# SOP for Desktop Issues

## Purpose

To troubleshoot and resolve Desktop issues.

## Scope

Includes Hardware systems and Desktop-related services.

## Procedure

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