Chapter 4 Study Guide

True/False

Indicate whether the statement is true or false.

__T___ 1. Most problems support specialists encounter are ones they have seen before or can quickly locate the solution to in a database of problem solutions.

___T_ 2. Most computer problems are not difficult ones for a support provider to handle.

___T_ 3. Occasionally support agents encounter problems they have never seen before.

__F_ 4. Troubleshooting computer problems is a fixed sequence of steps a support specialist follows from the initial problem description to the resolved problem.

___T_ 5. Troubleshooting a computer problem is an iterative process.

___F_ 6. Troubleshooting a computer problem involves primarily hit-or-miss, trial-and-error methods.

___T___ 7. Problem solving is the process of moving from the problem state to the goal state (an operable system).

___F___ 8. Problem solving, critical thinking, and decision making are different names for the same skill.

___T___ 9. Problem solving often relies on a search for ways in which the current problem is similar to other problems.

___F___ 10. In problem solving, a contradiction occurs when the current problem is unlike any problem a troubleshooter has experienced before.

___F_ 11. A hypothesis is a sequence of trial-and-error guesses a troubleshooter makes to try to find a problem solution.

___T___ 12. A troubleshooter who uses creative thinking is one who can see a problem from a new and different perspective.

___T___ 13. One type of critical thinking is the use of cognitive skills to build a mental model to understand or explain an event or a situation.

___T___ 14. Metacognition is used to analyze a troubleshooter's process and, as a result, improve it.

___T___ 15. An example of a metacognitive question a troubleshooter might ask is, What assumptions did I make in working on this problem that led me in the wrong direction?

___F___ 16. Decision making is the ability to select the correct alternative from among all of the wrong alternative ways to solve a problem.

___T___ 17. Active listening occurs when a support agent is as engaged in the communication process as the user who has a problem.

___T___ 18. In addition to listening to a user describe a computer problem, a troubleshooter should listen to the words the user chooses to explain the problem.

____F_ 19. Restating a problem description using the user's exact words is called paraphrasing.

___F___ 20. In troubleshooting a user problem, probing is the use of a volt-ohm meter to measure whether the input electrical voltage is within the specification.

____T_ 21. The five critical questions described in this chapter are designed to force a troubleshooter to challenge the assumptions he or she may have made about a problem situation.

___T___ 22. After a solution to a user problem has been found, an explanation is a communication where a support agent describes the solution so a user understands both the problem and the solution.

___F___ 23. Verification is a troubleshooting procedure that tries to repeat the same problem on another PC.

____T___ 24. The books and manuals in a troubleshooter's personal or professional library are part of his or her knowledge base.

____F_ 25. A knowledge base is the personal experiences a support agent brings to the table to solve a problem.

___F___ 26. Most hardware troubleshooters don't use Internet search engines to locate potential problem solutions because they rarely know the exact model number of hardware devices with problems.

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