

SOP | Handling System Issues

Purpose

This SOP provides the standard for reporting and escalating system problems that prevent employees from performing their work. This is to ensure quick resolution, minimize downtime, and maintain operational efficiency, specifically in scenarios where team members, customers, or overall work are impacted.

Scope

This SOP applies to all Netfone staff who are encountering all Netfone system-related issues that impact or hinder productivity. This SOP covers general system issues and critical issues that affect teams, customers, or business operations. System issues may include, but are not limited to, software failures, hardware malfunctions, network outages, or access problems.

Definitions

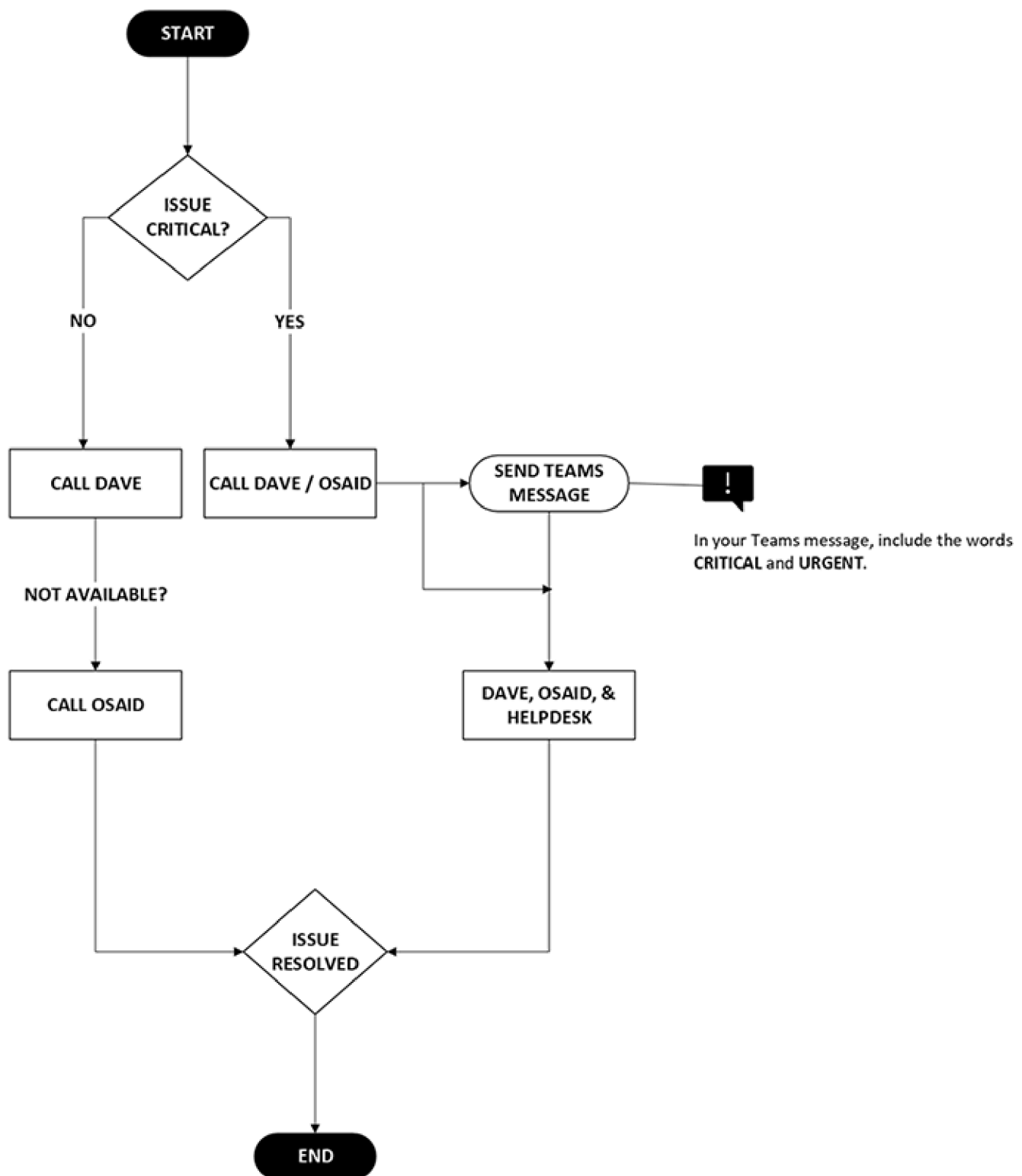
- **System Issue:** Any technical issue preventing a Netfone staff from performing or completing their assigned tasks.
- **Critical Issue:** A system issue impacting the team, customers, or broader work/business processes.
- **Teams Message:** Refers to communication via Teams.

Responsibilities

- **Employee/Reporter:** Identify the issue, follow the escalation process, and provide clear details about the issue.
- **Dave:** Primary contact for initial troubleshooting and resolution.
- **Osaid:** Secondary contact if Dave is not available.
- **Helpdesk:** Support team for logging and tracking issues, particularly the critical issues.

Flowchart





Procedures

1) **Identify the Issue:** Assess if the issue is hindering you from completing your tasks (general system issues). Determine the issue's impact on your work, colleagues, customers, or overall business operations (critical issues).

2) **Escalate General System Issues:** If the issue is not critical (impact is solely on the individual's ability to perform/complete their work but no broader impact):

- Call Dave immediately as first point of contact. Call Osaid if Dave is not available.
- Provide the details about the issue - Description of the issue, When it started, and Steps already attempted to resolve it.
- Follow up with the primary or secondary contact regarding your reported issue.

3) **Escalate Critical Issues:** If the issue is critical such as team-wide outage, disruption to a customer's business operations, or significant work impact:

- Call Dave or Osaid (as per step 2 above).
- Send a Teams message to **Dave, Osaid, and Helpdesk**.
- In your **Teams message**, include the words **CRITICAL** and **URGENT** in your message to **flag priority**. It must include: clear description of the issue, who/what is impacted, urgency level, and any supporting details (i.e. error messages, screenshots).

4) **Follow-Up and Resolution:** Do the following steps:

- Wait for acknowledgment from the contacted parties.
- If no response within 15-30 minutes for critical issues, re-escalate by calling the contacts again.
- Once resolved, document the incident briefly (e.g., in a shared log or ticket system) for future reference.
- Report any recurring issues to management for preventive measures.

