Schedule 7.3.1 – Standards and Procedures
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Schedule 7.3.1 – Standards & Procedures

1  OVERVIEW

The Standards and Procedures (SnP) Manual lists specific steps to be followed by role who will be held accountable for certain activities. A policy will be formed when there is a need to establish formal policies that the teams must abide by. A policy will often reference a Standards and Procedures Manual for specific steps. In addition to standard procedures, the SnP Manual will also contain all documented standards (e.g. Hardware, Software, bricks and patterns, etc.).

2  HIGH LEVEL REQUIREMENTS

2.1 The SnP Manual shall be posted in the Service Portal.

2.2 The SnP Manual shall be accessible to authorized End-Users to the appropriate Service Framework section(s).

2.3 The SnP Manual shall be assigned a designated document manager responsible for the organization of documents, review periods, posting of completed sections, Service Framework section numbering assignment, etc.

2.4 The SnP Manual shall provide a clear formal procedure to create, update, and maintain the SnP Manual integrity and updated information.

2.5 The contents of the SnP Manual for all Frameworks shall be referenced in the monthly Schedule 5 report, Schedule 7.3.1 List.

2.6 Content management (add/remove/change) of the SnP Manual will be via a Service Request.

3  STANDARDS AND PROCEDURES MANUAL TOPIC LIST

3.1 The SnP Manual topic list will be maintained in the Schedule 5 report, “Schedule 7.3.1 Standards and Procedures List”.

END OF SCHEDULE