Troubleshooting Model

At the end of this episode, I will be able to:

1. Identify the steps in the CompTIA Troubleshooting Model.

Exam Objective: 5.1 - Given a scenario, apply the best practice methodology to resolve problems.

Description: In this episode, we discuss the 6 step CompTIA Troubleshooting Model.

- The CompTIA Troubleshooting Model
    1. **Identify the problem**
    2. **Establish a theory**
        - (question the obvious)
    3. **Test the theory**
    4. **Establish a plan of action**
    5. **Verify full system functionality**
    6. **Document the findings**