



**[Client] Lockout Procedure Checklist**

Date of Lockout:

Affected Personnel:

Eng. Performing Lockout:

Primary Site Contact:

Primary Site Phone #:

Site Location:

| Order                    | System Name/Type            | Description                                      | Site/DNS Name/IP | Login Acct Name | Old Password | New Password | Contact # | Contact Name |
|--------------------------|-----------------------------|--|------------------|-----------------|--------------|--------------|-----------|--------------|
| 1. Disable Admin Access  | Network Access              | Disable admin's user account                     |                  |                 |              |              |           |              |
|                          | Group Access                | Remove account from internal groups/lists        |                  |                 |              |              |           |              |
|                          | Reroute email               | Forward to Supervisor's mailbox                  |                  |                 |              |              |           |              |
|                          | Out of Office               | Add out of office message with new contact info  |                  |                 |              |              |           |              |
|                          |                             |  |                  |                 |              |              |           |              |
| 2. Perimeter Equipment   | Firewall                    |  |                  |                 |              |              |           |              |
|                          | Router                      |  |                  |                 |              |              |           |              |
|                          | VPN                         |  |                  |                 |              |              |           |              |
|                          | Anti-Spam                   |  |                  |                 |              |              |           |              |
|                          | Anti-Virus                  |  |                  |                 |              |              |           |              |
|                          | IP KVM                      |  |                  |                 |              |              |           |              |
|                          | Wireless                    | WAP Information                                  |                  |                 |              |              |           |              |
|                          |                             |  |                  |                 |              |              |           |              |
| 3. Public Facing Systems | Public Website              |  |                  |                 |              |              |           |              |
|                          | Domain Registrar            |  |                  |                 |              |              |           |              |
|                          | SSL Management              |  |                  |                 |              |              |           |              |
|                          | DNS Mgmt Site               |  |                  |                 |              |              |           |              |
|                          | Other public systems        |  |                  |                 |              |              |           |              |
|                          |                             |  |                  |                 |              |              |           |              |
| 4. Users                 | Domain Admin Acct(s)        |  |                  |                 |              |              |           |              |
|                          | Local Svr Admin Acct(s)     |  |                  |                 |              |              |           |              |
|                          | All users                   | Global change for passwords                      |                  |                 |              |              |           |              |
|                          |                             | Enforce strong pwd policy, if not in service     |                  |                 |              |              |           |              |
|                          | Service Accts               | Change pwd and standardize service accts         |                  |                 |              |              |           |              |
|                          | Services                    | Change pwd on service startup like BES, SQL      |                  |                 |              |              |           |              |
|                          | Admin email addresses       | Change any external email addresses sent to user |                  |                 |              |              |           |              |
| 5. Testing               | Test all logins             |  |                  |                 |              |              |           |              |
|                          | Test email                  |  |                  |                 |              |              |           |              |
|                          | Test core apps              |  |                  |                 |              |              |           |              |
|                          |                             |  |                  |                 |              |              |           |              |
| 6. Physical Security     | Change entry codes          |  |                  |                 |              |              |           |              |
|                          | Retrieve all keys           |  |                  |                 |              |              |           |              |
|                          | Retrieve all fobs           |  |                  |                 |              |              |           |              |
|                          | Retrieve all security cards |  |                  |                 |              |              |           |              |

*\*Add rows as needed for multiple entries; add new sections for multiple sites*