

The Story of the TSSG Working for a Silicon Valley Mobile Security Company

Ger Henderson - TSSG
WIT Computer Science Summer School Presentation
An Experience Story
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About Me

- Ger Henderson
- Senior Software Test Engineer
- TSSG
- Ericsson
- DCU

How did it happen ?

- TSSG / ITLG / John Hartnett
- Connection made between TSSG and Company
- Due diligence
- Contract signed

About The Company

- Mobile Security Company (Android and iOS Apps)
 - Functionality - Locate, Scream, Theft Alerts, Malware Detection, Backup, Lock & Wipe.
- Ruby on Rails / MySQL backend
- Integrated with Mobile Carriers (T-Mobile, Sprint, Orange, etc)
- Billing System - A Basic Account Ledger
 - Carrier Billing, Braintree, Apple, GIAB.

OnBoarding

Onboarding, also known as organizational socialization, refers to the mechanism through which new employees acquire the necessary knowledge, skills, and behaviors to become effective organizational members and insiders. Tactics used in this process include formal meetings, lectures, videos, printed materials, or computer-based orientations to introduce newcomers to their new jobs and organizations.

- Small team of 4 head to San Francisco
- Intensive onboarding for 3 weeks
 - Tech. transfer during the day 8.30am to 5pm
 - Socialising with different teams at night
 - Relationship building crucial at this stage
 - Going for coffee and lunch etc ...
 - Building a rapport with colleagues
 - Irish people are really good at this

OnBoarding

- Week 1
 - All day interactive training
 - Software Architectures explained
 - Data Model walkthroughs
 - Production & Staging Infrastructures explained
- Week 2
 - Half day training
 - Other half of day working pair to pair with Local Engineers
- Week 3
 - Started working on projects, fixing bugs, preparing test plans
 - Also started documenting previous weeks training sessions to aid in future Onboarding
 - TSSG Engineers embedded in different teams with specialised training
 - Time to go home, We're tired but ready for the challenge ahead.

We come home, Now the fun starts !!



The Challenges

- How does this code work again ? What exactly is it doing ?
- My unit tests are failing !
- How do I test this ?
- Is anyone online yet ? The timezone problem !
 - Sites also in Boston, Japan, Ukraine.
- How do I deploy this to Staging ?
- Is this going to Production ?
 - Everything on Master branch !!!

The Solutions

- The Company did not throw us to the lions
- Many Communication channels open
 - Zoom
 - Slack
 - Email
 - JIRA
 - Daily Standups
 - Sprint planning meetings
 - Retrospectives
 - “Reach out to us”

Hand holding can't go on for ever !

- We needed to adapt our working day
- Internal onboarding needed to happen
- Internal Knowledge transfer (1 hour a week)
- Communication was key !
- Hard work was the key also !
- “Don't burn out We need you !”

Some of the Tech.



Some of the Highlights

- AWS Switchover from Data Centre
- Integration with Global Mobile Operators
- Part of the on-call rotation using PagerDuty
- Daily Billing Analysis and Production Monitoring
- Our feedback improved their internal processes
- Developing software for a 60 million user base

The Benefits to TSSG

- Confidence that we can engage with big players
- Junior Developers fast tracked their careers
- Technical knowledge enhanced
- Agile Process knowledge enhanced
- Confirmation that our TSSG Agile Process was robust
- It's a great Case Study going forward

Q&A

- Any questions
- Thank you for listening !
- Best of luck in your future careers.
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