

Troubleshooting roadmap

Troubleshooting is the art of diagnosing a problem with your business and then working towards solving it. This template presents a framework that will help troubleshoot by systematically approaching a problem, breaking it down and solving it. The structure of the template is as follows:

1. Define the problem

- a. Define the current situation you are in
- b. Define the desired situation you would like to be in
- c. Define the seriousness of the problem and its impact
- d. Define the timeframe and the resources that can be devoted to solving

2. Determine the root cause

- a. Ask WHY did the problem occur
- b. Gather information and use analytical tools to figure it out
- c. Describe the root cause in detail

3. Develop a solution

- a. Describe what exactly will a solution achieve in terms of targets
- b. Identify various solution options that achieve the targets
- c. Choose the best solution

4. Implement the solution

- a. Plan out the solution in detail
- b. Set goals to measure progress
- c. Fine tune it as you are implementing

5. Assess resolution

- a. Review whether the solution worked
- b. If it failed, figure out why
- c. Repeat the process

1. Define the problem

Current situation

Desired situation

Importance & impact

Timeframe & resources

2. Determine the root cause

WHY

(INFO / ANALYTICS)

BECAUSE

3. Develop a solution

Write the problem statement (root cause)

Break down the root cause into small targets for the solution to achieve

List all possible solutions that you see

Check them against the targets and choose the best

4. Implement the solution

Write the solution statement in detail

STEPS

RESOURCES REQUIRED

DEADLINE

STEPS	RESOURCES REQUIRED	DEADLINE

5. Assess the solution

Did the solution solve the problem?



Repeat the process



Review and learn