

Schedule 7.3.1 – Standards and Procedures

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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