**IT SOP Template**

IT Standard Operating Procedure

**Company Name**

**Street Address**

**City, State, and Zip**

webaddress.com

Version 0.0.0

Date: MM/DD/YY

Department Responsible: Name

| 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 policies 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 Responsibilities

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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Flowchart

*A flowchart can help to show what actions to take to complete a helpdesk ticket based on certain conditions.*

**KEY**

STEP

START / END

INPUT / OUTPUT

DOCUMENT

DECISION

**YES**

**NO**

CONNECTORS

**YES**

**NO**

**YES**

**NO**

COPY AND PASTE

BLANK ICONS

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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