Everyone can contribute

Make it so!

About me

- * Senior Support Engineer, GitLab (September 2019)
- * Infrastructure Engineer (UNIX/Linux/AS400!)
 - * Chase Manhattan / JPMorgan
 - * Southampton University
 - * LV=
- * I used to raise tickets, now I solve them!

Everyone dreams of Customer Support actually fixing their problem.

Have your Support Team contribute code

There's other ways to make happy customers!

Common blockers

Step 1: Access

- * At GitLab, we call this transparency
- * Sure, you may still need \$top_secret_projects, but let your people contribute!
- * The trendy buzzword: InnerSourcing

Support teams don't have <u>read</u> access to <u>code</u>

If you fix one thing, please fix this!

Support teams don't have <u>write</u> access to <u>docs</u>

Why?

Step 2: Well-defined code review workflow

- * Development will be reviewing contributions by peers they don't know.
- * Less territory, more together

Don't even let the small things hit your backlog

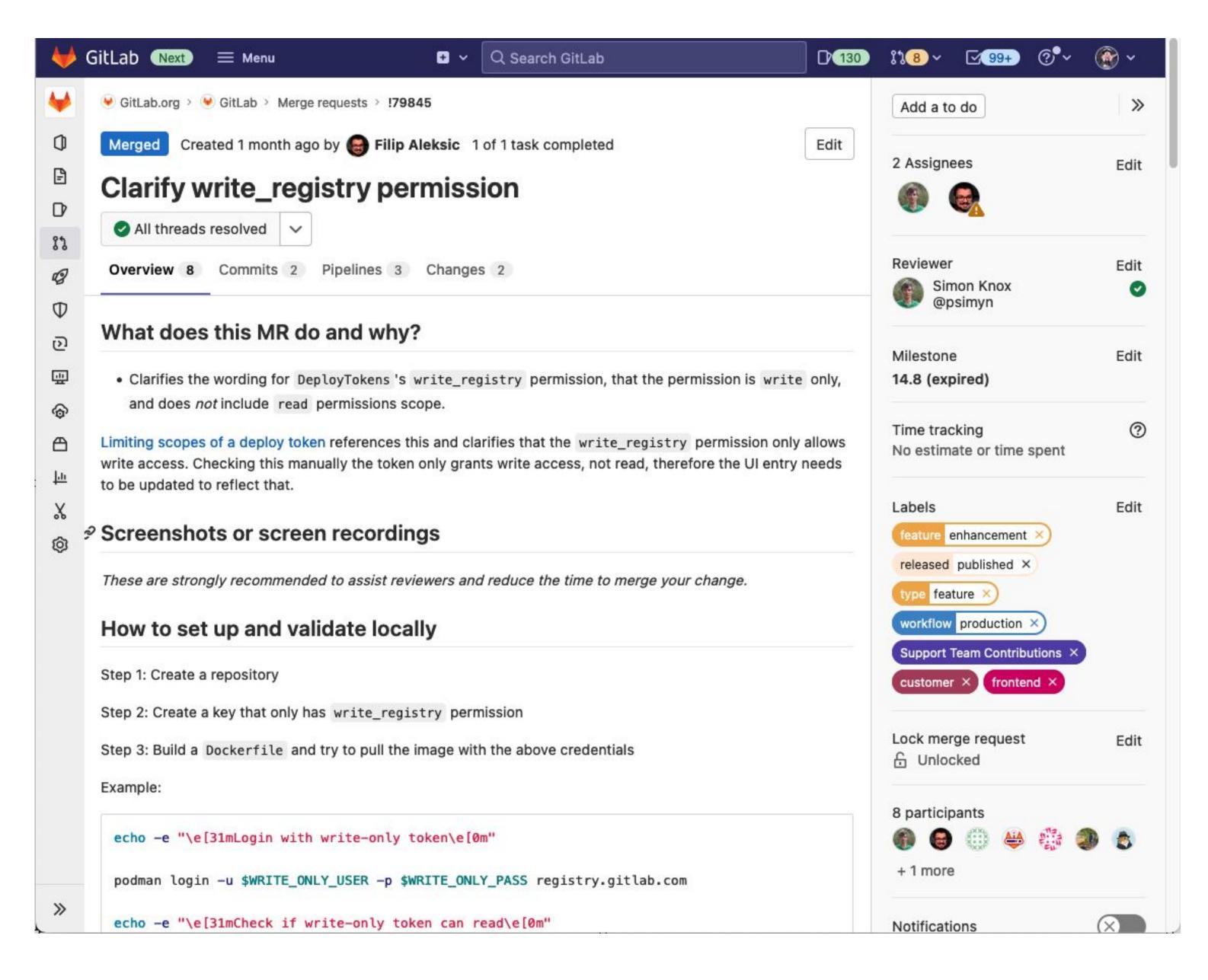
- * You skip this:
 - * Customer reports problem
 - * Support opens issue
 - * Development sponsors it
 - Engineering + Product Schedule it (at the expense of other work!)
 - * It gets shipped
 - * Support finds out later

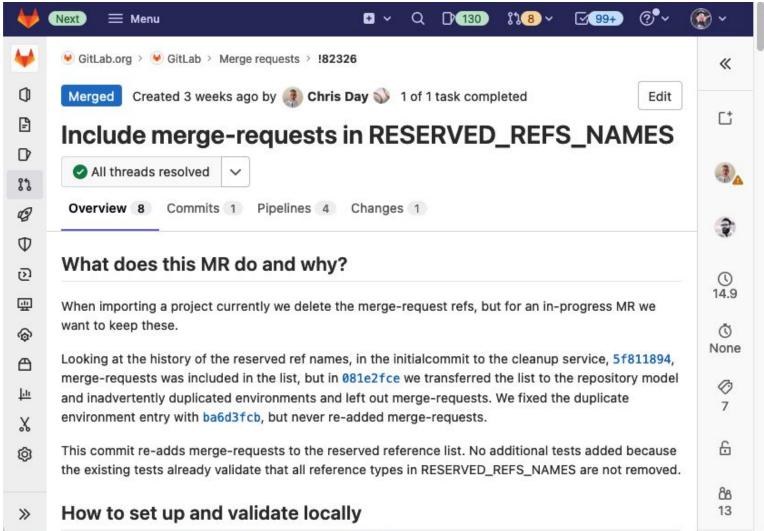
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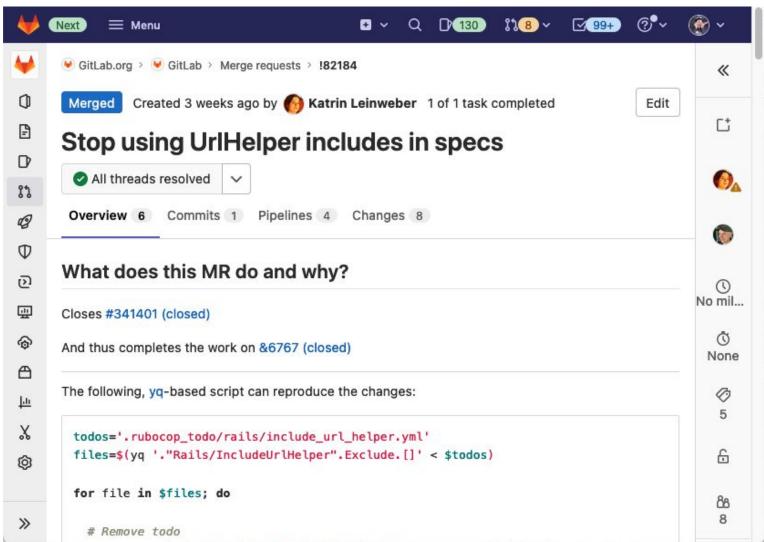
- * It can instead look like:
 - * Customer reports problem
 - * Support submits a bug fix
 - * Development reviews
 - * Code gets merged .. customer happy!

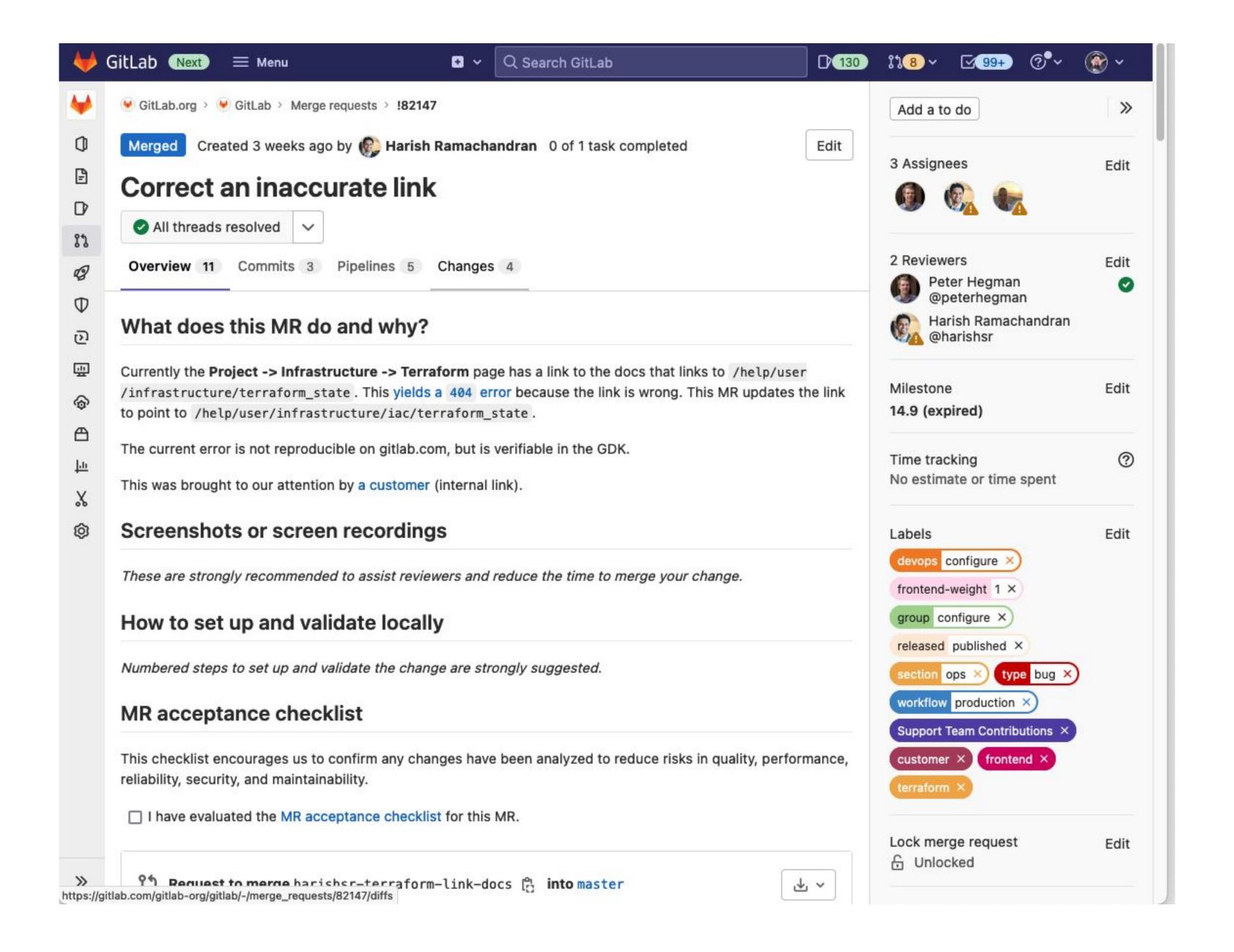
Engineers focus on product. Support focuses on bugs.

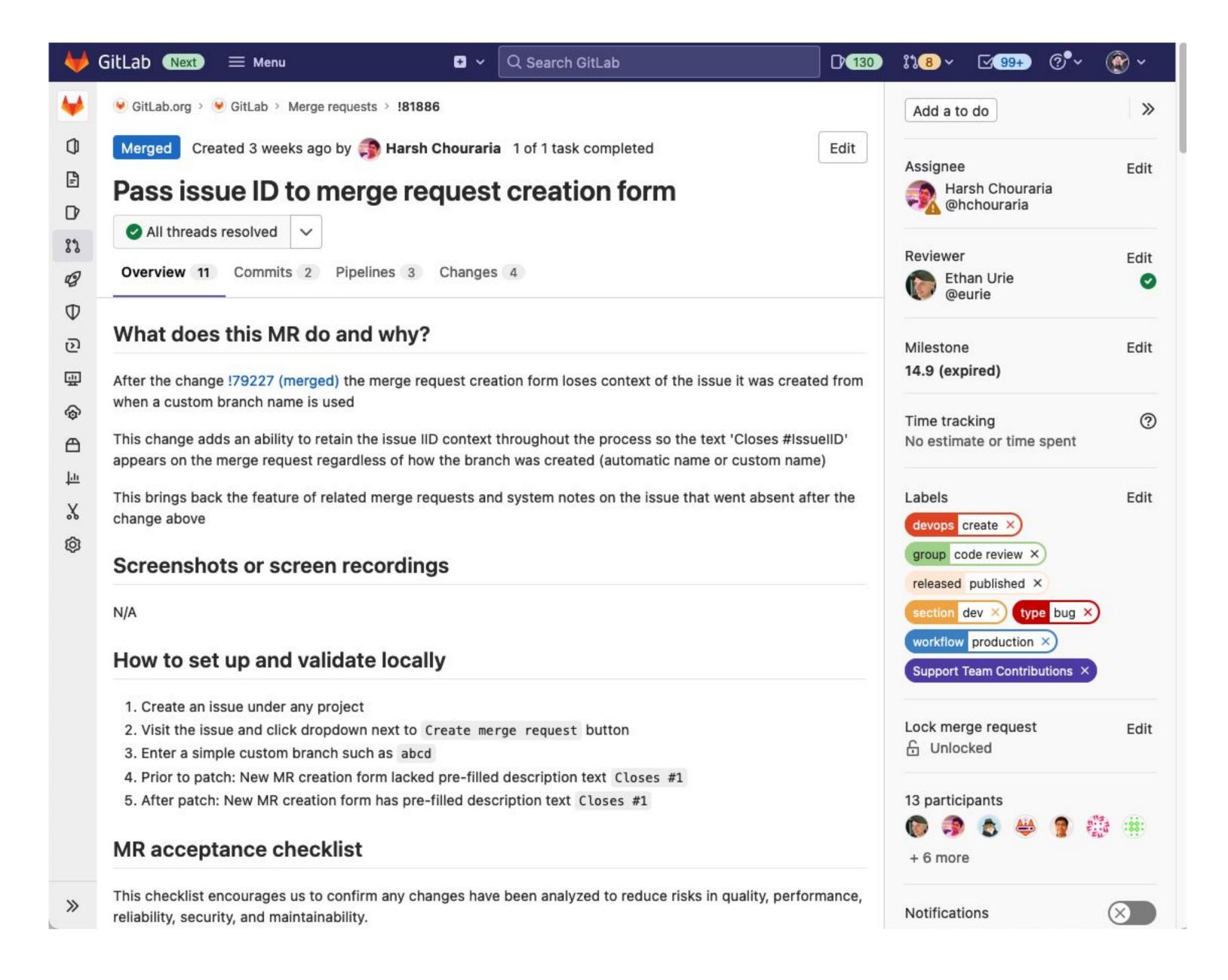
- * Support shouldn't be doing feature development
- * Support Engineers want to find out why things don't work
- * Support are motivated to fix bugs!
- * Bugs slow down feature development!
- * Bugs decrease shipping velocity
- Outsource (some of) your bugs to the Support Engineering team! (The ones the customers are finding)

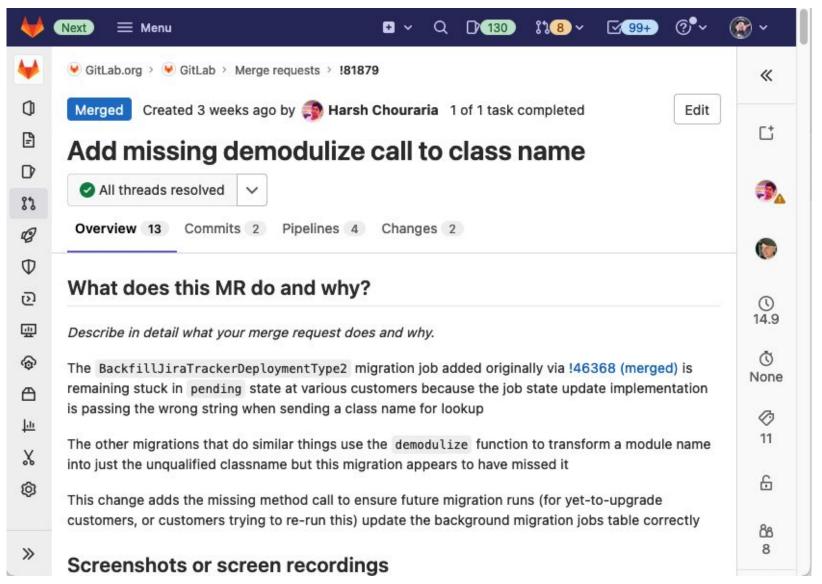


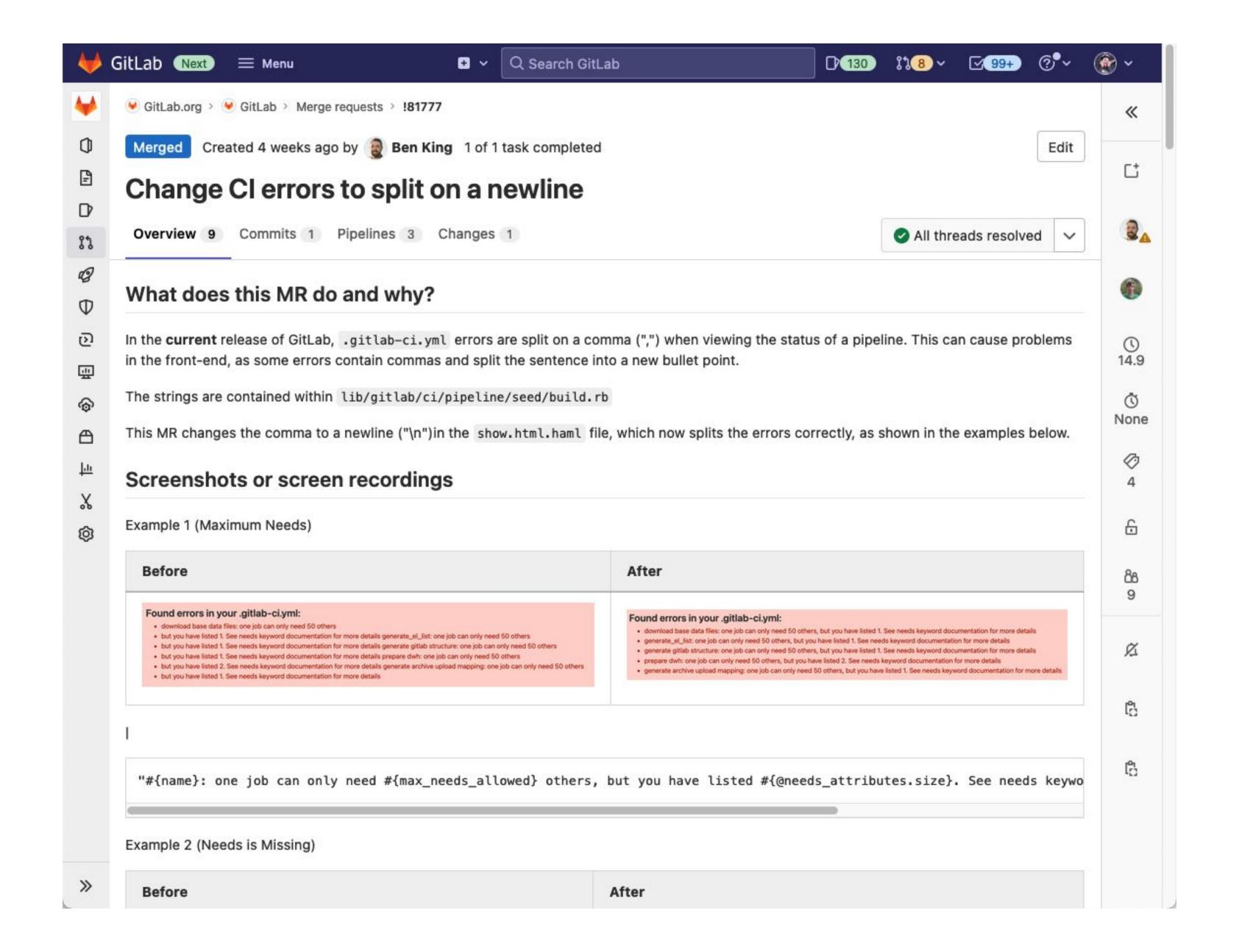


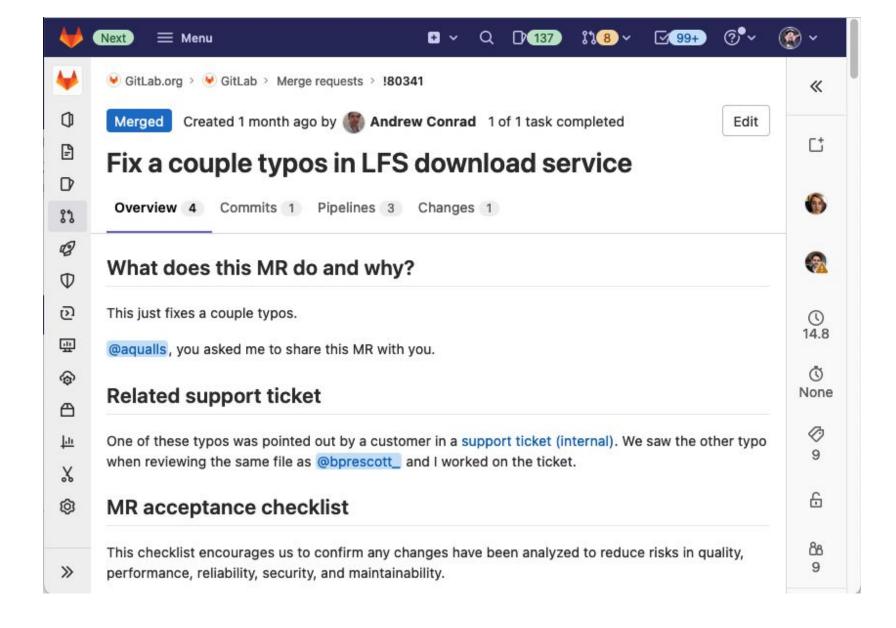


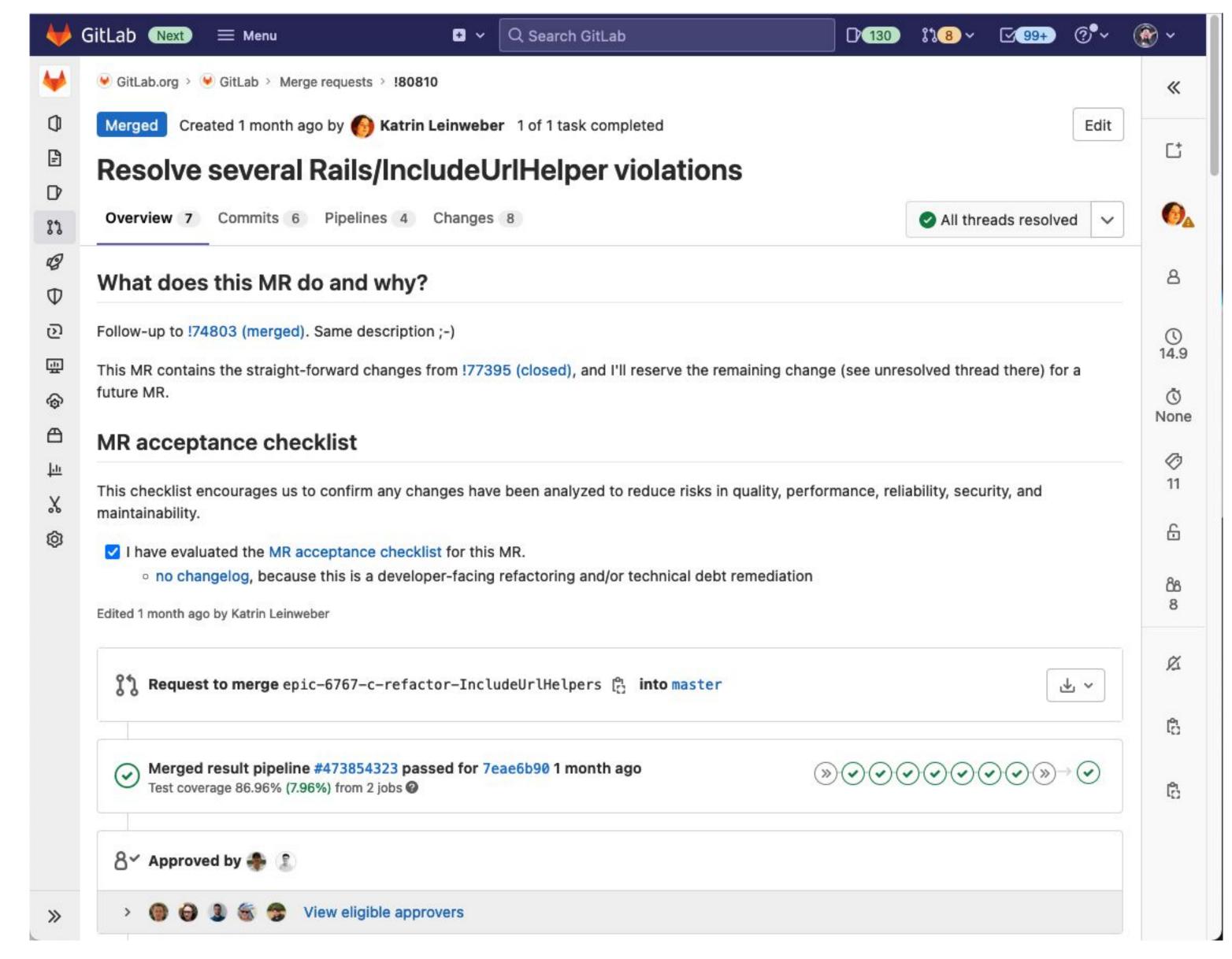


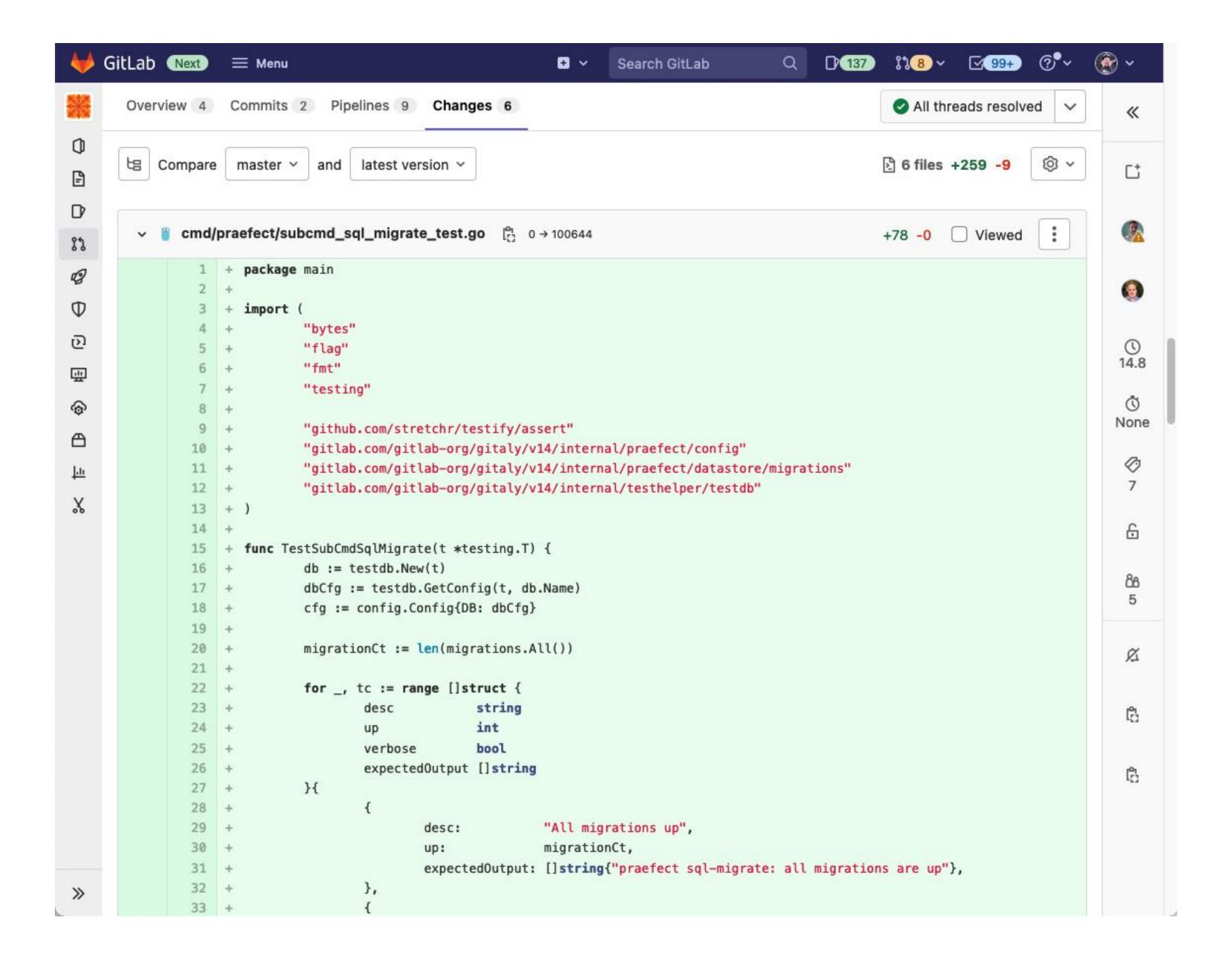












Is 'yes' the answer to these questions?

- * Do you work in Engineering?
- * Do you have a Support team?
- * Do you have a backlog?
- * Do you want to increase your velocity?

Have your Support Team contribute code

Yes, really.