Key Term Quiz

CFO
document
verify
troubleshooting theory.
question
obsolescence.
theory of probable cause
trouble ticket

1. There are six steps to the _____________________.

2. You should always _______________ the repair after you verify full system functionality.

3. The limited lifetime of a PC is referred to as ________________.

4. After you establish a(n)_____________________________, you should always test.

5. A(n) ________________ is a computer-generated report that usually includes contact information, the problem description, and the problem solution.