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### **“Hit the Door Running”**

What does “hit the door running” really mean? I use this phrase quit often. It appears to be something I do every morning of my life when I go to work. Yes, I put in a lot of hours at work because of the field I am in. I work with computers and deal with a lot of customers, not all are nice people, most are angry when they call. I work on servers, networks, frame relays, and do many different types of projects.

When I get into work there is always some kind of a crisis going on. Whether it is a printer down, a frame relay circuit, a server being down, or just questions on issues that I am in charge of. To my customers everything they call in is always critical. If they can't print they panic and most times they want you to stop whatever you are doing and get their printer back up and running. They are all very important issues but they do need to realize that there might be something worse going on that impacts more customers than just the one person.

Every day before I leave work I write up a list of things that need to be addressed on the following day. This list sometimes contains one item, but most times the list has multiple items on it. I can honestly say that I might get nothing accomplish on my list or maybe half my list gets completed for that day because of the interruptions I receive. The list is for my own sanity to make sure that I don't forget anything that is important and that needs to be addressed as soon as I can get to it.

Mondays are the worst days for me. There are many Mondays I walk in the door and before I can get a cup of coffee or setup my laptop, I am whisked away to handle something critical, in the customer eyes. Then before I know it, it is mid afternoon. I can

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be whisked away for many different things. I control the IP pool, so when someone sets up a new site or server they need an IP for that site or server. If one of the support personnel needs to setup a server for the data center they need to go through me to find out where to place it. If any of the servers fail to backup I need to work on the issue so that it will run successfully the following night. I also have to get the backup tapes ready to be sent off site for storage.

So what does the phrase “hit the door running” mean to me? It means that when you walk into an area, whether it is work or at home, you start that minute without being able to take your coat off and acknowledge truly where you are. Most people are use to running around work with their heads cut off because of how many things, small or large, can go wrong. People get pulled into so many directions that by the time they realize the time the day is almost over.