

Standard Operating Procedure (SOP): IT Support Request and Troubleshooting Workflow

Purpose: This SOP details the **IT support request and troubleshooting workflow**, covering the process for submitting support tickets, initial issue assessment, prioritization and categorization of requests, step-by-step troubleshooting procedures, escalation protocols, resolution documentation, and follow-up communication with users. The purpose is to ensure efficient, consistent, and effective handling of IT issues, minimizing downtime and enhancing user satisfaction through structured support operations.

1. Scope

This SOP applies to all IT support staff and users requiring technical assistance within the organization.

2. Responsibilities

- **Users:** Submit accurate and detailed support requests.
- **IT Support Staff:** Receive, assess, troubleshoot, resolve, and document IT issues, escalating when necessary.
- **IT Managers:** Oversee workflow efficiency, review escalations, and maintain SOP updates.

3. Workflow Steps

3.1 Submitting Support Requests

1. Users submit support requests via designated channels: ticketing system, email, or helpdesk portal.
2. Each request must include:
 - Contact information
 - Description of the issue (including error messages and screenshots, if possible)
 - Impact and urgency
3. A unique ticket number is generated for tracking.

3.2 Initial Assessment

1. IT support reviews new tickets within 15 minutes (during working hours).
2. Verify ticket completeness; request additional information if necessary.

3.3 Prioritization and Categorization

1. Assign a priority level based on impact and urgency:
 - **Critical:** Major business disruption, requires immediate attention.
 - **High:** Significant impact, quick resolution needed.
 - **Medium:** Moderate impact, standard response.
 - **Low:** Minor inconvenience, can be scheduled.
2. Categorize request (e.g., hardware, software, network, access).

3.4 Troubleshooting Procedures

1. Follow documented troubleshooting guides or standard checklists relevant to the category.
2. Steps must include:
 - Collection of detailed error information

- Replication of the issue (if possible)
 - Execution of standard fixes (e.g., restarting systems, applying patches)
 - Verification after each step
3. Document all actions in the ticket.

3.5 Escalation Protocol

1. If issue cannot be resolved within a reasonable time or requires specialized expertise:
 - Escalate to next support tier or relevant specialist.
 - Update ticket with escalation details and preliminary findings.
2. Notify user of escalation and provide status update.

3.6 Resolution and Documentation

1. Once resolved, record the following in the ticket:
 - Resolution steps taken
 - Root cause (if identified)
 - Any changes made to user systems
2. Mark ticket as "Resolved" or "Closed," as appropriate.

3.7 User Communication and Follow-Up

1. Communicate resolution to user, confirming issue is resolved to their satisfaction.
2. Provide a summary of actions taken and preventive recommendations, if any.
3. Request user confirmation before closing ticket (where applicable).
4. Send follow-up survey for user feedback (optional but recommended).

4. Records and Documentation

- All actions and communications must be documented in the ticketing system.
- Maintain records for auditing, trend analysis, and continuous improvement.

5. Review and Updates

- This SOP should be reviewed annually or after significant process changes.
- All updates must be communicated to the IT team and relevant users.

6. Appendix

- Sample Troubleshooting Checklists
- Escalation Contact List
- Ticketing System User Guides