

# Reporting Computer Issue/Problem Cheat Sheet by [deleted] via cheatography.com/2754/cs/18703/

#### Introduction

In order to assist with reducing time loss, then, here is a list of the 12 bits of information and guidance to have ready to help expedite requests the next time you're in need of contacting support services.

Source: https://www.extensis.com/blog/the-12-most-important-piece-s-of-information-to-share-with-support-services-to-reduce-downtime

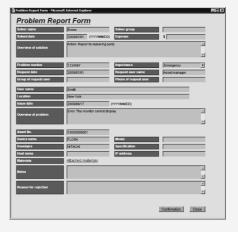
#### Information

- 1. What is the issue?
  - a. Be as descriptive as possible.
- 2. Who is experiencing the issue?
- a. Contact information, phone number, email address, and what time of day that works best for contact?
- 3. When did the issue first start to occur?
  - a. Dates and times
- 4. Has this issue happened before?
  - a. If yes, when?
- 5. What impact is the issue having on you, your team, or department?
  - a. Somewhat functional, non-functional or complete shutdown?
- 6. Is the issue affecting a single user or more than one person?
- a. Are there any correlations between these users such as computer type, changes in environment or recent upgrades to hardware or software?
- 7. Do you experience this issue on another computer\device\network?
- a. Is it location or area specific, building-related, or specific to a group of users?
- 8. Has anything else changed since this issue started?
- a. Have there been any recent software changes (including installations, deletions, reconfiguration, other modifications)?
- b. Have there been any recent additions to the system (adding hardware, upgrading hardware or hardware drivers, adding periphorals)?
- 9. Does rebooting the computer fix the issue (on the Server or Client machines)?
- 10. Are there other applications preventing the software from working?
- a. Virus, Malware, Firewall or other applications running on the server or the client's machine?
- 11. Is the issue web browser related?
- a. Trying another browser for Server portal issues can sometime resolve issues.
- 12. Is the issue network related?
- a. Have there been any changes to the network or network hardware?

## Information (cont)

- b. Recent changes or issues with their Directory Services?
- c. Can they log in to another shared application or drive?
- d. Has the computer been moved recently causing loose cables or other connections?
  - e. Are cables being unreasonably stretched or crimped?
- f. What type of environment is the computer set up in Wi-Fi or Wired?

### **Problem Report**



# Writing Software Defect Report

- 1. Clearly Named Defect title for Defining the Defect.
- 2. Steps To Reproduce The Defect.
- 3. Be Specific.
- 4. Clear Defect Description Faster Resolution
- 5. Background Stories Make for Better Understanding Of Defect.
- 6. Defect Tagging for Searches.
- 7. Simplicity Is The Ultimate Sophistication.
- 8. Don't make business decisions, only pass the Information.
- 9. Severity and Priority of Defects.
- 10. Use a Checklist to Avoid Mistakes when Reporting Defect.

