Armed with answers to the following questions, we can ensure that everyone, including the client and the consultant who may have the work escalated up to, are all on the same page and pointing in the right direction.

1. How is the performance issue presenting itself?
2. What error messages are you receiving if any?
3. How many users are being affected by the issue?
4. How critical is this issue to the business?
5. What has been done so far to diagnose and troubleshoot the issue?
6. Who can assist with the investigation from the client's side and what are their contact details?
7. Is someone else looking at the issue? If so do you have their contact details and do you know what have they done so far?
8. Is this a new or a reoccurring problem?
9. Do you know the name of the failing process?
10. What is the name of the server(s)/application/instance(s)?
11. Has anything changed at the database, application or infrastructure level recently?
12. Is there any additional load, i.e. monthly processing, year end, stocktake etc.?
13. Is this the only application on the SQL Server, and if not are the others experiencing performance problems?
14. Can we manually rerun the failing/slow process multiple times without affecting the underlying data?
15. Is there a test/development environment where we can reproduce the problem?