# SOP for Backup Failure Issues

## Purpose

To troubleshoot and resolve Backup Failure issues.

## Scope

Includes Database systems and Backup Failure-related services.

## Procedure

1. User reports Backup Failure issue via Help Desk.  
 2. Verify the reported issue by checking system logs and configurations.  
 3. Perform initial troubleshooting steps such as restarting services, checking settings, or running diagnostic tools.  
 4. If the issue persists, escalate to the respective Database support team.  
 5. Apply the recommended solution and verify resolution.  
 6. Confirm resolution with the user and close the ticket.