STANDARD OPERATING PROCEDURE

IT Help Desk SOP

Document no.	SOP-IT-009
Revision	1.0
Owner	IT Service Delivery Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To provide a consistent process for logging, triaging, resolving and closing everyday IT support requests, so users get timely help and recurring issues get fixed for good.

2. Scope

Applies to general IT support requests and questions submitted by phone, chat, email or self-service portal to the help desk. Major incidents follow the incident management SOP and formal changes follow the change management SOP.

Definitions

Ticket	A logged record of a support request from submission to resolution.
First-contact resolution	Resolving a request during the initial interaction, without escalation or follow-up contact.
Service catalog	The list of standard IT services and request categories users can ask for.
Escalation	Passing a ticket to a more specialized team when first-line support cannot resolve it.

3. Responsibilities

Service Desk Analyst	Logs tickets, attempts first-contact resolution, and confirms fixes with users.
Support Agent	Resolves escalated tickets that require deeper technical investigation.
Team Lead	Reviews SLA breaches and coaches the team on recurring issues.
End User	Reports the issue, provides needed details, and confirms whether the fix worked.

RACI matrix

Activity	Service Desk Analyst	Support Agent	Team Lead	End User
Log and categorize the ticket	R/A	I	I	C
Attempt first-contact resolution	R/A	I	I	C
Escalate and resolve at Tier 2	R	R/A	I	I
Confirm resolution and close the ticket	R/A	I	I	C
Review SLA breaches and	C	C	R/A	-

Activity	Service Desk Analyst	Support Agent	Team Lead	End User
repeat issues				

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Ticketing system
- Knowledge base
- Service catalog
- Remote support tool
- SLA and priority matrix

5. Procedure

Step	Task	Owner	Done
5.1	**Log every request as a ticket** The Service Desk Analyst logs each request as a ticket with the user's contact details, category and a description of the issue, regardless of how it was received.	Service Desk Analyst	☐
5.2	**Categorize and prioritize** The Service Desk Analyst assigns a category and priority to the ticket using the service catalog and priority matrix, which determines routing and target response time. **Checkpoint:** The category matches the service catalog entry and drives the correct routing and SLA.	Service Desk Analyst	☐
5.3	**Attempt first-contact resolution** The Service Desk Analyst attempts to resolve the request immediately using documented procedures and the knowledge base.	Service Desk Analyst	☐
5.4	**Request more information if needed** If more detail is needed, the Service Desk Analyst sets the ticket to pending and asks the user for the specific information required to continue.	Service Desk Analyst	☐
5.5	**Escalate to Tier 2 support** If the issue is not resolved within the first-line time allowance, the Service Desk Analyst escalates the ticket to a Support Agent with full troubleshooting notes attached. **Warning:** Never escalate a ticket without reproducible steps and prior troubleshooting notes; it wastes the Support Agent's time and delays the user.	Service Desk Analyst	☐
5.6	**Investigate and resolve** The Support Agent investigates the escalated ticket, applying deeper technical troubleshooting to resolve the issue.	Support Agent	☐
5.7	**Update progress notes** Whoever owns the ticket updates progress notes each time its status changes, so anyone picking it up later has full context.	Support Agent	☐

Step	Task	Owner	Done
5.8	**Confirm the fix with the user** The Service Desk Analyst contacts the user to confirm the issue is resolved before closing the ticket. **Checkpoint:** The ticket is not closed until the user explicitly confirms the issue is resolved.	Service Desk Analyst	☐
5.9	**Document new resolutions** The Support Agent adds a knowledge base article for any fix that was not previously documented, so future tickets can be resolved at first contact.	Support Agent	☐
5.10	**Close the ticket** The Service Desk Analyst closes the ticket and sends the user a closure notification summarizing the resolution.	Service Desk Analyst	☐
5.11	**Review SLA breaches weekly** The Team Lead reviews tickets that breached their target response or resolution time in the weekly team huddle to identify causes.	Team Lead	☐
5.12	**Follow up on recurring issues** The Team Lead investigates repeat or recurring tickets to identify a root cause for a permanent fix rather than repeated workarounds.	Team Lead	☐

6. Quality checks

- Every request is logged as a ticket, none handled without a record.
- Tickets are categorized correctly according to the service catalog.
- Users confirm resolution before a ticket is closed.
- SLA breaches are reviewed weekly and recurring issues are tracked to a root cause.

7. Records

- Help desk ticket history
- Knowledge base article for new resolutions
- Weekly SLA breach review notes

8. KPIs

- First-contact resolution rate
- Average time to resolution by category
- Percentage of tickets closed within SLA
- Customer satisfaction score at ticket closure

9. Common mistakes

- Resolving an issue verbally or over chat without logging a ticket.
- Closing a ticket without the user confirming the fix worked.
- Escalating a ticket without adequate troubleshooting notes attached.
- Not documenting a new fix in the knowledge base for reuse.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Ilia Pirozhenko

Approval

Prepared by	Approved by	Date

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