









SOP Reference #: MAIN004

Operation/Task:	<b>Server Room Maintenance-Vendor</b>			Equipment:	<b>N/A</b>
Owner:	Manufacturing Manager	Date Created:	5/28/14	Department:	Manufacturing Support
		Revision History:	See last page		

ALERTS (see below): Critical Step  Quality Check  Tip  Team Safety 

**Purpose:** This SOP/work instruction describes the process of managing ENPOINTE server room access while maintenance is being performed by a Vendor.

Step #	Alerts	Step Description - "What to Do"	"How to Do it"	"Why to Do it"
1		Notify IT Network Services of work to be performed.	Put in a Track-IT and/or in the case of an emergency call.	To notify IT Network Services so they can schedule a person to be onsite.
2		Protect the security of our company	Check to see if the vendor has received the proper badge. If a vendor badge is not displayed in plain sight, ask the vendor if they have received a badge. Badges should be displayed at all times. If the vendor does not have a badge escort them to an entrance that they can be checked in.	To make sure the Vendors visit is documented.
3		Protect the securing of our server room	Vendors are not allowed in the server rooms without being continually monitored by a ENPOINTE employee who has server room rights approved by the ENPOINTE CTO or Network Services Manager. If the ENPOINTE employee does escort the vendor, he/she will have to wait for IT Network Services to be onsite or a Manufacturing Support Personnel with rights before the vendor can enter the server room.  Do not enter the server room until IT Network Services personal is present or a Manufacturing Support Personnel with rights.	To ensure access to ENPOINTE Servers is not compromised.
4		Document the Vendors entrance into the server room.	Have the Vendor sign the log book located in the server room.	If something happens IT Network Services will be know who has been in the server room.

**Notes:**

Once the IT Network Services Personal is onsite the Maintenance Personal is free to leave if the work being performed does not require their assistance. Anytime work can be scheduled in advance would be helpful (IT will guarantee providing staffing to monitor server room access with 2 days notice).

**Definitions:**

**Track-IT** – Electronic work order logging system  
**Vendor**-Any non ENPOINTE Employee performing work requested by ENPOINTE

Revision History	Description of Changes	Requested by	Date
Rev 1	Revised SOP to new format	Rick Hamann	5/28/14
Rev 2	Added Revision History table	Rick Hamann	8/1/16
Rev 3	Updated to current SOP format; branding updates: font, company name; Manager review – no changes	Rick Hamann	4/21

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Rev. Date 4/20