ID Resolver – Adjacent External and Internal Teams

Database Administration
- **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 replication services.**
- **Tend to be busy and hard to receive support for any issues.**

Application Support
- **Small team of dedicated on call support engineers for IDResolver, no other applications.**
- **Deal with client integration for API and Batch services, including application authentication.**
- **Experts on Production problems, particularly the Batch system.**

Client Management
- **Responsible for clients of different 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 integrations.**

Solutions Architecture Team
- 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 inceptions

External Development Team – Card Payments Integration
- **Third party provider, they have many large clients of which IDResolver is a small one.**
- **This team provides a web service which checks card numbers against addresses to help verify identity**
- **Deployments are scheduled in advance but IDResolver has no input into when this occurs.**

Internal Development Team – Credit Search Integration
- 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.
- Deployments are monthly and scheduled out of working hours.

Internal Development Team – Money Laundering Integration
- **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 5 years old and change is seen as problematic, change management is often wary of agreeing to release.**

Network Services
- 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, a number of projects contending for their time.