**[](https://www.smartsheet.com/try-it?trp=11223&utm_source=integrated+content&utm_campaign=/content/pmo-templates&utm_medium=PMO+Standard+Operating+Procedure+(SOP)+doc+11223&lpa=PMO+Standard+Operating+Procedure+(SOP)+doc+11223&lx=PFpZZjisDNTS-Ddigi3MyABAgeTPLDIL8TQRu558b7w)**

**STANDARD   
OPERATING   
PROCEDURE   
(SOP) TEMPLATE**

Standard Operating Procedure

<COMPANY NAME>

Street Address

City, State and Zip

Project Name:-

Project Code :-

Version 0.0.0

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# VERSION HISTORY

| VERSION NO. |  | CURRENT VERSION DATE |  |
| --- | --- | --- | --- |
| **EFFECTIVE DATE** |  | **EXPIRATION DATE** |  |
| **RESPONSIBLE PERSON** |  | **SIGNATURE** |  |
| **WRITER** |  | **APPROVAL** |  |

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| <COMPANY NAME>**. <SOP>** | | | | | |
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| All revisions made to this document must be listed in chronological order, with the most recent revision at the top | | | | |
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Copies of this document will be held by:

1. Chief Information Security Officer (CISO)
2. Information Technology Department (ITD)

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# REVIEW PROCEDURE

List how often the SOP should be reviewed and updated and who is responsible.

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# PURPOSE: This SOP defines the standard process for managing IT infrastructure projects including server provisioning, Linux OS management, cloud (AWS) setup, monitoring, backup, and security compliance.

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# SCOPE: This SOP applies to all IT infrastructure projects including Linux server builds, AWS resource provisioning (EC2, RDS, S3, ELB), on-premise/remote networking, and DevOps CI/CD pipeline setup.

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# TERMS AND DEFINITIONS: L1 Support: First level helpdesk support. L2 Support: Technical support for server and application issues. L3 Support: Engineering and vendor-level escalation. CI/CD: Continuous Integration and Continuous Deployment. RACI: Responsibility Assignment Matrix.

Define any acronyms, jargon, or terms that might have multiple meanings.

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| --- | --- |
| **TERM** | **DEFINITION** |
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# RESPONSIBILITIES AND EXPECTATIONS: - Project Manager: Overall project delivery, timeline, and communication. - System Administrator: Linux server installation, configuration, patching. - Cloud Engineer: AWS resource provisioning and security configuration. - DevOps Engineer: CI/CD pipelines, monitoring, automation. - Security Analyst: IAM, compliance, vulnerability scanning. - Stakeholders: Provide requirements, review progress, approve deliverables.

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# PROJECT MANAGER STRUCTURE

|  |  |
| --- | --- |
| PROJECT COORDINATOR |  |
| SENIOR PROJECT MANAGER |  |
| PROJECT MANAGER |  |
| OTHER |  |

# MEETING STRUCTURE BY TYPE

## STATUS MEETING

|  |  |
| --- | --- |
| MEETING PURPOSE AND FREQUENCY |  |
| MEETING PREPARATION PROCEDURES |  |
| MEETING FORMAT |  |
| POST-MEETING ACTIVITY |  |
| OTHER |  |

## 

## PROJECT TEAM MEETING

|  |  |
| --- | --- |
| MEETING PURPOSE AND FREQUENCY |  |
| MEETING PREPARATION PROCEDURES |  |
| MEETING FORMAT |  |
| POST-MEETING ACTIVITY |  |
| OTHER |  |

## STAKEHOLDER ENGAGEMENT MEETING

|  |  |
| --- | --- |
| MEETING PURPOSE AND FREQUENCY |  |
| MEETING PREPARATION PROCEDURES |  |
| MEETING FORMAT |  |
| POST-MEETING ACTIVITY |  |
| OTHER |  |

# SUPPORT MODEL: Support is categorized into L1, L2, and L3. L1 handles user tickets and basic troubleshooting. L2 handles server/application-level issues. L3 handles escalations, vendor coordination, and root-cause analysis.

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# SUPPORT LEVELS

|  |  |
| --- | --- |
| SMALL PROJECTS |  |
| MEDIUM PROJECTS |  |
| LARGE PROJECTS |  |

# TOOLS AND INFORMATION SYSTEMS: - Linux OS (Ubuntu, RHEL, CentOS) - Server environment. - AWS (EC2, RDS, S3, ELB, IAM, CloudFormation) - Cloud infrastructure. - GitHub - Source control. - Jenkins / GitHub Actions - CI/CD. - Prometheus / CloudWatch - Monitoring. - Ansible / Terraform - Infrastructure automation.

|  |  |  |  |
| --- | --- | --- | --- |
| **TOOL NAME** | **DESCRIPTION** | **MAINTENANCE** | **OWNER** |
| php |  |  |  |
| java |  |  |  |
| Jenkins/ CI-CD |  |  |  |
| github |  |  |  |
| AWS | EC2, RDS, ELB, S3, CodeDeploy |  |  |

# PROJECT REQUIREMENTS BY PHASE: PHASE 1 (Initiation): Gather requirements, assign project team. PHASE 2 (Planning): Create architecture diagram, define RACI, estimate cost. PHASE 3 (Execution): Build Linux servers, provision AWS resources, configure CI/CD. PHASE 4 (Performance & Control): Enable monitoring, optimize performance, perform security audits. PHASE 5 (Close): Documentation, handover to operations, final stakeholder sign-off.

## PHASE ONE: INITIATION

|  |  |  |
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| **ACTIVITY** | **DESCRIPTION** | **OWNER** |
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## PHASE TWO: PLANNING

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| **ACTIVITY** | **DESCRIPTION** | **OWNER** |
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## PHASE THREE: EXECUTION

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| **ACTIVITY** | **DESCRIPTION** | **OWNER** |
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## PHASE FOUR: PERFORMANCE & CONTROL & MAINTENANCE

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| **ACTIVITY** | **DESCRIPTION** | **OWNER** |
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## KNOWN & ACCEPTABLE RISK

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| **ACTIVITY** | **DESCRIPTION** | **OWNER** |
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## PHASE FIVE: PROJECT CLOSE

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| **ACTIVITY** | **DESCRIPTION** | **OWNER** |
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## BACKUP IF REQUIRE AFTER PROJECT CLOSE

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| **ACTIVITY** | **DESCRIPTION** | **OWNER** |
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# TRAINING AND DEVELOPMENT

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# SCOPE: This SOP applies to all IT infrastructure projects including Linux server builds, AWS resource provisioning (EC2, RDS, S3, ELB), on-premise/remote networking, and DevOps CI/CD pipeline setup.

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# PROJECT SCHEDULING

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# CAPACITY PLANNING

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# REPORTING

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# DOCUMENTATION & architecture Details

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# Summary of Compliance & Security Details: - IAM Role-based Access Control implemented. - Regular patching and vulnerability scanning. - Data backup to cross-account S3 with encryption. - CloudWatch alarms configured for uptime and cost monitoring.

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# COMMUNICATION MANAGEMENT: DESCRIPTION: Structured communication plan for project. PURPOSE: Keep all stakeholders updated. AUDIENCE: Project team, IT management, stakeholders. MEDIUM: Email, Slack/Teams, Status meetings, Project dashboard. FREQUENCY: Weekly status calls, monthly steering committee reviews.

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| **DESCRIPTION** | **PURPOSE** | **AUDIENCE** | **MEDIUM** | **FREQUENCY** |
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# BREAKDOWN OF HOURS FOR KEY ACTIVITIES

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| **ACTIVITY** | **DESCRIPTION** | **HOURS** | **FREQUENCY** |
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# SIGNATURES

Obtain signatures from project managers to confirm that they have read and understood procedures.

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| **STAFF MEMBER NAME** | **SIGNATURE** | **DATE** |
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Ref. document list :- ProjectName\_Hardware\_Requirement.xlsx

Mention other documents here for ref.

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| --- | --- | --- | --- | --- | --- |
| Task / Deliverable | Project Manager | System Admin | Cloud Engineer | DevOps Engineer | Security Analyst |
| Requirements Gathering | A | C | C | I | I |
| Server Build (Linux) | C | A/R | I | C | I |
| AWS Provisioning | C | I | A/R | C | I |
| CI/CD Setup | C | I | C | A/R | I |
| Security Hardening | I | C | C | C | A/R |