RX26 · TECH PROBLEM SOLUTIONS · CHEAT SHEET

PROBLEM SOLVING UNDER THE GUNN

MOVE 1

STOP

Protect the scene. That urge to go touch something is just the fear talking.

- Don't change anything until it's written down.
- Grab the logs, configurations, timestamps, who last modified what. All of it vanishes on the first restart or Save.
- One investigator. Staff and volunteers reach out before they take it into their own hands.
- Write one sentence stating the problem, only what you can measure, no cause in it.

MOVE 2

WRITE IT DOWN

Facts and timeline. A problem well stated is a problem half solved.

- Facts are specific, correct, and pertinent only. Mark what's corroborated and what's just one person's story.
- Timeline: when it started, last known good, what else was going on around then.
- "Nobody knows what changed" is a fact too. Write it down.
- Witness accounts go on the list, they just never get fully trusted.

MOVE 3

REASON IT OUT

Suspects, ranked, tested one at a time.

- List every suspect first, rank them second. The obvious one doesn't get to skip the line.
- One factor per experiment. Write what you expect before, what happened after, then put it back.
- A cause is confirmed when an experiment proves it, not when the symptom goes quiet.
- Loop back. Sometimes it really is two things.

THE TWO QUESTIONS TO ASK ON EVERY PROBLEM

WHAT IS DIFFERENT? WHAT CHANGED?

Nothing breaks for no reason. It's never just bad luck and it's never just the software. Something specific is happening, even when you can't see it yet.

THE FULL METHOD: NINE PHASES

#	PHASE	MOVE	WHAT IT ASKS OF YOU
1	**Define the Problem**	STOP	One clear, concise statement. Nothing unverified, nothing beside the point.
2	**Classify**	STOP	Score impact, urgency, recurrence, scope. Simple problems take the lighter path.
3	**Define the Team**	STOP	Owner, witnesses, and a Champion with no stake in it who sanity-checks the answer.
4	**Timeline**	WRITE IT DOWN	When it started, last known good, what changed, what else was going on.
5	**Fact List**	WRITE IT DOWN	Specific, correct, pertinent. Append continuously. Track corroboration honestly.
6	**Probability Tree**	REASON IT OUT	Candidate causes, ranked. Confirming one requires an experiment.
7	**Experiments**	REASON IT OUT	One factor at a time. Log every change so it can be reverted; revert or justify.
8	**Reevaluate**	REASON IT OUT	Update probabilities, rule suspects out, add facts. Loop 5 to 8 until proven.
9	**Postmortem**	WRITE THE ENDING	Impact, solution, factors, lessons, prevention, action items. Verify it held.

RULES FOR THE MINDSET

- **Don't operate in fear.** God gave us a spirit not of fear but of power and love and self-control (2 Timothy 1:7). The weight of the outcome was never yours to carry alone.
- **Be a detective, not a reactor.** Calm, careful, observant beats fast and frantic; the reactor ends up solving the same problem three times.
- **Never trust the witness.** They're not lying, and they're not right either. Watch instead of only listening.
- **Know your tools.** Yours, the ministry's, and what the ministry is trying to get done. AI helps most when you know what to ask, and it's a witness too.
- **Write the ending.** What broke, what fixed it, what to watch for. It pays off twice.

RESOURCES

The full framework: Jon Edmiston's Triumphant Problem Solving video, triumph.tech/resources/triumphant-problem-solving

Rock Detective: the method as a free Rock plugin. Case files with the nine phases, witness statements, probability tree, experiments, postmortem archive, PDF export. Rock Shop, and github.com/YesuCS/RockDetective

Slides and the session recording: this session's page under RX26 Subscriptions on community.rockrms.com

TO GOD BE THE GLORY.

Yeşu Chum · Houston's First Baptist Church