

SOPs for Busy Technology Teams

Peter Schweiss



Who am I?

Peter Schweiss



Director of Technology Services



Founder and Chief Vibe Coder



Layers & Filters (1) ▾



MARCOMM



Canva

Low Complexity

Description

Design tool for creating graphics, presentations, and marketing assets with templates and brand controls.

Technology

Canva

Cloud Provider(s)

AWS

Owner

Marketing and Communications

Primary Admin

Jenny Starkey

Email

Teams

Secondary Admin

Peter Schweiss

Email

Teams

Business & Ops Monday Item

[Link to Monday Item](#)

Vendor Status Page

[View Status](#)

SSO Provider

entra

SSO Protocol

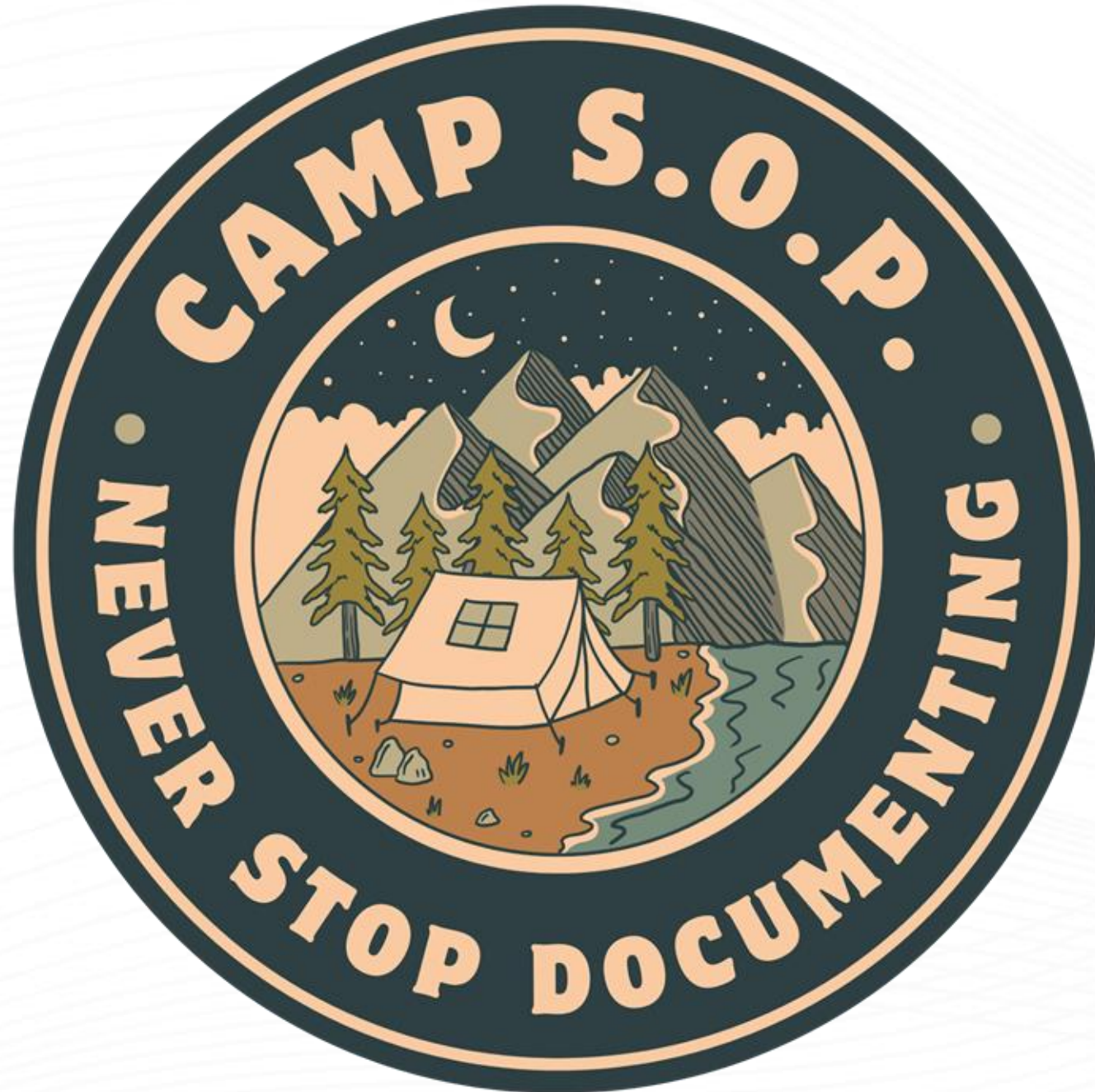
SAML



Stackium

Mapping powered by Stackium.tech

SAML



Agenda

- ▶ Camp S.O.P.
 - ▶ What is an SOP and why does it matter?
 - ▶ How to SOP?
 - ▶ Artificial Intelligence and SOPs
- ▶ AI Hands-on Activity – **Need a AI Assistant!**
- ▶ SOP Toolbox
- ▶ Integrating SOPs into your workflow
- ▶ SOPs & Customer Support



Standard Operation Procedure

A Standard Operating Procedure (SOP) is a documented, detailed, and approved set of step-by-step instructions describing how to consistently perform a specific task or process in compliance with organizational, industry, or regulatory standards. SOPs are designed to ensure uniformity, efficiency, quality, and safety across repeated operations.



Your Recipe for Work



Why do SOPs matter?

**Do you have a favorite restaurant?
and when you go there do you order
the same dish every time?**

The cook probably followed a recipe
(or SOP) to prepare that dish, ensuring
you get the same meal every time.



**Why should business processes be any different?
Your users expect the same results every time, right?**

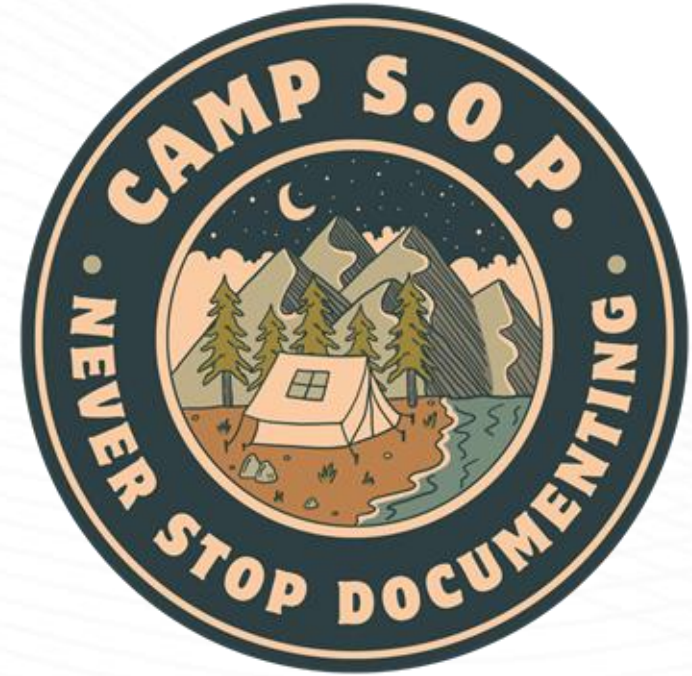


Effective SOP Creation

Have your own Camp S.O.P.

Sitting down to talk about documentation typically isn't anyone's first choice of how to spend their time!

**Make the camp engaging, hands-on, and meaningful.
Focus on tangible outcomes that matter to your campers.
Don't try to boil the ocean!**



How can AI help?

Artificial intelligence can be your camp counselor!

Keep your camp productive with clear directives that lead to meaningful outcomes.



247suzie.com



Don't know where to start?

**You know you need SOPs,
but where do you start?**

Turn to your AI assistant to help get
you off the starting line...



Activity

**Pull out your phone, tablet,
etc.**

Ask your AI assistant where to start!

`"I manage a busy [technology] team. What are the top
10 processes that teams like mine most commonly
forget to document as SOPs?"`



Activity

What's one thing that surprised you?

Was there a process you didn't think of?



Organize your AI

Projects let you give Claude a standing brief — your role, your context, and the knowledge it needs — so every conversation starts informed instead of from scratch.



`"You are a knowledgeable assistant for our SOP planning project. I've uploaded our current SOPs as reference documents in this project. When I ask questions or need help drafting communications, policies, or checklists, draw from those documents first. Flag anything where our SOPs may have a gap or where you'd recommend an update. Always write in a clear, practical tone appropriate for camp staff."`





Live Demo

Create a project in Claude



Effective Documentation and User Adoption

- User adoption is a key element of ROI.
- User adoption require documentation and training.
- Let's explore a combination of effective documentation and just in time training with Scribe!



SOP Tool kit

Create **Scribe** 

Tango

guidde.

Share



salesforce



Live Demo: Create a scribe.
Embed it in WordPress

Scribe⁼⁼



Simply Put?

- **TL/DR**
 - Turn Scribe on
 - Do Something
 - Documentation is created.



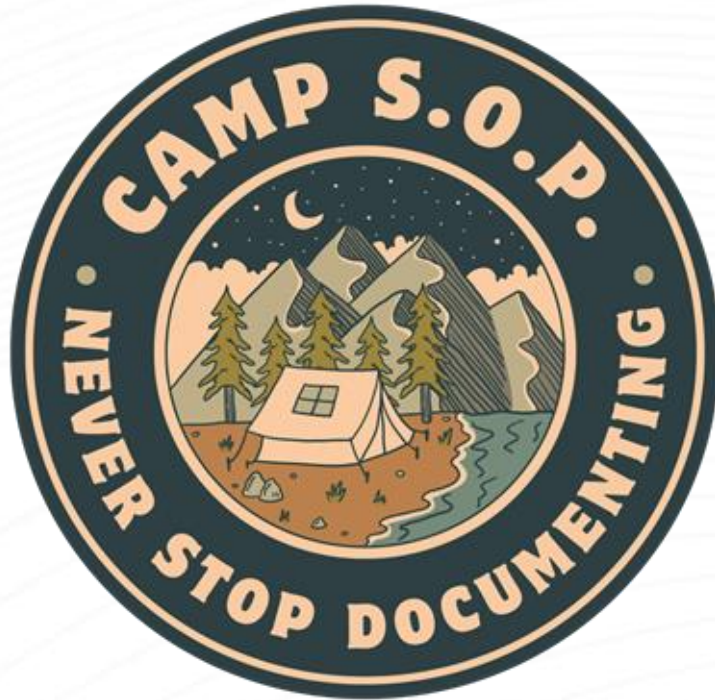
Well written SOPs can take you from this...



To This....



Want to access the framework?



pete.schweiss.net/sop



How can you support Hope Ignites?



astro.walktohope.org



WE WANT YOUR FEEDBACK

RATE THIS SESSION NOW

Open the **AI+IM Global Summit app**, find this session,
and leave your rating and comments.

Open the App → Schedules → Rate this Session

