**Cut me some slack - Slack consolidation within systems division**

<https://pad.riseup.net/p/stfc-cut-me-some-slack-keep>

Alexander Dibbo will be leading a discussion on how we might consolidate the different Slack workspaces used in Systems Division. This doc is to gather data for discussion and to collect any notes and actions.

Add in any workspaces you are a part of below along with what they are used for and a plus (+) next to activity if you have sent or read a message in that workspace this month. Also add in if your group or team uses this for your primary inter team comms

**Slack Workspaces**

Cloud

* Used for: Used by Cloud team for intra team comms and for comms with users. Also used by Ceph team for some user comms, and also used for integration with ops Genie for call outs & Acknowledgement.
* Activity:+++ (60-80 active members over last month, though much lower proportion that actually post vs. T1)

Tier1

* Used for:Used for Tier1 related chat, quattor discussions, main channel for Grid Services Team, Grid Tools team, Batch Farm discussions, ELK discussions, TIG discussions, pam\_module discussions, Atlassian migration, used by Fabric team to communicate with remote workers while working on hardware, while in a noisy environment. Also has a number of work-adjacent topic-specific channels that are good for staff wellbeing.
* Activity:+++++++ (60-80 active members over last month)

SCD Systems

* Used for: Used for chat within the division
* Activity:++++++ (40-70 active memebers over last month)

STFC Misp

* Used for: Goal was to be a place for a STFC MISP community inside/outside STFC (cf Cloud user comms) - it's not clear if this is the right place for this work. My perspective - is there a case for staff discussion slack workspace(s) and slacks for user engagement? That would be one boundary worth discussing
* Activity:

SCDOnCall

* Used for:Used for catching alerts from OpsGenie - originally was only set up because of the 10000 message limit
* Activity:

SCD Incidents

* Used for:Used for discussing incidents within the department
* Activity:

SCD Research Infrastructure Group (18-30 active members)

* Used for: coordination of Rig group (but primarily Systems team) and related services:scarf, Jasmin, pearl, Ukca, octopus
* Activity:+++

NCAS/CEDA:

* Used for: Jasmin comms (within the team and with CEDA)
* Activity:++

DLS (DLS owned/paid, has history, many users):

  Used for: DLS comms

  Activity:+

IRIS Technical Working Group (many externals in the workspace):

* Used for : IRIS TWG work
* Activity:

**Questions:**

How many workspaces are too many?

- This many.

- Internal vs. External

I think it’s more of a question of channels within a workspace.  You can’t have too many channels within a workspace (although there is, of course, a practical upper limit) but following multiple channels within multiple workspaces.

What are we using slack for?

* Communication within a team
* Dynamic and rapid transfer of knowledge.  Typically, Here’s a question rapidly followed with an answer.
* Communication with other teams
* Communication with users
* Notifications from different systems
* Decision making in distributed teams
* Aquilon knowledgebase
* <https://stfc.atlassian.net/wiki/spaces/CI/pages/25067626/How+do+I>
* ^^^ THAT PAGE ^^^
* Cloud gets notifications about automated image builds in a channel

Communication while in a noisy environment for co-ordination, often with remote workers.

* Using the Zoom plugin to throw quick Zoom meetings in with grads/apprentices/for handling emergencies/debugging

What apps are we using? Free is limted to 10 aps

* OpsGenie
* Jira Cloud
* GitHub
* Zoom - just a nice to have?
* Giphy - probably don't /need/ this one :-P
* Packuilon
* Outlook Office Email
* Atlassian Connector
* Confluence Cloud
* OneDrive +  Sharepoint
* Outlook Calendar
* Google Drive - we shouldn't be using this for work
* Webhooks

How long the data is available

Archive/Backup retensions policy

* In paid Slack you can customise the message retention policy globally and per-channel from infinite retention to auto-deletion after N days/years

**Zoom Vs Slack, which is better?  How do we access app integrations with Zoom?**

**If both, Chat from Slack to Zoom? What other locations are using? If we have corporate account subscription for zoom, We can decide to use only Zoom**

* Why use paid for Slack when Teams (for example) does everything Slack does and is paid for –  possibly no one likes Teams?
* Zoom has some integrations, the full list is not known, possible working group?

Slack integration with Active Directory for Single Sign On (SSO) since currently it needs a seperate credentials

Zoom integeration with Activedirectory is supported with (SSO)

* - Only if it works when site is down - O365 will
* - Do external collaborators need to sign in too?

Interaction with other Slacks within department/Campus

* Various people work with other divisions and departments who also use slack.
* Used occasinally by Fabric to communicate with D.I regarding network issues and DNS change issues.
* Used by the JASMIN team to communicate with CEDA
* Should be noted that DI uses Slack
* Teams is felt to be “too heavy” on your mobile however there is divisional budget for phones to allow you to run it
* CSE use it to some degree, but mostly for events like training or CIUK, and typically for comms with externals.

Potential other options:

    Zoom - we have a subscription and the chat works well one on one, unsure how well it works with teams/channels or if the integrations we use in slack work with

* - Launching "Zoom Team Chat" <https://blog.zoom.us/zoom-evolution/>
* - Zoom has no Atlassian integration "apps"

    Teams - this is the organisations chat software of choice, integrates with other organisational tools

* - Cluttered interface
* - Seems to encourage siloing
* - very hard to find things if you don't already know where they are
* - Interface "terrible"
* - Chat "reasonably okay"

    Mattermost - <https://mattermost.com/>

    - used by CERN (externally hosted?)

* - Only if externally hosted

    Matrix - <https://matrix.org/>

    Discord - not really targetted for work stuff - this is used by the computational biology group to work with users and it works well for them (Core Imaging Library)

Atlassian sold their chat tools (HipChat and Stride) to Slack, Slack was then bought by Salesforce.

Slack Workspace admins can export entire history if it is really needed and it can be made searchable with another tool.

I use Teams because it's the only thing used by PPD, but I don't think it's well used like Slack. CERN people use MatterMost

Paid-for consolidation of workspaces is available

* - Looks to be possible for free ones too
* - Might be cleaner to start with a new one?

Preferable to start with new workspace rather than the consolidation of existing workspaces.

Things you shouldn't talk about at a dinner party ... Politics, Religion, your preferred Chat application!

**Actions:**

    Look into FoI implications of chat history - Derek

    See <https://ico.org.uk/for-organisations/guidance-index/freedom-of-information-and-environmental-information-regulations/official-information-held-in-non-corporate-communications-channels/>

    But a few bullet points:

* - Information held in non-corporate communications channels may be subject to FOIA if it relates to the public authority’s official business. Regardless of whether you hold it in an official or non-corporate communications channel, all such information held by someone who has a direct, formal connection with the public authority is potentially subject to FOIA.
* - The use of non-corporate communications channels for official business makes adherence to good records management practice significantly more difficult.
* - As far as reasonably practicable, you should always ensure that you use corporate channels for official business. Where this is not possible for whatever reason, you should make arrangements to store official information on your corporate systems as quickly as possible.
* - Non-corporate communications channels have sometimes been used to exchange information about emergency or fast-developing, high-profile events. However, your role in such events may subsequently be subject to external scrutiny, such as an inquiry, inquest or investigation. You should therefore be aware of the importance of capturing official information contained on non-corporate channels about such events for the purposes of future scrutiny.

=>  As the slack provided exporter does not export private channels and direct messages at the free tier, it wouldn't be suitable for exporting the data, therefore there would be an obligation on individual staff to ensure any information that is subject to FOIA was also stored on an corporate system (unless there is another backup solution)

Even with paid-for Slack it would probably be prudent to export the workspace on a frequent basis to a corporate system.

    What is the Unique selling point for slack? - Darren

    Why not teams/zoom? - Darren

    Investigate paid for slack - Alex

* should the user communities pay for this

    Investigate consolidation - whether we get slack paid for or not - Rob J

* Consolidate to a new workspace
* Wait and see if Zoom chat solves this for us?
* Look into how easy it is to add apps/integrations into teams/zoom - Derek
* - After working out which ones we need

  Teams training - Jon C