Title: Application Performance Troubleshooting

Scenario:

An employee reports that SAP is running slowly during peak hours.

Steps:

1. Check system status on the IT Dashboard for known outages.

2. Run the Nexthink performance diagnostics tool.

3. Close unused applications to free up system resources.

4. Restart the SAP application and monitor performance.

5. Log a ticket with ServiceDesk if issue persists.

Troubleshooting:

1. Ensure your device meets minimum system requirements.

2. Check for pending Windows updates and install them.

3. Switch to a wired connection if using Wi-Fi.