# IT Standard Operating Procedure:

**Click to fill title** (be straightforward and clearly define what the doc covers)

## Description

Give an executive summary of what is in the document.

## Purpose

Background and rationale to help a reader understand why the IT SOP was implemented. This might include the standard or policy the SOP fulfills or who requested the documentation.

## Scope

Which procedures are covered and excluded? What departments, groups or individuals does the document apply? This is important to avoid mission creep.

## Policies

Define key rules or constraints that apply.

## Budget

Identify relevant financial expenditures.

## Roles and Responsibilities

Stakeholders of the system and procedures, and a responsibilities matrix of who will be executing each activity.

## Definitions

Define ambiguous terms, acronyms and jargon unique to your organization.

## Operations

Map the procedures to the larger IT service catalog as well as the business functions that the process impacts.

## Equipment

Add an inventory of relevant equipment, hardware and software.

## Resources

Any knowledge base, tools, technology and supplemental materials the user may need. Include any external sources — like manuals, documentation, policies, regulations, other SOPs — that are relevant. Be sure to provide information about what the resources are used for and where they are stored. Links can be very helpful.

## Procedure

Outline the activities step-by-step in chronological sequence. Be sure to include the actual configuration of the systems impacted by the procedure. Often checklists can help ensure accuracy and completeness. Flowcharts and diagrams are also practical and helpful additions.

* 1. **Warnings**: Clearly communicate precautions and lessons learned.
	2. **Handling incidents and troubleshooting procedures**: Detail aspects of the expanded incident lifecycle. You should also include a comprehensive escalation path.
	3. **Testing mechanisms**: Include the evaluation criteria to confirm the procedure’s success.

## Maintenance

Schedules of maintenance and the tasks required, plus all related equipment warranties. Links to the materials can be very helpful.

## Service Continuity

Describe the system resilience, including backup and restored tasks. Be specific about how service continuity is implemented in the event of system failure.

## Monitoring

How are issues detected, collected and referenced? Include metrics against which the IT SOP can be judged, including dashboards and KPIs.

## Service Review

Include notes about the previous and current review periods, including current and peripheral issues.

## Risk Assessment

Identify the risk methodology and the latest assessment.

## Training

Describe how new employees are trained on the systems and procedures.

## Review and Revisions

Identify review dates. Detail how records are maintained and stored for future reference. Identify how changes are made to the systems and procedures. List revisions as the document evolves and when the changes were added.

## Approval

**Name:** Click to add

**Title:** Click to add

**Signature:**