

# Standard Operating Procedure (SOP)

## Hardware and Software Installation Procedures

This SOP details the **hardware and software installation procedures**, covering the preparation, installation, configuration, and testing of computer hardware and software components. The document ensures standardized installation practices, minimizes errors, promotes system compatibility, and maintains security protocols throughout the process. It includes guidelines for documenting installations, troubleshooting common issues, and verifying successful deployment to support efficient and reliable IT system setups.

### 1. Purpose

To provide a standardized process for installing hardware and software components, ensuring operational efficiency, compatibility, and compliance with security requirements.

### 2. Scope

This SOP applies to all IT staff responsible for computer hardware and software installation, configuration, and verification within the organization.

### 3. Responsibilities

- **IT Staff:** Execute installation, configuration, documentation, and testing tasks.
- **IT Manager:** Review and approve installation plans and documentation.
- **End Users:** Report any post-installation issues.

### 4. Procedure

#### 1. Preparation

- Review hardware/software requirements and compatibility.
- Backup user/data as necessary.
- Obtain necessary installation files, licenses, or drivers.
- Verify physical site and power/network availability (hardware installation).

#### 2. Hardware Installation

- Power off and unplug all relevant systems.
- Install or replace hardware components as per manufacturer guidelines.
- Secure components physically and reconnect all necessary cables.
- Power on system and check basic hardware functionality (BIOS/POST, device recognition).

#### 3. Software Installation

- Log in with administrative privileges.
- Execute software/OS installation per vendor instructions.
- Input valid license or activation codes.
- Apply updates and patches as required.

#### 4. Configuration

- Configure system settings, user accounts, network connections, and security settings.
- Install and configure necessary drivers and dependencies.
- Set permissions and apply baseline security hardening measures.

#### 5. Testing and Verification

- Verify correct operation of hardware and software components.
- Check for compatibility issues and test key features/functions.
- Run security checks (antivirus, firewall status, OS/application updates).

#### 6. Documentation

- Record installation details: date, hardware/software versions, serial numbers, installer names, issues noted/resolved.
- Update inventory and configuration management databases.
- File warranty and support documents as appropriate.

#### 7. Troubleshooting (If Issues Occur)

- Reference vendor documentation and SOP troubleshooting appendix.
- Escalate unresolved issues to IT management or manufacturer support.

### 5. Documentation and Records

- Completed installation record forms.
- Hardware/software inventory updates.
- System configuration snapshots or checklists.

6. Troubleshooting Guidelines

- Restart device and verify connections.
- Check device manager (hardware) or event logs (software).
- Search for error codes/messages.
- Update or reinstall drivers/software if needed.
- Consult vendor knowledge bases.

7. Approval and Revision History

Version	Date	Prepared By	Approved By	Changes
1.0	2024-06-12	[Your Name]	[Approver Name]	Initial Release

*This SOP must be reviewed annually and updated as necessary to remain current with technology and security requirements.*