

1. <u>Identify the problem</u>	
What is the problem?	1. <u>Identify the problem</u>
What are the symptoms?	2. <u>Identify the cause</u>

2. <u>Identify the cause</u>	
What is the cause?	3. <u>Identify the solution</u>
What are the symptoms?	4. <u>Identify the solution</u>

3. <u>Identify the solution</u>	
What is the solution?	5. <u>Identify the solution</u>
What are the symptoms?	6. <u>Identify the solution</u>