IT Fundamentals Guided Notes (ANSWER KEY)

Lesson 1.6.1 – Troubleshooting Methodology

1. Put the troubleshooting methodology steps in numerical order.

2	Research knowledge base/internet
5	Establish a plan of action to resolve the problem and identify potential effects
1	Identify the problem
7	Verify full system functionality and, if applicable, implement preventive measures
3	Establish a theory of probable cause
4	Test the theory to determine the cause
8	Document findings/lessons learned, actions, and outcomes
6	Implement the solution or escalate as necessary

2. What all needs to be identified in the first step?

The problem(s) needs to be identified as well as what/who all was affected so the problem can be duplicated

3. Why can researching a problem save someone time?

Chances are that someone has had this same problem before, thus if the solution has already been found, this can save someone the time of trial and error of fixing the problem

4. Why should a person test the obvious when establishing a theory?

Sometimes the solution is something super simple and time can be saved as to not try a complex solution when something simple might fix the issue

5. What does it mean for a person/organization to consider multiple approaches when establishing a theory?

This means they should not consider just one solution/problem, think of all the possible issues to make sure the actual problem gets resolved

6. Why is the theory tested before resolving the problem?

A theory does not mean that it is the actual problem/solution, so testing it on a different system allows the initial system(s) to not be affected. You want to make sure that you have the actual solution before resolving the problem to limit the problem from getting worse

7. What does it mean to establish a plan of action and then to implement the solution?

Once the theory is confirmed, you should form a plan of action to solve the initial problem, this is how the team/person will fix the problem. Then, implement this solution to completely get rid of/fix the initial problem

8. Why is it important to verify full system functionality after the solution has been implemented?

You should never assume that the issue has been completely resolved, double check to make sure it is fixed so it does not grow into a bigger problem

9. Why is documenting the findings, actions, and outcomes important?

This will save you, or someone else, time down the road if the same issue was to happen again