

SOP: End-of-Session System Maintenance and Performance Reporting

This SOP details the procedures for **end-of-session system maintenance and performance reporting**, including system shutdown protocols, data backup and integrity checks, software updates and patches installation, hardware inspection and cleaning, performance metrics collection and analysis, error and anomaly reporting, and documentation of maintenance activities. The goal is to ensure system reliability, optimize future session performance, and provide accurate reports for informed decision-making and troubleshooting.

1. Scope

This procedure applies to all staff responsible for maintaining and reporting on system performance and stability at the end of each operational session.

2. Responsibilities

- **System Administrators:** Execute all maintenance and reporting steps.
- **IT Supervisors:** Review reports and approve or escalate as needed.
- **Operators:** Assist in preliminary hardware inspections and documentation.

3. Procedure

1. System Shutdown Protocol

- Notify all users of impending shutdown.
- Perform orderly system shutdown according to vendor guidelines.
- Disconnect from external networks if necessary.

2. Data Backup and Integrity Checks

- Initiate automatic or manual data backup to designated secure locations.
- Verify backup completion and integrity using checksum or verification tools.
- Log results and address any backup failures immediately.

3. Software Updates and Patch Installation

- Check for pending updates or security patches.
- Install updates following change management procedures.
- Restart systems if needed and confirm fully operational status.

4. Hardware Inspection and Cleaning

- Visually inspect server and workstation hardware for damage or dust.
- Clean hardware components using approved methods and tools.
- Document any physical issues or potential points of failure.

5. Performance Metrics Collection and Analysis

- Collect key performance indicators (e.g., CPU, memory, storage utilization, network latency).
- Analyze metrics trends for anomalies or degradation.
- Save findings in the maintenance log.

6. Error and Anomaly Reporting

- Review system and error logs for unusual activity or malfunctions.
- Report critical issues to supervisors and log for escalation.
- Propose corrective actions as needed.

7. Documentation of Maintenance Activities

- Complete the end-of-session maintenance checklist (see below).
- File a report with all findings, actions taken, and recommendations.

4. End-of-Session Maintenance Checklist

Task	Completed (Y/N)	Notes
System Shutdown Protocol Followed		
Data Backup Completed and Verified		
Software Updates/Patches Installed		
Hardware Inspected and Cleaned		

Performance Metrics Collected/Analyzed		
Error/Anomaly Reports Submitted		
Documentation Completed		

5. Reporting

All findings, actions, and recommendations must be summarized in the end-of-session maintenance report and submitted to IT management within **one hour** of session closure.

6. References

- Vendor System Maintenance Manuals
- IT Security and Data Integrity Policies
- Previous Maintenance Logs/Reports

7. Revision History

Version	Date	Description	Author
1.0	2024-06-09	Initial creation	[Your Name]