
Standard Operating Procedure

Computer Software & Infrastructure Management

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Purpose:	To ensure all the company's computer hardware and software systems are maintained to ensure reliability and consistency. That the use to generate and store data, drawings, records, forms, procedures, instructions, correspondence and comparable documentation meet the requirements of the Quality Management System and company policy where appropriate.
Responsibility:	All personnel who operate and maintain computer and software processing systems within or on behalf of the company.
Scope:	The Managing Director and all departmental managers.

1. General Computer Infrastructure

1.1 All computers located on the company premises are used to operate and/or perform specific process activities within the Quality Management System. There are two main computer infrastructure systems used within the organisation, which are as follows:

1.1.1 Network System Computers

Network System Computers are connected to the company's server for the purpose of operating specific processes including the following:

- Accounting
- Sales and Purchase order processing (SOP and POP) and invoicing.
- Manufacturing control
- Service order processing and invoicing
- E-mails and faxes
- System analysis
- Drawing Control
- Quality Control

These computers have access to MS Office, Business Management, Autodesk and other Information Technology software packages as appropriate.

1.2 Stand-Alone Computers

These computers are stand-alone personnel computers, which contain software packages to operate attached hardware for specific production/post-production processes including:

- Label generation
- Engraving
- Despatch

These computers can also contain MS Office and other Information Technology software packages for normal office duties.

1.3 The company's networked computer and computer software systems are identified, logged and controlled by the Systems Administrator.

1.4 The company also has the use of portable laptops for off site use, which can as necessary access the network.

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2. General Requirements

2.1 The designated Service Provider is responsible for the maintenance, support and service of the Network System which includes the following:

4.2.3
4.2.4

- Server Hardware
- Server/Network/PC/Mail Operating Systems
- Systems Backup
- Systems Upgrade
- Uninterruptible Power Source (UPS)
- Anti Virus

Details are recorded on the System Care Contract.

2.2 The Systems Administrator has day-to-day responsibilities for routine computer network activities, software updates and installation, hardware installation, access level control and liaison with the Service Provider.

2.3 A daily systems report is generated via the Systems Administrator for routine maintenance/status requirements.

3. Management Responsibilities

3.1 All managers are responsible in that that they and their reports use the network and stand-alone computers in line with company quality standards, instructions and procedures. Any network, hardware and software faults identified should be reported directly and promptly to the Systems Administrator.

Clause(sub)	BS EN ISO 9001 Details referenced
6.3	<p>Infrastructure</p> <p>The organization shall determine, provide and maintain the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable</p> <p>a) buildings, workspace and associated utilities,</p> <p>b) process equipment (both hardware and software), and</p> <p>c) supporting services (such as transport or communication or information systems).</p>
4.2.3	<p>Control of documents</p> <p>A documented procedure shall be established to define the controls needed</p> <p>a) to review and approve documents for adequacy prior to issue,</p> <p>b) to review and update as necessary and re-approve documents?</p> <p>c) to ensure that changes and the current revision status of documents are identified?</p> <p>d) to ensure that relevant versions of applicable documents are available at points of use?</p> <p>e) to ensure that documents remain legible and readily identifiable?</p> <p>f) to ensure that documents of external origin determined by the organization to be necessary for planning and operation of the quality management system are identified and their distribution controlled?</p> <p>g) to prevent the unintended use of obsolete documents, and to apply suitable</p>

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Clause(sub)	BS EN ISO 9001 Details referenced
	identification to them if they are retained for any purpose.
4.2.4	Control of records Records established to provide evidence of conformity to requirements and of the effective operation of the quality management system shall be controlled. The organization shall establish documented procedure to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of records. Records shall remain legible, readily identifiable and retrievable.

History Page

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Details	Where appropriate, reference to BS EN ISO 9001 in red . Text of clauses (sub-clauses) referenced added.	