SOP Reference #: SOP-IT013

Operation/Task:	Unexpected Time Away from Office			Equipment:	NA	
Owner:	Vice President of Technology	Date Created:

Revision History: | 5/12/15

See last page | Department: | All IT Staff | |

ALERTS (see below):   Critical Step ◆   Quality Check ☑   Tip ☺   Team Safety ✚

Purpose: This SOP/work instruction documents procedures for IT Staff unexpected time away from the office.

Step #	Alerts	Step Description - "What to Do"	"How to Do it"	"Why to Do it"
1	◆	**For All IT Staff Members** • Please send a brief email directly to all IT staff via IT@alwaysenpointe.com. Please copy other ENPOINTE staff that you know would be impacted by your absence. • If your standard start time is 7:30am or earlier, please also send a text (SMS) message to your supervisor. • If you feel it is important to communicate intimate details to your direct supervisor, please send that in a separate email.	s	The ENPOINTE IT team needs onsite staff present at the beginning of each workday. If our early staff are not present, the team leaders need to be made aware in order to step in and/or increase communications.

Notes:

Definitions:

Revision History	Description of Changes	Requested by	Date
Rev 1	Revised SOP to new format	Frank Powell	5/12/15
Rev 2	Added Revision History table	Frank Powell	8/1/16
Rev 3	Revised Operation/Task name and revised gray header titles	Frank Powell	5/15/20
Rev 4	Changed GLS references to ENPOINTE	Cristi Oakvik	3/9/21

Rev 5	Reviewed by Frank Powell, no changes made		9/6/23
Rev 6	Updated owner to Vice President of Technology	Mike Starrett	11/4/24

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