Standard operating procedure

One process, one page. If it does not fit, you are documenting two processes.

PROCESS NAME

OWNER (ONE PERSON, ACCOUNTABLE)

TRIGGER (THE SPECIFIC EVENT THAT STARTS THIS)

FREQUENCY AND DEADLINE

STEPS

One action per step. Name the system, never the password.

1.
2.
3.
4.
5.
6.

WHAT CAN GO WRONG

FAILURE	WHAT IT LOOKS LIKE	WHAT TO DO

WHO TO TELL

ESCALATE TO

WITHIN

HOW WE KNOW IT RAN

EVIDENCE OF COMPLETION

WHERE IT IS KEPT

LAST REVIEWED / NEXT REVIEW