SOP Template: Standard Troubleshooting Workflow for Common Issues

This SOP details a **standard troubleshooting workflow for common issues**, encompassing initial problem identification, systematic diagnosis, step-by-step resolution methods, documentation practices, and escalation procedures. The goal is to ensure efficient and consistent handling of recurring problems to minimize downtime and improve overall operational effectiveness.

1. Purpose

To outline a standardized troubleshooting approach that ensures prompt and effective resolution of common operational issues.

2. Scope

This workflow applies to all personnel responsible for identifying and resolving routine technical or operational issues within the organization.

3. Responsibilities

- **Operators/Technicians:** Follow the troubleshooting workflow, document actions, and escalate when necessary.
- **Supervisors:** Review incidents, approve escalations, and ensure SOP adherence.
- **IT/Support Teams:** Assist in resolving escalated issues and update documentation as needed.

4. Standard Troubleshooting Workflow

1. **Problem Identification**
   - Receive and log the issue (who, what, when, where).
   - Gather relevant information from user or monitoring systems.
   - Assign initial severity and priority.
2. **Systematic Diagnosis**
   - Verify and reproduce the issue if possible.
   - Review recent changes, alerts, and system logs.
   - Consult knowledge base or previous incident records.
3. **Resolution Methods**
   - Attempt standard solutions as per documentation.
   - Test the fix in a controlled/safe environment if feasible.
   - Monitor for recurrence after applying the fix.
4. **Documentation**
   - Record all steps taken, observations, and outcomes in the ticket or log.
   - Tag any new solutions for review and potential SOP updates.
5. **Escalation Procedures**
   - If unresolved after standard measures, escalate to the next support tier per escalation matrix.
   - Provide all documentation and troubleshooting details upon escalation.
   - Continue to assist as required until the issue is closed.
6. **Closure & Feedback**

- Confirm with stakeholders or end-users that issue is resolved.
- Close incident in tracking system and submit feedback for continuous improvement.

5. Escalation Matrix (Sample)

Severity	Action	Escalation Contact
Critical	Escalate immediately	Supervisor & IT Lead
Major	Escalate within 1 hour if unresolved	Supervisor
Minor	Resolve within department; escalate if unresolved in 24 hours	Team Lead

6. Related Documents

- Knowledge Base/FAQs
- Change Management SOP
- Incident Logging Template

Note: Modify this template according to specific operational requirements and tools used within your organization.