Tutorial 3 ***Troubleshooting Computer Problems***

1. List the 6 steps that we refer to when solving any computer problem
2. Describe what we mean by a symptom
3. What is the common mistake that is made regarding symptoms?
4. Explain what the “five why” analysis technique is regarding solving problems
5. When you have a list of possible solutions to the problem, how should this be organised?
6. Write down another 3 factors that may be considered when considering the best solution
7. Outline 4 items that would be contained in a large plan of action

8) During the implementation of the plan why is it important to monitor the progress?