



# Tara

Release Manager, Palo Alto

Responsible for managing releases on several SaaS and On Prem offerings



## Tasks

- Stage Files for viruses, before providing them to the end user
- Create and Manage Download Groups
- Resolve arising issues that may hamper release model
- Manage team participating in the release publishing process.

## Goals

- Provide binaries to the end users in secure way without human intervention
- Ensure release model is followed by the team, and due protocol is followed for exceptions, if needed
- Ensure product stability and track it's readability as per agreed upon milestones, and clear out roadblocks

## Pain Points

- Very slow release process. It can take up to ~68 hours to release new software.
- Too many manual steps that they have to perform using different tools, in order to release.
- Tracking release readiness activities and release progress requires using multiple tools with heavy context switching.



# Matt

Product Line Owner, Sofia

Responsible for managing a Product Line in VMware



## Tasks

- Hold customers meeting to resolve eventual issues and ensure customer satisfaction
- Determining the marketing direction and tactical implementation
- Prioritising the engineering backlog

## Goals

- The product line they are leading, contributes to growing VMware's revenue.
- Maintain high-customer satisfaction and high Net promoter score (NPS)
- Ensuring the product line meets utility and warranty requirements

## Pain Points

- Tracking binary publishing activities requires using many tools with heavy context switching
- The level of the availability and support of the legacy tooling often results in last minute release delays.
- Slow release cadence might results in increased security risk to the customers.