# SOP for Connectivity Issues

## Purpose

To troubleshoot and resolve Connectivity issues.

## Scope

Includes Network systems and Connectivity-related services.

## Procedure

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