Standard Operating Procedure (SOP)

Centralized Calendar Access and Permissions Setup

This SOP details the process for **centralized calendar access and permissions setup**, covering the creation, management, and allocation of calendar access rights to ensure efficient scheduling and collaboration across teams. It includes steps for defining user roles, setting permission levels, maintaining access controls, and updating permissions in response to organizational changes, thereby optimizing calendar security and usability.

1. Purpose

To establish a standardized procedure for setting up, controlling, and maintaining access to centralized calendars within the organization, ensuring appropriate access levels, collaboration, and data security.

2. Scope

This SOP applies to all employees, contractors, and third parties granted access to organizational calendars, including but not limited to project, team, and company-wide scheduling tools.

3. Roles and Responsibilities

Role	Responsibility
IT Administrator	Setup and manage calendar access, assign and revoke permissions, monitor compliance.
Department Head	Request calendar access for team members, review permissions regularly.
End User	Use calendar according to granted access, report access issues or security breaches.

4. Procedure

1. **Identify Calendaring Platform**
   Confirm the centralized calendaring tool in use (e.g., Google Calendar, Microsoft Outlook).
2. **Define User Roles and Access Needs**
   - Consult with department heads to gather user lists and required access levels.
   - Classify users as *Owner*, *Editor*, *Viewer*, or *Custom*.
3. **Create or Configure Calendars**
   - Create new centralized calendars as needed by department, project, or event.
   - Label calendars clearly with purpose and owner.
4. **Assign Permissions**
   - Grant access according to defined roles:
   -

Permission Level	Description
Owner	Full control: manage settings, users, and events.
Editor	Add, edit, and delete events.
Viewer	View calendar events only.
Custom	Permissions tailored as needed (e.g., event details visibility).

   - Review and confirm permissions with requestor before finalizing.
5. **Notify Users**
   - Inform users of their access and provide usage guidelines.
6. **Monitor and Audit Access**
   - Schedule periodic reviews (quarterly or as-needed) of calendar permissions.
   - Utilize platform audit tools to track changes and suspicious activity.
7. **Update and Revoke Permissions**
   - Update or revoke permissions promptly in response to role changes, departures, or security incidents.

8. **Document Changes**
    - Log all permission changes with date, user, and reason for audit purposes.

5. Security and Compliance

- Ensure multi-factor authentication (MFA) is enabled for access to the calendaring platform.
- Adhere to organizational policies for data privacy and user access management.
- Report unauthorized access attempts to IT Security immediately.

6. Revision History

Version	Date	Description	Author
1.0	2024-06-09	Initial SOP creation	System Admin