Issue encountered

Identify the nature of the problem
   What is wrong? Power? Communication Signal? Software issue?

Isolate the affected areas
   What are the components likely to be involved?

Note what has changed or is different
   This can be a major clue to assist in troubleshooting more quickly

Identify likely suspects
   This is based on info gathered from affected area and what has changed

Choose priority of fixes
   Most likely fix is not always the first to attempt
   Very easy fixes should be tried first (like re-boot)

Attempt to solve the problem
   Take action to fix the problem
   Very easy fixes should be tried first (like re-boot)

Test the solution
   Did fix work?

Document the solution
   It is important to document for 3 reasons
   1. This allows for review of solution with user/customer
   2. It is necessary for work costing (justifies IT budget)
   3. Helps solve future issues

Move to next solution
   Were there unintended consequences?