

The Four Pillars of Support in Developer Relations



DevRelCon Earth 2020
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“Anything is possible when you have the right people there to support you.”

-Misty Copeland



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Support

“To hold up or add strength to,
literally or figuratively.

To serve as a foundation for,
to sustain without giving way,
to undergo or endure,
especially with patience.”

- dictionary.com



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Developer Relations

“The purpose of Developer Relations is to build relationships with and enable technical communities.”

- <http://bit.ly/what-is-devrel>



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Customer Support

No.



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Community Support

How to sustain, encourage, and uphold the **individuals**, **maintainers**, and **projects** within a **community**.



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Individuals



Contributors to open source projects who do so in their own time and of their own volition.



“

It's about
building relationships.

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How do we support individuals?



- Content
- Contributor Guidelines
- Communication
- Weekly Meetings

Maintainers



One or more people tasked with ensuring the source code, (including patches and releases), are consistent and viable for use in the broader project.



“

They are the backbone
of GetShitDone™;
responsible for the hard work
that often gets ignored.

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How do we support maintainers?



- Communicate early and often
- Weekly Meetings
- Burnout prevention

Projects



- Open Source Projects
- Upstream / Enterprise Products
- Product Teams



“

The impact we have expands
beyond the end users
of our products.

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How do we support projects?



- Communicating feedback
- Helping to fix quick bugs
- Being the “hub” of the wheel

Community



A group of people who not only share common principles, but also develop and share practices that help individuals in the group thrive.

- The Business Value of Developer Relations



“

Alone, we can do so little;
Together, we can do so much.

-Helen Keller

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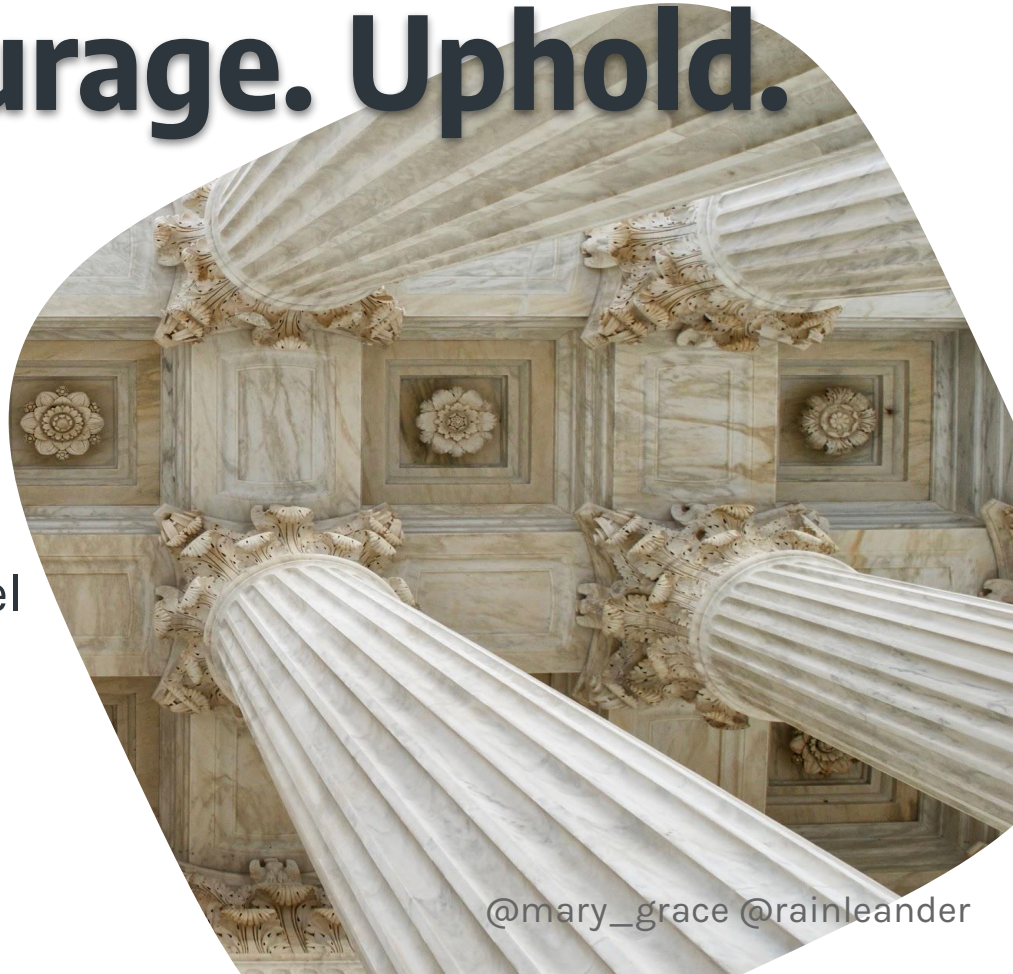
How do we support communities?



- Code of Conduct
- Documentation
- Mentorship
- Metrics

Sustain. Encourage. Uphold.

- **Individuals**
 - Mentorship program
- **Maintainers**
 - Burnout prevention
- **Projects**
 - Being the hub of the wheel
- **Community**
 - Metrics



Resources

- [OpenSource.guide](#)
- [OpenSource.com](#)
- [OpenSource.org](#)
- [divio.com/blog/documentation](#)

- [The Art of Community by Jono Bacon](#)
- [The Art of Community by Charles Vogl](#)
- [Forge Your Future With Open Source](#)
- [The Business Value of Developer Relations](#)



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Thank You



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