# SOP for Unknown Issue Issues

## Purpose

To troubleshoot and resolve Unknown Issue issues.

## Scope

Includes Other systems and Unknown Issue-related services.

## Procedure

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