Challenges of distributed teams across Regions

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About Me

- 15 years of Work Experience
- 8 Years in Symantec – Cyber Security Services
- Phases as a Techie
  - Trainer
  - Escalation Support Engineer
  - Security Analyst
  - CRT – Customer Response Team
  - AppOps - Application Operations
  - SRE – Site Reliability Engineer

Target Audience

- End Users / Customers
- Application Operations
- Engineers / SRE's

" SRE, Production Engineer, DevOps - Regardless of the title, its engineering that truly defines the work of the engineer who is focused on reliability of their product "

Key Aspects

- Communication
- Culture
- Time Zones
- Technology & Skillsets

Communication

- Personal vs Professional relationship
- Need of right cadence in communication
- Grandiloquent talks often give discomfort
- Professional hierarchy is more religiously followed in some region vs others
- Efforts on building a relationship and fostering trust

Common Problems faced for Communication

Culture

- Cultural Communication
  - Addressing people with Name, Surname, Designation, Title
- Culture and Hierarchy
  - In few cultures priority from higher officials are treated with utmost priority
  - Also irrespective of severity. Hierarchy is respected utmost. While in certain regions generally culture is of Flat hierarchy
  - Voice Tone can be threatening while escalating issues
- Culture and Technology
  - Short term vs Long term resolutions
  - Thoughts to fix issues out of Band

Common Problems faced for Hierarchy

Time Zones - Geographical

- Plan and schedule meetings with overlapping clock
- Choice of being Lark (Morning lovers) vs Night Owl
- Value for Weekends and work-life-balance

Common Problems faced related to Timezone

Technology

- **Digital Division -** unequal access to technology
  - E.g. Adaptation of latest technologies like Internet of Things (IoT)
- **Knowledge Gap -** Increasing gap in information for those who have less access to technology.
  - E.g. Basic Educational Syllabus
- **Learning From Failures**
  - *Lunch-and-learn reviews to learn from past mistakes*

Common Problems faced in Technology

Key Takeaways

- "Adapting is key" and much more for a role of PIM (Production Incident Manager) when the pressure is to get the production site up and running 24 X 7

- Goals and Priorities remain same and not region

- Building trust across regions and cultures

- Acknowledge differences in social Cultures

- Skillset equality for better communication. speak the same language/ terminologies/ technologies

Hope no Questions ☺

As we acknowledge the differences

Thank You

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