

IT HARDWARE & SOFTWARE SUPPORT GUIDE

Department: IT Support

Category: Hardware & Software

Audience: All Employees

Purpose: Provide troubleshooting, guidelines, and best practices for company-issued hardware and software.

1. Overview

IT department ensures employees have functional hardware and software for productivity. Support covers:

- Laptops / desktops / peripherals
 - Software installation and updates
 - Licensing and access issues
 - Performance troubleshooting
-

2. Hardware Support

2.1 Company-Issued Devices

- Laptop / Desktop provided based on role
- Serial number recorded in IT inventory

2.2 Common Hardware Issues

- Device not powering on
- Keyboard / mouse / touchpad malfunction
- Battery not charging or draining quickly
- Monitor or peripheral connectivity issues

2.3 Hardware Troubleshooting

1. Verify power connection / battery
2. Restart device
3. Check peripheral connection
4. Ensure driver/software is updated
5. If unresolved → raise IT ticket with serial number

2.4 Hardware Replacement Policy

- Device replacement after troubleshooting and IT verification
 - Warranty-covered repairs first
 - Replacement approved by IT manager
-

3. Software Support

3.1 Company-Approved Software

- Office suite (Word, Excel, PowerPoint, Outlook)
- Collaboration tools (Slack, Teams, Zoom)
- Security & VPN clients
- Role-specific software

3.2 Common Software Issues

- Installation failure
- Software crashing or freezing
- License expired / missing
- Configuration issues

3.3 Troubleshooting Steps

1. Restart the application / device
 2. Verify license validity
 3. Update to latest version
 4. Check system requirements
 5. Reinstall if needed
-

4. Access & Permissions

- Some software requires admin rights
 - Request access through IT ticket if denied
 - Role-based restrictions apply for security compliance
-

5. Security Guidelines

- Only install approved software
 - Do not bypass IT security policies
 - Report suspicious software / malware immediately
-

6. When to Raise a Ticket

Raise an IT Hardware/Software ticket if:

- Device malfunction persists
- Software fails installation or crashes

- License or access issues
 - Peripheral devices (mouse, keyboard, monitor) not working
-

7. Information Required While Raising Hardware/Software Ticket

- Employee ID
- Device type and serial number
- Operating System & version
- Software name & version (if applicable)
- Error messages / screenshots
- Steps already attempted