London Apple Admins
@GoCardless

GOCARDLESS

LONDON APPLE ADMINS @ GOCARDLESS

- 18:30 - 19:00: Arrive, mingle and welcome.
- 19:00 - 19:15: "Growing Pains" - Piero Mamberti - GoCardless
- 19:20 - 19:35: "Your passwords suck" - David Acland - Moof IT
- 19:40 - 19:55: Break
- 20:00 - 20:15: "Signing and De-signing profiles, and You!" – Darren Wallace
- 20:20 - 20:35: WWDC Round-up
- 20:40 - 21:00: Open discussion
- 21:00 - ?: To the pub!

Growing Pains

Tips learned while my team scales up*

Introductions

- Piero - IT Engineer

- Slack/Twitter/GitHub: **@pmamberti**

GOCARDLESS

- We are building a new
  payments network for the internet

"Since I joined, we have grown quite a bit..."

–Me

BP (*Before Piero*) - ~80

GOCARDLESS

August 2017 - ~150

Before and After

👤	< 100	👤	250 +
🖥	< 100	🖥	350 +
🌍	1 Office (London)	🌍	2.5 Offices (2 moves)
⟨ ⟩	1	⟨ ⟩	3
🔄	Artisanal IT	🔄	Engineered IT

What am I talking about?

- Comms

- Best Practices

- Work Balance

- Ownership

1. Comms 🔊

- Internal

- Company-wide

- Support

- *Explicit > Implicit*
  Short, provide context!
  Don't keep secrets!

- *Make it simpler*
  Use a TL;DR
  (Spoiler: no-one reads emails)

- *Don't jump to the solution*
  Nail requirements fast
  Meet in person

1. Comms pt.2 - Feedback

- Feedback is great

- Never take it personally ✌️

  - Even if very direct 😕

- Use it to improve 💪
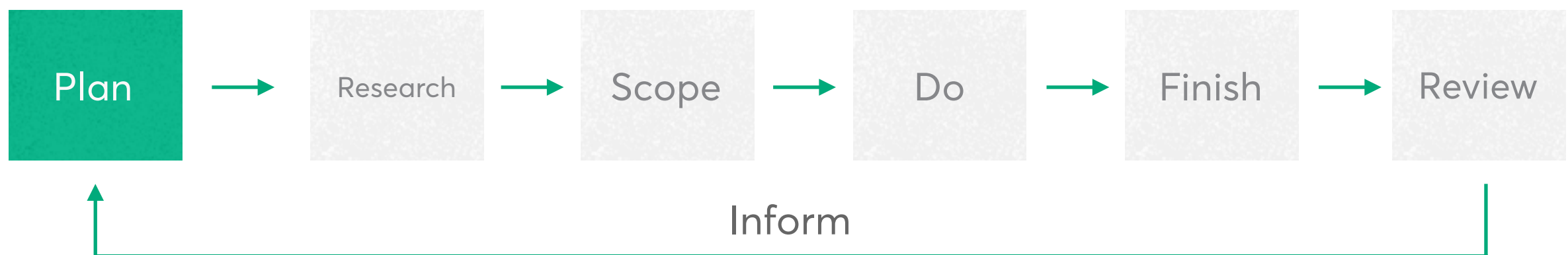
Comms are still f@!#ng hard! 🤐

– Still me

2. Engineering Practises

- Things will go ok

- Minimal preparation

- Fleet-wide rollouts

- No Fallback plans

WHO SAID YOLO?

Brave New World

| Plan | → | Research | → | Scope | → | Do | → | Finish | → | Review |

Inform

2. Engineering Practises

- Don't cut corners! (*Spoiler:* the shortcut won't work)

- The terminal is your best friend

- Text is underrated

- Version Control is **really** cool

- Code!

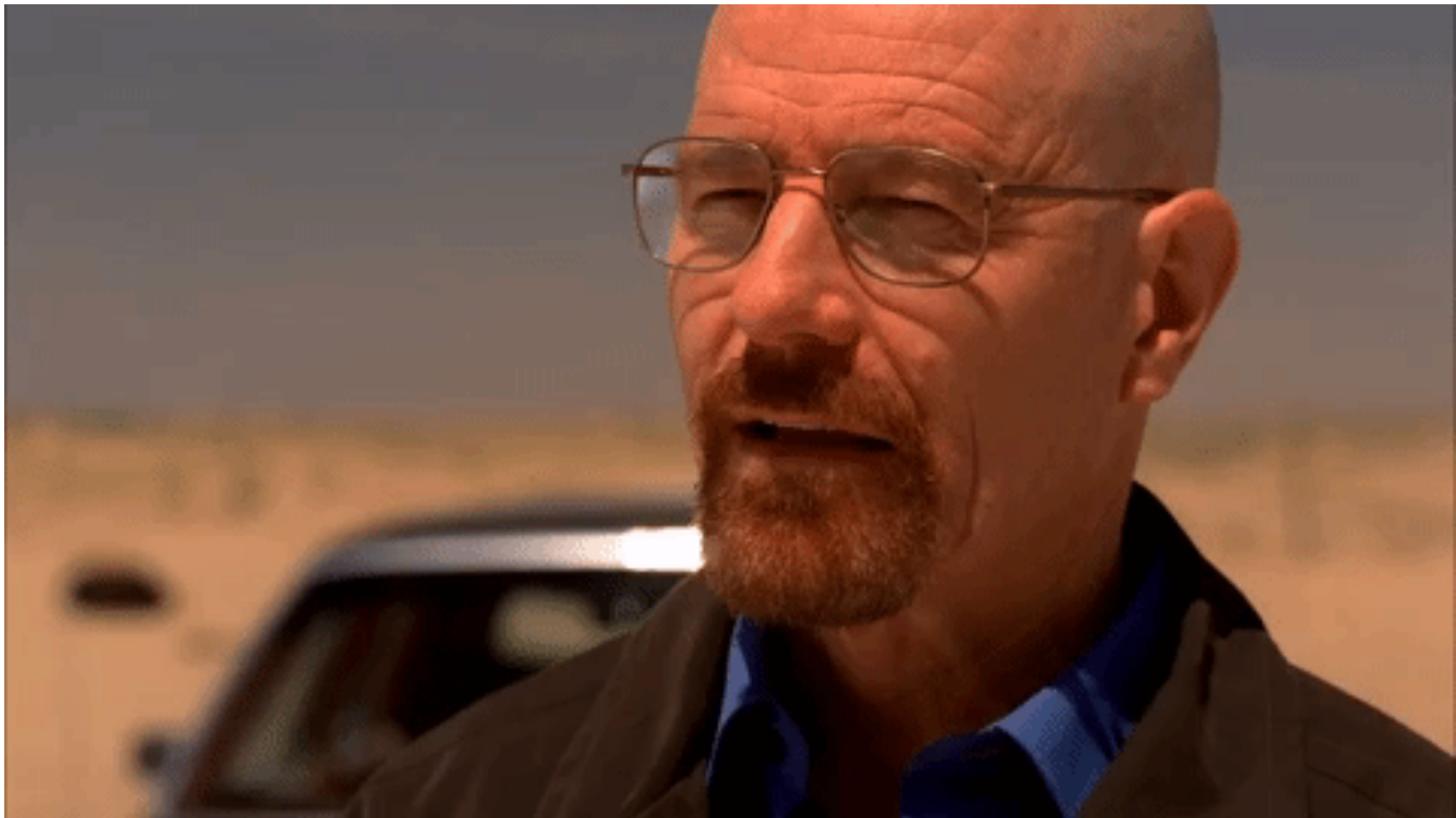 - Write code as much as you can

  - Read good code

Remind me:
What is a scoping document (again)? 🙄

- a younger me, just starting at GoCardless

3. Work Balance

- Operational Work

- Project Work

- First Responder

- Train Your Customers

-Walter White

4. Ownership

- Take Pride

- Your work is **important**

- Do your **best work**

- **Own** your work

4. Ownership++

- Shit happens. Get over it. Own it.

- It's a valuable lesson for everyone

- Write a post-mortem

- Implement the changes

- Improve and move on

"Please, not another quote of his or a GIF…"
🙏

– Are you still reading these?

So… all good now?

Nah...

🙌 **Thank you** 🙌