Managing an Open Source Community
- The Non-Code Work

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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_problem_detector/

Expected error:
tpepper commented 3 hours ago

/sig scalability

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

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

tpepper commented 3 hours ago

/assign @Random-Liu
(as owner of this test case)

/tpepper commented 3 hours ago

/priority critical-urgent
• 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

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

> jonasrosland commented 2 days ago
>This will add VMware Enterprise PKS and VMware Essential PKS to the "pick-right-solution" doc.
>Signed-off-by: jonasrosland jrosland@vmware.com

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

k8s-ci-robot requested review from brendandburns and mikedanese 2 days ago
sftim reviewed 2 days ago
content/en/docs/setup/pick-right-solution.md  Outdated

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
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
- Mgmt of blogs, videos, social media
- Maintaining site content
Social media

This tweet got more than 54K impressions

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 (Henry) Zhang, with host Swapnil Bhartiya (EiC of TFiR) at the CNBC’s Let’s Talk podcast. In this episode, Haining (Henry) Zhang, founder of the project and Chief Architect of VMware China R&D, shares the inspiration behind their project, what it means to be a harbor and the future of container registries.

12:46 PM - 24 Jan 2019

13 Retweets 13 Likes
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

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Q&A