

## Building Community Metrics for GNOME and Everyone

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>> Can everybody hear me? This is a sound test.

>> Yes, we can hear you.

>> Excellent.

>> I thought I uploaded my slides, but.

>> Hello. Good to see everybody one.

>> Nice to see you.

>> I'm still not seeing our slides. And I don't know if we have them.

>> I don't have a upload button and I don't have a share screen button.

>> I had a upload button and I did get it to upload, but I don't -- I don't -- oh, there's my plus. Let me upload the presentation. Wow, now it's gone. It took it away from me.

>> I have the button.

>> All right. You go for it.

>> Sorry, I didn't know who to become the presenter.

>> Either one. We both have it.

>> We're both prepared.

>> We're both prepared, yes.

>> All right. I see slides. We are good.

All right. I guess now that we're like one minute over. You guys are ready? Did you get your coffee or any beverage because you're going to sit with us for the next hour or so. Right on. And I had mine this morning. All right. It looks like this looks exactly like that. Anyway, thanks for coming. Welcome to GUADEC. We're both happy to be here to talk about CHAOSS and metrics. The name of this talk is building community metrics for GNOME and everyone. And I'm Sriram Ramkrishna and this is Georg Link.

>> Good to see everyone.

>> All right. Let's get started. First we're going to talk about metrics that we have with GNOME foundation and the metrics journey with CHAOSS and then a little bit about GNOME's scalable onboarding.

All right. So with that, let's run through. So the history of GNOME Foundation, the metrics, this has been nothing. I'm being completely facetious here. We have metrics of all kinds but they're mostly formed around development. One thing we want to think about is when we collect metrics -- next slide -- is when we collect metrics it needs to drive something. It needs to drive

specific decisions in the organization. And if we don't have that then these metrics they're essentially leader board metrics, right. We talked about the development of metrics, in actuality, are we really driving the organization forward with the metrics we have. So this is something that we should be focused on as an organization moving forward on what is our metrics plan and what we want done.

Now, there's a couple of quotes that I want to bring up here. And the first one is "without data, you are just another person with an opinion." The other one can "if you can not measure it, you cannot improve it." I know they call it the measurement thing but honestly it's true that unless we know that what or situation is we can't improve it. Have we done anything towards moving the goal, so this is where metrics helps us in an organization moving forward.

So to reiterate, metrics should be about driving decisions. So we should never be enslaved to metrics, right. I've been in IT organizations and when we're focused about this. These are not things that we should care about. Again, it doesn't have the proper accounting, right. It's not the right account. And they should be holistic. These are not the metrics we want. Are we having a good relationship with our community. Hmm, I don't know. But what is our relationship with each other, what is our relationship within the community. What is our relationship with externals. What is our relationship with other sister groups.

So by having this we can continue in our journey with what's important to us. Now, I want to talk a little bit, what is this super expert, Georg will talk about it in the next slide.

>> It froze.

>> Oh, it froze.

>> Yeah. I'm trying to click to the next slide and it's not --

>> Uh-oh.

>> Uh, let's see. What can we do here? I don't have the power to change it. There we go. Now I can't hear you.

>> (Inaudible.)

>> Can anybody else hear?

>> (Inaudible.)

>> Sorry, I can't hear you. We can't hear you.

>> (No audio).

>> Can you hear me now? I think I muted myself. The buttons don't really tell me if I'm still muted.

>> Oh, there we go.

>> We're suffering from a good problem. There's a lot of people on this platform.

>> Yeah. Anyways, I can hear you well now.

>> Okay. Good. Excellent. So if you look behind, the contractors have arrived. No, that's not true. It's a moving car behind me.

>> Check. So the point of the slide is really super experts are rare. I guess I can speak to a little bit of it. I'm curious to know how many people are on on this platform. I did nothing. I didn't even touch my own microphone.

>> Are we waiting for Georg?

>> Yes, we're waiting for Georg because this is part of the thing. So he's currently -- I don't know -- I'm going to check real quick. I will try to stumble -- I'll jump forward and talk about the scale in the initiative.

But the point here -- the idea is -- a whole bunch of folks jumped in. Yep. We're right at that 8:30, 40 hour.

>> All right. While Georg is working on getting back in I'm going to talk about the schedule onboarding. At least we can continue with the talk in some manner. Manuel, can you give me presenters?

All right. We're we go.

>> (Track disconnection - attempting to reconnect).

[Waiting for audio connects issues to be resolved].

>> When I talk about super experts, these are people that can look at our community and our project and they just know how things are going. So there's people who have insight on how this works and who can sense based on the communication patterns or whatever they observe what can be improved. And to be honest, most of us are not super experts. I'm not a super expert. So that is why we need to do things to get there. And so together we can be better, stronger, faster, and metrics is part of that equation.

>> This would say I came just right in time --

>> Excellent.

>> If you do notice \$6 million man thing it means you're old.

>> Okay. So let's talk about together. Sri, there's an echo coming from you. Sorry.

>> I will mute.

>> Thank you. So together when it comes to metrics. In 2017, we had several people super interested in metrics coming together at the Linux foundation in 2017 we started the CHAOSS. So to give you a little background on how I got involved in this at the time I was working in my Ph.D. And I was talking to people in the field. And these are experts and some of you in the audience I may have talked to you. One thing we kept hearing is we need metrics to understand and there were just no good metrics around. So we wanted to solve this problem together. So we started the CHAOSS group. It's a platform with the open source ecosystem can work together and everyone can come together.

Now, we're developing practices and looking what is working for some of us. We want to be able to analyze communities at scale. And I know when I talk with Sri and others it's huge. There's so much that we need these metrics to understand and what is happening and how our communities are doing. That helps us in our decision making. We can reduce the bias because we

can actually see what we can observe. It's ideally we have the metrics public when every one can take part in that decision making. And we want to support the community to come together. So together we can create these better practices.

To become stronger we need a shared language around metrics. So in the CHAOSS project we have several working groups that formed organically. People wanted to know how many contributors that we had. But then we started to realize, hey, there are subgroups of metrics where we can drive the development forward. This was especially informed by the work done by Mozilla and the openstack community. This is where a lot of people come together. Risk is another working group when they're often have a task to mitigate risk, different licenses. There's a risk there. If you're using an open source project you want to know what that risk is and mitigate it hopefully. You don't want to be stuck maintaining a project long-term.

So understanding the evolution of a project is important. Some projects are up and coming and we can understand that they're growing. Some are mature and they've figured out how to work together. And some are on the decline. Sometimes it looks like they're in decline but actually the technology is so much short that we don't need it anymore. The value, there's a group that's dedicated to understanding the value of projects in communities. We deliver value to the contributors and there's ways we can measure that. There's value being delivered to other projects. There's value to be delivered to organizations but also to society as a whole. And we have common metrics that we share across all of these working groups.

Anyway, those are all things that we're working on and it's like a buffet where you can come and learn about these metrics. So we want to be better, stronger, faster. And we can become faster by implementing technology, having software that helps us collect the data, make the data presentable, analytics, and we want to trial new metric ideas and practices. This is where software comes in. The soft that we have is actually used by companies today and for the last couple of years. Grimoire Lab is part of our community now. So we have ways for anyone that wants to start with metrics to get up and run faster than if they wanted to do by themselves.

So now that we've talked about how we can start together and faster, there's a few lessons learned. You want to start to listen. You want to start your community. And to do this you want to start everything that you can. In open source there's a lot of data sitting in our logs and archives that we can start together but then it needs to be enriched. It also means it's like hoping a firehose of data. I'll show you an example here in a little bit about how we got this for GNOME.

The data itself we need to tell the story of the community with that. So just showing a graph that goes to the top right corner is great, but what does it actually mean? For example, if you have issues going up it might mean that your user group is growing. It might also be that the last release is kind of shotty. There's a lot of students just interested in working with your project. So just seeing the numbers is not enough. You need to tell the story of the community. And you want to be mindful about using metrics to incentivize people. People start to gain the metric. They're more concerned where they are on the leaderboard. At that point the metric is not useful but hurting the project.

And this last one, we want to value all contributions. We know that in open source communities there's a lot of people involved who do amazing work and some of them work in the repositories. And that data is easy to get. There are others who do translation and organizing events and running servers. There's so much that's not happening in our repositories that we need to figure out to recognize these contributions. So these are all things to consider. And there's

several resources for you to get started and to be inspired about how you can move forward in your metric journey. We have a Podcast where we bring stories from people who do metrics. We have the metrics as a resource. You have the software that can be your tools and you can join the CHAOSS community. That's really what Sri and others before on the previous talk. We all came together and we said, okay, we have a very unique context that we want to understand the GNOME. So we started a working group under CHAOSS because CHAOSS is the platform where we get together and talk about metric.

So we started this working group and this working group is slightly different to what others are doing because the projects are noncorporate. They're not just interested in one or two projects, but there's actually many projects. And there's special dynamics and the unique communities of app users and developers. So as a collaboration between GNOME and KDE and others we started to work on these metrics that everyone can use in this context.

So this is the example I was talking about before about the goal-question-metric approach. I'm happy to share with you all the actual documents that we are working in. First, we define the goals. What is it actually that we want for our communities? We want to retain contributors. This is goal number four in the list. Not everyone in the projects has the same goals. So let's figure out who the stakeholders are. And we came up with this list, promotion team, financial team, community managers, release managers, coordinators across projects, event/activity organizers, and mentors. So if you have additional stakeholders please join the group and let us know.

So for each stakeholder we said these are the goals that they'll care about. Retain contributors, understand company contributions, and identify the wholeness of skills in our project. Now that we understand that we can actually go and say what are the questions for reaching these goals? So for goal number six, as an event organizer, I may ask how many event attendees come from companies vs. volunteer contributors. This might be a little small to read out. But I'm happy to share all of the resources developed in the open.

So this is the step where we left off last week. So this is all very fresh and very new in the making and we are very much still figuring things out. And with that, I'm going to hand it back to Sri to talk about how we're not just developing these metrics that can be used in GNOME and KDE and the ecosystem but what you can do with them.

>> Okay. First, I'm going to have to apologize, my contractors are here and they're hammering away. So if you hear all that, I hope you can deal with it just like I'm going to have to deal with it.

>> It's coming in clear.

>> Hopefully not the hammering.

So scaleable onboarding initiative. Georg, did you talk about how this work group got started?

>> No. Do you want to tell them the story?

>> I liked it when you told it.

>> So this was back, you know, just in March of this year before the whole shutdown. The last conference, yes. Right as California was declaring the state of emergency.

Anyway, we were in Scale, Pasadena and Sri came up to me and said, hey, we should share something about scales in no, ma'am. So we thought this might be interested and working group with Nuritzi and Neil --(inaudible).

>> Yes. And it's something we need to do. So together it's not really (inaudible). The project -- so this is to be more efficiently, right. Everything, you know, I feel like our community has been kind of pushed on to the side despite contributing some incredible amount of technology.

So with that I'm going to talk a little bit about the slide here. So because we have the project and working group creating metrics we really need to prepare our organization to be able to use those metrics. The biggest problem we have is resources. And when people say we don't have enough resources. We have many other projects. But what does it mean? We have the -- (audio breaks).

>> We split them into teams, right. We have a team on engineering, we have a team in engagement. We had financial. So we were basically enumerating the resources we had. And that's with the first goal we've been doing. Yes. The little things that we have -- yes, we have ten more minutes. So we started doing and now we're left with 11 people. But the thing is we started enumerating with the resources. (Inaudible).

So this is something we're looking forward in our organization. So basically that's my idea. But this is exactly why we're growing, what -- sometimes you may want somebody that's working on this. If you get it as a game if the boss fight -- you work your way up your skill set. So that's kind of where we're at right now.

So I would like to ask your help in what to do after work because we want an accurate vision of what it looks like today. This what we're talking about in GUADEC. But we had no metrics. So how did we know about this. How did we measure to get there. That's a critical piece to be able to have those metrics. So this is all part of the whole to check where we want to go.

>> We have a few more minutes.

>> Awesome. There's a little echo. So we want to discuss how we can be better stronger and faster through metrics. And so we have a link here for the metrics. You can find all of this and the initiative is over in the GitLab. There's a link on these sides. They show up on the left and big blue button for me. So you can go there and find all of this.

If you're interesting in becoming more involved in CHAOSS, I invite you to listen to the CHAOSS cast, our Podcast. Open the Podcast right now and search for it. We would love to get your feedback. And if you want to come on because you have a story just let me know. We're interested in your work and we can also talk about software and metrics in that regard. And if you want to participate in the community they're all open. So go to [CHAOSS.community/participate](https://chaoss.community/participate). And to round it off we are happy to chat with you a little bit more. This slide here is already outdated because there is a new channel.

Let's see can I type? I want to text too. I'm trying to annotate. But in the chat I'll go ahead and list the channel. We will hang out and answer any questions you have there and we can continue the conversation. Also, here are more links if you want to see our work. Sri, any closing thoughts?

>> Yes, if anybody is interested in the project we meet on Saturdays at noon. It's great to actually understand than looking at it from (inaudible). One of the things we talk about is how we do this. So if you're interested in those kinds of things -- sorry -- then show up and I can put the link on the track and join us. It would be great to have more people. Thank you.

>> All right. I was just checking to see if there were any questions that we could address. I think we still have a moment or two. So if anyone has questions please go ahead to [chat.gnome.org](https://chat.gnome.org). One question that we have is any thoughts of interviews for people that leave the project? What can we do better? I know that one of our customers is using metrics to see who is becoming inactive. And they use this to reach out and say, hey, thank you very much for your participation. And is there any feedback that you have for how to improve the experience in the future. I think there is value to doing that because you can have this relationship with community members especially if you have someone who was engaged before and you must reach out and say, hey, thanks for being here. We know that things change in life. But we want to thank you.

And do you have any thoughts for us. That is my opinion and I know that some communities are doing this. So there's value. Do you have thoughts on this?

>> Yes, I think when it comes to ex-communities, there definitely has to be a process to be able to support that because it's not easy to tell someone who is leaving at least other than you (audio breaks). So this is probably good advise that you can do that. So, yes, those are my thoughts on that.

>> All right. Obviously, I'm not keeping track of time. As long as we're not being kicked out we still have time. There was another question of CHAOSS was made by Rekursha, and yes there's still a connection there.

>> Of course. CHAOSS is a big thing in GNOME. So it was well set in GNOME already.

>> Yes. Our CEO is a big fan of GNOME. So. I don't see anymore questions right now. We'll continue the conversation in GUADEC Track two channel. So please head over there and thank you very much for coming to our talk and listening to the new and exciting things that we're working on right now.

>> Yes. Thank you as well. It's always wonderful to be able to talk to our community. It's one of the best communities that I've ever been involved in. Thanks again. So we hope that this will help put not just GNOME but our project and any other project and to help them.

>> Looks like Sri timed out for us. Sorry. Anyway, thank you very much.

>> Thank you.

>> See you in the chat.

>> Thank you so much. Great talk.