

## Assignment: Troubleshooting Case Study & Presentation

### Objective:

You will apply the **CompTIA ITF+ Troubleshooting Methodology** to a real-world IT issue by analyzing a case study and presenting their findings.

---

Work with a partner; select **one IT issue** from the list below. You will **document your troubleshooting steps** based on the **8-step methodology** learned in class.

### Possible IT Issues:

1. A user's computer won't boot after a power outage.
2. A remote employee cannot connect to the VPN.
3. A network printer is not responding.
4. A company employee receives a phishing email and unknowingly provides login credentials.
5. An office experiences **slow internet speeds** after a network update.
6. An accounting application crashes every time it is opened.
7. A healthcare clinic's **Electronic Health Records (EHR) system is down** due to a recent software update.

### Case Study Report Requirements:

Students will **document** their troubleshooting process in a short report (1–2 pages). The report should include:

- **Title of the Issue**
  - **Step 1: Identify the Problem** (Symptoms, affected users, error messages)
  - **Step 2: Research Knowledge Base/Internet** (Possible solutions, vendor documentation)
  - **Step 3: Establish a Theory of Probable Cause** (List possible causes)
  - **Step 4: Test the Theory** (Describe tests performed and results)
  - **Step 5: Establish a Plan of Action** (Plan the fix and consider risks)
  - **Step 6: Implement the Solution** (Explain how the fix was applied)
  - **Step 7: Verify System Functionality** (Confirm the issue is resolved)
  - **Step 8: Document Findings & Preventive Measures** (Record lessons learned)
-

## **Part 2: Presentation (5–7 minutes per student/group)**

Students will create a **PowerPoint or Google Slides presentation** summarizing their troubleshooting process.

### **Slide Requirements:**

- **Slide 1:** Title (Issue Name, Student Name(s))
- **Slide 2:** Problem Summary (What happened? Who was affected?)
- **Slide 3:** Research (What resources were used to find a solution?)
- **Slide 4:** Theories of the Cause (List possible reasons for the issue)
- **Slide 5:** Testing (How did you test your theories? What was the result?)
- **Slide 6:** Solution (What fix was implemented?)
- **Slide 7:** Verification & Prevention (How did you confirm it was fixed? How can this be prevented in the future?)
- **Slide 8:** Lessons Learned & Questions