

SOP Template: Request Logging and Documentation Standards

This SOP defines the **request logging and documentation standards** to ensure accurate, consistent, and efficient tracking of all requests. It covers procedures for logging requests, assigning unique identifiers, maintaining detailed records, timely updates, and secure storage of documentation. The goal is to enhance transparency, accountability, and easy retrieval of request information throughout the process lifecycle.

1. Purpose

To establish standardized procedures for logging, documenting, updating, and securing request information to support organizational efficiency and audit readiness.

2. Scope

This SOP applies to all staff involved in receiving, processing, and documenting requests within the organization.

3. Definitions

- **Request:** Any formal inquiry, task, or service submitted for processing.
- **Log:** The systematic recording of request details in a designated system.
- **Unique Identifier (UID):** A sequential number or alphanumeric code assigned to each request for tracking.

4. Roles and Responsibilities

Role	Responsibility
Request Owner	Initiate and submit request details; monitor and update status as needed.
Administrator	Assign unique identifiers, log requests in the system, ensure documentation completeness and accuracy.
Supervisor	Periodically review logs for compliance and provide feedback as needed.

5. Procedure

1. **Request Initiation:** All requests must be submitted to the designated entry point (e.g., email, ticketing system).
2. **Logging:**
 - Each request is immediately logged into the tracking system with all required fields:
 - Date and time received
 - Requestor details
 - Request description
 - Priority level
 - Status
3. **Unique Identifier Assignment:** Assign a unique identifier (UID) to every request for traceability.
4. **Documentation:** Supplement the log with any supporting files, correspondence, or approvals. Store all related documents in secure, organized folders/repositories.
5. **Status Updates:** Update the request record as it moves through each stage (e.g., received, in progress, completed, closed).
6. **Audit and Review:** Supervisors review logs regularly for completeness and compliance with SOP standards.

6. Documentation Standards

- Use clear, concise, and consistent terminology.
- Date and timestamp all entries.
- Avoid use of personal or sensitive data unless required and handle per privacy policies.
- Edit or correct entries only with proper authorization; maintain an audit trail of changes.

7. Storage and Security

- Store all logs and supporting documents in secure, access-controlled locations (digital or physical).
- Regularly back up digital records to prevent loss.
- Restrict access to authorized personnel only.

8. Review and Updates

This SOP shall be reviewed annually or upon significant change in process or regulatory requirements. Records of SOP revisions must be logged and tracked.

9. References

- Organizational Data Protection Policy
- Regulatory/Audit Requirements
- IT Security Standards

Effective Date: _____ **Revision Number:** _____

Approved By: _____