SOP Reference #: SOP-IT005

Operation/Task:	FTP and SFTP Account Setup and Validation			Equipment:	NA
Owner:	Vice President of Technology	Date Prepared: Revision History:	5/10/15 See last page	Department Responsibilities:	IT Dev-Apps Team

ALERTS (see below):   Critical Step ◆   Quality Check ☑   Tip ☺   Team Safety ✚

Purpose: This SOP/work instruction documents procedures for FTP and SFTP Setup and Validation.

Step #	Alerts	Step Description - "What to Do"	"How to Do it"	"Why to Do it"
1	◆	Set up new FTP accounts and troubleshoot issues with the system.	Requests for new FTP sites are created using the automated form on the Intranet. Other issues may come in via email or track-it. Accounts are accessed through the Serv-U application. When new accounts are created, the Help Desk will receive a copy of the confirmation that is sent to the customer.	This is the vehicle that is used by our customers to give us data and art files. If this is not working correctly, we could potentially be missing out on work.

Notes:

Definitions:

Revision History	Description of Changes	Requested by	Date
Rev 1	Revised SOP to new format	Lori VanPuyvelde	5/10/15
Rev 2	Added Revision History table	Lori VanPuyvelde	8/1/16
Rev 3	Replaced Lori VanPuyvelde with IT Systems Manager as Owner Removed Table of Contents section Removed reference to GLS in "How to Do it" section Revised header, font type, font size to be consistent with other SOPs	Mike Starrett	12/30/20
Rev 4	Changed owner to Director of Business and Custom Applications	Mike Starrett	5/26/23
Rev 5	Changed owner to Director of Business and Custom Applications. Changed Department responsibilities from IT Support Team to IT Dev-Apps Team.	Mike Starrett	8/23/23

Rev 6	Replaced owner with Vice President of Technology	Mike Starrett	11/4/2024

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