# Standard Operating Procedure for Unknown Issue

## Purpose

This SOP outlines the steps to identify, troubleshoot, and resolve issues related to unknown issue.

## Scope

This SOP applies to all IT support personnel responsible for addressing incidents involving unknown issue.

## Procedure

1. Identify the issue and gather user inputs/logs.

2. Verify if the issue is recurring or a one-time failure.

3. Perform standard troubleshooting steps for unknown issue.

4. Escalate to Tier 2/3 support if unresolved.

5. Document resolution and close the incident.

## Contacts

For escalation or further assistance, contact the IT Operations Team.