**Revision Topics Week 4**

Using the SQA resources at <http://troubleshooting.hnd-computing.com/?page_id=17>

Answer the following questions

Fill in the blanks below

* Identify the ………………… of the problem
* Identify the area affected
* Identify any ………………… changes
* Identify the ………………… of the problem
* ………………… the solution
* ………………… the solution
* ………………… of the solution
* ………………… throughout the process

Q. Why is Analyzing the symptoms important

…………………

Q. What are the two main troubleshooting approaches mentioned?

…………………

Q. Bottom-up troubleshooting is an effective and efficient approach for situations when the problem is suspected to be what? …………………

Q. What is another name for half-split?

…………………

# Read through the Test Strategies page and the scenario.

Keep working through the web pages and continue answering the question overleaf

Identify what Problem Solving Tool each of the following descriptions refers to

|  |  |
| --- | --- |
| typically pieces of software that are used to test and debug other programs, hardware or software by enabling step by step execution or logging of information | ………………… |
| This is where you would sit down with a piece of code in front of you and go through it line by line to ensure that you are satisfied it will work. Essentially, running the code in your head before you run the code on your computer. | ………………… |
| This is accepted practice in industry.  You should start with the most reliable sources such as manufacturers online resources and remember that the information you may find on the internet may not always be reliable, so be careful when utilising such information found.  Again, document the solution. | ………………… |
| This is usually a locally maintained database that contains the problem and resolution of all faults logged within a company. | ………………… |
| a diagram that represents a process, they can be simple or quite complex. Usually incorporates questions and decisions and as such it is a good troubleshooting tool, it ensures that certain options have been investigated and that nothing obvious has been left out. | ………………… |

Q. Why is it important to document the current status, when planning a solution?

…………………

Q. What is the most important piece of advice when implementing a solution?

…………………

Q. When following the plan, what should you do if another problem is discovered?

…………………

Q. When testing your solution, what should your checklist or test-schedule contain?

 …………………

Q. How many steps are in the CompTIA troubleshooting methodology?

….

Q. When documenting a solution what should be included?

…………………

Q. Why is it important to test a solution once it has been implemented?

…………………

Q. What does your test plan show?

…………………

Q. What should you keep during testing?

…………………

Information: It is your responsibility to revise for the exam. Part of this process is to allow you to identify any areas where you feel that you are weak and ask your lecturer for some extra assistance with these areas.