**SOP for Slow System Performance**

**Purpose**

To optimize system performance and minimize productivity loss.

**Scope**

Covers troubleshooting for slow desktops, laptops, and applications.

**Procedure**

1. **User reports slow performance issue** via Help Desk.
2. Check system resource utilization (CPU, RAM, Disk, Network).
3. Clear temporary files and perform disk cleanup.
4. Scan for malware and remove unnecessary startup applications.
5. Perform software updates and system tuning.
6. Escalate to IT Infrastructure if hardware upgrade is needed.
7. Confirm resolution with user and close the ticket.