Choose at least two O&M tasks that you have performed or that you would like to perform if given the opportunity.

* Describe them. If you actually did them, what was the outcome or the lessons learned? If you have not performed them, what suggestions would you give to help ensure a successful outcome?

One O&M task that I have been on both sides of is peer review of software. The side of peer review that I was introduced to first was having my code reviewed. It was great to get feedback from more experienced software engineers to give ideas and feedback on how my code could run more efficiently, and this was helpful in my development as an engineer, as well as getting great feedback on the product I was developing. The other side of peer review is as a reviewer. This afforded me the opportunity to share my own perspective on a software system, give tips, and suggest overall architecture changes. This side of peer reviews offers much more flexibility and creativity, and is generally less stressful. Peer reviews can be as formal as a structured, in-person meeting or as unstructured as a github pull request depending on the system and experience of the engineers involved. The outcome of the peer review is to commit code which matches company coding standards and to share insights, which I believe happened effectively on both sides of the peer review.

Another O&M task that I have experienced is with SDR’s. Software Discrepancy Reports are ways to identify and track bugs in a system. My company typically uses zenhub tickets with bug tags or bugzilla to track bugs, and those tools take the role of the SDR for the organization. Each of the tools describe the problem, estimate work to complete, tag a programmer, and can be added to the schedule to get an estimated time of completion. The outcome is typically a system with known bugs that are well tracked and quickly squashed, in my experience.