The video goes over the impacts that internet operations has had on its operators. When it comes to operations throughout the internet, the first person to blame is the provider, and that becomes a finger pointing game. With this game, there should be a set of things to keep in mind that could mitigate these problems and create a good way to solve them. Having a good ticketing system can hold people accountable and encourage problem solving. For problems that arise, create a written procedure for these problems and how to solve them. With these procedures, create a checklist to compliment it so that eventually solving these problems can become trivial and not a headache. Other not so obvious things to keep in mind is have insurance and have baseline measurements. This means having a good understanding of traffic flow and routing patterns. Have a way to monitor your hardware via software, things like SNMP or Netconf. Also, have copies of everything so that you can reference old problems that might be like the current ones. On a different note, using more sophisticated tools for network operations can aid these problems. Thinking about SDN, having a control plane that can manipulate traffic and monitor every aspect of it can expedite these problems. Overall, this video allowed me to take a step back from the technical side of network problems and think about how and why these problems come about.