This week's lessons showed the business side of running the IT department. From all the steps and planning it takes to start building a network, to troubleshooting and keeping networks running. I found this week's lessons to be easier to swallow than previous weeks. I had learned a bit about planning a networks’ design, so maybe that helped me. I do find planning and designing to be especially interesting, so perhaps that helped instead. Troubleshooting a WAN seems to be easier said than done, but the videos did say that most problems are not as complicated if you eliminate the obvious. I also feel like MTBF (Mean Time Between Failures) can be applied to many aspects of my day-to-day life, not just technical support.