

Mistakes in Prod support

Here are the **5 biggest mistakes** a beginner might make in a production support role, along with tips to avoid them:

1. Rushing to Apply Fixes Without Understanding the Problem [🔗](#)

Mistake: Newcomers often rush to fix issues without fully understanding the problem.

Consequence: This can lead to improper fixes or new problems.

Solution: Always take time to diagnose the issue properly before applying any fixes. Understand the system and the potential impact of any changes.

2. Not Prioritizing Critical Issues [🔗](#)

Mistake: Failing to prioritize production issues, treating minor issues with the same urgency as major outages.

Consequence: Major incidents may remain unresolved while time is wasted on less critical tasks.

Solution: Learn to assess the severity of issues based on their impact on the business and user experience. Use any priority guidelines your team follows.

3. Ignoring Monitoring and Alerts [🔗](#)

Mistake: Overlooking system monitoring tools and alerts or not responding to them quickly enough.

Consequence: Small problems can escalate into major incidents if not addressed in a timely manner.

Solution: Stay proactive with monitoring tools, and always investigate alerts immediately to prevent escalation.

4. Making Unapproved Changes in Production [🔗](#)

Mistake: Beginners may attempt to fix problems by making changes directly in the production environment without approval.

Consequence: This can lead to system downtime, data corruption, or further issues that are harder to trace.

Solution: Always follow the change management process and get proper approvals before making any changes in production.

5. Failure to Escalate When Necessary [🔗](#)

Mistake: Trying to fix a complex problem alone or waiting too long before asking for help.

Consequence: Delayed resolutions, increased downtime, or worsening of the issue.

Solution: If an issue is beyond your expertise, escalate it to senior team members or the appropriate support level as soon as you realize you're stuck.

By learning to prioritize issues, understand the impact of changes, and use available resources effectively, beginners can avoid these common mistakes and improve their performance in a production support role.