

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

