**SOP for Software Installation Requests**

**Purpose**

To ensure authorized software installations while maintaining compliance.

**Scope**

Covers requests for new software or updates.

**Procedure**

1. **User submits software installation request** via Help Desk.
2. Verify software approval and licensing.
3. Download/install software using admin privileges.
4. Test functionality after installation.
5. Update software inventory records.
6. Confirm resolution with user and close the ticket.

**Escalation**

* **P1 (Critical):** Business-critical software installation failure.
* **P2 (High):** User requires software for urgent tasks.
* **P3 (Medium):** Non-urgent software requests.