**Application Support Research Questions/Answer**

**How does S-Mart carry out automation on system monitoring tasks?**

S-Mart typically develop a Log monitoring system’s scripts to keep track of exceptions. Also, S-Mart uses a tool that notifies the stakeholders if any exceptional happen within the system.

**How does S-Mart define an Application Support?**

An application Support according to S-Mart, is an IT service which is delivered to users within an organization. It enables the IT processes needed to run a successful business.

**[What tips or advice would you give to someone interviewing at S-mart?](https://www.indeed.com/cmp/S--mart/faq/what-tips-or-advice-would-you-give-to-someone-interviewing-at-s-mart?quid=1ci1qr7ehas0pfrl)**

Be honest with him about anything, make sure you tell him if you have children or car issues so that away he is aware and can work with u and get the job and help to keep it

**[What is the work environment and culture like at S-mart?](https://www.indeed.com/cmp/S--mart/faq/what-is-the-work-environment-and-culture-like-at-s-mart?quid=1ci1qr7dpakcnbqj)**

Fast pace and hard work but worth it. In this case, an individual need to have some patience while working in this setting to be in a position of striking their set targets.

**Explain the meaning of directory in the application systems while working in the S-Mart?**

S-Mart describes active directory as a significant tool that authorizes and authenticates all users and computers in a window domain network, ensuring the security of the equipment and software. Through active directory various functions can be managed like creating admin users, connecting to printers or external hard drives.

**According to S-Mart, how can an individual troubleshoot a crashing application?**

S-Mart denotes that a crash is one of the common scenarios of application failure. It is caused by an unhandled exception generated in the application. There are two types of information which are widely used to resolve application crash. One, unhandled exception type which is also called an exception code and error message and two, the full stack trace for the unhandled exception.

**How does S-Mart describe DHCP along with its used?**

The company highlights that DHCP stands for dynamic host configuration protocol. It is used to allocate IP addresses to a large number of the computer system in a network. It helps in managing a large number of IP’s very quickly.

**According to S-Mart, describe what the DNS is all about?**

The S-Mart company accounts to various tools used to support their operations. For instance, DNS means Domain Naming Service according to the entity, and it is used for resolving IP addresses to name and names to IP address. DNS is like a translator for computers, computers understand the number and not the alphabet. For example, if we type like hotmail.com, the computer doesn’t understand this; hence they use DNS which converts (hotmail.com) into (numbers) and then executes the command.