

OBSERVABILITY (LOGGING AND MONITORING)

- **Logging and Monitoring may not seem like a big problem to solve, but each request to a system will often send out dozens of different telemetry metrics and dozens of logs. This means that those systems need to handle a large load.**
- **This team ensures that logging and monitoring can keep up with data thrown at it and ensures it can respond quickly to people who need to use that data.**

LANGUAGE AND PLATFORM

- Sometimes when your company gets big enough, it starts to drive the full feature development of a framework or language.
- Both GitHub and Shopify employ core contributors to Ruby and Rails teams. This allows them to remove painful parts that reduce productivity of their own engineers, but also give it back to the world through open source.
- A recent example can be seen in Rails 6. GitHub has a multi-database configuration, Rails did not support this. GitHub's engineer, Eileen, worked tirelessly with her team to integrate this functionality in the Rails framework. Now everyone gets to use this feature for free and GitHub doesn't have to maintain something that only they use.