

Introduction to Troubleshooting



Activity 3



Salama is trying to understand the troubleshooting process. Help her by matching the stages with correct troubleshooting process.

Steps	Troubleshooting Process
Step 1	Verify full system functionality
Step 2	Identify the problem
Step 3	Test the theory to determine the cause
Step 4	Establish a theory of probable cause
Step 5	Establish a plan of action to resolve the problem and implement the solution