

System Documentation + Support SOP

Sample SOP for documenting installations, support actions, and close-out reporting

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Sample / Mock Project - For portfolio demonstration only.
No real client, personal, or confidential data is included.

1. Purpose

Standardize how installation and support activities are documented, reviewed, and archived for remote deployments.

2. Roles and Responsibilities

Role	Responsibilities
Technical Specialist	Perform installation; run tests; capture required photos; submit technical notes
Admin Support / VA	Maintain trackers; compile reports; organize files; schedule follow-ups; prepare handover pack
Supervisor / QA Lead	Review completeness; approve QA/QC; decide on rework; close tasks

3. Workflow

Step	Activity	Output	Owner
1	Create site code and folder structure	Folder with Photos, Reports, QAQC, Admin subfolders	Admin
2	Confirm equipment readiness	Checked materials list	Admin + Tech
3	Install and test	Completed test sheet	Tech
4	Upload documentation	Photos and installation report uploaded	Tech + Admin
5	QA review	QA log updated	QA Lead
6	QC inspection	QC checklist signed	QA Lead
7	Close-out and archive	Handover pack archived	Admin

4. Documentation Standards

Naming: [SITE-CODE]_[DOC-TYPE]_[YYYYMMDD] (example: SITE-A_QC_20250110).

Photos: Avoid faces, serial numbers, and addresses. Blur if needed.

Notes: Write objective statements (what was done, observed, fixed).

5. Sample Weekly Summary (Mock)

Week	Sites Completed	Pending Issues	Actions Taken	Next Steps
2025-W02	SITE-A, SITE-B	SITE-C awaiting mount bracket	Requested vendor update; revised SITE-C	run acceptance tests
2025-W03	SITE-C	None	Uploaded handover pack; closed tasks	Prepare next deployment batch