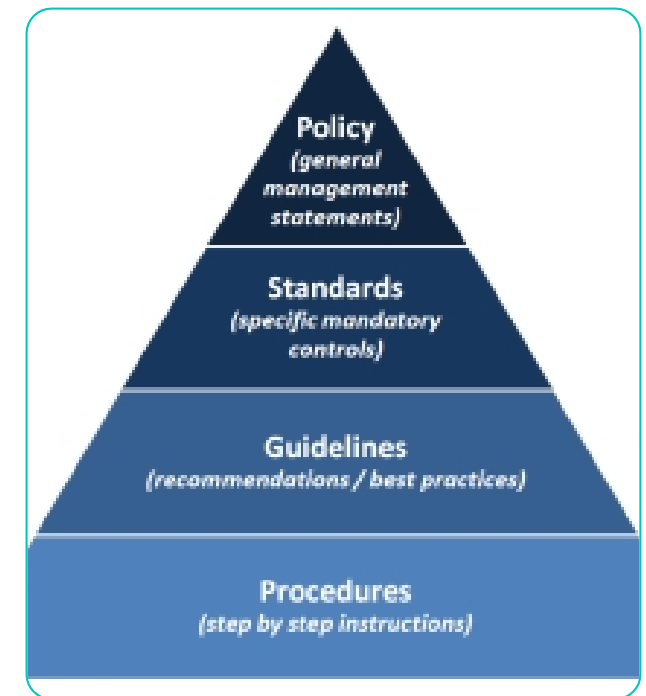


IT Policies, Standards and Procedures

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- **Policies** – Mandatory.
 - High level, non-specific.
 - These are high-level documents signed by a person of significant authority (such as a corporate officer, president, or vice president)
 - For example, an “Acceptable Use policy” would cover the rules and regulations for appropriate use of the computing facilities.
- **Standards** – Mandatory.
 - These are mid-level documents to ensure uniform application of a policy. After a standard is approved by management, compliance is mandatory. All standards are used as reference points to ensure organizational compliance. For example, you might have a standard that describes how to harden a Windows 10 workstation for placement on an external (DMZ) network. People must follow this standard exactly if they wish to connect a Windows 10 workstation on an external network segment.
 - Describes a specific use of technology (All laptops are Windows10, 64bit, 8gig memory ...)



- **Guidelines – non-Mandatory.**
 - Recommendations, discretionary – Suggestions on how you would do it.
 - These are intended to provide advice pertaining to how organizational objectives might be obtained in the absence of a standard. Examples of guidelines is programming style guidelines. A guideline is not mandatory, rather a suggestion of a best practice.
- **Procedures – Mandatory.**
 - Low level step-by-step guides, specific.
 - These are “cookbook” recipes for accomplishing specific tasks necessary to meet a standard. Details are written in step-by-step format from the very beginning to the end. Good procedures include common troubleshooting steps in case the user encounters a known problem. The purpose of a procedure is to maintain control over the outcome. For example, how to install Windows 10; series of steps taken to accomplish an end goal.
- **Baselines (Benchmarks) - Mandatory.**
 - Benchmarks for server hardening, apps, network. Minimum requirement, we can implement stronger if needed. A baseline is a measurement or state at a point in time. A benchmark is a measurement of an industry standard, best practice or competitor.

Thank you