

- **Planning ahead** will **prepare you for** when you need additional resources, instead of having to scramble for them **at the last minute**
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- help you avoid **getting stuck** on a lot of these **situations** ????????????????
- **Emergencies** and **unexpected events** will **arise**—they always do
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- give them **timely** updates ??????????
- instead of **getting interrupted** in the **middle** of a task ??????????????
- It's important to communicate **upfront** to the user ??????????????
- **give them an idea of** when they can **expect their issue to be fixed** so they can plan what to do next ??????(?)????????????????????????????
- make sure you tell the user that you're dealing with **a crisis** and that you'll help with their **request** once the crisis is resolved ???
- fixing the database is critical and affects the **whole company**, so it **should take priority**
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- a user calls you to **request access** to a shared resource, but you're **in the middle** of **dealing with** an issue that's **causing** the company's database **to be offline** ?????? Call ??????????????, ?????????????????????????????
- you have to replace a keyboard but you **have no spares available** ???????
- it's important to understand these **implicit expectations** and let users know if **fixing** the problem will **take longer than** they expect
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- When you're **dealing with** an issue that's **affecting** one or more users,
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- select which task you're going to deal with depending on **urgency** ??????????????????
- **make a list** of all of the tasks that need to **get done** ??????????????????
- you might need to write **your own** script that **gets rid of** them ??(??)??
- it might be **easily fixed** by **uninstalling applications** that aren't used, or **cleaning up** old data that isn't needed **anymore**.
- It's common for the **overall performance** of the system **to decrease** as the available disk space **gets smaller** ?????????????????????????????????????
- We saw how **reducing scope** and **isolating problems** can lead us to **the root cause** of programs that are **running slowly** or **crushing unexpectedly** ????????????
- how to **identify** what process or application is **taking up** all your disk space ??
- You **hadn't written** the software and **didn't have access to** the source code.
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- you were an **IT professional** who's **in charge of** the **deployment** and **maintenance** of software in your company ????? IT ?????????????????????????????
- raise an error; throw(threw) an error ?????
 - another thing that could cause the open function to **raise** an error
 - the interpreter **threw** one of these errors
 - when you can't modify the program that's **throwing** errors
- Logs on both servers **show** an **increase in** CPU and RAM usage. What may be **the most effective way** to resolve this issue with **a complex set of servers**? ????????????????? CPU ? RAM ???
- The website is **hosted by** two load balancing servers in the cloud **and are connected** to an external SQL database. ????????????????????????????????????? SQL ???
- During **peak hours**, users have reported issues connecting to a website. ??(?)
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- we can **prepare** if **something similar happens** in the future ??????????????????????
- Third-party service providers may **go down**, an update may **not perform as expected**, or a server may **experience a hacking attack**
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