How much experience do you have in role related to system's troubleshooting?

○ Less than a year

◉ 1 - 5 years

○ 5 - 10 years

○ More than 10 years

Threats and failures

How often do you experience failure in your systems? *

	1	2	3	4	5	
Rarely	○	○	○	○	◉	Often

How long does it take to fix it? *

	1	2	3	4	5	
Fast	○	◉	○	○	○	Time-consuming

How often can you solve the failure? *

	1	2	3	4	5	
Rarely	○	○	○	○	◉	Every time

Which sources do you use to predict or solve the system threats (errors or failures)? *

- [ ] Log files
- [x] Sensors
- [ ] Product information
- [ ] Error reporting and alerts
- [ ] Distributed tracing
- [ ] Other: ....

Which tools do you use to predict or solve the system threats (errors or failures)?

- [x] Diagnostic tools
- [ ] Troubleshooting tools
- [x] Monitoring tools
- [x] Log analysis tools
- [ ] Remote access tools
- [ ] Recovery tools
- [ ] Other: ....

Product Information

How often do you use product information for troubleshooting? *

	1	2	3	4	5	
Rarely	●	○	○	○	○	Often

How often does product information cover the failures? *

	1	2	3	4	5	
Rarely	◉	○	○	○	○	Every time

How easy is to find relevant information in the product information? (is it time-consuming or it * is well structured)

	1	2	3	4	5	
Very difficult	○	○	◉	○	○	Very easy

How often do you use website to get feedback from users? *

	1	2	3	4	5	
Rarely	◉	○	○	○	○	Often

How often do you update your website for providing information about troubleshooting for * user ?

	1	2	3	4	5	
Rarely	◉	○	○	○	○	Often

Automated troubleshooting

How often do you use log file analysis for troubleshooting? *

	1	2	3	4	5	
Rarely	○	○	○	○	◉	Often

Based on your experience, how effective is integrating product information into automated troubleshooting? *

For example use log files to predict upcoming error and then find the solution in product information and do required action for preventing upcoming error.

	1	2	3	4	5	
Not very effective	○	○	○	○	◉	Very effective

Based on your experience, how possible would it be to use AI to predict failures? *

For example use large language model or text mining methods to find solution in resources.

	1	2	3	4	5	
Low	○	○	○	○	◉	High

Based on your experience, how effective is to use product information in automated troubleshooting (without requiring manual intervention from users or administrators)? *

	1	2	3	4	5	
Low	○	○	○	○	◉	High

Based on your experience, how effective would it be if we integrate different sources for fault troubleshooting?
For example integrate log files and product information or dynamic websites and forums.

	1	2	3	4	5	
Low	○	○	○	○	◉	High

Based on your experience, how feasible is it to have totally automated troubleshooting without human help? *

	1	2	3	4	5	
Low	○	○	○	○	◉	High

Based on your experience, what suggestion do you have to improvements or advancements *
of the automated troubleshooting efficiency?

Implementing predictive analysis to log files to detect faults from historical trends.

Google Forms