

# **SOP: How to manage changes to the network while minimizing network disruptions & downtime.**

## **Purpose:**

[The purpose or rationale for the procedure. If there are policies or standards which this procedure exists to meet, reference them here.]

This document will answer the question "How will you write and organize your SOPs?" while also serving as an example of the format.

## **Scope:**

[What areas of the organization will be affected.]

## **Responsibilities:**

[Who is responsible for implementing, following, reviewing, maintaining, and updating this policy.]

## **Prerequisites:**

[The information, resources, permissions, etc. required to execute this procedure.]

## **Procedure:**

[The outline of the activities or sequence of steps for performing the procedure. This should not be overly detailed -- let it capture the shape of the activity to be performed, regardless of how the details of its implementation might change.]

- Begin with a flow chart map of the parts of the procedure being defined. This will become your outline
- Bundle closely related tasks together for concision, especially if they always occur together/in sequence without much deviation

- Work to have 5-7 tasks -- too few and it's not worth reading; too many and it's too hard to read. This is about parsing.
- Now revise the flowchart to match the way you have bundled steps and number each steps
- Write a concise, focused description for each step
- Add a brief opening overview paragraph to describe the topic , inputs, outputs, expected results, and involved roles

## References:

[Sources this document pulls from or references, or simply extended reading/documentation on this subject.]

- [So, You Want to Write an SOP?](#)
- [37 Best Standard Operating Procedure \(SOP\) Templates](#)

## Definitions:

[What words are used throughout this document and procedure which have specific meanings that must be respected.]

- Policy -- "why?"; broad, overarching guidance
- SOP -- "what, when, why"; could be multiple SOPs to support a specific policy
- Work Instructions -- "how"; in-depth, step-by-step directions for a particular task

## Revision History:

03APR2023 -- add SOP outline - Ethan Brock