SOP Development and Management

Purpose

To establish a standardized process for drafting, reviewing, approving, distributing, maintaining, and retiring IT-related SOPs, ensuring compliance and operational efficiency. This SOP applies to all internal IT SOPs governing IT operations, cybersecurity, device management, user access, support, and infrastructure maintenance.

1. Structure

Each SOP must include:

* Title
* Version and effective date
* Purpose and scope
* Procedure
* Revision history

1. Procedure
   1. Identify the need for a new SOP or update to an existing SOP.
   2. Research and benchmark against frameworks. Gather existing internal documentation and knowledge.
   3. Use an approved SOP template to create an initial draft. Write clearly, concisely, and in plain language. Include diagrams or flowcharts when needed.
   4. Must be peer reviewed by at least two IT team members.
   5. Submit to IT Lead and HR for final approval and sign-off.
   6. Upload completed SOP to shared internal repository, such as OneDrive or SharePoint. Notify IT team of new update and include in onboarding or relevant training modules for new hires within the IT department.
2. Maintenance

Each SOP must be reviewed every 12 months unless otherwise noted or when a major system/process change occurs. Use semantic versioning and track changes in a revision history table.

1. Retirement

Marked outdated SOPs as “Archived” and move to an archive folder.

1. Compliance

Non-compliance incidents should be documented and reviewed.