**SOP for Network Connectivity Problems**

**Purpose**

To restore network connectivity and minimize downtime for users.

**Scope**

Includes wired, wireless, VPN, and internet connection issues.

**Procedure**

1. **User reports network issue** via Help Desk.
2. Verify if issue is affecting multiple users or a single user.
3. Check physical connections (Ethernet cables, Wi-Fi signal strength).
4. Restart network adapter or router if required.
5. Check DHCP settings and IP configuration.
6. Ping network gateway and check DNS resolution.
7. Escalate to Network Administrator for major outages.
8. Confirm resolution with user and close the ticket.

**Escalation**

* **P1 (Critical):** Entire office/network segment down.
* **P2 (High):** VPN failure for remote workers.
* **P3 (Medium):** Individual user experiencing intermittent network issues.