

SOP: Device and Software Compatibility Checks

1. Purpose

This SOP describes the process for conducting **device and software compatibility checks**, ensuring that all hardware and software components function seamlessly together. It covers compatibility testing procedures, verification of system requirements, troubleshooting common conflicts, and documenting results to maintain optimal performance and prevent integration issues across different platforms and devices.

2. Scope

This SOP applies to all IT staff and technical teams responsible for integrating, updating, or deploying hardware and software systems within the organization.

3. Responsibilities

- **IT Administrators:** Conduct compatibility checks and report findings.
- **Project Managers:** Ensure required testing is conducted before deployment.
- **End Users:** Report any compatibility issues encountered during operation.
- **Documentation Team:** Maintain records of compatibility checks and results.

4. Definitions

- **Device:** Hardware component such as PC, laptop, tablet, or mobile device.
- **Software:** Applications, operating systems, or firmware used on devices.
- **Compatibility Check:** Verification process to ensure devices and software function correctly together.

5. Procedure

1. Preparation

- Identify required hardware and software platforms for the compatibility check.
- Review technical documentation and minimum system requirements for all components.

2. Compatibility Testing

- Install software/applications on designated devices according to manufacturer's instructions.
- Verify all functions and features operate as intended on each device/platform.
- Check for interoperability between devices (e.g., file sharing, network connections, peripheral support).

3. Verification of System Requirements

- Confirm the device meets or exceeds the minimum specifications for the software.
- Document any instances where requirements are not met and detail any limitations observed.

4. Troubleshooting

- If compatibility issues are detected, review error logs and system messages for diagnostic clues.
- Attempt to resolve using recommended troubleshooting steps (e.g., driver updates, software patches).
- If unresolved, escalate to relevant vendors or support teams.

5. Documentation

- Record all test scenarios, outcomes, and issues encountered in the compatibility check log.
- Attach any relevant screenshots, logs, or error messages.

- Summarize final results and recommendations for each device and software combination.

6. Documentation and Records

Document	Description	Location
Compatibility Check Log	Detailed record of all compatibility test results, issues, and resolutions	Shared IT Documentation Portal
Issue Reports	Documentation of unsupported hardware/software or unresolved issues	Issue Tracking System
Change Requests	Requests for updates or modifications based on compatibility findings	Change Management System

7. References

- Device and Software Technical Manuals
- Vendor Compatibility Matrices
- IT Policy and Change Management Process

8. Revision History

Version	Date	Description	Author
1.0	2024-06-26	Initial SOP released	IT Department