Standard Operating Procedure (SOP) Use and Maintenance of Surveillance Systems (CCTV, Alarms)

This SOP details the **use and maintenance of surveillance systems**, including the proper operation of CCTV cameras, alarm systems, regular inspection routines, troubleshooting common issues, and protocols for data storage and privacy. The objective is to ensure continuous security monitoring, prevent unauthorized access, and maintain system functionality through scheduled maintenance and timely repairs.

1. Objective

To standardize the procedures for using and maintaining surveillance systems to ensure effective security monitoring, data protection, and reliable system performance.

2. Scope

This SOP applies to all personnel responsible for the monitoring, operation, and maintenance of CCTV cameras and alarm systems within the facility.

3. Responsibilities

- **Security Staff**: Monitor surveillance feeds, respond to alarms, report problems.
- **Maintenance Personnel**: Perform scheduled inspections, maintenance, and repairs.
- **IT/Data Managers**: Ensure proper storage, data protection, and privacy compliance.

4. Procedure

4.1 CCTV and Alarm System Operation

- Ensure all devices are powered on and connected to the monitoring station.
- Log in using authorized credentials; never share login information.
- Regularly monitor live feeds for unusual or suspicious activity.
- Promptly respond to alarms as per incident response protocol.
- Log all incidents and actions taken in the event log.

4.2 Regular Inspection and Maintenance

Task	Frequency	Responsible
Visual inspection of cameras and sensors	Weekly	Maintenance Personnel
Test camera feeds and alarm signals	Monthly	Security Staff
Firmware/software updates	Quarterly	IT/Data Managers
Review video storage and alarm logs	Monthly	IT/Data Managers
General cleaning of cameras and housing	Monthly	Maintenance Personnel
Battery backup and power supply check	Quarterly	Maintenance Personnel

4.3 Troubleshooting Common Issues

- If live feed is not displaying, check power and network connection.
- For blurry images, clean camera lens and adjust focus.
- When alarm fails to trigger, verify sensor alignment and power supply.
- Refer unresolved issues to authorized technical support.

4.4 Data Storage, Access, and Privacy Protocols

- Video and alarm logs must be stored securely for **at least 30 days**, unless required longer by policy.
- Access to recorded footage is restricted to authorized personnel only.
- All data retrievals must be logged with date, time, and reason for access.
- Deletion or transfer of data must follow approved procedures and privacy laws.
- Periodic audits should be conducted to ensure data integrity and compliance.

5. Documentation

- Maintenance and inspection checklists
- Incident and alarm response logs
- Access logs for data retrieval
- Repair and maintenance records

6. Review and Revision

This SOP must be reviewed annually or after major system upgrades. Updates should be recorded and communicated to all relevant personnel.

7. References

- Company security and privacy policies
- Local/national data protection laws
- Manufacturer's operating and maintenance manuals

8. Approval

Prepared by: _____

Date: _____

Reviewed by: _____

Date: _____

Approved by: _____

Date: _____