

Approach for troubleshooting and resolving software-related problems.

Resolution of software related problems typically follows the following steps:

- Identify and record the issue. Issues are typically reported by users and recorded in a support register or online help desk system.
- Assign the issue to someone with the skills to resolve it.
- The issue is assessed to understand the root cause and to determine how it will be fixed. This may require gathering more information about the issue.
- Fix the issue based on the root cause. In some cases where it is not possible to provide a fix in a timely manner a workaround may be provided.
- Track the progress of resolution of the issue and keep users informed.
- Test the issue after it has been resolved. The users should also test and confirm that it works as expected.
- Deploy the fix in Production after they have been tested and inform users of the change

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