SaskPower Transmission and Distribution	**SOP Process - End to End**	Standard Operating Procedure

4.

Table of Contents

1.0   Persons Affected

This End to End Process affects individuals in the Transmission and Distribution Business Unit (TDBU) who are involved in the development, distribution and maintenance phases of the Standard Operating Procedures (SOPs) process.

2.0 Purpose

This End to End Process provides end users with a guide that directs them to the appropriate SOP Bundle and/or component for each of the actions within the SOP End to End Process.

3.0 Rationale

This End to End Process consists of a development, distribution, and maintenance phase and has seven actions within it. The activity(ies) inside each action are supported by component(s) within this SOP or another SOP Bundle.

This document is required to ensure End Users:

- Understand the SOP End to End Process
- Understand which activities are supported by SOP Bundle(s)
- Understand which activities are supported by component(s) within this End to End Process
- Have access to components within this End to End Process

4.0 Scope

In-the-Scope of the End to End Process

- The End to End Process includes the following:
    - ° The phases, actions and activities for the SOP End to End Process
    - ° References to components within this End to End Process
    - ° References to SOP Bundles which support the End to End Process but are accessed through SOP Online

Out-of-the-Scope of the End to End Process

- The End to End Process does not include the following:
    - ° The details for how to complete the activities

5.0 Policies and Regulatory Requirements

This End to End Process is a result of the following:

Policies:

- None

Regulatory Requirement(s)

Saskatchewan – The Occupational Health & Safety Regulations, 1996

- Part III, Section 12 (c) – General duties of employers
- Part III, Section 13 (b) – General duties of workers
- Part III, Section 15 (a) (iii) – Duty of employer or contractor to provide information

Other

- None

6.0 Roles, Responsibilities and Prerequisites

In-the-Scope of the End to End Process Role(s)	Quantity Required	Responsibilities	Prerequisites
SOP Information Management	1	1. See SOP – Create or Maintain SOP Bundle for responsibilities 2. See SOP – Maintain Process & SOP Title for responsibilities 3. See SOP – Transfer & Monitor SOP Bundle for responsibilities 4. See SOP – Manage Maintenance Review for responsibilities 5. Review minor change requests (CRs) 6. Activate minor and accepted CRs 7. See SOP – Assess & Complete Change Request for responsibilities 8. Transfer Ownership for CR, if requested 9. Make CR confidential or hidden, if requested	1. Learning: SOP Overview 2. SOP Information Management Coaching 3. See SOP – Create or Maintain SOP Bundle for prerequisites 4. See SOP – Maintain Process & SOP Title for prerequisites 5. See SOP – Transfer & Monitor SOP Bundle for prerequisites 6. See SOP – Manage Maintenance Review for prerequisites 7. See SOP – Assess & Complete Change Request for prerequisites
SOP Team Lead	1	1. See SOP – Create or Maintain SOP Bundle for responsibilities 2. See SOP – Maintain Process & SOP Title for responsibilities	1. Learning: SOP Overview 2. See SOP – Create or Maintain SOP Bundle for prerequisites 3. See SOP – Maintain Process & SOP Title for prerequisites
SOP Development Member(s)	1 or more	1. See SOP – Create or Maintain SOP Bundle for responsibilities	1. Learning: SOP Overview 2. See SOP – Create or Maintain SOP Bundle for prerequisites
SOP Administration	1 or more	1. See SOP – Create or Maintain SOP	1. Learning: SOP Overview

		Bundle for responsibilities 2. See SOP – Maintain Process & SOP Title for responsibilities	2. See SOP – Create or Maintain SOP Bundle for prerequisites 3. See SOP – Maintain Process & SOP Title for prerequisites
SOP Verification Team Member(s)	1 or more	1. See SOP – Create or Maintain SOP Bundle for responsibilities	1. Learning: SOP Overview 2. See SOP – Create or Maintain SOP Bundle for prerequisites
SOP Site Coordination	1 or more	1. See SOP – Distribute SOP Bundle for responsibilities 2. See SOP – Check SOP Mobile Binder for responsibilities 3. See SOP – Manage Audience Group – Substitution for responsibilities 4. Update the distribution method for a recipient's SOP(s) 5. Ensure Functional Areas Request is complete 6. Ensure Site Coordination Request is complete	1. Learning: SOP Overview 2. See SOP – Distribute SOP Bundle for prerequisites 3. See SOP – Check SOP Mobile Binder for prerequisites 4. See SOP – Manage Audience Group – Substitution for prerequisites
End User	1 or more	1. Access their SOPs online and if necessary offline 2. Check the currency of their SOP Bundles (electronic and paper copies) 3. Submit change requests within SOP Online 4. Enter discussion items to existing change requests	1. Learning: SOP Overview 2. Learning: Access SOP – Online & Offline
Out-of-Scope Supervisor	1 or more	1. See SOP – Check SOP Mobile Binder for responsibilities 2. Evaluate change requests submitted by their staff 3. Request for transfer of ownership for CRs if required 4. Request for CRs to be made confidential or hidden 5. See SOP – Manage Audience Group – Substitution for responsibilities 6. Request a change to the distribution method for employees and/or contractors 7. Request a change to a functional area	1. Learning: SOP Overview 2. See SOP – Check SOP Mobile Binder for prerequisites 3. Learning: Access SOP – Online & Offline 4. See SOP – Manage Audience Group – Substitution for prerequisites
SOP Binder Auditor	1 or more	1. See SOP – Check SOP Mobile Binder for responsibilities	1. Learning: SOP Overview 2. See SOP – Check SOP Mobile Binder for prerequisites
SOP Maintenance Reviewer	1 or more	1. See SOP – Manage Maintenance Review for responsibilities	1. Learning: SOP Overview 2. See SOP – Manage Maintenance Review for prerequisites

SOP Owner	1	1. See SOP – Manage Maintenance Review for responsibilities	1. Learning: SOP Overview 2. See SOP – Manage Maintenance Review for prerequisites
SOP Change Request Assessor	1	1. See SOP – Assess & Complete Change Request for responsibilities	1. Learning: SOP Overview 2. See SOP – Assess & Complete Change Request for prerequisites
SOP Change Request Assignee	1	1. See SOP – Assess & Complete Change Request for responsibilities	1. Learning: SOP Overview 2. See SOP – Assess & Complete Change Request for prerequisites
SOP Audience Group Administration	1	1. See SOP – Manage Audience Group – Substitution for responsibilities 2. Update the distribution method for recipients 3. Update Functional Areas mapping 4. Update Site Coordination mapping	1. Learning: SOP Overview 2. See SOP – Manage Audience Group – Substitution for prerequisites
Business Supervisor	1 or more	1. Request change to Site Coordination mapping	1. Learning: SOP Overview

For roles and responsibilities that are out-of-scope of the End to End Process refer to the "SOP Out-of-Scope Process Roles & Responsibilities" component.

7.0 Tools and Equipment

Tools and Equipment and Quantity Required:

For activities supported by the following SOP Bundles refer to the appropriate SOP Bundle on SOP Online for the tools and equipment:

- SOP – Create or Maintain SOP & Implementation Plan
- SOP – Maintain Process & SOP Title
- SOP – Transfer & Monitor SOP Bundle
- SOP – Distribute SOP Bundle
- SOP – Check SOP Mobile Binder
- SOP – Manage Maintenance Review
- SOP – Assess & Complete Change Request
- SOP – Manage Audience Group – Substitution

For the following activities supported by components within this End to End Process, one or more computers with SaskPower LAN access and the SOP System are required:

- Access SOP – Online & Offline
- Check Currency of SOP Bundle
- Submit & Evaluate Change Request
- Manage Change Request – Transfer Ownership
- Manage Change Request – Confidential & Hidden

- Manage Change Request – Discussion Item
- Manage Audience Group – Distribution Method
- Manage Audience Group – Functional Areas
- Manage Audience Group – Site Coordination

8.0 Planning and Preparation Checklist

Things to Check Before Starting the End to End Process:

For activities supported by the following SOP Bundles refer to the appropriate SOP Bundle on SOP Online for the planning and preparation checklist:

- SOP – Create or Maintain SOP & Implementation Plan
- SOP – Maintain Process & SOP Title
- SOP – Transfer & Monitor SOP Bundle
- SOP – Distribute SOP Bundle
- SOP – Check SOP Mobile Binder
- SOP – Manage Maintenance Review
- SOP – Assess & Complete Change Request
- SOP – Manage Audience Group – Substitution

For the following activities supported by components within this End to End Process, the items from Section 7.0 Tools and Equipment must have been acquired:

- Access SOP – Online & Offline
- Check Currency of SOP Bundle
- Submit & Evaluate Change Request
- Manage Change Request – Transfer Ownership
- Manage Change Request – Confidential & Hidden
- Manage Change Request – Discussion Item
- Manage Audience Group – Distribution Method
- Manage Audience Group – Functional Areas
- Manage Audience Group – Site Coordination

Note: Check Currency of SOP Bundle must also have an up-to-date copy of your SOP Table of Contents. Refer to the component "Access SOP Online & Offline" to know how to print your SOP Table of Contents.

9.0 End to End Process

Process Chart
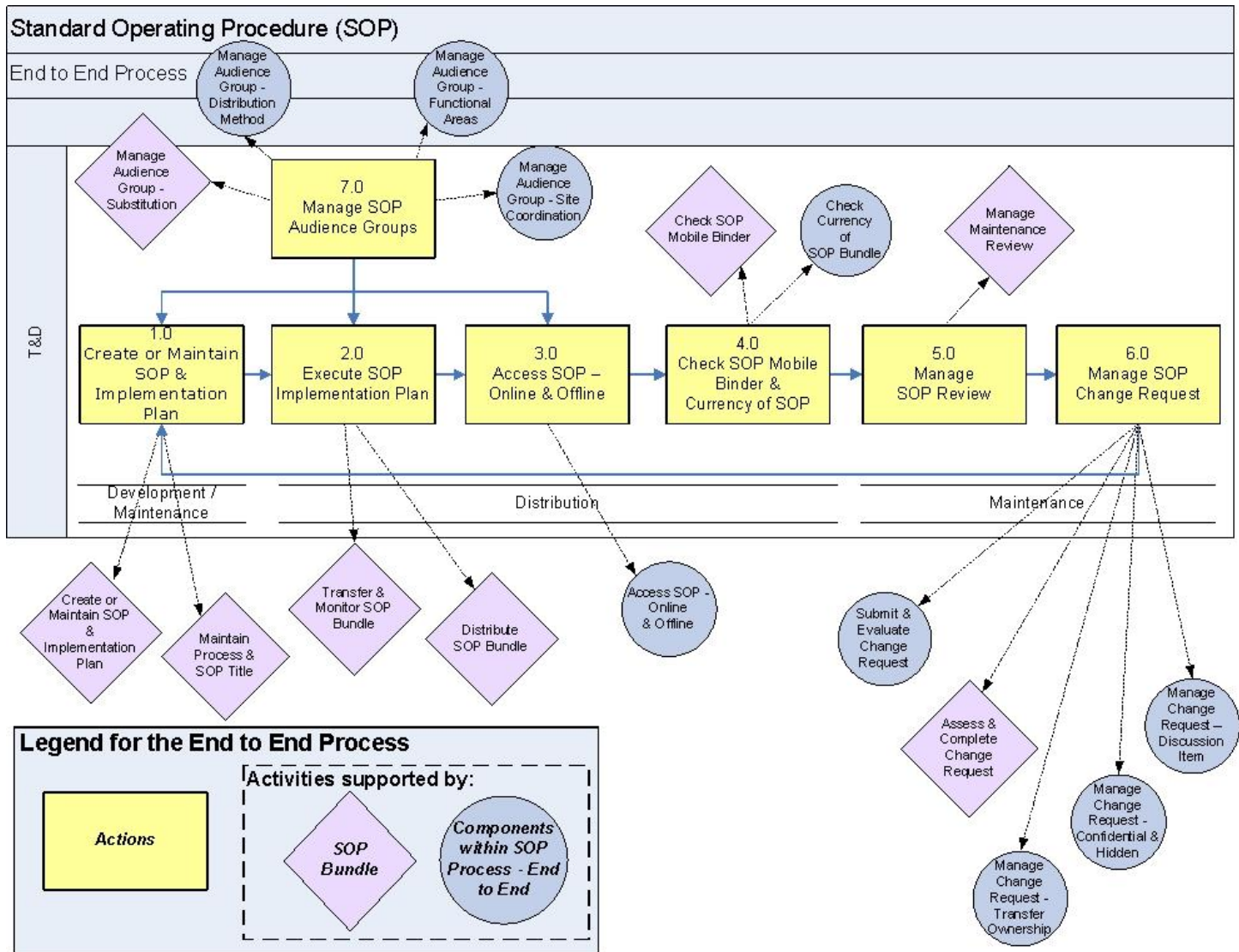
The End to End Process

This End to End Process documents the actions and activities end users shall follow when developing, distributing, and maintaining Standard Operating Procedures (SOPs). It also directs the end users to the supporting document(s) for each activity.

1.0 Create or Maintain SOP & Implementation Plan

This action is part of both the Development Phase and the Maintenance Phase. It includes activities for creating or maintaining a SOP Bundle and Implementation Plan (IP) and for maintaining a Process title and/or SOP title(s).

1.1 Create or Maintain SOP & Implementation Plan

1.1.1 SOP Information Management shall access the SOP Bundle: SOP – Create or Maintain SOP & Implementation Plan to begin this activity.

▪ *Access the SOP Bundle in SOP Online.*

1.1.2 SOP Information Management, SOP Team Lead, SOP Development Member(s), and SOP Administration shall follow the procedure to complete this activity.

1.2 Maintain Process & SOP Title

1.2.1 The SOP Team Lead shall access the SOP Bundle: SOP – Maintain Process & SOP Title to begin this activity.

▪ *Access the SOP Bundle in SOP Online.*

1.2.2 The SOP Team Lead, SOP Administration and SOP Information Management shall follow the procedure to complete this activity.

2.0 Execute SOP Implementation Plan

This action is part of the Distribution Phase and includes the activities for transferring and monitoring a SOP Bundle and for distributing a SOP Bundle to the recipients.

2.1 Transfer & Monitor SOP Bundle

2.1.1 SOP Information Management shall access the SOP Bundle: SOP – Transfer & Monitor SOP Bundle to begin this activity.

▪ *Access the SOP Bundle in SOP Online.*

2.1.2 SOP Information Management shall follow the procedure to complete this activity.

2.2 Distribute SOP Bundle

2.2.1 SOP Site Coordination shall access the SOP Bundle: SOP – Distribute SOP Bundle to begin this activity.

▪ *Access the SOP Bundle in SOP Online.*

2.2.2 SOP Site Coordination shall follow the procedure to complete this activity.

3.0 Access SOP - Online & Offline

This action is part of the Distribution Phase, which includes the activity to help end users access their SOPs.

3.1 Access SOP - Online & Offline

3.1.1 The End User shall access the component: "Access SOP Online & Offline".

- **Note:** *This component is also available on the EIN. Click link or copy address in browser:* *http://intranet/ein2/ein_td.nsf/(pages)/Learning%20%26%20Perfomance.*

3.1.2 The End User shall use this component to help them access their SOP Bundle(s) and better understand SOP Online.

4.0 Check SOP Mobile Binder & Currency of SOP

This action is part of the Distribution Phase and includes the activities to help the Out-of-Scope Supervisor ensure their employee(s) and contractor(s) SOP mobile binders are up-to-date; along with help for end users on ensuring their SOPs are up-to-date.

4.1 Check SOP Mobile Binder

4.1.1 The Out-of-Scope Supervisor shall access the SOP Bundle: SOP – Check SOP Mobile Binder to begin this activity.

- *Access the SOP Bundle in SOP Online.*

4.1.2 The Out-of-Scope Supervisor, SOP Binder Auditor and SOP Site Coordination shall follow the procedure to complete this activity.

4.2 Check Currency of SOP Bundle

4.2.1 The End User shall access the component: "Check Currency of SOP Bundle – End User".

4.2.2 The End User shall use the component to help them confirm their SOP Bundles are up-to-date.

5.0 Manage SOP Review

This action is part of the Maintenance Phase, which includes the activity that pertains to managing a SOP maintenance review.

5.1 Manage Maintenance Review

5.1.1 The SOP Owner shall access the SOP Bundle: SOP – Manage Maintenance Review to begin this activity.

- *Access the SOP Bundle in SOP Online.*

5.1.2 The SOP Owner, SOP Maintenance Reviewer and SOP Information Management shall follow the procedure to complete this activity.

6.0 Manage SOP Change Request

This action is part of the Maintenance Phase and includes five activities which all pertain to the management of a SOP change request (CR).

6.1 Submit & Evaluate Change Request

6.1.1 The End User shall access the component: "Submit Change Request – End User".

6.1.2 The End User shall use this component to help them submit a CR in SOP Online.

6.1.3 The Out-of-Scope Supervisor shall access the component: "Evaluate Change Request – Out-of-Scope Supervisor".

6.1.4 The Out-of-Scope Supervisor shall use this component to help them evaluate the CR their staff entered.

6.1.5 SOP Information Management shall access the component: "Change Request – SOP Information Management Guide".

6.1.6 SOP Information Management shall use this component to help them set the CR to active.

- *The component will also help SOP Information Management review minor CRs. Minor CRs do not need to be evaluated by the Out-of-Scope Supervisor.*

6.2 Assess & Complete Change Request

6.2.1 SOP Information Management shall access the SOP Bundle: SOP Assess & Complete Change Request to begin this activity.

- *Access the SOP Bundle in SOP Online.*

6.2.2 SOP Information Management, SOP Change Request Assessor and SOP Change Request Assignee shall follow the procedure to complete this activity.

6.3 Manage Change Request - Transfer Ownership

6.3.1 The Out-of-Scope Supervisor shall access the component: "Evaluate Change Request – Out-of-Scope Supervisor".

6.3.2 The Out-of-Scope Supervisor shall use this component to request the transfer of ownership for a change request.

6.3.3 SOP Information Management shall access the component: "Change Request – SOP Information Management Guide".

6.3.4 SOP Information Management shall use this component to transfer ownership of a change request.

6.4 Manage Change Request - Confidential & Hidden

6.4.1 The Out-of-Scope Supervisor shall access the component: "Evaluate Change Request – Out-of-Scope Supervisor".

6.4.2 The Out-of-Scope Supervisor shall use this component to request that a change request(s) become confidential or hidden.

- *The component also helps the Out-of-Scope Supervisor request a discussion item be marked as hidden.*

6.4.3 SOP Information Management shall access the component: "Change Request – SOP Information Management Guide".

6.4.4   SOP Information Management shall use this component to mark a change request as confidential or hidden.

- *The component also helps SOP Information Management mark a discussion item as hidden.*

6.5   Manage Change Request - Discussion Item

6.5.1   The End User shall access the component: "Submit Change Request – End User".

6.5.2   The End User shall use this component to help them enter a discussion item for an existing change request.

7.0   Manage SOP Audience Groups

This action is part of the Maintenance Phase and includes the activities to manage the audience group; which includes: substitutions, distribution methods, functional areas, and site coordination.

7.1   Manage Audience Group – Substitution

7.1.1   The Out-of-Scope Supervisor shall access the SOP Bundle: SOP Manage Audience Group – Substitution to begin this activity.

- *Access the SOP Bundle in SOP Online.*

7.1.2   The Out-of-Scope Supervisor, SOP Site Coordination and SOP Audience Group Administration shall follow the procedure to complete this activity.

7.2   Manage Audience Group – Distribution Method

7.2.1   The Out-of-Scope Supervisor shall access the component: "Manage Audience Group Distribution Method – Out-of-Scope Supervisor & SOP Site Coordination".

7.2.2   The Out-of-Scope Supervisor shall use this component to help them request a change to the distribution method for their employee(s) and/or contractor(s).

7.2.3   SOP Site Coordination shall access the component: "Manage Audience Group Distribution Method – Out-of-Scope Supervisor & SOP Site Coordination".

7.2.4   SOP Site Coordination shall use this component to help them change the distribution method for specific individuals, for one or all of their SOPs.

7.2.5   SOP Audience Group Administration shall access the component: "Manage Audience Group Distribution Method – Audience Group Administration".

7.2.6   SOP Audience Group Administration shall use this component to help them change the distribution method for a group of recipients.

7.3   Manage Audience Group – Functional Areas

7.3.1   The Out-of-Scope Supervisor shall access the component: "Manage Audience Group Functional Areas" to request a change to a functional area.

7.3.2   The Out-of-Scope Supervisor, SOP Site Coordination and SOP Audience Group Administration shall use this component to help them complete this activity.

7.4 Manage Audience Group – Site Coordination

    7.4.1 The Business Supervisor shall access the component: "Manage Audience Group Site Coordination" to request for a change to site coordination mapping.

    7.4.2 The Business Supervisor, SOP Site Coordination and SOP Audience Group Administration shall use this component to help them complete this activity.

10.0 Acronyms, Definitions and Symbols

Acronyms and Abbreviations

CR – Change Request

IP – Implementation Plan

SOP – Standard Operating Procedure

TDBU – Transmission & Distribution Business Unit

Definitions

Refer to "Master SOP Glossary" component for all definitions.

Symbols

None

11.0 SOP Components

The following is a list of components for this SOP which can be accessed through the SOP System:

SOP Component Name	SOP Component Type	SOP Component Description	Location of SOP Component
SOP Process – End to End SOP Flowchart	SOP Flowchart	The SOP End to End Process which contains all the actions and activities.	SOP Online – SOP Bundle: SOP Process – End to End
Access SOP Online & Offline	Job Aid	A job aid to help the end user access and navigate in SOP Online – both online & offline.	SOP Online – SOP Bundle: SOP Process – End to End
Check Currency of SOP Bundle - End User	Reference Source	A reference source to help the end user with how to check the currency of their SOP Bundle(s).	SOP Online – SOP Bundle: SOP Process – End to End
Submit Change Request – End User	Job Aid	A job aid to help the end user submit CRs on SOP Online, as well as enter discussion items to existing CRs.	SOP Online – SOP Bundle: SOP Process – End to End

Evaluate Change Request – Out-of-Scope Supervisor	Job Aid	A job aid to help the Out-of-Scope Supervisor evaluate a change request submitted by their staff. It also aids them in submitting requests for: Transfer Ownership of CR, and Confidential & Hidden CR.	SOP Online – SOP Bundle: SOP Process – End to End
Change Request – SOP Information Management Guide	Job Aid	A job aid to help SOP Information Management with different tasks within change requests.	SOP Online – SOP Bundle: SOP Process – End to End
Manage Audience Group Distribution Method – Out-of-Scope Supervisor & SOP Site Coordination	Step by Step	A step by step job aid that helps the Out-of-Scope Supervisor request a change to the distribution method for their employee(s) and/or contractor(s). It also helps SOP Site Coordination change the distribution method for a recipient of a SOP(s).	SOP Online – SOP Bundle: SOP Process – End to End
Manage Audience Group Distribution Method – SOP Audience Group Administration	Step by Step	A step by step job aid that helps the SOP Audience Group Administration change the distribution method for recipients.	SOP Online – SOP Bundle: SOP Process – End to End
Manage Audience Group Functional Areas	Job Aid	A job aid that helps the Out-of-Scope Supervisor, SOP Site Coordination, and SOP Audience Group Administration update the Functional Area mapping.	SOP Online – SOP Bundle: SOP Process – End to End
Manage Audience Group Site Coordination	Step by Step	A step by step job aid that helps the Business Supervisor, SOP Site Coordination, and SOP Audience Group Administration update the Site Coordination mapping.	SOP Online – SOP Bundle: SOP Process – End to End
Master SOP Glossary	Reference Source	A reference source that contains all definitions related to the SOP process.	SOP Online – SOP Bundle: SOP Process – End to End
SOP Out-of-Scope Process Roles & Responsibilities	Reference Source	A reference source that contains all the out-of-scope roles in the SOP End to End Process. It lists the roles (both in-scope and out-of-scope) for each activity, and the responsibilities for all out-of-scope roles.	SOP Online – SOP Bundle: SOP Process – End to End

12.0 SOP Owner

SOP Owner
Supervisor, Learning and Performance Support Standards

13.0 References

References	Location of Resource
Transmission & Distribution – Business Support Services – Standard Operating Procedure – Detailed Design – Functional Specification	Research - Process Binder (SOP System Development Area)
Standard Operating Procedure – Specification Clarification Log	Research - Process Binder (SOP System Development Area)