**Lesson 1.6.1 – Troubleshooting Methodology**

1. Put the troubleshooting methodology steps in numerical order.

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

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

3. Why can researching a problem save someone time?

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

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

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

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

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

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