**DV162\_59\_PAS\_How to Troubleshoot  
Possible Answers Sheet**

Q1. What can you do when working with your computer at home?

Ans: When working with our computer at home, we can decide to perform an operating system upgrade or modify something on our network without going through a large set of processes and procedures.

Q2. What is a formal change control process?

Ans: A formal change control process is a structured method for managing changes to a system or environment, typically found in large computing environments. It involves following specific guidelines and procedures to make modifications to applications or operating systems.

Q3. What is the benefit of having a formal policy for making changes?

Ans: The benefit of having a formal policy for making changes is that it provides structure and control over modifications, ensuring that changes are planned, documented, and implemented in a controlled environment. It also allows for the possibility of rolling back changes if problems arise.

Q4. What is a change control environment?

Ans: A change control environment includes processes for planning changes, estimating associated risks, creating recovery plans, running tests and simulations, documenting changes, and presenting requests to a change control board for approval.

Q5. What steps should be taken before making an actual change?

Ans: Before making an actual change, steps should be taken such as planning for the change, estimating associated risks, creating a recovery plan, running tests and simulations in the lab, documenting the process, and presenting the request to the change control board.

Q6. What is the Troubleshooting Process?

Ans: The Troubleshooting Process is a systematic approach to identifying and resolving issues with systems or applications.

Q7. How does the troubleshooting process start?

Ans: The troubleshooting process starts with identifying a system or application that may be broken.

Q8. What is the first step in the troubleshooting process?

Ans: The first step in the troubleshooting process is to collect as much information as possible about the problem.

Q9. How is the first step of the troubleshooting process useful?

Ans: The first step of the troubleshooting process is useful because it helps gather details about the issue, including symptoms and potential causes, which are crucial for further analysis and resolution.

Q10. Why might it be beneficial to reach out to the user over the phone?

Ans: It might be beneficial to reach out to the user over the phone because they can sometimes provide more information about the issue than what is provided in written communication like emails.

Q11. What should we do if we want to see if anything may have changed in the environment from the time that this was working until the time that this problem was reported?

Ans. If we want to see if anything may have changed in the environment from the time that this was working until the time that this problem was reported, we should look at documentation from the change control board.

Q12. What is the best way to approach a troubleshooting process?

Ans: The best way to approach a troubleshooting process is to break down the problem into smaller pieces and approach each symptom as its own individual problem.

Q13. What should be done before continuing with the troubleshooting process?

Ans: Before continuing with the troubleshooting process, it might be a good time to take backups of everything that you have.

Q14. What documents should be consulted to identify a potential issue with an application?

Ans: Documentation from the change control board and internal knowledge bases should be consulted to identify a potential issue with an application.

Q15. What does Occam's razor tell us?

Ans. Occam's razor tells us that the simplest explanation is often the most likely, encouraging technicians to start with the most obvious causes when troubleshooting.

Q16. What should we do when trying to determine the root cause of an application issue?

Ans: When trying to determine the root cause of an application issue, we should test our theories and make a list of all possible causes, starting with the most obvious ones.

Q17. What should be done if all of the theories on the list have been tried and the root cause still cannot be identified?

Ans: If all of the theories on the list have been tried and the root cause still cannot be identified, it might be time to bring in a third party or an expert who's worked with similar problems before.

Q18. What do we need to implement the troubleshooting step in the production environment?

Ans: To implement the troubleshooting step in the production environment, we need a plan that incorporates the fix and allows for rollback if problems occur.

Q19. What should be done if something unexpected happens during the implementation of the plans?

Ans: If something unexpected happens during the implementation of the plans, we should have alternate plans ready or consider bringing in additional resources for support.

Q20. Do the change control board give us a time and a date to make the change?

Ans. Yes, the change control board gives us a time and a date to make the change.

Q21. What should be done if there is limited time to fix the application issue?

Ans: If there is limited time to fix the application issue, we may need to pull in additional resources to help perform multiple functions simultaneously.

Q22. How can you tell if the fix worked?

Ans: You can tell if the fix worked by performing tests defined prior to making the change, confirming that the environment is still working, and ensuring that the original problem was resolved.

Q23. What do we need to do after resolving an issue?

Ans: After resolving an issue, we need to document everything that we did, including symptoms, changes made, results, and any preventative measures implemented.

Q24. Most environments will have help desk software or \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_that’s perfect for adding this documentation so that everyone will have access to this data.

Ans. Knowledge Base Software.

Q25. What is the troubleshooting process?

Ans: The troubleshooting process is a systematic approach to identifying and resolving issues with systems or applications, starting with identifying the problem and ending with documenting the resolution.

Q26. What do we need to do before implementing a plan to fix the issue during the troubleshooting process?

Ans. Before implementing a plan to fix the issue during the troubleshooting process, we need to make sure to take backups of everything and consult documentation for guidance on implementing the fix.