Discussion 4 Global Team and Social Media

Discussion Topic:

Write a scenario in which OurGlobal team members make use of one or more forms of social media as part of their software project. Feel free to use diagramming tools to convey your scenario.
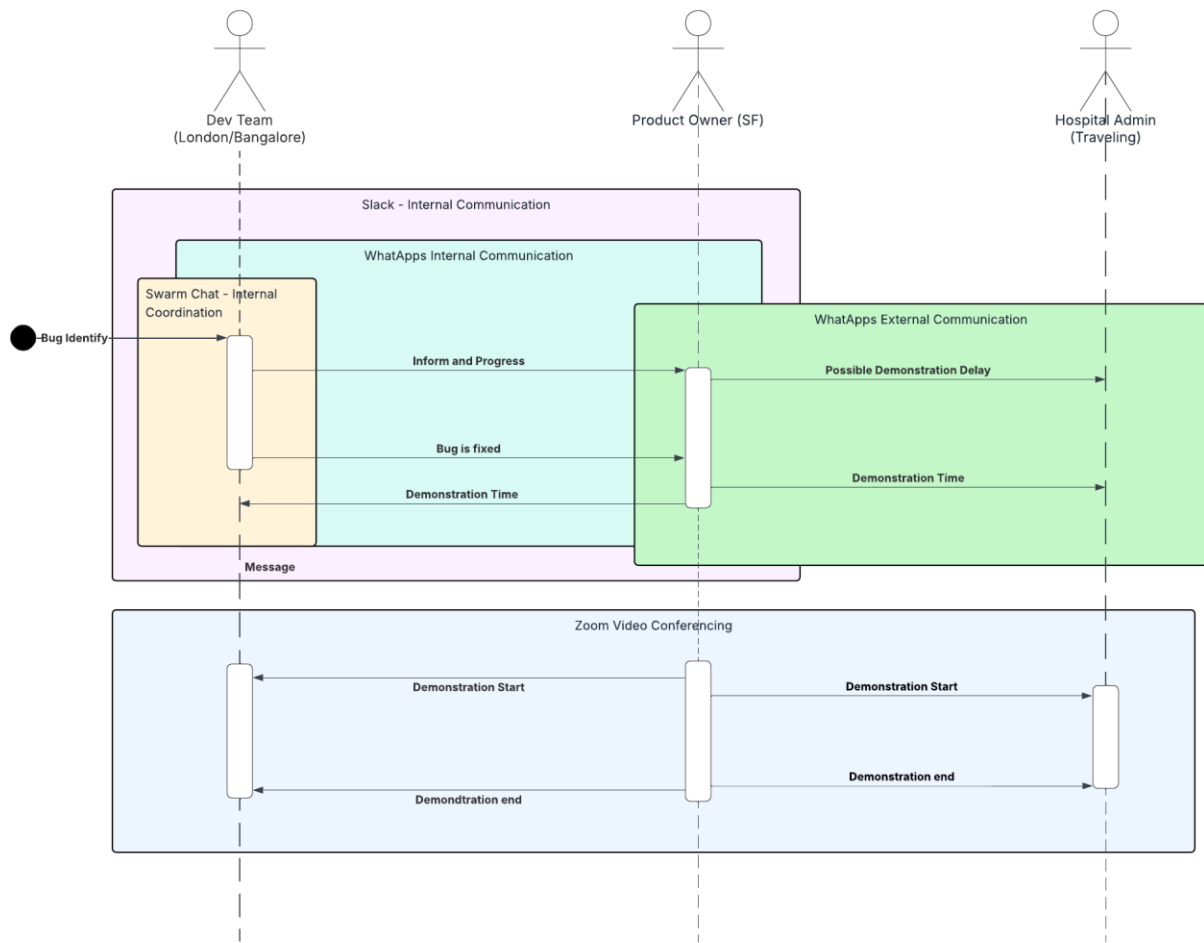
My Post:

Hello Class,

For this discussion, I pick a scenario where the OurGlobal team is a software engineering team with members in San Francisco (SF), London, and Bangalore that are currently in the "Crunch Phase" of releasing a new telemedicine feature for client hospitals.

The morning of a scheduled demo with the primary external Stakeholder (a Hospital Administrator who is currently traveling), a bug was discovered in the authentication module of the application. For such an eventuality, OurGlobal team management has established a process that utilizes a social tool stack, allowing the team members to collaborate internally and with external stakeholders to resolve an issue quickly.

The process starts with the invocation of the Swarm procedure using Slack; this feature is used internally by the developers in Bangalore and the QA lead in London to work quickly on issues. The Swarm feature is a notification system that uses a dedicated Slack chat channel, allowing the engineers to share code snippets and error logs. The team call also uses Slack Huddle (Voice/Video) to pair-program the fix in real-time without the friction of scheduling a formal meeting.

As an issue is being addressed, the process calls for the QA lead in London to inform the Product Owner (PO) in SF of the issue using WhatsApp chat, if needed, using the voice note, phone, and video features. The PO can also be informed using Slack, once WhatsApp chat was used. For his part, the PO, if necessary, can inform the external stakeholders of delays, also using WhatsApp features. In this scenario, the Hospital Administrator, who is currently traveling, needs to be informed of the potential short delay, as a demonstration via Zoom video conference was scheduled later in the day.

Below is a sequential diagram illustrating how such a scenario can unfold:

Dev Team (London/Bangalore) — **Product Owner (SF)** — **Hospital Admin (Traveling)**

Slack - Internal Communication

WhatApps Internal Communication

Swarm Chat - Internal Coordination

WhatApps External Communication

Bug Identify

Inform and Progress

Possible Demonstration Delay

Bug is fixed

Demonstration Time

Demonstration Time

Message

Zoom Video Conferencing

Demonstration Start

Demonstration Start

Demondtration end

Demonstration end

-Alex