a)
$$A = \begin{bmatrix} -1 & 4 & -1 & -1 & -1 \\ -1 & 4 & -1 & -1 & -1 \\ -1 & 2 & 0 \end{bmatrix} = \begin{bmatrix} -1 & 4 & -1 \\ 0 & 1 & -1 \\ -1 & 2 & 0 \end{bmatrix} = \begin{bmatrix} -1 & 4 & -1 \\ 0 & 8 & -1 \\ 0 & -2 & 1 \end{bmatrix} = \begin{bmatrix} -1 & 4 & -1 \\ 0 & 0 & -2 \\ 0 & 0 & -2 \end{bmatrix}$$

(b)
$$\begin{bmatrix} -2\lambda & 0 & 1 \\ -1 & 4-\lambda & -1 \\ 1 & 2 & -\lambda \end{bmatrix} \Rightarrow (2-\lambda)(4-\lambda)(-\lambda) - 2 - (-(4-\lambda) - 2(2-\lambda))$$

$$= (8-2\lambda-4\lambda+\lambda^{2})(-\lambda) - 2 + (4-\lambda) + 2(2-\lambda)$$

$$= -\lambda^{3} + 6\lambda^{2} - 8\lambda - 2 + 4 - \lambda + 4 - 2\lambda$$

$$= -\lambda^{3} + 6\lambda^{2} - 11\lambda + 6$$

$$\lambda = 1,3,2$$

$$\lambda = 1,3,3,2$$

$$\lambda = 1,3,3,3$$

$$\lambda^{2} = \begin{bmatrix} 0 & 0 & 1 & 1 & 1 \\ -2 & 2 & 1 & 1 \\ 1 & 2 & -2 & 2 & 2 \end{bmatrix} = 0 \quad -2\chi_{1} + 2\chi_{2} = 0 \quad \text{eigenvector} \begin{bmatrix} 2 \\ 1 \\ 0 \end{bmatrix}$$