

Crisis Text Line

@cjcodes on @crisistextline tech



Who I am + Who we are

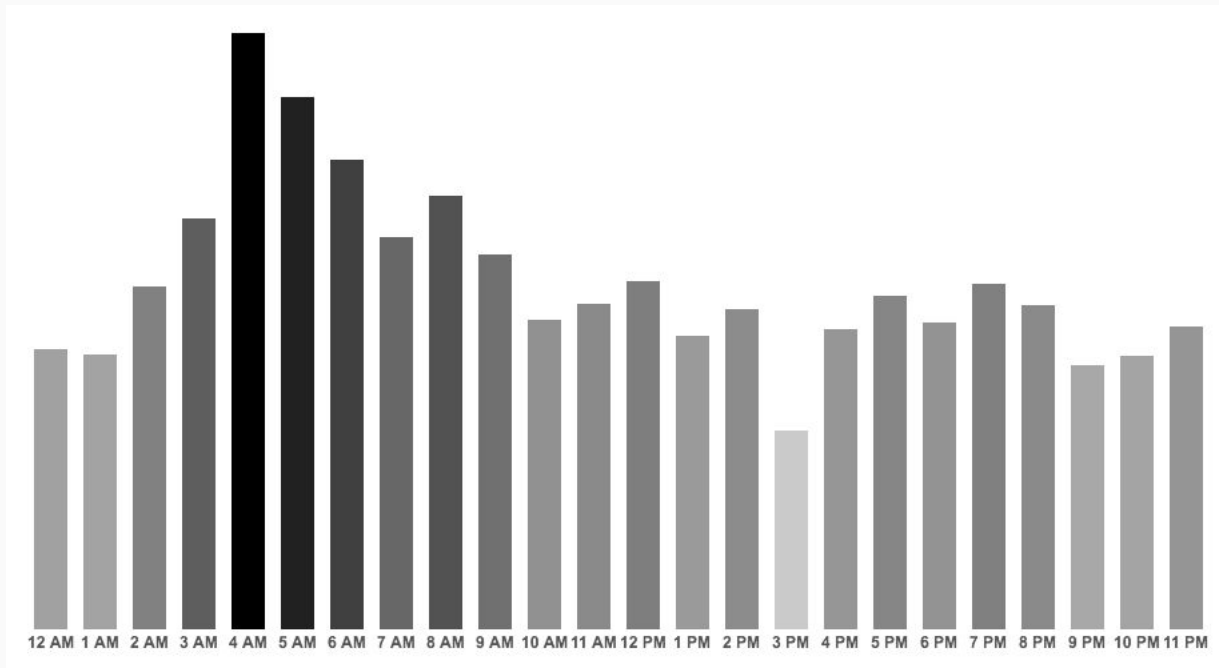
- Chris Johnson - CTO @ Crisis Text Line
- Why we exist
 - Data + Tech = Love
 - Generalists = Awesome

The logo for Crisis Text Line is a red rounded rectangle containing the text "CRISIS TEXT LINE" in white, bold, uppercase letters, followed by a vertical white bar. A small "TM" trademark symbol is located at the bottom right corner of the red rectangle.

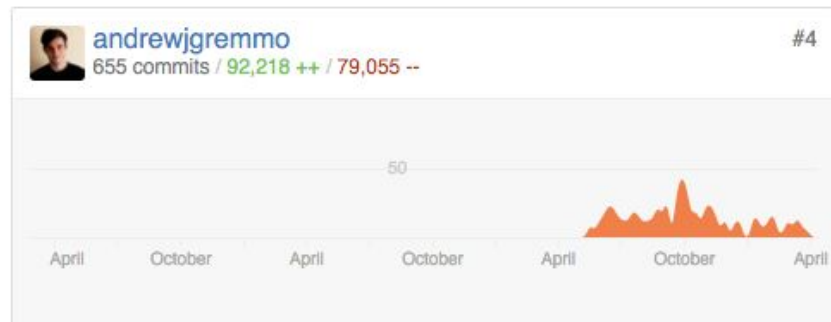
CRISIS TEXT LINE |

TM

Data

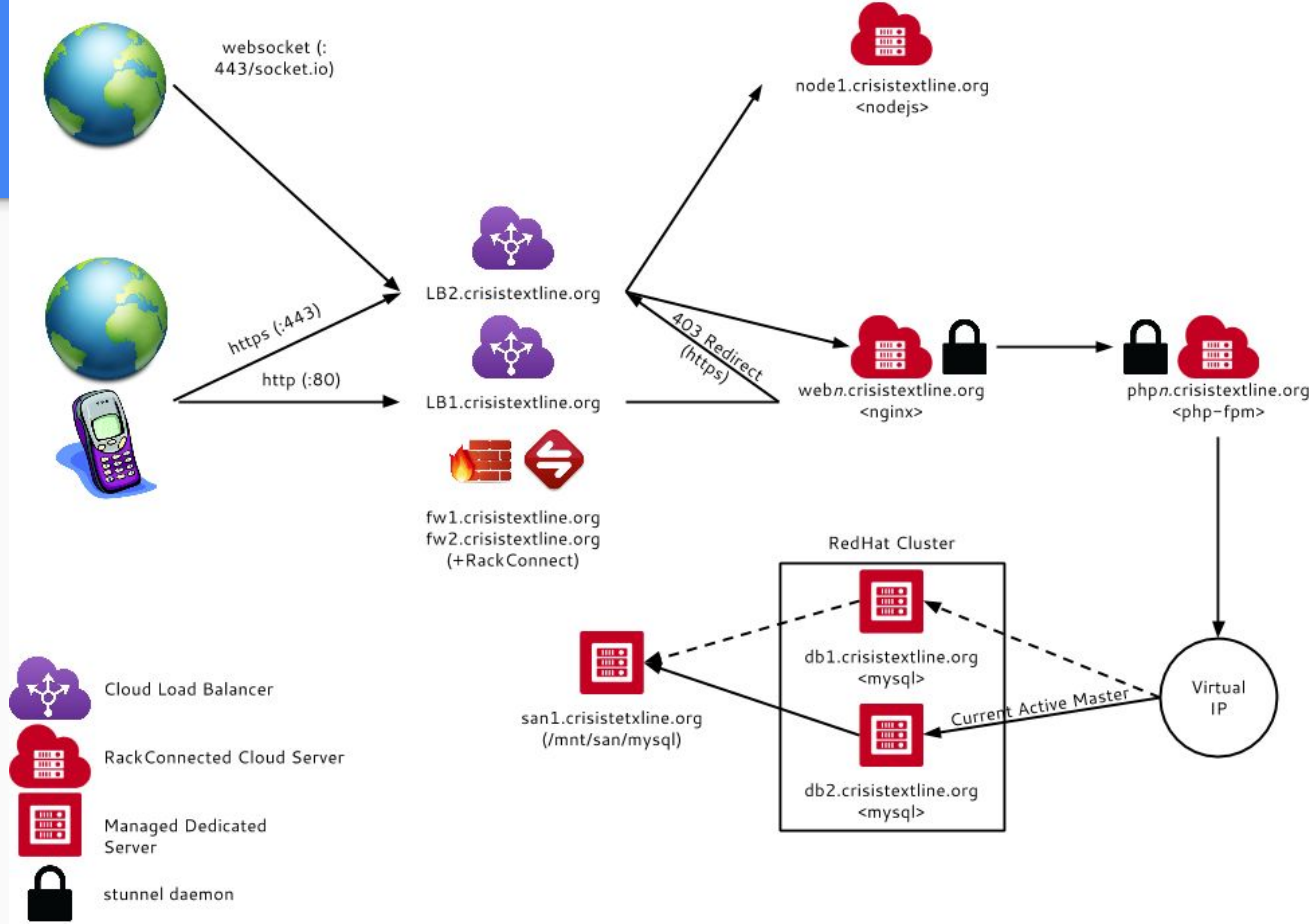


Our Team



Ops

- Hybrid
- Encrypted
- Set it + forget it
- **Support**



Key challenges

- Custom configuration
 - Is awesome
 - Sometimes sucks
 - Pre-configured OOTB boxes
 - Are awesome
 - Sometimes suck
- Blegh.
-

Platform

- Real-time communication platform delivering SMS to web and web to SMS
 - Symfony2
 - Socket.io
- Monolith OK*
- Socket.io
 - Dumb pipe between PHP + browser
 - Encapsulate business logic

* Only if you build modularly

Best tool for the job?

- NASA JPL AWS case study → plenty of better solutions
- Early decisions matter...if you make them intentionally
- Know your toolkit
 - [Crisistrends.org](https://crisistrends.org) -- fast build
- Now vs. Later
 - Now > Later
 - Later > Now

Best tool for the job?



"Full Stack"

- Full stack = ?
- Company of "why"
 - Why does my code slow down prod?
 - Why is this one job taking 100% cpu?
 - Why did the deployment suddenly break X thing on prod?

Chris@CrisisTextLine.org

- Generalists
- Social equity
- Pipeline
 - AWS
 - Twilio
 - React refactor
 - Mobile app
 - Scheduling tool
 - Pattern library