

Defining the Problem

Narrowing the Problem

- One application or multiple applications?
- Which applications?
- Is it slow?
- Is it broken?
- Does it timeout?
- Is there an error message?
- When did the problem start?
- Has anything changed?
- What and when was the last change control for the network?
- What and when was the last update, patch, or policy push done to clients and servers?
- Does it happen every time or sometimes?
- What time of day? Same time or random?
- Does it affect one person or multiple?
- What were you trying to do? Open, save, download, upload, etc
- What are the exact steps to reproduce the problem?
- What versions of operating systems are affected?
- What versions of the application are affected?
- If a browser, does it happen in all browsers? i.e. Chrome, Firefox, IE, Safari
- What is the server and OS involved?
- What is the network path?
- What devices are in the network path? e.g. IDS/IPS, firewall, load balancer, content switch, cache