Troubleshooting Methodology SOP

Purpose:

To ensure consistent and efficient troubleshooting practices to resolve technical issues effectively.

Scope:

Troubleshooting and resolving technical problems reported by users or identified through proactive monitoring.

Responsibilities:

The IT department at Team Knonsense is responsible for the implementation, maintenance and review of this policy.

Prerequisites:

The IT department at Team Knonsense is responsible for the implementation, maintenance and review of this policy. This will only be done by the IT department, following our set SOP.
[SOPs](#)

Procedure:

Initial Information Gathering:
a. Obtain a detailed description of the issue from the user.
b. Ask specific questions to identify the symptoms, affected systems, and recent changes.
c. Document all relevant information in the ticketing system or a dedicated troubleshooting log.
Problem Reproduction:
a. Attempt to reproduce the reported issue in a controlled environment if possible.
b. Document the steps taken to reproduce the problem and any observed error messages or abnormal behavior.

Root Cause Analysis:
a. Start with the most common and likely causes based on the symptoms reported.

b. Use a systematic approach to narrow down potential causes, ruling out possibilities one by one.
c. Review system logs, error messages, and event histories for additional clues.
d. Utilize diagnostic tools and software to identify potential hardware or software failures.
e. Consult relevant documentation, knowledge bases, and vendor resources for known issues and resolutions.

Troubleshooting Steps:
a. Develop a step-by-step plan for troubleshooting based on the identified potential causes.
b. Document each step and the corresponding results or outcomes.
c. Test proposed solutions in a controlled environment before implementing them in the production environment.
d. Apply changes and solutions in a controlled and documented manner, minimizing any potential disruptions.

Solution Implementation and Validation:
a. Implement the selected solution based on the troubleshooting outcome.
b. Verify the effectiveness of the solution by testing the affected systems or applications.
c. Confirm with the user that the issue is resolved and their expectations are met.
d. Document the final solution and any configuration changes made.

References:

- SOPs

Definitions:

- SOP - Standard Operating Procedure
  - These are the guidelines and rules we follow for a given task.

Revision History:

0.1 5/16/2023 - Dustin Haggett

5/18/2023 - Raphael Chookagian