

From:	Lead Engineer
Received:	Today
Subject:	Engineering questions
<p>Hello,</p> <p>Sure - let's see if I can answer some of your questions.</p> <ul style="list-style-type: none"> - Each of those datasets comes from a different source; historically these were built independently by their teams. I can't speak to any standardisation practices or validation rules. I'm not surprised to hear about missing or non-standard data; certainly our systems go down sometimes. - I don't think we do any cleaning, transformation or anonymisation as part of the pipelines. The only thing we do is calculate the resolution time for tickets in ETL. - Each dataset gets updated daily. - Missing or irregular data can occur if an upstream system experiences downtime. We don't automatically backfill gaps unless there's a major incident. - Location for all fields is based on user billing data as far as I know. <p>Have a good afternoon,</p> <p>Nicole (Lead Engineer)</p>	