Organizational Approaches to Troubleshooting

Network Analysis with Wireshark

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IT-COACHING & CONSULTING

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What to Consider Before Technical Analysis

The 4 W-questions should be asked before starting the technical analysis

Before we start with a measure, we should always ask ourselves the following questions first and be able to answer them concretely.

It is not uncommon for new approaches to arise in answering these questions.

1. Why at all?

2. Why this route?

3. Why now?

4. Why me/us?

Only when a question is fully answered, proceed to the next question.

The 4 W-questions in detail

1. Why at all?

- What exactly do we want to achieve with this measure? What is our goal?
  Answer:
- What would happen if we don't take action?
  Answer:

Tips: Always question the task critically and be 100% clear about the goal.

Only when a question is fully answered, proceed to the next question.

2. Why this way?

- What would happen if we couldn't do exactly that? What are the alternatives?
  Answer:
- How could the task be done more effectively?
  Answer:
- How could the task be done /more efficiently?
  Answer:

Tips: Question familiar work questions. "Copying" is desired and helpful: Has anyone ever successfully mastered such a task? And if so, how?

The 4 W-questions in detail

3. Why now?

- Why has this measure not yet been implemented?
  Answer:
- At what point in time could the measure be more sensibly coordinated?
  Answer:

Tips: Define milestones and set binding deadlines. Not everything needs to be done right away.

Only when a question is fully answered, proceed to the next question.

4. Why me/us?

- Are we assuming something that doesn't really concern us?
  Answer:
- Do we even have the necessary resources/skills? Is there anyone who would be more suitable?
  Answer:

Tips: Make sure no one is just trying to hand over responsibility.

The mandatory criteria for all measures

Measures must always meet the following criteria:

- Concrete
- Measurable
- Temporary

Opening a file in the application is slow

- What does that mean in concrete terms?
  - What file size takes how long?
  - What file size can take how long?
  - Does it take the same amount of time for all clients, or are there differences between clients?

- Where do we want to go in a measurable way?
  - What file size can take how long?

- By when do we want to have achieved the measurable goal?
  - Specify the time frame as realistically and CONCRETELY as possible
  - ALWAYS specify a date and time

Task planning according to the Eisenhower method

Differentiates according to importance and urgency.
For all tasks (tasks for others or tasks for yourself), ask yourself whether they are important and/or urgent.

	Urgent	Not urgent
Important	Do it yourself right away	Immediately Make an appointment
Not important	Delegate	Recycle Bin Tray

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Organizational Methods During Technical Analysis

Always keep the goal in mind

Many people only give thanks to their tasks and not to their goals.
Thinking in terms of tasks is dangerous, it can easily distract from the actual goal.

Constantly questioning whether what we are doing is still expedient at all.

Constant review and monitoring of the achievement of goals.

Keeping track of things

The 3 most important points in analysis/troubleshooting:

1. **Documentation**
2. **Documentation**
3. **Documentation**

- Create an overview of all components involved
- Accurately **document** the original **condition**
- Accurately **log** origin **behavior**

Log ALL (even small) actions - with reason, date and time

Tip: Look for someone who likes to document, even if the person in question is a non-specialist!

Keep Persistence

Perseverance is important!

We are not rewarded for starting, but for finishing!

Thank you for your attention