**Practice Quiz: Handling Bigger Incidents**

**TOTAL POINTS 5**

1.Question 1

Which of the following would be effective in resolving a large issue if it happens again in the future?

1 point



Incident controller



Postmortem



Rollbacks



Load balancers

2.Question 2

During peak hours, users have reported issues connecting to a website. The website is hosted by two load balancing servers in the cloud and are connected to an external SQL database. 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?

1 point



Use threading in the program



Cache data in memory



Automate deployment of additional servers



Optimize the database

3.Question 3

It has become increasingly common to use cloud services and virtualization. Which kind of fix, in particular, does virtual cloud deployment speed up and simplify?

1 point



Deployment of new servers



Application code fixes



Log reviewing



Postmortems

4.Question 4

What should we include in our postmortem? (Check all that apply)

1 point



Root cause of the issue



How we diagnosed the problem



How we fixed the problem



Who caused the problem

5.Question 5

In general, what is the goal of a postmortem? (Check all that apply)

1 point



To identify who is at fault



To allow prevention in the future



To allow speedy remediation of similar issues in the future



To analyze all system bugs