

Interview Cheat Sheet

- Scope: Who is affected?
- Impact: How severe is it?
- Change: What changed recently?
- Authentication: How do they login?
- Connectivity: Can they reach the service?
- Service Health: Is the service actually running?
- Evidence: What do logs show?
- Fix: Implement one change at a time.
- Verify: Confirm restoration.
- Document: Record root cause and resolution.

Scenario 1: User unable to log into Microsoft 365

- What is the error message?
- Is anyone else impacted?
- Did you recently change your password?
- Where are you connecting from?
- Is this the first time you have seen this error? when did it start?
- When was the last time you were able to successfully log in? Have you returned from a break?

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