

SYMPHONY

FOR TECHNOLOGY

KEY USE CASES

1. **Discuss and track projects/ systems/ applications/ change control/ support with relevant team members inside specific team chatrooms.** This reduces complex email flows and makes it easier for project team to handover across shifts. Use @mention to get someone's attention/action and use the mobile app to respond to messages on the go
2. **Respond rapidly to urgent system issues and coordinate on resolutions** by setting up special alerts for notifications from senior management or from system outages chatrooms
3. **Manage tasks/priorities by tagging chats with specific projects/ priorities/ action items.** E.g. tagging #urgent enables you to see anytime #urgent has been mentioned across your chats and getting first to the ones with #urgent on them
4. **Integrate with third party applications and develop bots to automate operations workflows.** IT teams work with critical systems that send notifications (via emails) to users. Symphony integration can enable you to receive these inside Symphony (ex: JIRA, Github, coding dev platform). You can use a bot to automatically send your team notifications in the event of system outages, network downtime, etc.
5. **Track progress of key projects directly from Symphony, via a JIRA bot** that pushes notifications from JIRA to pre-specified Symphony chatrooms

RECOMMENDED ROOMS

- Applications Support Room
- [Project X] Support Room (e.g., Symphony Rollout Support Room)
- Network Change Control Room
- Engineering Coffee House
- Developer [Project X] Room (e.g., Developer – Project Bot Room)

RECOMMENDED USER DESKTOP SETUP

- **Text layout:** normal font size, spacious info density, and standard 'time ago' format
- **Folder organization:** place chats into critical vs informational folders, and create a VIP folder for your boss or other senior leaders to quickly notify you when they ping
- **Workspace:** keep important project and system rooms pinned to respond to urgent requests immediately. Also keep the relevant project/urgent signals pinned

SYMPHONY

GET STARTED WITH #TAGGING FOR TECHNOLOGY

#HASHTAGS FOR TECHNOLOGY

GENERAL

#Project[Name]
#Urgent
#Escalation
#Ticket[Number]
#SOD (start of day)
#EOD (end of day)

SYSTEM DEVELOPMENT

#CodeCommit
#PullRequest
#[SystemName]
#Bug
#QA
#ProductionReady

NETWORK

#NetworkOutage
#NetworkPerformance
#PerformanceIssues
#Latency
#Server

SYSTEM ROLLOUT/DEPLOYMENT

#[SystemName]
#Release
#Implementation
#Rollout
#GoLive
#Migration
#ChangeManagement

SYSTEM MAINTENANCE

#Maintenance
#Upgrade
#ScheduledDowntime
#Support

SEVERITY / OUTAGES

#Sev1
#Sev2
#Sev3
#Urgent
#[SystemName]Incident