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| <p>Database Administration</p> <ul style="list-style-type: none"> • Large team of database administrators not attached to development teams. • Assign roles and privileges to users in the context of test and production environments. • Sole provisioners of new databases and data replication services. • Tend to be busy and hard to receive support for any issues. | <p>Application Support</p> <ul style="list-style-type: none"> • Small team of dedicated on call support engineers for IDResolver, no other applications. • Deal with client integration for API and Batch services, including new authentication • Tend to share knowledge about Production problems with enthusiasm, particularly about the Batch system. |
| <p>Client Management</p> <ul style="list-style-type: none"> • Client managers responsible for various clients of differing sizes and revenues. • One particular client manager is responsible for the largest team, who often ask for significant changes. • They value system stability above new features, although they will ask for new internal or external service integration. | <p>Solutions Architecture Team</p> <ul style="list-style-type: none"> • Small team of internal consultants who are responsible for helping define architecture principles and solutions. • Although IDResolver is a php application, the team is mostly experienced in Microsoft technologies. • Responsive to requests for input and make themselves available for project inception |
| <p>External Development Team – Card Payments Integration</p> <ul style="list-style-type: none"> • Third party provider, they have many large clients of which IDResolver is a small one. • Deployments are scheduled in advance but IDResolver has no input into when this occurs. | <p>Internal Development Team – Credit Search Integration</p> <ul style="list-style-type: none"> • This team provides a web service which checks electoral and address history information in order to calculate an overall lending suitability score. • As a key product for the business, the service has a long list of needed enhancements and changes. • New deployments are monthly and scheduled out of working hours. |
| <p>Internal Development Team – Money Laundering Integration</p> <ul style="list-style-type: none"> • This team provides a web service which checks personal data items to check for money laundering risks, such as large transactions and gambling activity. • The system is at least 5 years old and change is seen as problematic, change management is often wary of agreeing to release. | <p>Network Services</p> <ul style="list-style-type: none"> • Creates load balancer rules, new Virtual IP's and creating/maintaining pools of server. • Maintain a legacy network which takes around 12 months to learn the systems. • Small team operates on a support ticket queue, work has a number of projects contending for their time. |