**SOP for Hardware Failures**

**Purpose**

To handle hardware failures promptly and ensure minimal downtime.

**Scope**

Includes desktops, laptops, monitors, and peripheral devices.

**Procedure**

1. **User reports hardware failure** via Help Desk.
2. Perform basic troubleshooting (power cycle, reconnect cables).
3. Run hardware diagnostics.
4. Replace faulty components if within warranty.
5. Escalate to procurement for hardware replacement.
6. Confirm resolution with user and close the ticket.