Module 11: The Operations and Maintenance (O&M) States

Rev 1.6.3



Contents

- 1. The role of systems engineers in the handover transient, operations and maintenance states of the SLC
- 2. The nature of the problems they face in the state
- 3. The tools, methodologies and techniques available to solve those problems
- 4. How the system will be handed over to the customer and how it should be operated and maintained by the customer
- 5. An awareness of the factors involved in managing changes and upgrades, participants, and control of stated sequential system releases
- 6. Review of iteration, recursiveness and phased builds
- 7. Defects and defect disposition
- 8. Change management Part 2































Problem Report Data

20UT

11-20

- Problem description
- Reference to requirements not met
- Environment
- Mode of operation
- Software version
- Build
- Repeatability of problem
- Witnesses

Problem Review Board (CCB) Members Developers Testers Quality Assurance Configuration Management Customer Frequency of meetings





Defect Disposition

- 1. Under investigation
- 2. Fix in development
- 3. Tested
- 4. Released (closed)
- 5. Invalid problem report (closed)
- 6. Holding (pending some other action)
- 7. Documentation or training defect
 - changes to documentation or training material recommended







Exercise 11-12

1.Create an outline plan for how the HEADS should be operated and maintained by the customer

2. Make and state realistic assumptions

3.Idea storage

- OARP to focus on what has to be done
- FRAT to describe it
- SPARK ideas that will end up in the plan

4.Prepare <5 minute presentation

- 1. Formulated problem per COPS problem formulation template
- 2. Compliance matrix
- 3. Overview of plan
- 4. Assumptions
- 5. Which thinking tools you used and why
- 6. Lessons learned from exercise

5.Save as a PowerPoint file as Exercise11-12-abcd.pptx

6.Post in Asynchronous group

11-28







