Fault logs

A fault log is a system which consists a list of computer faults. Faults are recorded onto the log, and once recorded these problems are then diagnosed, and solutions to them are found. They are also good for preventing problems that could occur in the future.

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| Date | Time | Issue | From |
| 13/01/2015 | 9:00 | Software is freezing | Gladys |
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The importance of keeping a fault log

By having a fault log means that once the issue has been written down and solved, it wouldn’t have to be done again. For example if a fault in a software such as it will not load up occurs, as this fault is logged onto the fault log, instead of taking action and solving the issue again, the fault log will already have all the solutions to the problem, saving a lot of time that could be used doing other things, and as they have direct access to the solution, if the problem were to turn up again to a client, they can just refer back to the log and send out the solution in the fault log, rather than having the customer wait a few minutes or days to receive a response to their issue.

Another good reason for keeping a fault log is that technicians are able to keep track of the progress they made whilst solving issues. For example an installation. If the installation goes wrong, they can refer to the fault log and read the steps that they took whilst solving the issue, and so whilst going through the steps and carrying them out successfully, it means that they would remember how to do show in the future if they are ever showing a client or even colleague how to carry out the installation. Also as they have the progress written out step by step, they are able to copy the steps into user manuals, post it online on their website, and send it to clients in emails, giving them the benefit of having it as a guide whilst they are going through the installation.

Frequently recording faults into a fault log is a good habit as it means that every fault that is recorded will have a solution, and can be used in the future. For example, faults to do with older versions of software from an organisation would be recorded, and there will obviously be a small few of clients that would request solutions to issues with their old versions. As the faults have been recorded into the log, the technician can refer back to those past faults, possibly test it to see if it is still valid, and if it is, send it out to the customer.

Keeping a fault log is also important as it means that technicians are able to identify faults that keep on occurring. For example, if there are faults such as bugs that frequently show up, this is something that they would have to continue to work on to fix and improve. This is an advantage as it means that they can track the progression of how they have dealt with the issue in the past, and how they will continue to deal with it if it turns up again. Another advantage is that they can use this progress as guidance to clients on how to fix the bugs that have happened. A disadvantage would be that the fault log can start to get a bit full if technicians tend to log in the same faults and all of its progression, meaning that when they wish to use the evidence as advice, they would have to search for a while in the full log just to get the right solutions for their clients.

By having the fault log being used frequently, it is the technician’s job to spot which faults have been occurring more than often. For example as mentioned above, if a fault occurs frequently it will have to be developed on more and more often. By having it recorded the technician would not only have to solve the problem – but make sure that it does not happen again in the future. Checking back at the fault logs makes frequent faults more visible to technicians and they are able to spot them and fix them as soon as possible so that clients wouldn’t have to deal with these problems.