**Top Ten Rules of the IT Industry**

1. There’s no crying in IT.
2. If it’s not in the ticket, it didn’t happen.
3. Never surrender while you still have the means to resist.
4. Never close the ticket until the program runs correctly/code will compile.
5. Always mispronounce with authority.
6. There are no policies, only levels of resistance.
7. The end user will lie.
8. The ISP and/or Vendor will lie.
9. Never trade your cow for magic beans.
10. Always keep your resume updated.