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Managing an Open Source Community - The Non-Code Work

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THE LINUX FOUNDATION

Who am I?

- Started using OSS extensively in 2002
- OSS contributor since 2012
- Full-time OSS community manager since 2016
- Two publications in the Open Organization book series
- Love retro gaming and 80s dark synth

Code is king… right?

“If you’re not writing code, you’re not an open source contributor”

STAAAAAAHHHHHP
UGH

Code isn’t everything

- Code is crucial, but it’s not everything
- Like running a business, running an open source project has tasks that make or break a project
- Let’s dive in to a few examples from Kubernetes and Harbor

The road from issue to release

“Please create an issue”

- Ask users to create issues for bugs/features
- Without issues, tracking a project is complicated – for everyone!
- OSS projects without public issue tracking are usually tracking changes internally - not very open, is it?

What is triage?

- When patients come into the emergency room, they don't see a doctor immediately, they go to a triage nurse.
- The nurse has the knowledge to properly assign that person to the doctor that can help them the quickest.
- Since the doctors are the most limited resource, triage nurses help to assign them as effectively as possible.

Credit: https://github.com/codetriage/codetriage

What is triage?

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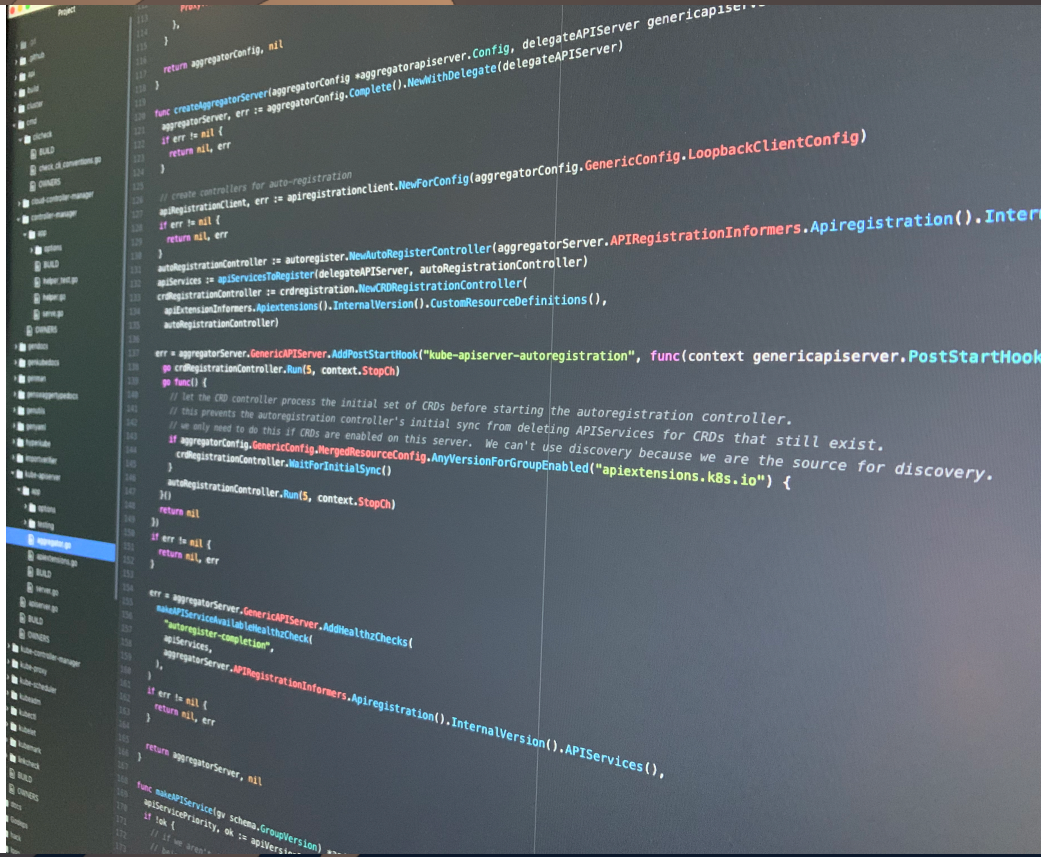
- Triage in open source means looking at open issues and adding useful information for maintainers.
- While you might not maintain a repository, you can help those who do by diagnosing issues, and reviewing pull requests.



Credit: https://github.com/codetriage/codetriage

[Flaky Test] [k8s.io] [sig-node] NodeProblemDetector should run without error #75195

New is

Open kacole2 opened this issue 4 hours ago · 3 comments

kacole2 commented 4 hours ago — Member

Which jobs are failing:
sig-release-master-informing#gce-master-scale-correctness

Which test(s) are failing:
`[k8s.io] [sig-node] NodeProblemDetector should run without error`

Since when has it been failing:
2019-03-07 @ 22:52

Testgrid link:
sig-release-master-informing#gce-master-scale-correctness

Reason for failure:

```
/go/src/k8s.io/kubernetes/_output/dockerized/go/src/k8s.io/kubernetes/test/e2e/node/node_p
Expected error:
```

Assignees

Random-Liu

Labels

kind/failing-test
kind/flake
priority/critical-urgent
priority/important-soon
sig/node
sig/scalability

Projects

None yet

Milestone

Open **[Flaky Test] [k8s.io] [sig-node] NodeProblemDetector should run without error** #75195

kacole2 opened this Issue 4 hours ago · 3 comments

tpepper commented 3 hours ago — Member

/sig scalability

k8s-ci-robot added the **sig/scalability** label 3 hours ago

tpepper commented 3 hours ago • edited — Member

/assign **@Random-Liu**

(as owner of this test case)

k8s-ci-robot assigned **Random-Liu** 3 hours ago

tpepper commented 3 hours ago — Member

/priority critical-urgent

Review and approve

- When new code proposals come in, they need to be reviewed and approved
- Creating a PR does NOT mean you're automatically going to get code rolled into a project
- You might think you're a hotshot, but your code still needs review ☺

Add VMware Enterprise PKS and VMware Essential PKS #13003

Edit

Merged k8s-ci-robot merged 2 commits into `kubernetes:master` from `jonasrosland:master` 22 hours ago

Conversation 4 | Commits 2 | Checks 4 | Files changed 1 | +7 −0

jonasrosland commented 2 days ago — Member

This will add VMware Enterprise PKS and VMware Essential PKS to the "pick-right-solution" doc.

Signed-off-by: jonasrosland jrosland@vmware.com

Add VMware Enterprise PKS and VMware Essential PKS ... 593774f

k8s-ci-robot added **cncf-cla: yes** **language/en** **size/XS** labels 2 days ago

k8s-ci-robot requested review from **brendandburns** and **mikedanese** 2 days ago

netlify bot commented 2 days ago • edited

Reviewers

- sftim
- mikedanese
- brendandburns

Assignees

- zacharysarah

Labels

- approved
- cncf-cla: yes
- language/en

https://deploy-preview-13003--kubernetes-io-master-staging.netlify.com

sftim reviewed 2 days ago

View changes

`content/en/docs/setup/pick-right-solution.md` Outdated

Show resolved

`Update content/en/docs/setup/pick-right-solution.md` ...

Verified ✓ `759ed2f`

zacharysarah commented 22 hours ago

Member

/approve
/lgtm

k8s-ci-robot assigned **zacharysarah** 22 hours ago

k8s-ci-robot added the **lgtm** label 22 hours ago

k8s-ci-robot commented 22 hours ago

Member

[APPROVALNOTIFIER] This PR is **APPROVED**

This pull-request has been approved by: *zacharysarah*

Milestone

No milestone

Notifications

Unsu

You're receiving not
you authored the th

4 participants

Allow edits from

Learn more

Kubernetes is a project and a community

While the project itself is focused on the codebase, it is the community of people driving it forward that makes the project successful

Non-Code Roles

Project management & Governance

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- Confirming ownership of tasks, issues, objects, etc
- Rectifying “owned by everyone, so owned by no-one”
- Implementing and improving Governance models

parispittman commented on Jan 8 • edited ▾ Member

Creating more roles will help our SIG in the following ways:

- breaking down work, assigning tasks, ownership
- create opportunities for contributors
- recognition

Will discuss further on our weekly update calls with follow ups here and mailing list for discussion. Need to define scope, responsibilities, align with subprojects, and document.

Role ideas:

- New contributor ambassador (for our SIG; not the project)
  - example: once a month office hours for slotting people directly to open issues, 15 min hangout/zoom sessions with new contributors for a quick q&a to plug them in
- Triage captain (for k/community; not the project)
  - example: apply labels like help-wanted, project board, assign people, etc.
- Moderation Lead(s)
- Retrospective Lead (we offer retros as a service to SIGs)
- Blogger (kubernetes and other outlets)
- Social Media Lead (when we get twitter and other accounts set up)
- Explicit event roles
- APAC or EU contribex liaison that helps with mirroring programs / strategies for contributors there
- Marketing
- Other ideas?

This issue will close when we know the roles we are looking for and have SIG consensus; mostly keeping this up for contribex member thoughts. Follow up issues will reflect tasks for those.

Event management

- Run Contributor Summits
- Organizing Meetups
- Staffing booths at conferences
- Face to Face meetings

Community education

- **Onboarding new members**
  - Where to get information
  - Where to ask questions
  - Where to file issues
- **Meet Our Contributors** - a great way to get insight into the people and the project
- **Community Meetings** - crucial to give updates, and get opinions and feedback from the community

Non-docs work

Blogging about experiences

Operational manuals

- Walkthroughs
- How-tos

Mgmt of blogs, videos, social media

Maintaining site content

Social media

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This tweet got more than 54K impressions

Project Harbor
@project_harbor

Following

Great interview with #Harbor founder @zhanghaining and @SwapBhartiya @tfir_io about the background of the project and experience with @CloudNativeFdn. Have a look!

Meet the founder of the CNCF Harbor Project, Haining (Hen...

In this episode of Let's Talk, host Swapnil Bhartiya (founder and EiC of TFiR) sat down with Haining (Henry) Zhang, founder of the project and Chief Architect of VMware China R&D.

tfir.io

12:46 PM - 24 Jan 2019

13 Retweets **13** Likes

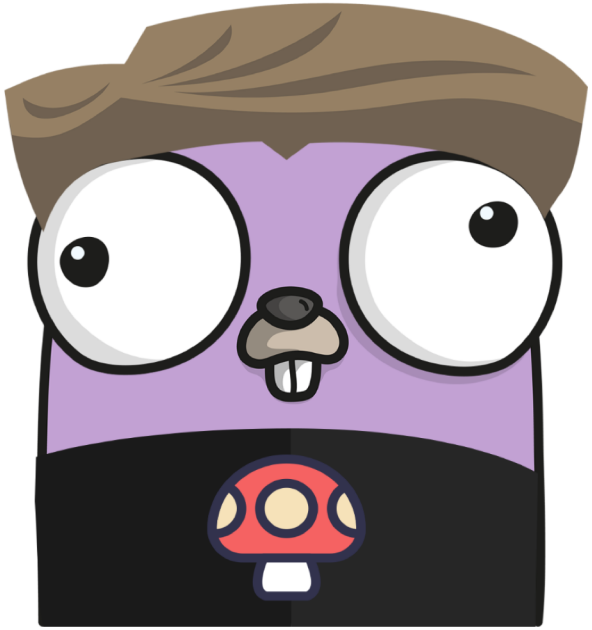
13 13

Visual communication

- Diagrams and visual explanations of concepts
- Infographic design
- Icon design
- Artistic contributions to strengthen the brand, evangelize the project, and develop the community

gopherize.me

Gopherize.me - A Gopher pic that's as unique as you



Shuffle | Reset

- Body
- Eyes
- Shirts
- Hair
- Facial Hair
- Glasses
- Hats and Hair Accessories
- Extras

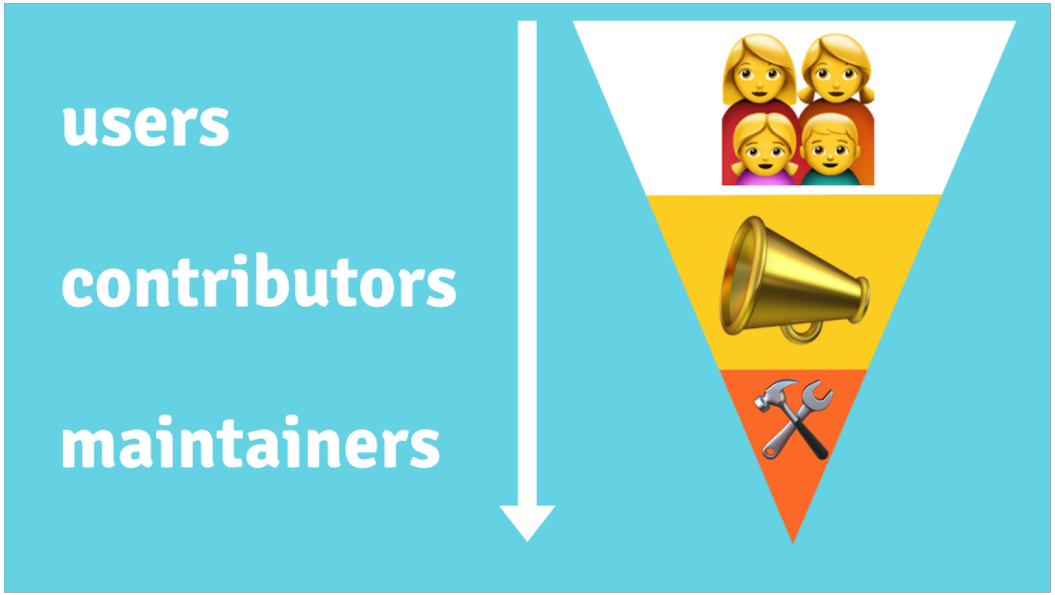
Save & continue…

Be truly unique, there are
183,279,816,720 possible combinations

Artwork by Ashley McNamara
inspired by Renee French
Web app by Mat Ryer

Community management

- Rallying a community!
- Facilitating communication between core team and community members
- Drive the contributor funnel



Source: https://mikemcquaid.com/2018/08/14/the-open-source-contributor-funnel-why-people-dont-contribute-to-your-open-source-project/

There’s so much more to do!

- Training
- Certification
- Distribution pipelines
- Sales
- Support
- Services
- Create a new foundation…?

Resources

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- opensource.guide
- kubernetes.io/blog/2018/10/04/introducing-the-non-code-contributors-guide
- hackerearth.com/getstarted-opensource
- firsttimersonly.com
- communitybridge.org

Jonas Rosland

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Open Source Community Manager @vmware. Speaker at many international events. Computer, indie gaming and OSS enthusiast. He/him.

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Q&A

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