Customer Profile

# Customer: Web devs, admins

# Summary (5 points)

Web developers and administrators develop and maintain the website. They will respond when the site fails and write all new features for the site. They generally like to work in a casual environment and create cool new things.

Team: 1

Members:

Brian Collinwood

Abdullah Syed

Collin Gordon

Shelby Drabant

Amanda Kom

# Concerns (15 points)

|  |  |
| --- | --- |
| Threat | Mitigation |
| Bad code | * Coding standards (variables, comments) * Testing/TDD/checkin tests * Code reviews * Automated deployment |
| Site failure | * Redundancy system * Alert notifications (oncall) * Release management |
| Slow recovery after site failure | * Access to error logs * Easy to restart function * Roll back |
| Website not secure | * Security in layers * Limit admin access * Encryption |
| Unclear company/product direction, strategy, or structure | * Kanban * Customer feedback * Representative from development team that attends all leads meetings |
| Unclear/lack of documentation | * Internal wiki * Update wiki as often as possible * Style guide |

# Other needs (10 points)

* Admin UI/ Tools for admins
* Automated build system
* Deploy to cloud for scaling out
* Site is instrumented
* Can spoof users from different user segments
* Features fail quietly
* Feature switches
* Easy to make changes
* Culture fit of higher importance than knowledge or skill
* Video conference for remote teams
* System for tracking work

# Wishes (10 points)

* Beer fridge
* Work from home
* Features individually scalable
* No bugs!
* Never crashes under stress
* Eric Brechner head PM
* 100% code coverage
* Exceptional ideas library
* Automatic code generation from words or pictures