Managing an Open Source Community - The Non-Code Work

Jonas Rosland (@jonasrosland)
Open Source Community Manager
VMware
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”
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?

- 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
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
tpepper commented 3 hours ago

/sig scalability

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

tpepper commented 3 hours ago • edited

/assign @Random-Liu

(as owner of this test case)

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

tpepper commented 3 hours ago

/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 😊
Jonas Rosland commented 2 days ago

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

Signed-off-by: Jonas Rosland jrosland@vmware.com
sftim reviewed 2 days ago

content/en/docs/setup/pick-right-solution.md  Outdated

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

zacharysarah commented 22 hours ago

/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

[APPROVALNOTIFIER] This PR is APPROVED

This pull-request has been approved by: zacharysarah
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

• 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

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 i/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

This tweet got more than 54K impressions
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
Community management

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

There’s so much more to do!

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

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