

**Ticket ID:** HD-004

**Category:** Performance / System

**Priority:** Medium

**User Impact:** Single user (reduced productivity due to slow system)

**Environment:** Windows 10/11 workstation

**1. Problem (User's words)**

User reports: *"My computer is very slow, especially when starting up and opening applications."*

**2. Quick Questions I Asked**

- When did the slowdown start?
- Does the slowness happen all the time or only after startup?
- Have any new programs or updates been installed recently?

**3. Symptoms Observed**

- System startup takes longer than usual
- Applications open slowly
- High disk usage observed after login

**4. Troubleshooting Actions Taken**

- Opened **Task Manager** to review CPU, Memory, and Disk usage
- Identified multiple unnecessary programs running at startup and high disk usage
- Disabled non-essential startup applications
- Ran Disk Cleanup to remove temporary files and cached data
- Restarted the computer to test performance improvement

**5. Root Cause**

- The system experienced slow performance due to excessive startup applications and high disk usage from accumulated temporary files.

**6. Fix / Resolution**

- Non-essential startup applications were disabled and disk space was freed, resulting in improved startup time and overall system responsiveness.

**7. Prevention / Recommendation**

- Advised the user to avoid installing unnecessary applications and to periodically remove unneeded files from the system drive.

**8. Proof (Verification)**

- Task Manager review confirmed reduced disk utilization after startup optimization.
- System restarted and monitored for performance improvements.
- Applications launched faster and system responsiveness improved.
- User confirmed the system was operating normally after remediation.

**9. Time Log**

- **Start Time:** 11:10 AM
- **End Time:** 11:35 AM
- **Total Time:** 25 minutes

