

IT HELP

Best Practices

5 Steps for Effective TROUBLESHOOTING

System User Desires

- 1 Continual Accessibility
- 2 Optimal Functionality

IT Analyst Deliverables

- ✓ Oversee issue via remote connection
- ✓ Find appropriate work-around
- ✓ Install updates and/or upgrades
- ✓ Reduce system down-time
- ✓ Minimize operational impact
- ✓ Prevent future issues

when

When did the problem start?

Verify if this is the first incident or a repeat problem. Reference any past cases.

where

Where is the issue occurring?

Identify the software {features/functions/parts} in which the issue occurs and if it happens on multiple computers or devices.

what

What was happening before it began?

Take note of your before and after steps to compare them with the normal experience.

why

Why did the problem happen?

Consider if you did something different or if there were any system changes.

how

How did you try to resolve it?

Provide any examples of fixes that were attempted, the steps taken, and the outcomes.