1.4 Module Quiz

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Score: 100%

Passing Score: 80%

Question 1   ⊘ **Correct**

A user reports that the projector in the conference room has display issues when it is connected to his laptop. After identifying the cause and completely resolving the issue, the projector displays the images perfectly both on his laptop and on the projector.

Which of the following troubleshooting strategies should you perform next?

- ◯ Identify the problem.

- ◯ Test the solution.

- ⦿ Document the solution.   ✓ Correct

- ◯ Establish what has changed.

Explanation

According to the troubleshooting methodology, after verifying that the solution has resolved the issue and the system is functioning properly, the next step is to document the findings, actions taken, and the outcome. Documenting the solution ensures that there is a record of the issue and its resolution, which can be used for future reference, training, or preventing similar problems. This step is critical for maintaining an organized and efficient troubleshooting process.

Identifying the problem is the first step in the troubleshooting process, where you gather information about the issue and its symptoms. In this scenario, the problem has already been identified, and the issue has been completely resolved. Therefore, this step is no longer relevant. The next step should focus on finalizing the troubleshooting process, such as documenting the solution.

Establishing what has changed is part of the initial stages of troubleshooting, where you investigate whether any recent changes in the environment, system, or configuration might have caused the issue. Since the problem has already been resolved and the projector is functioning perfectly, this step has already been completed earlier in the process and does not need to be revisited.

Testing the solution is a step that occurs immediately after implementing a fix to verify that the issue has been resolved. In this scenario, the solution has already been tested, as the projector is confirmed to be displaying images perfectly. Since the testing step is complete, the next step is to document the solution.

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Question 2 ⊘ **Correct**

What is the primary purpose of verifying and documenting in the troubleshooting methodology?

○ To identify the root cause of the problem.

○ To escalate the issue to senior staff for further investigation.

○ To gather information from the user about the problem.

○ To ensure the solution works and record the process for future reference. ✓ Correct

Explanation

Verifying ensures that the implemented solution resolves the issue completely and that the system is functioning as expected. Documenting the findings, actions, and outcomes is essential for creating a reference for future troubleshooting and improving organizational knowledge.

Identifying the root cause is part of the earlier steps in the troubleshooting methodology, such as establishing and testing a theory. Verifying and documenting occur after the solution has been implemented.

Escalation is a step taken when the problem cannot be resolved at the current level. Verifying and documenting occur after the problem has been resolved, not during escalation.

Gathering information from the user is part of the initial step, "Identify the Problem," and not part of the verifying and documenting phase.

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Question 3   ✓ Correct

When troubleshooting a computer problem, what is the purpose of "Questioning the Obvious"?

- ◯ To skip basic checks and move directly to complex diagnostics.

- ⦿ To identify and eliminate non-causes systematically.   ✓   Correct

- ◯ To escalate the issue to senior technical staff immediately.

- ◯ To focus only on software-related issues.

Explanation

"Questioning the Obvious" involves systematically identifying and eliminating potential non-causes to isolate the actual issue. This method ensures that simple and obvious causes are not overlooked, which can save time and effort in the troubleshooting process.

"Questioning the Obvious" is a step in the troubleshooting process that occurs before escalation. Escalation is only recommended when the problem cannot be resolved after thorough investigation and testing.

"Questioning the Obvious" applies to both hardware and software issues. It involves systematically checking all potential causes, regardless of whether they are hardware or software-related.

"Questioning the Obvious" emphasizes the importance of performing basic checks first. Skipping these checks could lead to overlooking simple solutions and wasting time on unnecessary complex diagnostics.

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Question 4   ⊘ **Correct**

A user reports that their laptop is not connecting to the office Wi-Fi network.

As part of "Questioning the Obvious," which of the following actions should you take first?

○   Reinstall the laptop's network drivers.

○   Escalate the issue to the network infrastructure team.

○   Replace the office Wi-Fi router with a new one.

◉   Verify that the Wi-Fi is enabled on the laptop.   ✓   Correct

Explanation

"Questioning the Obvious" involves checking simple and obvious potential causes first. Ensuring that the Wi-Fi is enabled on the laptop is a basic step that could immediately resolve the issue without requiring more complex troubleshooting.

Reinstalling network drivers is a more advanced troubleshooting step. Before taking such action, you should check simpler causes, such as whether the Wi-Fi is enabled on the laptop.

Replacing the router is an extreme step that should only be considered after ruling out all other potential causes, including basic checks like verifying the laptop's Wi-Fi settings. D) Escalate the issue to the network infrastructure team.

Escalation is only necessary if the problem cannot be resolved after performing basic troubleshooting steps. "Questioning the Obvious" focuses on addressing simple potential causes before involving other teams.

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Question 5   ⊘ **Correct**

Which of the following is a key consideration when applying Best Practice Methodology in troubleshooting?

○   Always prioritize the original cause of the problem over its consequences.

○   Problems affecting a single user should always take priority over issues with wider impact.

▣   Resolving the consequences or impact of the problem is more important than solving the original cause.   ✓ **Correct**

○   Troubleshooting should only focus on the symptoms of the problem.

Explanation

From a business perspective, resolving the consequences or impact of the problem is more critical than addressing the original cause. For example, providing a user with a replacement workstation to restore productivity is often prioritized over diagnosing the root cause of a faulty hard drive.

Resolving the consequences or impact of the problem is more important than solving the original cause. Focusing solely on the root cause without addressing the immediate impact could delay restoring functionality and productivity.

Troubleshooting involves understanding the causes, symptoms, and consequences of a problem. Focusing solely on symptoms without identifying the root cause or addressing the consequences would result in incomplete troubleshooting.

Problems should be prioritized based on their severity and impact. Issues with wider impact, such as a data center losing power, would take precedence over problems affecting a single user.

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