

# 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, Vendor 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 spec	Run acceptance tests
2025-W03	SITE-C	None	Uploaded handover pack; closed tasks	Prepare next deployment batch