# SOP for Bug Report Issues

## Purpose

To troubleshoot and resolve Bug Report issues.

## Scope

Includes Software systems and Bug Report-related services.

## Procedure

1. User reports Bug Report 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 Software support team.  
 5. Apply the recommended solution and verify resolution.  
 6. Confirm resolution with the user and close the ticket.