IT Policies & Procedures
Maximize IT value & productivity

The IT world has changed a lot over the past few years. While security threats have increased significantly, other aspects of IT have also seen major disruptions. For instance, the transition to remote and hybrid work environments has created additional issues with regards to the effective usage of IT products, value creation, service delivery, efficiency and more. To bring order to this chaos, you need an action guide outlining clear rules for managing IT that align with your business objectives.

Clear guidelines need to be established in the form of IT policies and procedures to help you with various aspects of your business, including information security, IT governance, responsible use of data, security awareness, business continuity and more.

In this eBook, we'll explore the significance of IT policies and procedures and how you can leverage them to achieve your business goals and objectives.

Overview of IT policies and procedures

IT policies and procedures establish guidelines for the use of information technology within an organization. In other words, it outlines what everyone is expected to do while using company assets. With the help of strong policies and procedures, you can incorporate actions that are consistent, effective and efficient. In addition to helping you combat security threats by creating proper awareness, documented policies and procedures can also define how you incorporate and manage technology in your corporate environment.

The difference between policies and procedures

To develop an effective framework for IT guidelines, you must first understand the difference between policies and procedures.

Policies: Policies are general guidelines about an organization's IT plan. They provide the parameters for decision-making. However, they do not focus on the details of implementation. Policies mainly focus on communicating an organization's values, culture and philosophy with regard to IT. A good policy explains the rules and presents them in a logical framework.

Procedures: Procedures outline how to implement tasks step by step. They tell you what actions to take under any circumstance from beginning to end, and they help you achieve desired outcomes. For instance, an employee onboarding checklist provides you with a list of specific tasks for onboarding a new hire. It details the whole onboarding procedure step by step.

Importance of policies and procedures

An organization needs both policies and procedures to thrive in a competitive environment. Your IT policies and procedures guide your organization on various aspects of implementing IT the right way. They also bring consistency to organizational processes. With consistency in IT guidelines, you can serve your customers better and boost your brand's reputation.

Benefits of policies and procedures

Some notable benefits of IT policies and procedures are as follows:

Adherence to compliance: Every industry has its own set of data laws and regulations governing the handling and usage of customer data. Moreover, various regions also have their own specific compliance regulations relating to data privacy. With standardized IT policies and procedures, you can easily adhere to these compliance regulations and ensure best industry practices.

Internal process improvement: Strong policies and guidelines can help you improve your internal processes. When companies scale up, the policies that once applied may no longer be valid. By constantly reviewing and updating your policies and procedures, you can ensure efficiency in internal processes and provide more value to your customers. You can also use policies to ensure consistent service delivery, increase employee knowledge and outline clear expectations from employees regarding specific tasks.

Overcome issues and crisis: Clear policies and procedures can help you avoid workplace security incidents. Even if something happens inevitably, you will have clear guidelines on the actions to be taken. When you have well-drafted policies on incident response, customer service, data backup, etc., you can mitigate damages to your reputation in case something goes wrong.

What to include in your IT policy

Developing an effective IT policy can be a long and hard process. Since IT affects all aspects of a business today, various stakeholders from different departments must be involved when drafting a policy document.

A policy document should be written in simple language for everyone to understand. While it should outline the framework of IT guidelines, it should not be excessively restrictive. It should be flexible and leave room for improvement.

Key components of an IT policy

There are various components involved when drafting an IT policy. Let's discuss them in detail.

Develop a mandate: You need to come up with a mandate that identifies the specific IT goals of your organization. This will help you determine the tone and content of your IT policy.

Use a template: You don't have to develop everything from scratch. With a standard template, you can streamline your writing process and reduce time wastage. The template can provide you with the framework of the content that should be included.

Do your research: To start your research, consider the existing processes you have in your company first. This should be followed by external research on how to make the existing policies better. You should also research any potential issues you may encounter here.

Develop a draft: Once you have done your research, it is time to come up with an initial draft. You need to limit the use of department-specific jargon and come up with a draft that works for everyone.

Review and validate: Once it is drafted, you need to get it reviewed by all the stakeholders involved. You can amend the draft based on their feedback and validate the final copy.

Policies your **IT department should have**

Policy requirements vary from one company to another. They depend on the needs and goals of the IT department. Nonetheless, here are some key policies your IT department should probably have:

IT asset management policies
These policies describe the guidelines to be practiced with regards to the IT assets in an organization. It should have specific protocols on what types of assets are admissible for specific tasks. You also need to have a BYOD (bring your own device) policy that describes whether employees are allowed to use their own devices to connect to an organization's network.

IT software management policies
These policies help companies manage their software tools effectively. From specifying the list of authorized tools to software automation, you need to have comprehensive policies that outline the appropriate usage of software. You also need to focus on patching policies to ensure all your tools are updated at the right time.

IT security policies
IT security involves various aspects, including information security, password management, remote access and security training. You need strong policies for both risk prevention and damage mitigation. You also need to provide regular training to your employees to ensure security information and updates are shared effectively.

IT emergency response policies

How you react to a security incident can make or break your business. You need policies on incident response, business continuity and disaster recovery, data recovery and data encryption. With a strong incident response plan, you can mitigate the damages resulting from a breach and resume operations instantly.

IT employment policies

Specific policies should be drafted and implemented for people who work in IT. Most importantly, it should set clear expectations of what needs to be performed in their specific job roles. Good policies need to be established for employee training, responsibility management, information sharing, performance management, etc. This helps you manage expectations based on the everyday performance of your employees.
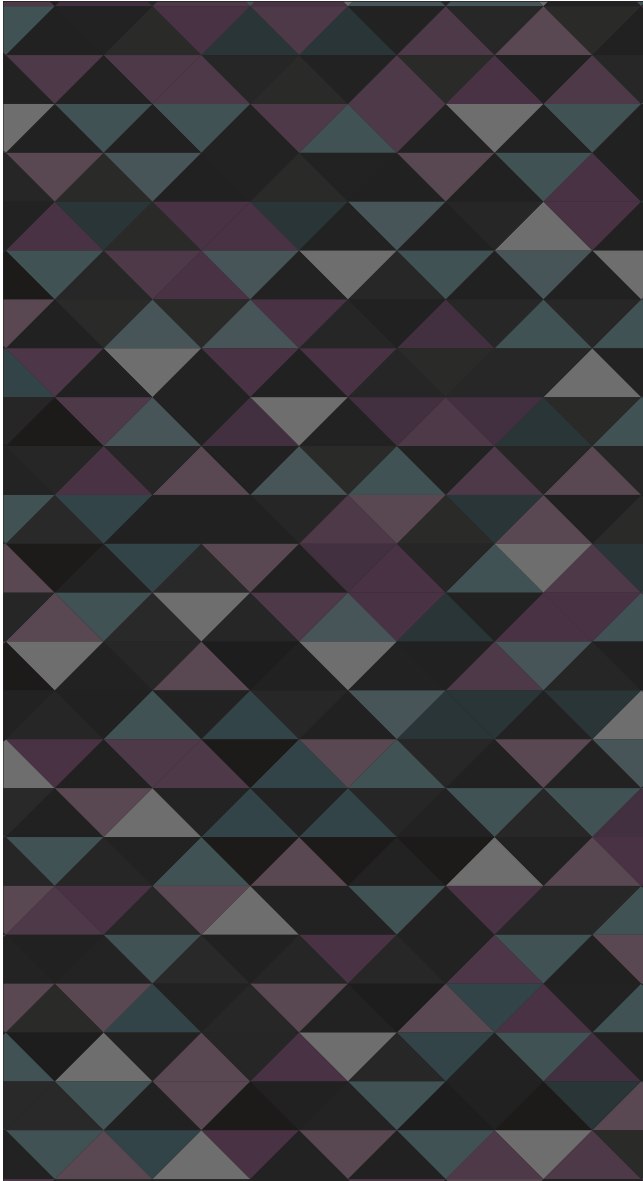
Implementing new policies and procedures

Once the policies are drafted and finalized, you need to come up with a plan to implement those policies and procedures. First, you need to come up with a distribution plan to take the policies to all stakeholders involved. You need an automated documentation software tool that can deliver all your policies and future updates instantly across the company. Once it is delivered, make sure that everyone has understood them and signed off on their implementation.

Certain aspects of your IT policies might require training from subject matter experts. If required, you can create training manuals and deliver them through your documentation software. Once the new policies and procedures are implemented, you need to regularly review them as your company evolves.

Who is responsible for policies and procedures in an organization?

Policies are typically developed based on the vision and objectives of an organization. IT-specific policies are drafted by IT managers and overseen by the IT administrators in an organization. Determining the policies, however, is a collaborative effort that gleans inputs from various stakeholders in the organization. To make it a company-wide policy, the HR department plays a huge role and works with managers of other departments to ensure effective implementation.

Importance of reviewing policies and procedures

Drafting IT policies is not a one-time affair in any organization. Various changes are likely to happen over time. The company might scale and become a larger organization. The policies that were once religiously followed may not even be relevant in the new scenario. Hence, it is necessary to regularly review IT policies and procedures without fail. Your review should address technological changes, organizational policy changes, business goals and more. Based on the feedback, you can make changes to your existing policies.

Documenting IT policies and procedures **with IT Glue**

IT Glue is the leading cloud-based documentation platform that securely turns your critical information into standardized and centralized knowledge. When drafting new policies and procedures, you need to gather information from various teams and put them together. IT Glue helps you manage everything from a single pane of glass so you have all your critical information at your fingertips.

Secure, Mature and Integrated Documentation

Make documentation easy

Create and store KB, checklists and SOP articles effortlessly, embed rich network diagrams or import Word documents so your team is empowered to train and help themselves.

Secure your critical information

Sleep better with next-level password management featuring access control, host-proof hosting, at-risk password report and audit trail.

See the complete picture

Link related items together, so that all the information you need is at your fingertips. Rapidly define and understand relationships between various elements of your documentation.

Build a documentation culture

Edit and collaborate directly within the platform. Automatically save and sync to ensure your documents are always up to date for all team members.

Trusted by More than 13,000 Partners in 70+ Countries

Safeguard Your IT Operations With
Secure Documentation

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When it comes to data security, **IT Glue** is second to none. We have achieved a SOC 2 Type-2 attestation, a set of data security and service controls that can only be maintained through ongoing, company-wide commitment.