

FROM FULL-TIME ONSITE DBA TO REMOTE EXPERTISE

A JOURNEY IN EFFECTIVE POSTGRES SQL SUPPORT
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HEY, WHAT'S THE WIFI CODE



ESSID : PGCONF EU

At Portal login, choose the WIFI-Code link at the bottom of the login box.

Portal password : SLONIK2019

BEFORE WE START

Do you have  ?

@pgconfeu ← follow

#pgconfeu ← to tweet

WHO I AM



Stéphane Schildknecht

- ♥ PostgreSQL lover for almost 20 years
- 🕒 Founder of PostgreSQLFr (chairman 2005-2010)
- 📁 Founder of Loxodata in 2010
- 🐦 @saschild

LOXODATA

3 essential pillars



PostgreSQL



DevOps



Cloud

LOXODATA

A comprehensive service offer

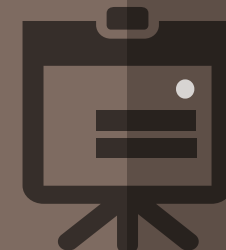
● Architecture



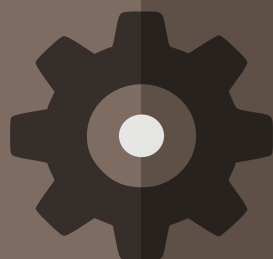
● Consulting



● Teaching



● Administration



● Audit



● Support



WHO ARE YOU?



ALREADY WORKING WITH POSTGRESQL?

- Are you a long time PostgreSQL user?
- Do you have plenty of PostgreSQL skills?
- Are you experienced?

POSTGRESQL IS QUITE NEW FOR YOU

- Just started or maybe not yet
- A bit confused

WORKING WITH POSTGRESQL BUT...

- You lack technical skills
- Your activity is increasing

FULL-TIME EXPERT



DOES THAT PERSON WORK IN YOUR COMPANY?



YES!

- That's great, because he/she
 - has a deep knowledge
 - can solve tricky problems
 - has widened his/her skills to handle your company's products issues
 - has become the keystone of all the tech stuff in your company

YES...

- But, he/she may
 - ~~sometimes often~~ *always* be too busy
 - focus only on your company's issues
 - always use the same solutions/recipes to the same kind of problems
 - obfuscate his work
 - have difficulties to keep up to date with new technologies
 - may have difficulties to train company's teams (or is frightened to lose his/her position by doing so)

NO! THERE'S NO SUCH A PERSON.

Then, you will hire a full time expert, won't you?

- Be careful about your team:
 - They learned the hard way
 - They may not accept criticism
 - They have a real knowledge of the existing state
 - They know more than anyone else in your company
 - They still have things to learn (and sometimes want to)

HIRE AN EXPERT?



The HR hell quotes:

- *"We help a recruitment campaign but experts are hard to find"*
- *"We don't know if we need him/her full time, we want him/her to have side skills"*
- *"We have a potential candidate but we're not sure he/she's the skills we need"*
- *"We've found someone we can't afford"*
- *"We've found someone but he/she wants a part time job or work remotely"*

SO WHAT DO YOU REALLY NEED?

TECHNICAL INVESTIGATOR



- Answers the phone
- Creates the tickets
- Investigates
- Sometimes solves the problem (or transfer it)

SKILLS



- On the product (PostgreSQL)
- Context / internal usage
- Internal procedures

SPEED



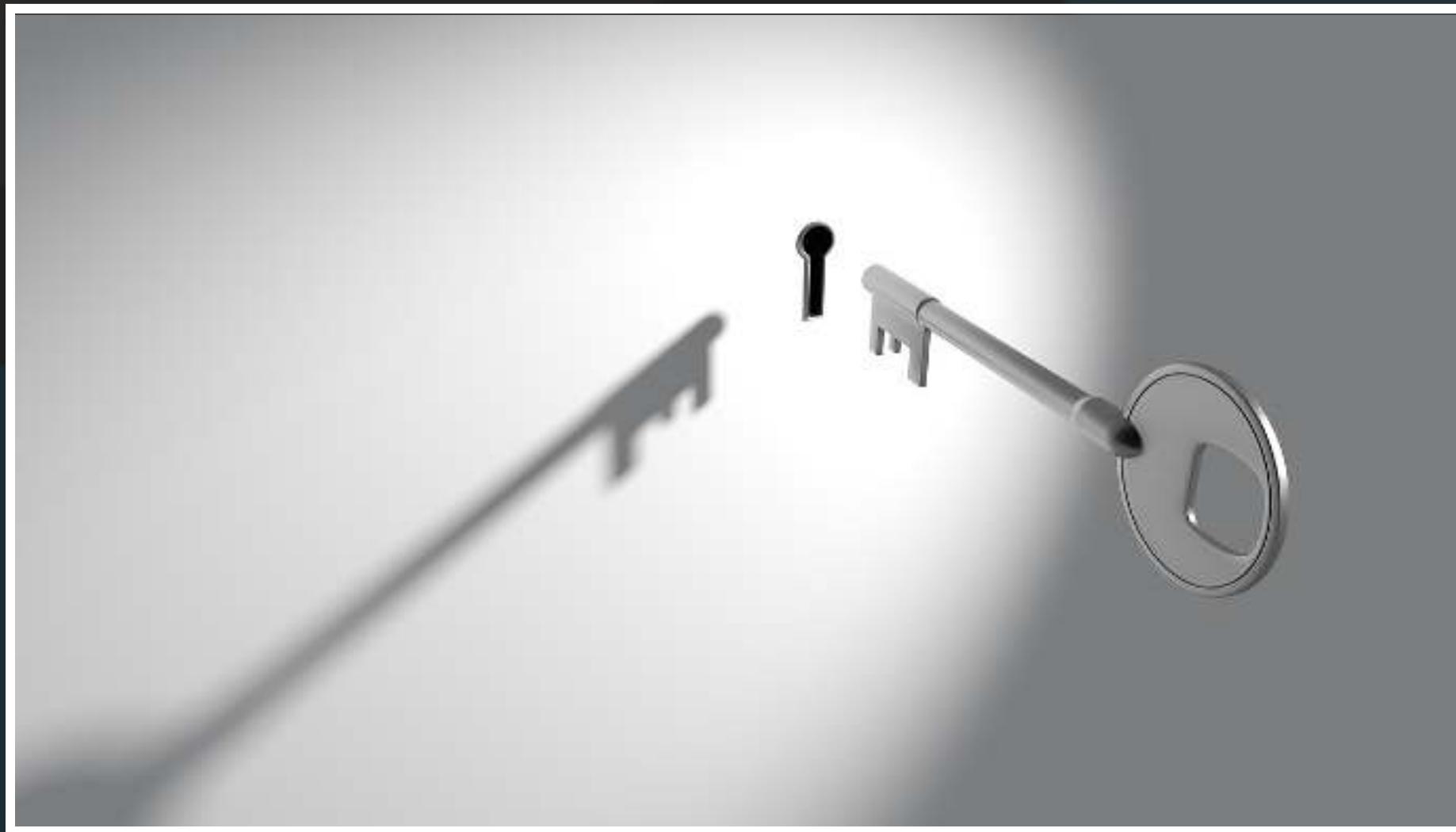
- An issue can cost a lot
- The speed of resolution may be critical
- The bigger the problem, the more skills and time needed

THAT'S IT, YOU NEED AN EXPERT



- Deep knowledge of the technology
- Many different use cases
- Bugs identification
- Limitations
- Best practices
- Community involvement

SOLUTIONS



TRAINING



- Train your team
- Choose a well-known training company with experts
- Don't under/overestimate team's skills
- Focus first on 80% most used skills
- Complete with sessions focused on some points

SUPPORT



- Have a support company to second your team
- Choose a support offer fitted to your needs
- Inform your team about the procedures
- Never blame anyone for calling the support

EXPERTISE



- When you need to solve complex problem
- Ask your support company. They know about your issues
- Hire for a given and small amount of time
- This is cost effective

HOW TO START



INITIATE THE SUPPORT



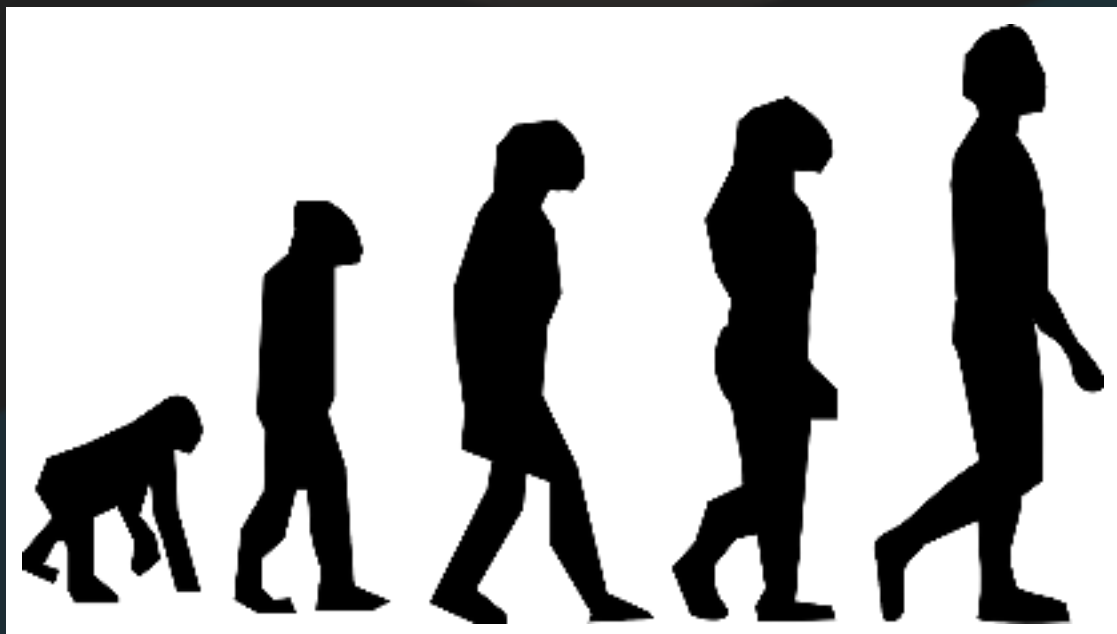
- Collect information on site
- Document the procedures
- Exchange them with the team in charge
- Correct them if needed
- Iterate until everyone agrees

BEGIN THE HARD WORK



- A part time expert may work with your team
- He/she will be the technical contact to the support company
- Take in charge all the internal procedures
- Include the expert in the team

EVOLUTION



- Evolve to on-demand expertise
- Ask your known contact to come back once a {year/month}
- Talk to the others experts on support, it's a team too!

FINALLY



- Your internal team will learn lots of things
- The support team will be able to go much further than you imagined
- It will cost much less than a bored internal expert who will quit
- Your problems can be solved quickly
- Your problems can also be anticipated
- Everyone wins !

THAT'S ALL FOLKS!

SLIDES AND SOURCES

- Slides will be available on the pgconf.eu website by the end of the conference.

DON'T FORGET

Feedbacks (training+conference) :
<https://2019.pgconf.eu/f>

THANK YOU!



For any further question :

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