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Effective Date:	08/29/2016	Replaces:	NEW
Revised By:	Joshua Graves	Review Cycle/Date:	Annual
Reviewed By:	Fonda Logston	Reviewing Unit:	Enterprise Programs
Title:	Methods of Operation SOP		
Description:	This document is the operating standard for methods of operation.		

Methods of Operation

Standard Operating Procedure

1. General Statement of Purpose
 - 1.1. The purpose of this document is to identify the location and purpose of the Methods of Operation and their supporting documents.
2. Scope
 - 2.1. Methods of Operation (MOP) are the operating procedures that are specific to an OMES IS departmental function. Any supporting documentation the MOPs refer to, such as user guides, should be stored in the appropriate MOP folder.
 - 2.2. The MOP folders should NOT be used as a substitute for content in the CRM Knowledge Base. Items in the MOP should be those that are highly sensitive in nature and are not appropriate to put in a knowledge base accessible to all OMES IS staff.
3. Discipline
 - 3.1. General Standards
4. Terms and Definitions
 - 4.1. Method of Operation (MOP) – operating procedure for a specific departmental function
5. Instructions
 - 5.1. The ISD Methods of Operation parent folder is saved at the following location on the network and owned by the Director of Enterprise Programs:
J: < Function < ISD Methods of Operation
 - 5.2. Within this folder are the following subfolders where MOPs are saved:
 - 001 Service Desk
 - 002 PC Support
 - 003 Project Management
 - 004 Business Analysis
 - 005 PMO Support
 - 006 Facilities
 - 007 Enterprise Architecture
 - 008 Server
 - 009 Network
 - 010 Voice
 - 011 Operations
 - 012 ITOCC
 - 013 Asset Management
 - 014 Strategy & Research
 - 015 Strategic Ventures
 - 016 Account Management
 - 017 Customer Relationship
 - 018 Security Provisioning
 - 019 Enterprise Data Driven Services
 - 020 Information Security & Service Quality
 - 021 Strategic Alliance Management
 - 022 Strategic Initiatives

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- 5.3. In order to request a new subfolder, create a CRM Case for the IS-Project Management Office team. The case will be assigned to the Director of Enterprise Programs for review.
- 5.4. Each team should save their unformatted Methods of Operation documentation in the appropriate subfolder's "**01 Unformatted**" folder.
- 5.5. As the MOPs are formatted into the attached Method of Operation format, they should be moved out of the "01 Unformatted" folder, so they are directly under the MOP subfolder.
 - 5.5.1. **01.1.9a Method of Operation Template**
- 5.6. Each group should implement its own method of approval for their MOPs and request an update to this SOP with any change in the approval body. The table below shows the method of approval for each MOP subfolder:

MOP Subfolder	Method of Approval
001 Service Desk	Approved by Service Desk Manager
002 PC Support	Approved at the Client Experience Supervisor Staff Meeting
003 Project Management	Approved at Program Managers Staff Meeting
004 Business Analysis	Approved at Business Analysis Round Table
005 PMO Support	Approved at Program Managers Staff Meeting
006 Facilities	Approved by Facilities Manager
007 Enterprise Architecture	Approved by the Enterprise Architecture Manager
008 Server	Approved at the Engineering Review Board Meeting
009 Network	Approved by the Network Engineering Manager
010 Voice	Approved by the Communications Technologies Manager
011 Operations	Approved at the Mainframe Managers Staff Meeting
012 ITOCC	Approved by the ITOCC Manager
013 Asset Management	Approved by the External Relations & Strategic Ventures Director
014 Strategy & Research	Approved by the Technology Strategy Director
015 Strategic Ventures	Approved by the External Relations & Strategic Ventures Director
016 Account Management	Approved by the External Relations & Strategic Ventures Director
017 Customer Relationship	Approved at the Customer Relationship Staff Meeting
018 Security Provisioning	Approved by the Security Provisioning Manager
019 Enterprise Data Driven Services	Approved at EDDS Staff Meeting
020 Information Security & Service Quality	Approved by the appropriate ISSQ Manager
021 Strategic Alliance Management	Approved by the External Relations & Strategic Ventures Director
022 Strategic Initiatives	Approved at Strategic Initiatives Staff Meeting

6. Limitation or Implementation Notes

- 6.1. Each team is responsible for maintaining their own MOP subfolder(s).

7. References

- 7.1. **J: < Function < ISD Methods of Operation**
- 7.2. 01.1.9a Method of Operation Template