

Managing contributions in an open source project

Ruth Cheesley and Dennis Ameling



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Looking back a
few years

There was:

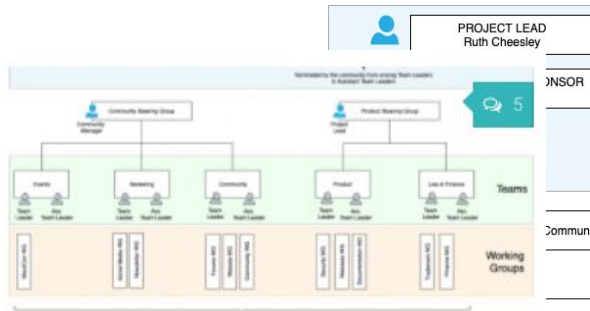
- No governance structure for the project and community outside of code governance
- No established teams or working groups
- Significant dependency on Mautic Inc. for features, fixes, code reviews and releases

This resulted in:

- People being unclear how to contribute, what the process was, and how they could get involved
- A lack of clarity on how the community could have a say in the future direction of the project
- A large backlog of PR's and issues accumulating as Mautic Inc. stepped back for managing community releases

Start with
governance

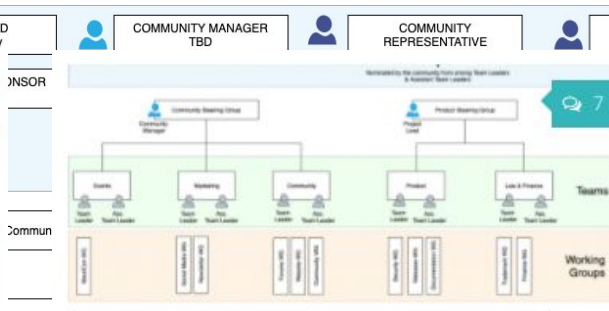
Establishing a clear governance model took time!



PRESS AUGUST 27, 2019

Mautic Community Governance Model

A Mautic Community Governance Model proposal which enables volunteers in the community to step up and form Working Groups and Teams around key areas.



PRESS SEPTEMBER 30, 2019

Response to Community Consultation on the Governance Model Proposal

A response to the first community consultation on the Mautic Community Governance Model Proposal



COMMUNITY MARKETING BLOG
NOVEMBER 12, 2019

Call for volunteers, final version of the Community Structure released!

A call for volunteers to be a part of the new Mautic Community Teams and Working Groups.



What have we
learned from the
last 12 months?

Product Team definition & call for members

Community Product Team @ governance @ opportunity @ product @ volunteer

rchesley Project Lead 3 Nov '19

Based on the work carried out in the Mautic Community Summit last week to implement the proposed Governance Structure, please find below the definition for the Product Team.

Would you like to be involved in this team? Add a comment on this thread!

The first meeting will be organised for Friday, 29th November at 1800hrs London time (see in your timezone).

Missions and expectations for the Product team

To manage all aspects of the product release cycle and roadmap for the Mautic Open Source project

Security

- Manage security@mautic.org inbox
- Check all dependencies updates to be aware of any security issues
- Work on all security issues by PIR on private security repo
- Release security patch or manage with Release WG to include security fixes
- Maintain a historical security advisory list

Releases

- Manage release timeline once the release is decided: define testing period, lock assigned PIRs, merge, create the package, pre-release and release
- Testing PIRs and reviewing code for all included in the release
 - Define criteria for testing, QA and ensuring that all code meets the coding standards

Coding

- Develop features requested by Roadmap/Features Definition WG
- Review pending PIRs
- Fix issues

Features definitions

- Benchmark competitors
- Be aware of the market trends
- Define user stories about features

Roadmap Design

- Technical roadmap (security or patches)
 - Define prior bug issues to address
 - Define patch versions cadence
- Feature roadmap (minor & major versions)
 - Define prior feature to address (see with Feature definition WG)
 - Define minor and major cadence / vision
 - Define LTS version

Profiles of contributors needed in this team

The product team needs the following skills and expertise:

- Developers/Engineers
- Marketers (for Feature Definitions WG)
- Mautic users (for tests in Releases WG)
- Project co-ordinator (helping in Releases WG & Roadmap Design WG)

Meeting notes 14th January 2020

Community Product Team

rchesley Project Lead Jan 15

Welcome to the team meeting! If you haven't done an asynchronous meeting before, please respond in threads. (Also note you can start a reply with @ to be anon, or @ to go off the record and not be included in the notes, which will be exported and saved to Google Docs, and posted on the Community Forums. The meeting will be open for 24 hours, after which the notes will be exported. People may comment thereafter but these won't be included in the notes. Let's get going! 🇸🇰

Ruth Chesley (she/her) Sorry I realized I forgot the introductions thread, so maybe just drop in this thread who you are, where you're from, and how you're involved with Mautic

Ruth Chesley (she/her) I'm Ruth, long time contributor and Mautic Community Manager, based in the very wet and windy UK thunder_cloud_and_rain

Update on progress with Mautic 3

Ruth Chesley Great job in getting the alpha release out @alanhartless @john and team! There have been a few reports on GitHub regarding console not being moved and a few other things (she/her) (edited)

Ruth Chesley Presume they will be factored into the beta release, @noman is doing a great job with labelling the issues as they come in

Tuesday, 3 November

Dennis Ameling (he/him) 15:58

Hello @here! It's time for a new product team meeting 📅

If you haven't done an asynchronous meeting before, please respond in threads 🇸🇰

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Dennis Ameling (he/him) 15:59

0 Introductions - Who are you, where are you based, and how are you involved with this team?

4 replies Last reply 9 days ago

Dennis Ameling (he/him) 15:59

1 Review last meeting's notes and actions, share a link to the notes in a thread and reply, and all out any actions about tasks

4 replies Last reply 9 days ago

Dennis Ameling (he/him) 15:59

2 Mautic 3.2 Release Lead: who wants to step up for this?

7 replies Last reply 8 days ago

Dennis Ameling (he/him) 15:59

3 Mautic's future direction - open discussion

3 replies Last reply 9 days ago

Dennis Ameling (he/him) 16:00

4 Installing Mautic on a production server through Composer

1 🇸🇰

37 replies Last reply 2 days ago

Dennis Ameling (he/him) 16:00

5 Move from Travis to GitHub Actions

1 🇸🇰

6 replies Last reply 8 days ago

Dennis Ameling (he/him) 16:01

6 Special characters in email addresses while importing from Hubspot - support it, or mark as incorrect?

5 replies Last reply 3 days ago

Be transparent and welcoming to all

Efficiently involving developers

(code + review)

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- There's something for everyone
 - Tier 1 (Easy): small fixes
 - Tier 2 (Medium): minor features or enhancements
 - Tier 3 (Hard): major changes touching multiple parts of Mautic
 - The key is to make it a smooth process for folk to get started
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Be quick and
consistent with
your responses

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- Contributions need to be addressed in a fair time period
 - If that hasn't happened, be honest and do your best to make it right
 - Make sure that you get back to people if they ask for help
 - Document every step of the contribution journey in extreme detail!
-

Build a diverse Product Team (WIP!)



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- Technical folk to review PR's and check code quality
 - Welcoming committee to meet and greet contributors
 - Marketeers - people who actually use the tool 'in the world'
 - Documentation writers, media creators
 - UI / UX / Accessibility experts
 - Diversity in every sense of the word helps us serve our users better
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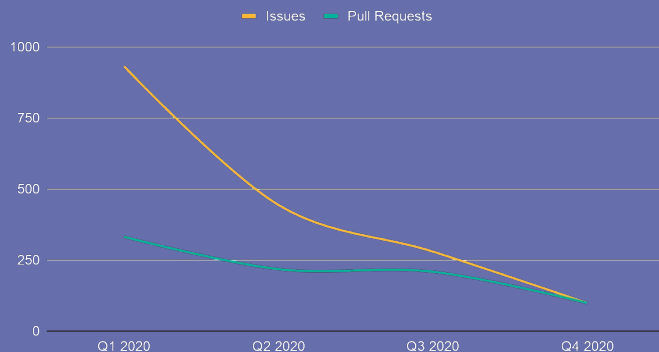
Ensure everybody understands the importance of their role



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- Ensure they understand how they add value to the team
 - Encourage contributors to specify how much time they are able to commit
 - Set expectations appropriately and empower contributors to push back if they are taking on too much
 - Recognise that being a contributor is voluntary, but not without obligation
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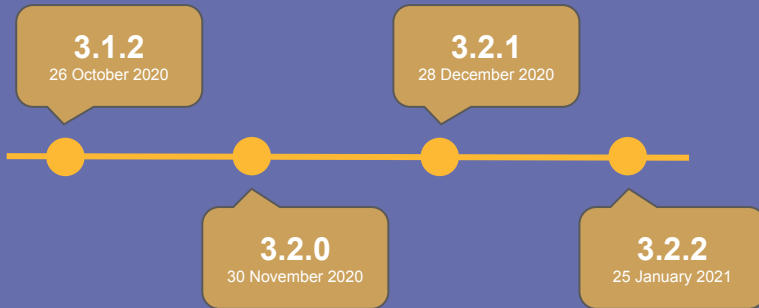
Take a firm but fair approach to triaging old PR's and issues

Mautic GitHub



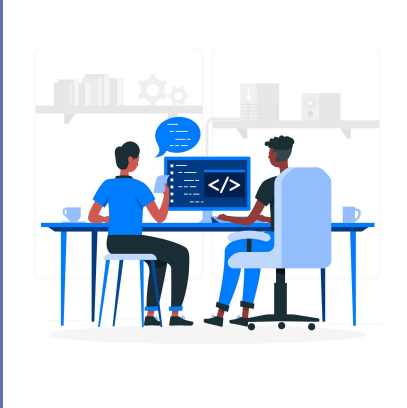
- Timebox expected response times and inform authors what will happen if they do not respond
- Consider having another contributor pick up any PR's that are valuable but the original contributor is not responding (remember to always credit the author)
- You may have to spend time yourself testing issues to see if they persist!

Create a release schedule, and stick to it



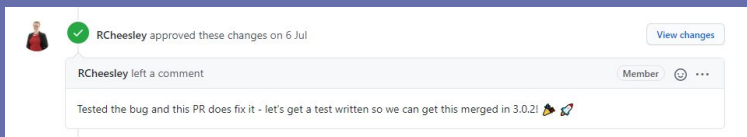
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- Creates a 'beating heart' of the project
 - Sets expectations for contributors
 - Allows prioritisation of bug fixes and features
 - Allows users to plan around release dates for maintenance windows
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Encourage organisations to enable their teams to contribute 'on the job'



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- It is not practical to expect a project to scale and grow at a decent pace when everybody contributing is a volunteer
 - Burnout is sadly very common in Open Source - often as a result of people contributing in their free time
 - Organisations are often willing to enable their teams to contribute if they can see how, where, when, and most importantly, why.
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Example: Reviewing code contributions (PRs)

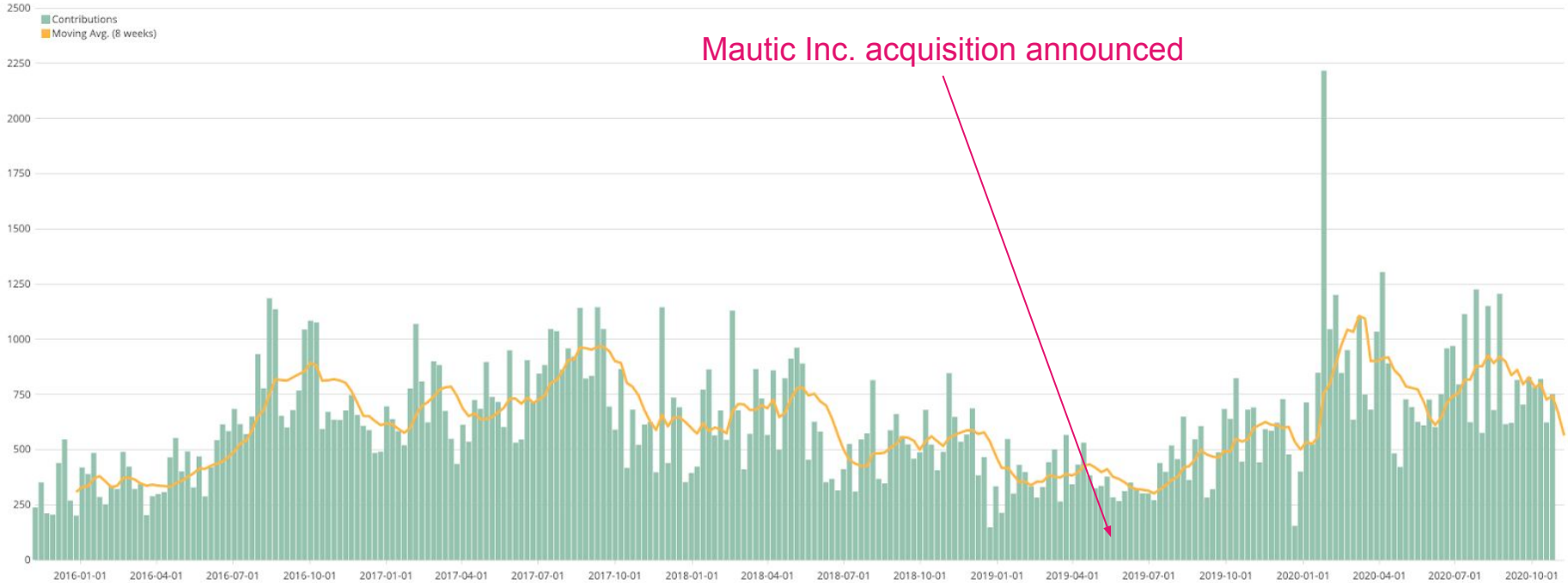


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- Sometimes technical knowledge is needed for this, sometimes not
 - We're working hard to ensure that both users (marketers) and developers can easily test code contributions
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Where are
we now?

Community engagement is growing

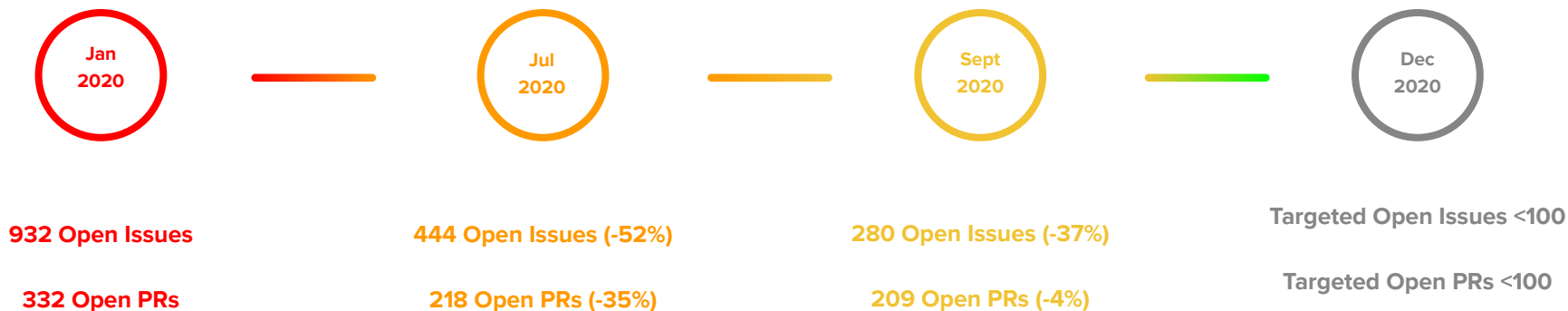


Source: All community engagement (Git/Github, Slack, Forums, Meetup) excluding Acquia and Mautic Inc. employees <https://dashboard.mautic.org/goto/5350ad97a5147dcf3374408aafc24aee>

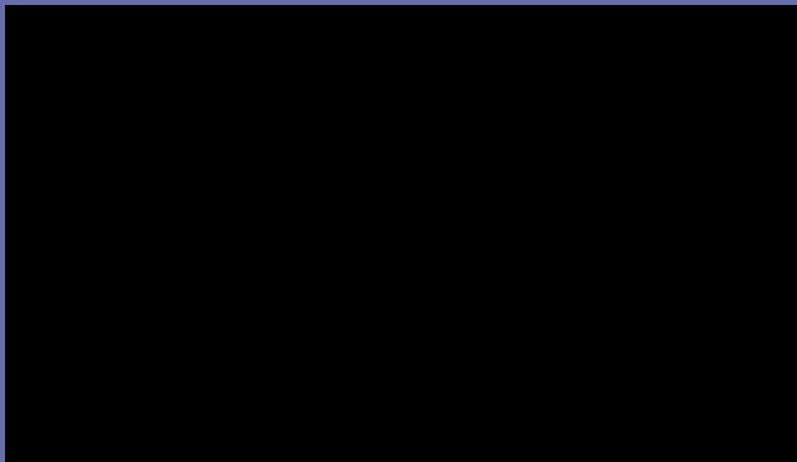


Dealing with technical debt

We have made a good amount of progress so far and with each release we are closer to our end-of-year target of under 100 open PR's and issues.

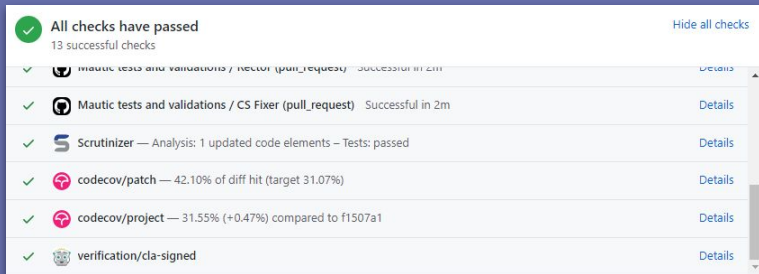


Automated tests



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- Imagine having to manually test EVERY part of Mautic on EVERY change in the codebase (large or small)
 - Computers are good (and fast!) at repetitive testing
 - This is where automated tests come in
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The importance of automated tests



- Ensures functionality keeps working as it should
- Enhances the overall stability of the product
- Motivates developers to write high-quality code
- Currently, ~32% of Mautic's backend is covered by automated tests

Mautic and automated tests

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- Every Pull Request (PR) should either keep test coverage the same or increase it
 - Starting to write E2E (end-to-end) tests to simulate actual users interacting with the product
 - Gradually increase test coverage
 - **Goal: make Mautic more reliable**
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Thank you!

Questions?

