

6 Step Troubleshooting

Chuck Brodersen
CTO-Infotel Systems

verizon^v



24/7 Uptime – We Keep You Connected

PERSONALITY PROFILE = DEVELOPER



Troubleshooting Humans & Machines



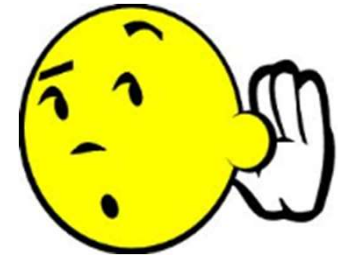
We Help Prevent This



Troubleshooting Humans & Machines



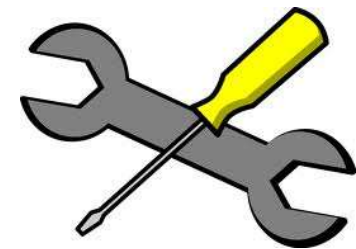
- Interview Method



- Reasoning Skills

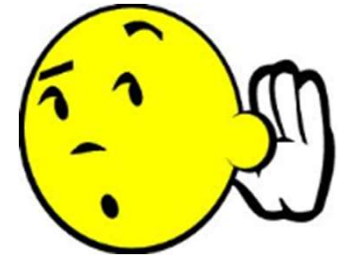


- Technical Knowledge



CCLLFF

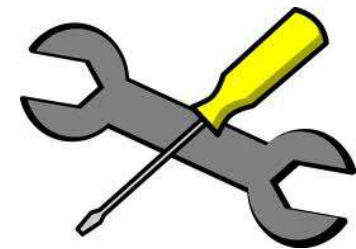
- Clarify
- Changed



- List
- Locate (Eliminate)



- Fix
- Failure Analysis (Fix for Good)



C C L L F F



“Mary can’t Access Amazon.com”



Troubleshooting Humans & Machines



Clarify

Changed

List

Locate /Eliminate

Fix

Failure Analysis

Troubleshooting Humans & Machines





FAIR WITNESS

"Entia non sunt multiplicanda...



...praeter necessitatem."

OCCAM'S RAZOR

IT'S NOT FOR SHAVING

Morning Bob, Bad Back?

- Clarify
- Changed
- List
- Locate (Eliminate)
- Fix
- Failure Analysis (Fix for Good)

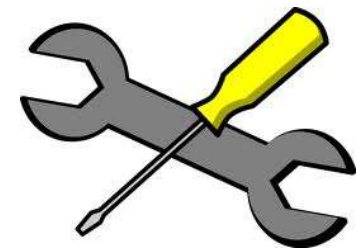
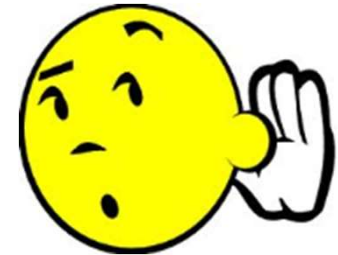




PHOTO: THINKSTOCK

**Clarify
Changed
List**

**Locate /Eliminate
Fix**

Failure Analysis

Troubleshooting Humans & Machines

