

ABSTRACT

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PENYUSUNAN STANDAR OPERASIONAL PROSEDUR (SOP) IT SUPPORT DI SEKOLAH HIGHSCOPE INDONESIA BINTARO

The intern had the opportunity to work on a professional assignment at HighScope Indonesia School Bintaro, to develop Standard Operating Procedures (SOP) for the IT Support team from July 1, 2024, to August 30, 2024. This task involved creating SOPs for various areas, including the repair and checking of devices such as internet, PC/laptop, printers, projectors, CCTV, and Google Education accounts, as well as the process of requesting new devices through vendors. The intern utilized several applications such as Microsoft Word, Microsoft Excel, and Draw.io for drafting the SOPs. The development of these SOPs required direct observation, interviews with related staff, and procedural analysis to ensure a more structured and efficient workflow..

Keywords: Standard Operating Procedures, IT Support, Sekolah HighScope Indonesia Bintaro