

Dr. Watson and the bluescreen – a story from the trenches

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A fellow Microsoft employee volunteered a story from his prior work at a hospital as their enterprise architect.

I received an escalation from our Tier 1 service desk on a Dr. Watson. Why would I get a simple escalation? Strange...

Since I hadn't seen the outside of my cubicle for a while, I decided to walk over to talk to the customer in person.

The employee having the problem was named Dr. Watson. His computer had bluescreened.

I still get a chuckle out of that years later. That little unexpected name collision threw twelve people in the IT service and support teams into disarray.

Raymond Chen

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