Computer Engineering
Western Technical-Commercial School

Name:

Date: Section:

Troubleshooting and Project Design Process Review Questions

Answer questions in sentence form neatly in the space provided. Use the related web resources to answer the questions fully. Half a mark for short points and one mark for each explanation.

1. What is troubleshooting?

_____

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_____

_____

2. What is a design process?

_____

_____

Mark Breakdown Column

Q#	A
1	3
2	3
3	5
4	1
5	2
6	3.5
7	1
8	2.5
9	1
T=	22

3. Using the SPICE model, name and explain each of the process steps.

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_____

_____

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4. Using the SPICE model with respect to troubleshooting, which step takes up the most time in this process?

_____

5. What is incident matching and how does it fit in with troubleshooting.

_____

_____

6. List the 5 major steps in troubleshooting and if no solution then what?

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7. When troubleshooting, what is the key knowledge area required to allow you to communicate effectively?

_____

8. What key skills and knowledge make for a better troubleshooter?

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_____

9. In order to be an effective troubleshooter, you need to not only have operational knowledge but also…?

_____