EO 001.01 - Engage Multi-Link Service Support

001.08.01 - Apply Level 1 Basic Troubleshooting

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| **Conditions** | | | | **Sequence** |
| Classroom with Workstation and Projector | | | | After EO 001.07 |
| **Time** | | **Classification** | | **Instructor** |
| 30 minutes | | Unclassified | | TDL 300 Qualified Instructor or Guest Lecture SME |
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| **Learning Objectives** | | | | **Method** |
| 1) Diagnose a link fault with Platform TDL Specialist and TDL Technician  2) Engage Op/Ex Interface Control Officer/Joint Interface Control Officer | | | | * Brainstorm * Interactive Lecture * Confirmation Questions |
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| **Scenario** | While acting as a Multi-Link Operations Specialist in any exercise or operation there may be times that you will experience intermittent connectivity within the MTN or a total loss of tactical data. In these instances it will be imperative to engage the TDL Service Support sequence. This lesson will delve into the steps required to execute proper platform troubleshooting. | | | |
| **Activity**  **Steps** | **Introduction** –   1. Troubleshooting is simply a form of problem solving, applied in a logical sequence. It is an analytical, systematic search for the source of an issue IOT solve it and make the process, in this case tactical data links, operational again. Following the proper sequence through the three Service Support levels is key to not only engaging the correct entity but to ensure the proper organization is engaged and the issue is rectified at the lowest level   **Activity** –   1. Trainees group brainstorm lvl 1 basic troubleshooting concepts. 2. Instructor will determine student familiarity with the platform   troubleshooting process.   1. Instructor will explore trainees previous experience troubleshooting platform and MTN issues. 2. Instructor will deliver a Ppt presentation that will inculcate the level 1 Basic Troubleshooting process to include: 3. When and Why Basic Troubleshooting is conducted; 4. The level I Basic Troubleshooting process; and 5. The escalation process.   **Conclusion** –   1. Each trainee will participate in class confirmation questions | | | |
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| **Resources** | | | **References** | |
| 1) Ppt Slides  2) Confirmation Questions | | | 1) CJOC CONOP (DRAFT)  2) CAF JICO Handbook Ver 1 | |
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| **Notes to Instructor** | | | | |
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