**IT STANDARD OPERATING PROCEDURE SOP**

**[COMPANY NAME]**

[Street Address]

[City, State and Zip]

[Email Address]

**Version 0.0.0**

**[Date]**

**department responsible**

| VERSION HISTORY |
| --- |
| VERSION NO. |  | CURRENT VERSION DATE |  |
| **EFFECTIVE DATE** |  | **EXPIRATION DATE** |  |
| **RESPONSIBLE PERSON** |  | **SIGNATURE** |  |
| **WRITER** |  | **APPROVAL** |  |

**REVIEW PROCEDURE**

List how often the SOP should be reviewed and updated and who is responsible.

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**PURPOSE**

What is the purpose of the SOP? Note any policy or regulations that govern the document.

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**SCOPE**

What facets of operations and equipment or departments do these procedures apply to?

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**ROLES AND RESPONSIBILITY**

Define who these SOPs apply to and the responsibilities of each role.

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| **ROLE** | **RESPONSIBILITY** |
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**KEYWORDS AND DEFINITIONS**

Define any acronyms, jargon, or terms that might have multiple meanings.

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| **KEYWORD** | **DEFINITION** |
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**ESSENTIAL BUSINESS FUNCTIONS**

Have you analyzed how IT difficulties can affect the particular functions of your organization?

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**PROCEDURES**

Detail procedures below. Use flowcharts to describe processes as appropriate.

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| **PROCEDURE NAME** | **TASK** | **PERSON RESPONSIBLE** |
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**TROUBLESHOOTING PROCEDURES**

How will incidents be investigated, escalated, and resolved?

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**CHECKLISTS**

Add all checklists used for processes and describe filing systems for completed checklists.

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**SERVICE CONTINUITY**

Are backup and restore tasks defined to ensure service availability and continuity during and after incidents?

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**ESCALATIONS**

How are service issues escalated?

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**RECORD MANAGEMENT**

Describe how warranties, checklists, and maintenance logs are archived and retrieved.

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**MAINTENANCE**

Are maintenance schedules for equipment in place? What are the maintenance tasks?

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**EQUIPMENT, HARDWARE, AND SOFTWARE**

List all components in use.

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**CONFIGURATION**

Describe how components and networks fit together.

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**DIAGRAMS**

Include any equipment or network diagrams as needed.

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**SERVICE REVIEW**

Were issues found in the previous review period? Describe them.

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**SERVICE CATALOGUE**

How does this SOP apply to your organization’s IT service catalogue?

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**CHANGE PROCESS**

How are changes made to systems, equipment, and procedures?

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**REFERENCES**

List any external sources of manuals or documentation that are relevant.

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**SIGNATURES**

Obtain signatures from employees to confirm that they have read and understood procedures.

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| **STAFF MEMBER NAME** | **SIGNATURE** | **DATE** |
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