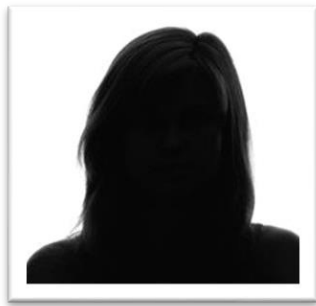




TS Global Labs Update Bulletin – Article

Bulletin #XX



Tech Spotlight: Marcie W has CSAT in her sights

When Marcie W lines up a target, it's a good bet that she'll hit her bullseye.

Marcie is a results driven Windows developer who works in the engineering team that produces LabRAT for the TSS Global Labs user community. LabRAT (Lab Remote Access Tool) provides HPE Support engineers around the world with the ability to access equipment in the Global Labs remotely from their local worksites.

LabRAT allows users to reserve and share IT equipment, replicate customer configurations, and form projects and teams. The LabRAT application that Marcie contributes to is so cool that customers who get a glimpse of it on lab tours invariably ask if they can purchase it. (They can't.)

Marcie is the rare engineering talent who is an expert communicator as well as a coder. She comes to her position at HPE by way of her previous experience in the U.S. Army and government organizations where she learned photography, graphic arts, writing, and related disciplines. Marcie has been taking photographs as a hobbyist since her youth, and as a professional photojournalist she has written and taken pictures for diverse clients ranging from the Department of Defense to an underground hip-hop e-zine.



ER Innovation Winner

“(The) team was able to integrate the functionality into the existing LabRAT interface, allowing support engineers around the world to leverage these technologies in modelling and troubleshooting complex customer issues. The result is improved serviceability capabilities for our support engineers.”

“I did a lot of writing for the DOD,” Marcie explains, where she became an award-winning photographer and editor before she graduated with a university degree in Software Engineering and turned to writing code.

Marcie continues to develop her IT skills in both formal and informal environments. She is enrolled in a Master’s program for Software Engineering, but she also attends conferences, reads tech blogs, and learns a lot by, “solving the tasks I’m given and by working with other engineers. I learn by doing,” she explains.



Point and shoot...

Outside of work, Marcie’s hobbies include photography and firearms.

Her first camera was a simple Polaroid instant, which she received as a teenager. She has since graduated to a high-end Canon and conducted professional photography sessions.

On the shooting range Marcie is at ease with various firearms and is a crack shot with a rifle!

“Visiting the Global Lab in person has allowed me to understand as a user how the Lab works. Seeing the hardware in the Lab is important and helps me to develop LabRAT with the user community in mind,” Marcie adds. “I’m a very visual learner! I love understanding things.”

Marcie’s development work involves user interface testing, writing code that speaks to the database and forming SQL queries, as well as adventures in the data access layer. Marcie’s customer is the Support engineer who connects directly with HPE customers.

Recently her development team has been working to implement CSA templates to be used in LabRAT, which give a user the option to quickly obtain a fully configured virtual machine of any type: Windows, Linux, etc.

Recently the LabRAT development team won the “ER Innovation Award,” for an elegant system

that makes it possible for HPE to provide a centralized repository of equipment to a widely decentralized user base.

Marcie believes that technology is headed “straight to the cloud,” in the form of Software as a Service, Cloud Computing, and Cloud Service Automation for example. Marcie appreciates the challenges that HPE’s customers face and the impact that her software has on their satisfaction.

“You really have to understand the customer’s needs and why they’re using your equipment,” she says.

“It must be an integral part of HPE to create customer solutions. Things that make their lives easy. Products and services that enable them to run their business. Our customers don’t want to learn new technologies. They want to focus on their business, and they want technology that enables their business to function.”

Resources such as the TSS Global Labs and developers such as Marcie W and the LabRAT team are some of the reasons why IT customers are finding solutions at HPE.

“Tech Spotlight” interviewed and written by Ken Sullivan (ken.sullivan@hpe.com). Ken is a member of the HP Converged Systems & Solutions ERT Applications/Data Intelligence & Operations team.