**Standard Operating Procedure (SOP) Template**

Document instructions to carry out routine operational procedures



A standard operating procedure (SOP) is a prescribed, step-by-step set of instructions to carry out a process or set of processes. SOPs indicate specifications for each part of the procedure, including who is responsible for carrying out each task, timelines and associated documentation.

The benefits of SOPs include:

* Improving the quality, accuracy and efficiency of operations. SOPs can help ensure tasks are carried out in accordance with best practices. They can also serve as resources to help assess and improve workflows.
* Ensuring compliance in carrying out procedures in accordance with applicable laws, rules, and agency/program policies and accountability for these practices.
* Ensuring knowledge retention in the case of staff turnover. SOPs also serve as a resource for new employees to get up to speed and serve as a resource for cross-training staff.

## Instructions

1. Review the template and modify as needed to suit your needs.
2. Use the template to document SOPs for your program. Consider these common procedures:
   1. Enrolling organizations to participate in the IIS
   2. Granting user access
   3. Help desk issue responses
   4. Handling data requests
   5. Onboarding
   6. Importing or extracting data (data exchange)
   7. Managing data quality
3. Track details related to each SOP in a central log, such as the **Standard Operating Procedure (SOP) Tracking Tool**.

## Helpful hints

* Write procedures from the perspective of the end-user (the staff carrying out the procedure).
* Use active voice with procedures that start with action verbs.
* Establish internal SOPs to inform training for external users and stakeholders on use of the IIS.
* Use the **Standard Operating Procedure (SOP) Tracking Tool**to maintain a log of your SOPs and provide a quick reference of their status and last review date.
* Reference PHII’s [Collaborative Requirements Development Methodology](https://www.phii.org/crdm) (phii.org/crdm) to assist with business process analysis and business process redesign.
* While moving through this document, look for “note to author” boxes, indicated with the below icon, and remove them as you replace them with your own content.



# Standard Operating Procedure (SOP): <Title>

|  |  |  |  |
| --- | --- | --- | --- |
| **Topic area** | <Topic area> | | |
| **SOP #** | <#> | **Version #** | <version> |
| **Implementation date** | <XX/XX/XXXX> | **Last updated date** | <XX/XX/XXXX> |
| **SOP owner** | <Name> | **Reviewer/approver** | <Name> |
| **Document path/link** | <File path/link> | | |

## 1. Purpose

|  |  |
| --- | --- |
|  | **Note to author**: *Describe in 1-2 sentences the overall purpose or objective for this procedure. The purpose is the overall objective of the SOP.* |

## 2. Scope

|  |  |
| --- | --- |
|  | **Note to author**: *Identify the intended audience and/or activities where the SOP is relevant. It may also be helpful to describe what is not in scope.* |

## 3. References and related resources/documents

|  |  |
| --- | --- |
|  | **Note to author**: *Refer to key references and other documents needed to understand and/or execute the procedure. This could include: jurisdictional laws or rules (authority, mandates, etc.), standards, immunization program policies, manuals, functional design documentation, and/or other SOPs.* |

## 4. Data confidentiality considerations

|  |  |
| --- | --- |
|  | **Note to author**: *If the procedure relates to data, list any relevant considerations regarding who is able to access the data, how it might be used, and whether any further actions need to be taken to utilize the data.* |

## 5. Roles and responsibilities

|  |  |
| --- | --- |
|  | **Note to author**: Identify the roles responsible for executing tasks within the procedure and corresponding named personnel. Include personnel that have a primary role and, if relevant, personnel who are cross-trained for a backup role in the SOP. If necessary, include contact information. Describe responsibilities |
|  | across these roles. |

## 6. Procedure

|  |  |
| --- | --- |
|  | **Note to author**: *Outline the major steps required to perform this procedure and tasks related to each step. Include any critical inclusion/exclusion criteria. Include visuals, such as a process flowchart in the appendix if needed.* |

1. <Step 1>
   1. <Task 1.1>
   2. <Task 1.2>
2. <Step 2>
   1. <Task 2.1>
   2. <Task 2.2>
3. <Step 3>
   1. <Task 3.1>
   2. <Task 3.2>

## 7. Definitions

|  |  |
| --- | --- |
|  | **Note to author**: *Identify and define frequently used terms or acronyms. Provide additional and/or relevant information needed to understand this SOP.* |

## 8. Revision history

|  |  |
| --- | --- |
|  | **Note to author**: *Document changes made to a procedure and justification for the change.* |

## 9. Appendix

|  |  |
| --- | --- |
|  | **Note to author**: *Include visual(s) to accompany the procedure steps outlined above, as needed.* |