



The Documentation Pyramid

Level 1 - Policy: A statement of management philosophy and direction, established to provide guidance and assistance to the IT community in the conduct of various functional responsibilities. A policy is written as a high level document and does not contain details on how to perform the activities. It describes what is to be done and why it is to be done.

Level 2 - Standard Operating Procedures (SOP): A written procedure that accurately describes and details essential job tasks. Standard operating procedures are controlled processes to ensure that applicable policies will be consistently carried out.

Level 3 - Standard Work Practice (SWP): A series of steps taken to accomplish an end goal. The SWP is a low-level document detailing all the key requirements and tasks that must be completed in order to successfully complete the job function. The SWP generally refers to an applicable SOP and details how to carry out the task described in that SOP.

Level 4: - Records: Electronic record(s) that declare results or present evidence of an activity taken. Electronic records are maintained for historical reasons, to show regulatory compliance and provide feedback of the applicable system.