

# SOP Template: Resolution Documentation and Solution Communication

This SOP details the process for **resolution documentation and solution communication**, encompassing the systematic recording of issues, tracking resolution steps, validating solutions, and effectively communicating outcomes to all relevant stakeholders. The objective is to ensure transparency, accountability, and clarity throughout the problem-solving lifecycle, facilitating continuous improvement and stakeholder satisfaction.

## 1. Purpose

To provide clear guidelines for documenting resolved issues and for communicating solutions to stakeholders, thereby ensuring accuracy, accountability, and transparency.

## 2. Scope

This SOP applies to all team members involved in incident/problem resolution, quality assurance, project management, and customer communications.

## 3. Responsibilities

Role	Responsibility
Issue Owner / Resolver	Document details of the issue, steps taken for resolution, and outcome; validate solution effectiveness.
Team Lead / Supervisor	Review documentation completeness, ensure appropriate communication channels are used, and confirm stakeholder updates.
Stakeholders	Provide feedback on solution effectiveness and clarify any outstanding concerns.

## 4. Procedure

- Issue Logging**
  - Record all relevant details of the issue (e.g., description, affected systems, date/time reported, reporter's details).
  - Assign a unique issue/ticket number.
- Resolution Documentation**
  - Detail all actions and steps taken to investigate and resolve the issue.
  - Reference any tools, scripts, or resources used during resolution.
- Solution Validation**
  - Test and validate that the issue has been resolved as intended.
  - Document evidence of validation (e.g., screenshots, logs, test cases).
- Outcome Communication**
  - Summarize the resolved issue and solution in clear, non-technical language when appropriate.
  - Notify all relevant stakeholders using established communication channels (e.g., email, ticketing system, meetings).
  - Provide a point of contact for any follow-up.
- Feedback and Closure**
  - Collect and record stakeholder feedback regarding the resolution.
  - Close the issue/ticket upon final confirmation from stakeholder(s).
- Continuous Improvement**
  - Review documentation for recurring issues and update SOP/process as needed.

## 5. Documentation Checklist

- Issue description and impact assessment
- Date/time reported and resolved
- Resolution steps with time stamps
- Solution validation evidence
- Summary for stakeholders
- Stakeholder feedback
- Issue/ticket closure confirmation

## 6. Communication Template

Subject: [Ticket #] Issue Resolution - [Short Issue Summary]

Dear [Stakeholder Name],

This is to inform you that the issue reported regarding [brief description] has been resolved. Below are the details:

Issue Summary: [Brief Description]

Root Cause: [Root Cause]

Resolution Steps Taken: [Summary of Actions]

Current Status: Resolved/Closed

Validation Performed: [Details of Testing/Validation]

Point of Contact: [Your Name/Team]

Please reply if you have any further concerns or need additional information.

Best regards,

[Your Name/Team]

## 7. References

- Incident Management Policy
- Communication Guidelines
- Knowledge Base / Solution Repository