

# Troubleshooting Methodology

## 1.0 Overview

This document outlines the Standard Operating Procedures (SOPs) for troubleshooting methodology technicians will follow during support engagements.

## 2.0 Purpose

The purpose of this procedure is to establish a trusted procedure for effective problem solving during the troubleshooting process.

## 3.0 Scope

These procedures apply to all technicians while troubleshooting support operations with Pixel.

## 4.0 Procedures

Refer to CompTIA Troubleshooting for further

<https://www.comptia.org/blog/troubleshooting-methodology>

Identify the problem.

Research knowledge source

Establish a theory of what's wrong.

Test the theory.

Establish a plan of action to fix the problem.

Implement the solution.

Verify functionality.

Document the findings.