

STANDARD OPERATING PROCEDURE

Room guide verification and handover

Purpose: help an employee select the correct operating instructions and give support enough context when the records do not agree. This complete example is written for the fictional two-office demonstration, not an installed customer system.

Control record

Document: WR-SOP-01 | Version: 1.0 | Owner role: site operations lead | Review trigger: equipment, location, procedure or access changes. Sample review date: 28 November 2026. No real organisation has approved this document.

Who does what

Employee: identify the correct location, check the equipment and guide, follow approved steps and stop at an inconsistency.

Site operations lead: verify location records, decide what staff may see, nominate the process owner and approve revised instructions.

Support contact: investigate reported symptoms through the authorised service channel. A recorded issue or a missing data source is not a current health assessment.

Before starting

Have the site name, room or area name, equipment identifier and the current guide available. Confirm any real access permissions separately. The demonstration's audience selector illustrates views; it is not authentication.

Completion standard

The employee can identify the correct record, explain why the guide applies, confirm the expected outcome or provide an accurate handover without guessing.

PROCEDURE

Identify. Verify. Use.

01

Resolve the location

Choose the office, then the room. Read the stable location ID. If the same name exists at several sites, resolve the site before continuing. Expected result: one unambiguous location record.

02

Check the equipment relationship

Compare the equipment name and identifier with the selected location. Do not attach a guide solely because its room name looks similar. Expected result: a verified room-to-equipment match.

03

Inspect the instruction status

Open Quick guide. Check the procedure version, review status and available steps. An unapproved, changed or unmapped record must not be presented as current.

04

Carry out only the matching steps

For the Harbour sample, the guide uses the labelled HDMI cable and HDMI 1. The Riverside sample uses USB-C and room camera/speaker selection. Do not transfer steps between the two setups.

05

Confirm the outcome

Check the intended picture and sound before the session. If the result differs, stop repeated changes and prepare the support handover below. A successful sample action is not evidence of a real equipment test.

06

Complete the handover

Include site, room ID, equipment ID, guide/version, symptom, time and steps already attempted. State what is unknown. Use the organisation's approved contact path; this demo sends nothing.

EXCEPTIONS

When the evidence does not fit

No approved guide

Do not substitute another location's instructions. Ask the process owner to verify the task and approve a guide. Riverside Training room demonstrates this stop condition.

Equipment has changed

Mark the SOP, quick guide, manual section and video material for review. A draft can be prepared, but publication waits for the responsible owner's approval. Keep the earlier version available for the audit trail, not as the current instruction.

Stale, disconnected or unmapped source

Report that current operational status is unknown. Preserve the last observation time and explain the missing evidence. Do not infer that a room is healthy because there are no recent tickets or the connector returned no data.

Acceptance and record keeping

Record the reviewer, checked location/equipment IDs, source version, test result and publication decision. Another staff member should be able to find the guide, follow it and identify the support path without help from its author.

Change log

v1.0 - 28 October 2026. Original fictional example produced by Wayrest. A real delivery would replace sample records with verified customer content and agreed approval responsibilities.