

Standard Operating Procedure (SOP)

Surveillance System Monitoring and Maintenance

Purpose

This SOP details **surveillance system monitoring and maintenance**, encompassing the regular inspection, functionality testing, software updates, and troubleshooting of surveillance cameras and recording devices. It ensures continuous system reliability, data security, and prompt identification of system malfunctions to maintain effective security coverage and protect assets.

Scope

Applies to all surveillance equipment and supporting infrastructure managed by the [Company/Organization Name] security team, including fixed and PTZ cameras, NVR/DVRs, switches, storage devices, and monitoring workstations.

Responsibilities

- **Security Team:** Daily system monitoring and incident reporting.
- **IT Department:** Maintenance, updates, troubleshooting, and recovery.
- **Facility Manager:** Coordination and approval of maintenance activities.

Procedure

1. **Routine Inspection and Monitoring**
 - Check camera feeds daily for image clarity, focus, and coverage.
 - Ensure all cameras and recording devices are online and functioning.
 - Review storage status for adequate retention and disk health.
2. **Functionality Testing**
 - Test camera PTZ controls weekly (if applicable).
 - Randomly review recorded footage to confirm recording integrity.
 - Check time synchronization across all devices monthly.
3. **Software & Firmware Updates**
 - Coordinate quarterly or manufacturer-recommended updates.
 - Backup system configurations before updates.
 - Test system after updates to ensure operational stability.
4. **Troubleshooting**
 - Document and report any equipment malfunction immediately.
 - Perform basic troubleshooting (power cycle, cable inspection).
 - Escalate unresolved issues to IT or vendor support.
5. **Maintenance Activities**
 - Clean camera lenses and housings monthly.
 - Inspect all mounts, cables, and connectors for wear quarterly.
 - Test UPS and backup power sources bi-annually.
6. **Documentation & Reporting**
 - Log all inspections, findings, maintenance, and repairs in the maintenance register.
 - Prepare monthly surveillance system health reports for management review.

Records

- Maintenance and inspection logs
- Incident and troubleshooting reports
- System update and patch records

References

- Manufacturer manuals and maintenance guides
- Company IT Security Policy
- Relevant regulatory and compliance standards

Version	Effective Date	Prepared By	Approved By
1.0	[YYYY-MM-DD]	[Name/Title]	[Name/Title]

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