

Contents

- 1 Scenario Setup
- 2 Problem Statement
- 3 Isolation, Investigation
- 4 Resolution

Scenario Setup

Each scenario will start off with steps necessary to introduce a problem. This can include:

- Automated batch files
- Manual changes
- Specific agents to use

Problem Statement

A short one-liner with minimal details. This is meant to resemble to limited information available when a priority case is initially opened.

Isolation, Investigation

The body of the scenario will focus on isolating where the problem lies and investigating that area until a root cause is identified.

- As a result of the automated batch files, most of these will involve ensuring that processes and instances are running. Tedious, yes - but a good habit to get into.
- Log snippets and SQL query output will be included inline.
- New steps and discoveries will be marked with new headlines.

Resolution

A brief summary of what was learned through the scenario, including steps taken to resolve the problem.