Customer Scenarios

# Customer: Web DevelopersTeam: \_1\_\_\_\_\_\_\_\_\_\_

Abdullah Syed

Amanda Kom

Brian Collinwood

Collin Gordon

Shelby Drabant

# Scenario #1 (20 points – must be SPICIER)

**On Call Dev Bob**

Bob is a new developer working on the healthcare.gov website. He's excited about working on such a high visibility website but he has heard about the "dev/ops" way of working and is nervous about getting a phone call in the middle of the night to fix a feature that he worked on. He's afraid that he will not really know what went wrong or how to fix it.

Before his first turn being "on call" he gets some training in the tools that he can use when it is his turn, and shadows someone who is on call for a week to see how the tools are used.

While Bob is on call, he wakes up in the morning and checks his email, and notices that an issue occurred over night and was automatically mitigated. While eating his breakfast, he quickly scans through the issue to see what it was and how it was mitigated. When he gets to the office, he starts looking into the root cause. He begins focusing on fixing the underlying issue. He’s happy that he is working at healthcare.gov where he doesn’t get woken up in the middle of the night, and confident that he’ll be able to handle being “on call” in the future.

# Scenario #2 (20 points – must be SPICIER)

**Junior Dev Peggy Sue**

Peggy Sue is a fresh graduate from the University of Washington Graduate Certificate in Software Design and Development and recently hired by the development team at Healthcare.gov to begin site maintenance.

On the first day of her job, she is asked to fix a small issue and her senior developer that is currently mentoring her called in sick. She is nervous that she might not be able to solve the problem by herself.

She first goes to the company’s development documentation to find a starting point. She is surprised to find that the documentation is thorough and well organized. She is able to quickly navigate to the area she is working on and begins to understand the logic behind the state of the issue.

By following the well-defined step-by-step guide and the using the visual aids that were included in the documentation on submitting work, she is able to easily wrap up her work and send it to another senior developer to be approved. She is excited at the ends of the day when her sub-senior developer gives her a high-five and a verbal “Great work!” on the first issue that she fixed by herself at Healthcare.gov. She feels comfortable in the quality of instruction from her mentor and that all her coworkers are approachable and happy to help.