

From: isa@bintoso.com
To: JM@bintoso.com
Subject: RE: Preventing site outage

Hi Syed,

Thanks for the reach out. And sorry for the delay in responding. Given Simone's personal attention to this matter, I wanted to go a bit deeper into understanding the issues so we can address it together.

My team showed me the development and testing process they have in place. It looks perfectly fine to me. I am happy the process of multiple code reviews and rigorous testing by each developer should result in great quality code delivery to your team.

As for the frequency of change requests, we get new requirements from the Online business team on a weekly basis. My team does a good job of handling them and so far has been able to keep pace with the new requirements.

It's important to us that the software changes are dropped in production within a day of software release. However, my team is frustrated at the pace at which your team is able to process those change requests. Not sure if it is a skill issue or priority conflict with other requests you get from others.

Happy to sit down and explore ways for us to address the gap we have in our understanding of issues.

Thanks,

Isa
(VP, App Development)
Bintoso Inc.

From: Syed@bintoso.com
To: Isa@bintoso.com
Subject: Preventing site outage

Dear Isa (VP of App Dev),

I am writing this note to explore ways to collaborate to bring higher reliability to our OnLine site.

My team has been hard at work round the clock monitoring the site 24x7 and making sure it doesn't go down. They have been working with Alfredo's (VP of Infra) team so infrastructure patches and upgrades can be planned out and done in our planned maintenance window. He has been very collaborative with us when we need to scale capacity or make any infrastructure changes to support our online customers.

My team has been complaining of low quality code releases coming from your team. Our deployments are failing more frequently than ever. Moreover, the frequency of change requests we get is not sustainable as we need to follow our own processes for testing, staging etc, before putting it on a production site. We also have to get InfoSec involved in our site operations whenever we make any change .. they are backlogged and therefore it takes time for us to deploy the software releases from your team.

I hope you can look into it quickly, and advise. I need to report back to Simone(CEO) as to what improvements we are making to prevent site outages in the future.

Thanks,

Syed
(VP, IT Operations)
Bintoso Inc.