New Maxis 2023 Interviews Summary

Level of Expertise/Savviness = █
Goals/Behaviors = ▪
Needs = █

Pain Points = █

Summary Snapshot – Participants

- 4 interviewees

Action Items

- Automating or Streamlining GM processes for requesting access
    o When requesting access for subscriptions give them READ & WRITE access automatically [elevated rights]
    o Automating/Speeding up the data access requests via Galileo or wherever else
    o Making sure the team requesting has enough IP addresses
- Define the path to production in ADO/Azure
    o Make it very clear the step-by-step process to productionalizing code
    o Create a space to automate or create ADO pipelines for teams*
    o Bypass ITSM for users [so automate on backend if possible] and create flexible deployment time ranges
- Create visibility onto what tables and Data Sources are currently available, prevent digging in DataBricks
    o End to end automation process that results in getting access to data faster
- Generate TADs for users who do not know how to
    o Or provide them a way to work with basic versions that can get them started without having to use VISIO

Key Takeaways

- 50/50 on who knew where the data was before they started requesting access to things/ looking for data
  - o Some people were migrating apps so they knew where the data already was/ what resources they would need
- Some teams have architects, and some do not
  - o This makes it harder for teams without architects to create/define their own TADs
- Automating requires at least one person to go and get everything set up
  - o Team had difficulty provisioning 1st gen since no scripts were built
  - o Should have shared access
- People are already using templates for TADs and modifying them
- [Resource site](#) for TADs available, only one user mentioned it though
- Generate TADs for users who do not know how to
  - o Or provide them a way to work with basic versions that can get them started without having to use VISIO

Participant 1

- Role
  - Sr architect
  - Moving applications into azure, gen 1 infrastructure, working with ccoe for gen 2 transfer
- General
  - Already knew the data, replacing current application, already did some analysis on it
  - It was difficult getting 1st gen provisioned, since they were one of the first ones, no scripts were built, everything was done by hand, a lot of "we forgot to do this or click that," but gen 2 solves all that
  - Built the TAD, took the template and modified it for what they needed
    - Find it on their website and downloaded it, got help from michael anderson
    - Friday morning azure cad meeting, let them know they changed it and they help you modify things, a lot of conversations and give me an example I can understand

- Code Production
  - For web and function apps, worked with another team who made an ADO pipeline, they now modify it themselves now, build artifacts and they go to artifactory
  - No code requirements for pipelines
  - For the database they have deployment and rollback scripts, they also have a vm and copy the scripts over there, ssms, goal is to have an ADO pipeline to automate that
  - A bit of a learning curve when trying to put code/workflows into production
- Pain Points
  - Anything to automate and make the jobs easier would be nice
    - Cutting out a bunch of processes, somebody has to go in and get everything to work though
    - Ccoe is doing a great job though
  - I don't know what I don't know
    - A lot of acronyms, some site or training class of how IT does business would be helpful

Participant 2

- Role
    - Data and analytics architect
        - Enable onboarding of app teams onto azure cloud (connecting them to existing resources, maxis and external partners, act as a mediator for app teams)
        - "Currently I am a data and analytics architect, Essentially I enable onboarding so I provision infrastructure and help them connect to existing resources like maxis and other things and I act as a mediator between these teams and the product "
        - "Only been in this role for a month or so but I did work with CCOE "
        - "Azure is primary domain"
- General
    - Tries to understand where data is being ingested
    - Doesn't "necessarily" know what data he needs
    - Reaches out to people to get access to data
        - Would make it easier if he could get visibility into what tables and Data Sources are currently available so he doesn't have to dig into databricks
        - Getting end to end automation process where he gets access to data in 5-10 minutes
            - Right now it goes into someone's backlog and just sits there
- TADs
    - Feels this is a generic tad model
    - To get more information he goes to this ETS site
    - Doesn't have to go through a review process but knows others have to speak to different architects
    - Doesn't have any pain points
        - If he had to say one it's that his new team is Microsoft Vizio heavy and he comes across issues when working with mac users (bc Microsoft is native to mac products)
- Code Production
    - When trying to put code into production the biggest pain point is itsm and the deployment time ranges
        - Deployment times are very limited and slow down his workflow, ex; can only deploy from 6pm-3pm
    - Doesn't deploy anything manual and has coding standards like no hardcoded variables
- Pain Points
    - In general, "We don't have a process to upskill developers"

- Most people don't know where to go to for any resources
- Socrates, sharepoint and yammer hasn't been helpful
- He would like a centralized point for information and resources

Participant 3

- Role
  - Part of SDV
    - ▪ Fairly new to azure but has created pipelines in ADO and used the Azure portal to create resources, look at resources, etc

- General
  - Trying to accomplish
    - ▪ Created a NetApp file and uses many IP addresses
    - ▪ Requested more addies and is waiting for the approval to continue
    - ▪ "Some of the resources i have had trouble with this big one NetApp acct and creating a netApp file so I spent some time with that, looking at firewalls and reconfiguiring the whole ciderblock of IP addresses. What I am looking at here is this subscription [shows page] we didn't get enough IP addresses so before we are requesting more they are going to create a whole new range for us and this is pretty much going away [waiting on TAD others b4 u can finish?] yes exactly"
  - Knew what resources and subscriptions they needed before they began their proj
    - ▪ "I had a good idea bc the proj is a migration so we are mirroring what we had on prem we had an idea of what we needed resources and subscriptions"
    - ▪ "[what would u do if u didn't know?] it hasn't come up yet ...but there was 1 resource but ppl in the group were familiar so I didn't have to research or anything"
  - Has an architect on his team that does the TADs, prevents major issues for them bc this person handles all things TADs
    - ▪ They do the TADs in Visio/ADO
  - Thinks the documentation for Azure stinks
    - ▪ Too basic
- Code Production
  - No review process currently
  - No code in production as of now but would use ADO build pipelines
    - ▪ "We have put nothing into production yet for our Azure subscription, In general though we use ADO build pipelines there"
    - ▪
- Pain Points
  - When requesting subscriptions:

- They gave him only read access "i couldn't really do anything; create or update anything"
  - The one thing I would say is that when I requested access to the sub and when it was created I only had READ access at first no create or update
  - So I talked to someone else and found we could get those rights, but we had to request it from the right person
  - So I think since this is a dev environment that we should have elevated rights
- Gained access only until he talked to someone else
- Wishes he could get access immediately

Participant 4

- Role
    - Innovation owner working in high performance compute
    - His team is trying to replace external components with open sources