



Troubleshooting Workflow

Key Steps

TROUBLESHOOTING FOUNDATIONS

- ☐ Clarify initial information
- ☐ Verify the alert/concern
- ☐ Categorize the issue
- ☐ Understand the impact
- ☐ Establish priority
- ☐ Document initial state
- ☐ Update stakeholders

- ☐ Confirm "should" and "actual"
- ☐ Gather and classify data into IS/IS NOTs
- ☐ Update stakeholders

- ☐ Manage involvement
- ☐ Engage resources
- ☐ Establish tech bridge
- ☐ Update stakeholders

MAJOR INCIDENT MANAGEMENT

- ☐ Select objectives from pre-filled lists
- ☐ Document available solutions
- ☐ Decide on a solution
- ☐ Update stakeholders

- ☐ Identify potential problems
- ☐ Plan preventive actions
- ☐ Prepare contingent actions and triggers
- ☐ Submit emergency change
- ☐ Submit verification plan
- ☐ Update stakeholders

- ☐ Get change approved
- ☐ Schedule change, resources
- ☐ Get customer approval
- ☐ Implement solution
- ☐ Monitor implementation
- ☐ Update stakeholders

- ☐ Verify solution restored service
- ☐ Update current/future impact
- ☐ Extend the fix
- ☐ Update all case notes
- ☐ Create/update artifacts
- ☐ Complete remaining actions
- ☐ Release resources
- ☐ Hand over to problem team
- ☐ Update stakeholders

Discover and Establish Priority

Understand the Issue

Engage the Best Resources

Are Immediate Solutions Available?

YES

Choose Best Solution

Protect the Solution from Failure

Implement the Solution and Restore Service

Release Resources and Follow Up

NO

Did the Solution Fail to Restore Service?

- Record new IS/IS NOT data
- Understand new information and impact
- Engage/Disengage additional resources

Generate Solutions

If no immediate solutions...

- Complete "quick" IS/IS NOTs
- Generate Distinctions and Changes
- Generate possible causes (use both K&E and D&C)
- Determine most probable cause
- Generate immediate possible solutions

If too many solutions, no solutions, or if solutions fail...

- Complete additional IS/IS NOTs
- Generate Distinctions and Changes
- Generate possible causes (use D&C combinations)
- Determine most probable cause
- Generate immediate possible solutions
- Optionally, confirm true cause

PROBLEM MANAGEMENT