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| **LP tags** | **Situation** | **Tasks** | **Actions** | **Results (measurable)** |
| **Customer Obsessions**;  **Earn Trust;**  **Frugality;**  **Ownership** | In 2018, the entire train signaling system undergoes major upgrades in Singapore. Due to this, the automatic platform announcements system that relies on old signaling system will become useless. | I was tasked to make sure the PA system work as if nothing changed, and was given some budget (not carte blanche).  However, I know the Automatic PA system is implemented 20 years ago, and is long overdue for an upgrade as well.  So I have two options   1. to follow order 2. to discover what the public really needs and roll out an upgrade | I gathered support from my station operators’ friends. I conduct surveys at the station and asked the station ops to help me. 60 stations, and conducted over 1000 surveys.  Found out ->  40% station do not really listen to automatic PA, (CBD stations, common stations.)  10% stations find the announcement irrelevant. (no information on upcoming trains etc..)  Interchange stations relies heavily on APAS.  Visually Impaired / Elderlies / People who do not really understand English still need it.  Based on result:   * Removed Automatic PA for 40% of stations * For Interchanges and stations close to elderly home and Singapore Association of Visually handicap, update messages to help them with their needs. | 95% drops in complaints.  Station operators received 10 compliments on the first months.  Easier to maintain as well, maintenance team do not have to carry bulky items. |
| **Customer Obsession;**  **Ownership;**  **Insist on the Highest Standards;**  **Deliver results;** | My team maintains a web application for designing product / product configuration for bank card / telcom sim card | There are certificates inside the card. and sometimes the cert uploaded to the product configuration is not good. so our webapp returns an error, saying it is invalid cert.  But our customer / TC expects more. they would like an explanation on why it is not right (expired? not approved by end customer), and also a link to the certificate repository. | Based on description of this ticket, I found out time and effort are still spent on looking for the correct certs.  Whereas in our current system , we have similar products that are live by the same customer (BOA).  Not exactly the case, for the same customer, different products sometimes have different certs. But I am onto something, wouldn’t it be nice to have a drop down list to suggest to TC’s about what to use?  We talk to domain experts on what Certificates to use, and what are the rules of thumbs when it comes to selecting certificates.  Inside of fixing a bug, I am rolling out a certificate suggestion system based on exsiting products.  Two dropdowns. one of them is hidden by default. one dropdown is recommended list of certs, the other is all valid certs. (hidden because loading all will take time, and not necessary for most of the case) | Major time saved , A TC can spend as much as half an hour to look for the cert for one product.  At least saving of 500 man-hours. |
| **Earn Trust**,  **Insist on the highest standards.** | Our team help provide TC with tools to personalize configuration within Bank card chip or sim card chips.  Due to mis-communications, one of feature we developed is using a old encryption (DES, instead of 3DES)  Thousands of records are already affected | I immediately informed my manager. and we had an impromptu meeting with the TCs that afternoon,; explaining the situations. | I had the idea to develop a scanner, which can help TC identify the records that are faulty. However we still need the TC to manually open the specification and make sure the changes does not affect other things. Otherwise there will be production related impacts.  The TC was not too happy about having to open thousands of records that might be affected just to check integrity.  So after some discussion with the team, I sat down and improved the scanner. | Scanner will simultaneously updates the encryption method and eliminates as many anomalies as it possibly could.  So instead of having to check thousands of specifications, now we only needs to check hundreds of specifications.  For a team of 10 TCs, that is reasonable amount of re-work. |
| **Deliver Result** | Our team help provide TC with tools to personalize configuration within Bank card chip or sim card chips.  Sometimes TC also wants to see how a particular card is printed in productions, given a few parameters. | I was tasked to roll out this feature in less than 10 days, and during that time it was Dec, many people are going on vacations soon.  So it is imperative for me to deliver before they go for feedback so subsequent launches are not delayed. | For this feature, I tried to clarify requirements and use-cases involved and I understand that for this particular request, only a few form factors are concerned, and the number of graphics on the card is also restricted.  I noticed that we had an existing solution we can leverage, however, the solutions is desktop applications. So it doesn’t really work well in a web environment.  So In order to solve that, for the first iterations I used the embedded jetty server for our RCP applications. I wrote a simple servlet with a synchronized method to handle requests from HTTP POST/GET.  It is not ideal solution, but we do not have a very high QPS for this feature, so for first iteration it works. | Demoed to the customer before Christmas break, and gotten a few feedbacks.  Many to test and enroll this feature successfully in the upcoming releases |
| **Learn and be curious** | I feel like it is must to learn new things and keep up with the new technologies.  For me I have taken courses on Udemy, to perfect my skills, because I care about my craft.  Master Spring and microserverice development; as well as javascript courses; I also plan to pick up React.js or vue to enhance my front end skills | I have taken a class on mind mapping.  It is a technique developed by Tony Buzan, and in that course it teaches you how to organize your thoughts around a mind tree, and how to memorize key words or figures within your jobs. | I took the course, I realized I have a better memory on things that are number related.  I can remember the line number in the source code that may require cleaning;  I remember the JIRA ticket number of a test that I created a few sprints back.. | I think every now and then it will saves me a few seconds of search time. It is not a lot, but over a long period of time it saves me quite number of time so I can focusing on quality work. |
| **BackBone, Commit** | Was given a task left behind by someone who resigned.  The API poorly defined, and there are problems with the model, as well. | I am tasked to deliver a working first version of the feature in our next release in 1 months time.  in Dec nobody is home. There is no one to do code review and test validations with.  Also there was some new requirements in. | I broke down my jira ticket (13 points) into two ticket each of 8 points, and despite the sprint planning being over already, I tried to convince my team lead to include the additional ticket that I included.  I talked to him about the challenges convinced him that in order to deliver in Janurary, we have to do it this way. | So it works, I included two tickets in the current sprint, and manage to deliver a working demo before every went on their holiday leave.  The release version is also rolled out in January. |