



"We're almost like consultants because we're looking at the process and helping it. ... for anything X1 or CP people will come to us. "

"... we're saying please don't forget about us "

ENGINEERING

Role: **Regional Engineering, Division Engineering**

Experience: **15+ years**

Locations Interviewed: **West Division, Denver CO**

Tools: **Einstein, Scout, CSG, xRay, Excaliber Portal, Customer Timeline**

Training/Resources: **Creates training resources for TSC and NCOE**

Official Job Responsibilities

Every division has engineering and operations teams. There are 3 divisions: West - HQ in Denver CO, Northeast - HQ in Manchester NH and Central - HQ in Atlanta GA. Every division has its regions. Every region is in charge of its own margins that make up the margin the divisions deliver to the company. Regional engineering teams are more engineering operations. They spend most of their time doing day-to-day work. Division engineering spends more of their time doing strategic work, and if regional needs their help they will help them. Division engineering acts as a liaison with National representing the interests of their division. If a national team wants to release a product or service, the division will scrutinize it very closely.

They're supposed to protect the customers, margins and teams they support by reviewing and making sure that things are ready to be deployed. Any project they agree to deploy, they want to make sure it doesn't increase costs and is as successful as possible.

West division also has CPE responsibility so they also act as the liaison between the field and CPE teams in terms of features, trials, new boxes, specs, inputs and outputs. How does the tech use it, how does the customer use it, and if there are any problems they will help escalate.

Unofficial Job Responsibilities

- Consultants for anything X1 or CPE

They created virtual SME teams. These are teams in the field that have more training and knowledge of how the overall platforms work. So that when their techs are coming to them, they can use these tools to have a better idea of what may be happening, instead of things going through the normal support line and falling in the gaps. These folks get deeper training. They created these teams and decks to get out in front of techs. The supervisors can now triage a little better and know if they have control over it or not to waste time and escalate the problem.

Troubleshooting

Show exceptions first. So I know where I need to go to solve this problem.

- Things on account - in terms of service and equipment
- Provisioning
- Network operating parameters
- Service path
- Authorizations
- Errors

Beliefs and Behavior with Tools and xRay

- Why go to xRay when Scout gives me a lot more details. xRay gives enough to know to fix it, but I typically go to Scout.
- Sometimes xRay doesn't show the most accurate information.
- Sometimes xRay shows a box is offline and Scout shows it online.
- Any tools like xRay that help streamline processes and save money because we are spending less time on tasks - we will be a fan of.

Opportunities

- Make it easier for TSC to solve problems quickly and on their own, so they don't need to reach out to Engineering.
- Make it easier to find bugs

"... when we had one release a year and could test it really well ... the chances for a bug were really minimal. But now with RDK and with releases twice a month we break a lot of stuff and so this model (limited visibility of cloud systems and relying on field techs) doesn't really work well for those bugs. And a lot of the cases that come to me are actually bugs."