**P3 - Types of Faults**

**Broken software/install/packages**This is more common during setup. When installing new software, or updating existing software, it is possible that the changes either don’t work, or disrupt another part of the system. In this case, the IT support team will need to identify the problem, come up with a solution (such as a newer update, or fixing a bug), and re-deploying the software/update.

**Forgotten Passwords/username**Some organisations have strict security policies that require complex passwords. These can be difficult to remember.  
In the event that a user forgets a password, the IT support will often use an override or reset feature to allow the user to set a new password, or change themselves and instruct the user to change it again upon receiving the new password.  
Most organisations have a simple username scheme (such as ‘firstname.lastname’), which allows users (or IT) to figure out the username. This must not be used for passwords, as it would present a serious security threat.

**System failure/downtime**Occasionally, a problem will occur that disrupts the entire system and causes downtime. This recently happened to Amazons AWS service, when an engineer made a mistake that brought down the entire system for nearly 36 hours.  
Common causes of downtime are hardware failures, such as power cutting out, or losing connection to the internet. In small businesses, a common cause is an unqualified user attempting to ‘fix’ a problem and disconnecting the network. For large organisation, it is more likely that the ISP is experiencing technical issues.  
If the ISP or another third party is at fault, the IT team can only inform everybody once the connection is working again.