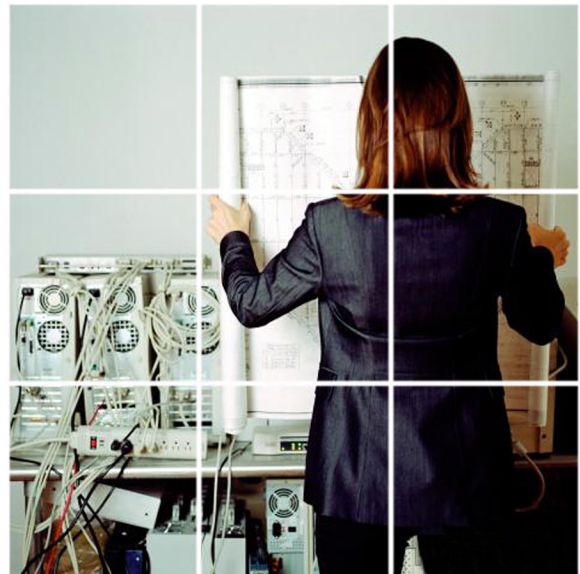
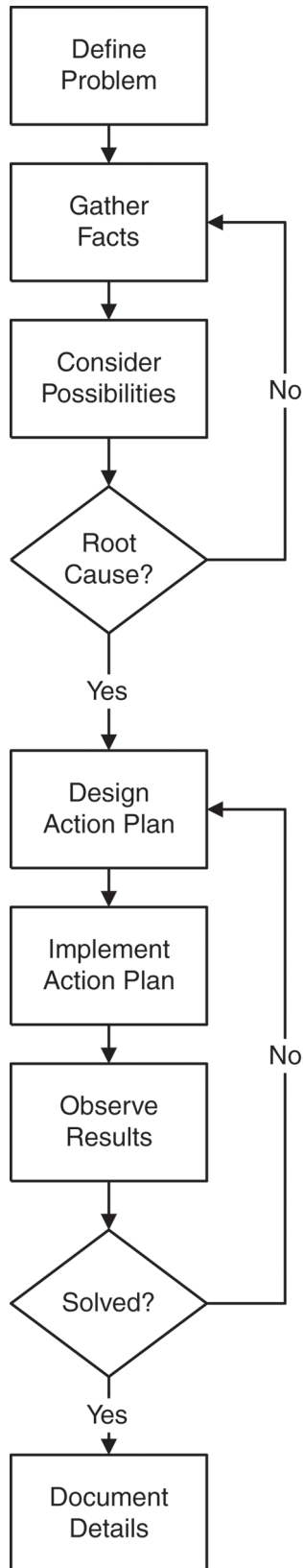


Troubleshooting

M9 Systems follows a logical approach to troubleshooting a problem in that we follow a 9-step process:



However, what stands us apart is our technologists' ability to leverage their multiple skills, broad knowledge and experience, in the pursuit of **Root Cause Problem Solving**.

What is often reported as problem is frequently only the symptoms of a problem. In actuality problems are undesired results caused by structured relationships among system components. When these relationships are complex and hidden, traditional problem solving is not effective and another technique is needed. Root cause problem solving consists of using a **Systems Thinking** approach to discover these structural relationships and then accurately defining the problem.

Systems Thinking involves:

- Seeing inter-relationships rather than things
- Seeing patterns of change rather than single events
- Seeing the structures that underlie complex situations

Problem symptoms and problem causes can look very similar, and it is only through accurate problem definition that a meaningful solution can be developed.

For example, when users experience “their systems freezing up” while using an application over Citrix the problem could easily be attributed to Citrix, especially if prior problems had involved Citrix configuration issues. The fact that there was an additional system dependence on Novell for print and file services could easily be overlooked - particularly if the diagnosis was being performed by a Citrix product specialist with a lack of wider systems knowledge and experience.