How we Slack

In Digital Publishing we use Slack a lot - general chat, discussing code and designs, handling incidents, organising pizza, posting gifs, and we have lots of integrations setup to help us do our jobs 🤖

You can join any channels you're interested in - don't wait to be invited - or you can create your own if you think we're missing some!

If you're using direct messages or private channels, consider whether the discussion might be useful for others to observe, participate in, or refer back to in future - if it is, try to have the discussion in a public channel instead 🙏

When you join

When you first join our Slack team you'll automatically join some channels which are shared across Digital Publishing:

`#general` - general chat about anything work related (and a daily calendar update)
`#random` - general chat about everything else (and lots of gifs)
`#introductions` - where people introduce themselves
`#suggestions` - where people can post and discuss suggestions
`#weeknotes` - weekly updates from each team about the work they've been doing

The first things you should do are

- Setup your profile - you don't need to add much info, just your name and role is enough. You can set a photo or other profile image if you'd like to.

- Introduce yourself in the `#introductions` channel 👋 Tell us a bit about yourself, your background, and any bits of your personal life you'd like to share - hobbies, interests, pets, that sort of thing.

  You can also look back through the `#introductions` channel to find out more about the people you work with!

- Post your first gif in the `#random` channel - giphy and tenor are good sources of gifs, make your first one a good one! You can also use the `/giphy` command, e.g. `/giphy wave`

As a frontend engineer

As a frontend engineer, there's some other channels you'll want to join:

- The development team have a few of their own channels:

  `#development_general` - general chat about development stuff
  `#development_sprint` - chat about the stuff we're working on now
  `#development_weeknotes` - weekly summaries of the work we've done
  `#dev_code_review` - where we post PRs for review

- Some channels give us insight into our production environment:

  `#publish-log` - gives information about content which is being published
  `#production-alarm` - tells us when our service might be failing
  `#production-warning` - tells us when something might be wrong, or things we need to investigate before they become incidents

  There's similar channels for each test environment, but you probably don't need to join them all!

- Some channels we use for communication in specific circumstances:

  `#incidents` - we use this to discuss ongoing incidents, it helps us keep track of progress and avoids cluttering up the alarm and warning channels
  `#support` - used by the publishing, editorial and data visualisation teams to let us know when something isn't working
  `#retro` - summaries of our team retrospectives
  `#socials` - organising social events, but that often ends up in `#general` since nobody remembers this channel exists

- And a couple of others worth knowing about:

  `#ci-failures` - status updates from Concourse on failed builds
  `#analytics` - updates from our performance analyst on user behaviour and trends
  `#bulletins` - the main channel used by the team working on redesigning our bulletin pages, which we'll be working on sometime next year