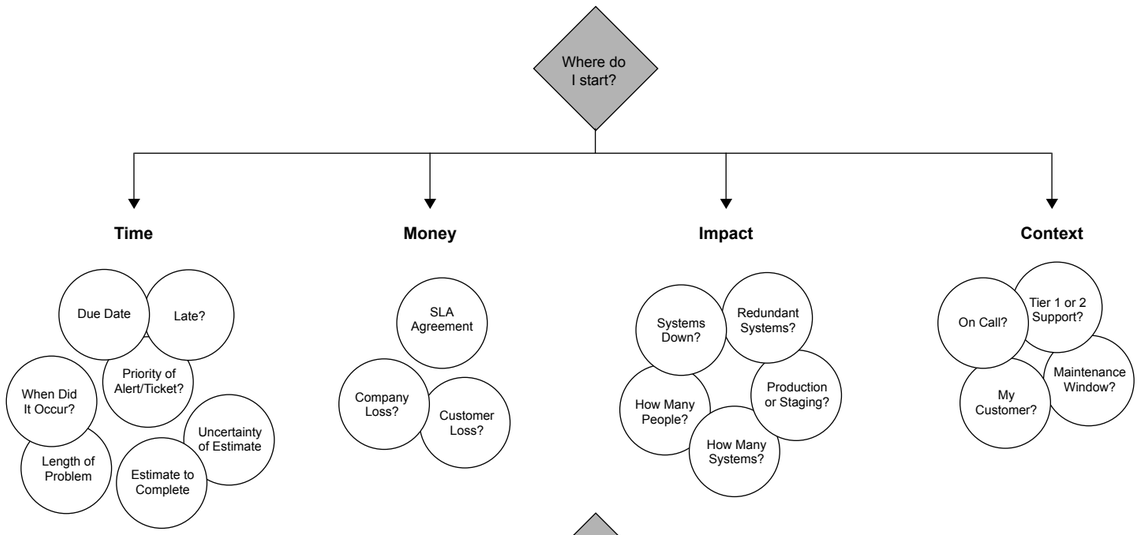
Decision Factors / Questions

# System Administrator - Troubleshooting

## Decision Factors




## Troubleshooting Questions

Where do I start?
What do I do next?
Am I on call? What tier of support am I?
Is there a maintenance window going on now?
What problems have been escalated to me?
What high priority tickets are assigned to me?
When do these items need to be completed or resolved?
What's wrong with the servers or systems I'm responsible for?
Are any servers or systems down? Is there redundancy?
Are they production servers or staging servers?
How many servers are affected by this problem?
How many people (visitors or users) are affected by this problem?
How much money is being lost as a result of this problem?
How long will it take to resolve this problem? How certain am I?
What is the history of this problem on these servers or systems?
Does this problem need to be escalated to an appropriate person?

## Answer Components

**Primary** *(Must Have)*

Ticket Queue (List)
- Ticket Details

Customer List
- Customer Details
- Customer Contact/Escalation List

Systems/Sites Status (List)
- Customer's Systems/Sites
- My Systems/Sites
- System/Site Details
- System/Site Architecture (Diagram)
- System/Site Documentation
- System/Site SLA Agreement

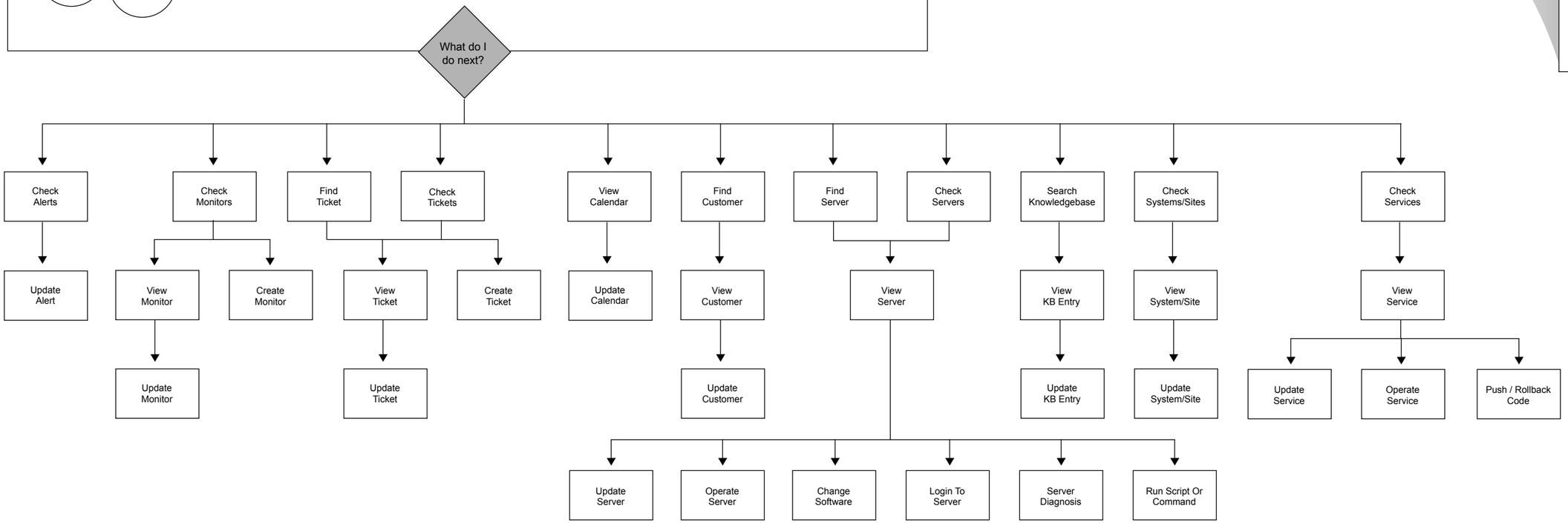
Services Status (List)
- Customer's Services
- My Services
- Service Details

Server Status (List)
- Customer's Servers
- My Servers
- Server Details

**Secondary** *(Nice to Have)*

Alert Queue (List)
- Alert Details

Monitor List
- Monitor Details

Knowledgebase
- Knowledgebase Entry Details

Calendar
- Maintenance Schedule
- On-Call Schedule