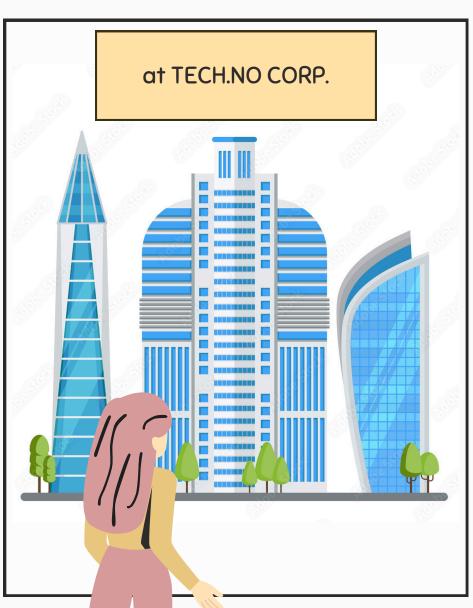
A DAY IN THE WORKPLACE: COMMUNICATING EFFECTIVELY





DIARY 01-31-25

Each morning, I run a stand-up meeting using a task board to outline priorities. I check in with developers through Slack for quick updates and use in-person discussions for detailed problem-solving. For design reviews, I rely on screen-sharing in virtual meetings to provide clear feedback.

With my supervisor, I give brief verbal updates during check-ins and send concise written reports for project progress. If urgent issues arise, I schedule a one-on-one meeting or send a direct message for quick resolution.

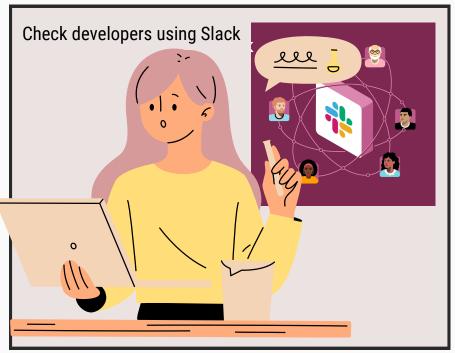
For clients, I use emails to schedule meetings and structured presentations to explain progress. At the end of the day, I send a summary email to my team to align on tasks.

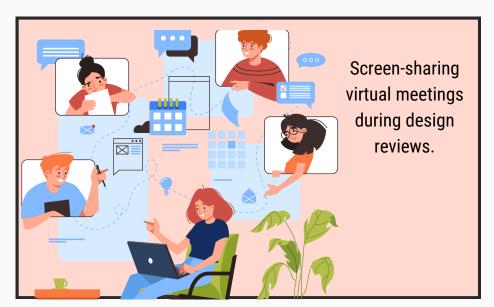




Typical Work Day:

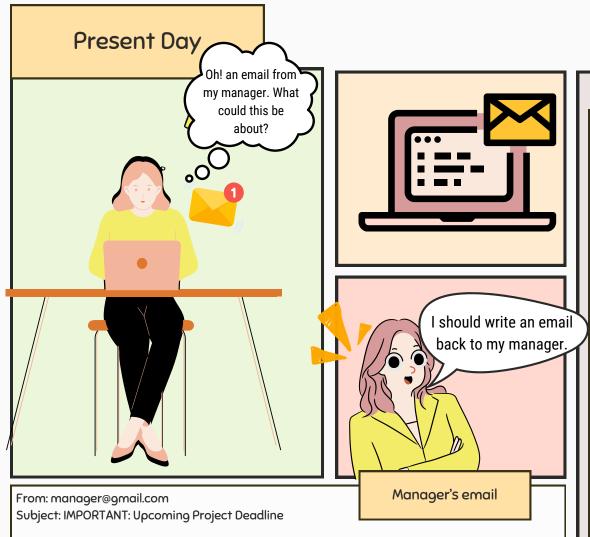












My response email

To: manager@gmail.com Subject: Re: Project Deadlines Update

Thank you for the update regarding the revised project deadlines. I understand that we are now targeting September 19, 2025, and I will ensure my team adjusts accordingly.

Regarding the testing phase, we aim to stay within the set timeline, but we can assess the need for slight extensions as we progress. I will provide a list of key milestones to help structure the sprints effectively and ensure alignment with project objectives. Weekly progress reports will be beneficial, and I recommend including key accomplishments, challenges, and any support needed in a structured summary format.

I appreciate your diligence in managing the project, and I trust your team will execute it efficiently. Please keep me updated on any developments or concerns.

Best Regards, Drixyl Nacu

Dear Ms. Drixyl,

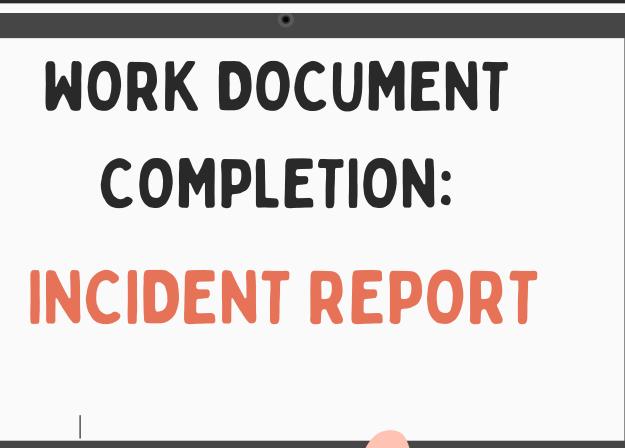
I hope you're doing well. After reviewing the project timelines, the revised deadline is Septembber 19, 2025 Please ensure the following:

- Testing Phase: Thorough but efficient. Let me know if adjustments are needed.
- Key Milestones: Structure sprints around key deliverables.
- Progress Reports: Weekly updates on progress.

Feel free to reach out if you have any questions or need further clarification. I trust your team can meet these deadlines.

Best regards, Lisa Watson









INCIDENT REPORT

NAME OF THE EMPLOYEE: Rez Gonzaga DATE OF THE INCIDENT: January 31, 2024

POSITION: Junior Developer **DEPARTMENT:** Software Development

Incident Type: Unintentional Code Deployment to Production

A. Details of the Incident

On January 31, 2025, at approximately 5:25 PM, a junior developer mistakenly pushed incomplete code to the production server of our e-commerce website. The unfinalized code was intended to implement a new payment gateway feature but was not thoroughly tested or reviewed before deployment. This caused a critical issue where users were unable to complete transactions, leading to a system outage lasting for 15 minutes. During this time, users could not proceed with checkout, which affected sales and customer experience.

The issue was quickly identified by the monitoring system, which detected errors during the checkout process and triggered an alert. The root cause was traced to the premature deployment of the feature, which bypassed the standard code review and approval process.

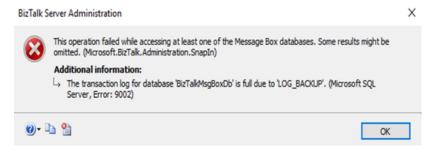
B. Immediate Actions Taken

- **Code Rollback** The IT support team quickly rolled back the incomplete code within 5 minutes, restoring the website to normal operation.
- **Root Cause Investigation** It was discovered that the developer bypassed the code review process, pushing unfinished code that caused checkout issues due to lack of testing on the payment gateway.
- **System Monitoring** After the rollback, the IT team monitored the website, ensuring no further issues, with everything returning to normal.
- Preventive Actions The deployment protocol was updated to include senior developer approval for production pushes, and the junior developer received additional guidance on proper deployment procedures.



C. Evidences

 Transaction Logs: The server logs from the production environment (attached as Appendix A) show failed transaction attempts during the time of the outage. These logs confirm that the error occurred during the checkout process.



Appendix A: Error Transaction

• Deployment Logs: A deployment log (attached as Appendix B) shows that the junior developer deployed the unfinished code at 5:25 PM, which triggered the error in the checkout system.



Appendix C: Deployment Log

D. Incident Resolution

 The e-commerce website was restored to normal operation within 15 minutes of the rollback. Users were able to continue their transactions without further interruption. The issue was fully resolved, and the affected junior developer was coached on proper deployment protocols to prevent future incidents.



E. Recommendations for Future Prevention

- Reinforce Training: Schedule mandatory training for all developers on deployment protocols, emphasizing code reviews and pre-deployment testing.
- Automated Checks: Implement automated tests and integration checks for e-commerce features to catch unapproved or unfinished code before production deployment.
- **Senior Review:** Require senior developer approval for all production pushes, especially for critical features like payment gateways.
- Enhanced Communication: Establish a formal communication process to notify team members of upcoming deployments, ensuring all approvals and checks are completed before code is pushed to production.

Reported by

01/31/2024

Drixyl Reece Irish G. Nacu

Team Leader



As part of our new quality assurance policy, we are introducing a stricter deployment protocol to minimize errors in production. Any concerns or suggestions?

Project Manager

