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| **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 data 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 new authentication * Tend to share knowledge about Production problems with enthusiasm, particularly about the Batch system. |
| **Client Management**   * 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. | **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. * 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 and changes. * New 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 at least 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, work has a number of projects contending for their time. |