

Kootenai Pets For Life Inc

Information Technology Policy

Effective Date: 1/1/2025

Purpose: The purpose of this policy is to ensure the proper use, security, and maintenance of the Kootenai Pets For Life (KPFL) IT resources, including hardware, software, and data.

Scope: This policy applies to all employees, members, volunteers, and any other individuals who have access to the company's IT resources.

Policy:

1. Acceptable Use:

- IT resources are to be used for business purposes only.
- Personal use of IT resources should be minimal and not interfere with work responsibilities.
- Users must not engage in any illegal activities or activities that could harm KPFL's reputation.

2. Security:

- Users must protect their login credentials and not share them with others.
- All devices must have up-to-date antivirus software and security patches installed.
- Sensitive data must be encrypted and securely stored.
- Users must report any security incidents or breaches immediately to the IT department.

3. Software and Hardware:

- Only authorized software and hardware are to be used.
- Users must not install or download unauthorized software or hardware.
- IT department approval is required for any software or hardware purchases.

4. Data Management:

- Users must back up important data regularly.
- Data retention and disposal must comply with KPFL's procedures and legal requirements.

- Users must ensure the confidentiality, integrity, and availability of data.

5. **Internet and Email Usage:**

- Internet and email usage must comply with KPFL's procedures.
- Users must not access inappropriate or non-work-related websites.
- Email communication must be professional and comply with KPFL's standards.

6. **Monitoring and Compliance:**

- KPFL reserves the right to monitor IT resource usage.
- Users must comply with all IT policies and procedures.
- Non-compliance may result in dismissal from being a member or volunteering with KPFL.

Responsibilities:

- **IT Department:** Responsible for implementing and enforcing this policy, providing training, and addressing any IT-related issues.
- **Employees:** Responsible for adhering to this policy and reporting any IT-related issues or breaches.

Review and Update: This policy will be reviewed annually and updated as necessary to ensure its effectiveness and relevance.

Approval: This policy has been approved by _____ on Date _____.

Kootenai Pets For Life Inc.

Information Technology Procedures

Effective Date: 01/01/2025

Purpose: To establish standardized procedures for the IT department to ensure efficient and secure management of Kootenai Pets For Life Inc. (KPFL) IT resources.

Scope: These procedures apply to all IT staff and any other individuals involved in IT-related activities.

Procedures:

1. User Account Management:

- **Account Creation:** IT staff must create user accounts upon receiving a request from staff, members, and volunteers. Ensure that the new user has the necessary permissions and access rights.
- **Account Deactivation:** Deactivate user accounts immediately upon receiving a termination or resignation notice from the KPFL President. Ensure that all access rights are revoked.
- **Password Management:** Enforce strong password policies and require users to change their passwords regularly. Maintain a current list of all business related passwords and store them in a secure location for retrieval by the IT department and President of KPFL. Provide support for password resets as needed.

2. Hardware and Software Management:

- **Hardware Procurement:** Follow KPFL procurement process for purchasing new hardware. Ensure that all hardware is inventoried and labeled.
- **Software Installation:** Install only authorized software on KPFL devices. Maintain a record of all installed software and ensure that licenses are up-to-date.
- **Maintenance and Upgrades:** Perform regular maintenance and upgrades on hardware and software to ensure optimal performance. Schedule downtime for major upgrades and inform users in advance.
- **Web Site and Social Media Management:** Provide support to members of KPFL and maintain the KPFL web site, Facebook, and Instagram accounts.

3. Data Backup and Recovery:

- **Backup Schedule:** Implement a regular backup schedule for all critical data. Ensure that backups are stored securely and can be easily accessed in case of data loss.
- **Recovery Procedures:** Develop and document data recovery procedures. Test recovery processes periodically to ensure they work effectively.

4. Network Security:

- **Firewall Management:** Configure and maintain firewalls to protect KPFL's network from unauthorized access. Regularly review and update firewall rules.
- **Antivirus Protection:** Ensure that all devices have up-to-date antivirus software installed. Perform regular scans and address any detected threats promptly.
- **Security Audits:** Conduct regular security audits to identify and address vulnerabilities. Implement corrective actions as needed.

5. Incident Management:

- **Incident Reporting:** Establish a process for reporting IT incidents. Ensure that all incidents are logged and tracked until resolution.
- **Incident Response:** Develop and document incident response procedures. Train IT staff on how to handle different types of incidents, such as data breaches or hardware failures.
- **Post-Incident Review:** Conduct a post-incident review to identify the root cause and implement measures to prevent future occurrences.

6. User Support:

- **Help Desk:** Set up a help desk to provide technical support to users. Ensure that support requests are logged, prioritized, and resolved in a timely manner.
- **Training:** Provide training sessions for users on how to use company IT resources effectively and securely. Offer refresher courses as needed.

Responsibilities:

- **IT Department:** Responsible for implementing and following these procedures, providing training, and addressing any IT-related issues.
- **Employees:** Responsible for adhering to these procedures and reporting any IT-related issues or breaches.

Review and Update: These procedures will be reviewed annually and updated as necessary to ensure their effectiveness and relevance.

Approval: These procedures have been approved by _____ on _____.