Open Source Governance at Massive Scale

Nell Shamrell-Harrington
Principal Engineer, Chef
Open Source Software will be used by everyone everywhere...
It came true! **We won!**
Now what? How do we make this sustainable?
Creating and maintaining Open Source Software is still really hard
Sharing a project on GitHub is easy...
Successfully governing a project is much harder...
Especially at **massive scale**
Open Source Community is the foundation of Chef
Open Source Communities produce better software
The best way to create software is in close collaboration with the people who use it.
100% of Chef’s major product code is Open Source
Chef has 1000+ Open Source projects
We need to govern at massive scale
Technology

Humanity

Open Source Governance
3 Duties of Open Source Governance
3 Duties of Open Source Governance

- Automate the correct things
3 Duties of Open Source Governance

• Automate the correct things
• *Keep users and contributors engaged*
3 Duties of Open Source Governance

• Automate the correct things
• Keep users and contributors engaged
• Avoid burnout
Nell Shamrell-Harrington

• Principal Engineer at Chef
• Community Engineering Lead a Chef
• Co-host of “Adventures in DevOps” podcast
• Long time Open Source Contributor and Maintainer
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3 Duties of Open Source Governance

- **Automate the correct things**
  - Keep users and contributors engaged
  - Avoid burnout
Correct automation enables speed and accuracy
Correct automation frees up humans to do what they do best
Technique - Issue Templates

If something isn’t working as expected 😞. If this doesn’t look right, choose a different type.

```
## Description
<--- Briefly describe the issue --->

## Chef Version
<--- Tell us which version of chef-client you are using (see below for Server+ChefDK bugs). --->

## Platform Version

Attach files by dragging & dropping, selecting or pasting them.
```

It looks like this is your first time opening an issue in this project!

Be sure to review the [contributing guidelines](#) and [code of conduct](#).
Technique - Pull Request Templates

Open a pull request
Create a new pull request by comparing changes across two branches. If you need to, you can also compare across forks.

Signed-off-by: Neil Shamrell <neilshamrell@gmail.com>

<!---- Provide a short summary of your changes in the Title above -->

## Description
<!---- Describe your changes in detail, what problems does it solve? -->

## Related Issue
Attach files by dragging & dropping, selecting or pasting them.

Create pull request
Role models are important.
-- Officer Alex J. Murphy / RoboCop

**RuboCop** is a Ruby static code analyzer (a.k.a. linter) and code formatter. Out of the box it will enforce many of the guidelines outlined in the community [Ruby Style Guide](#).

Apart from reporting problems in your code, RuboCop can also automatically fix some of the problems for you.

See "Basic Usage" to get yourself familiar with RuboCop's capabilities.

RuboCop is an extremely flexible tool and most aspects of its behavior can be tweaked via various configuration options.
Technique – CI/CD

Test and Deploy with Confidence
Easily sync your GitHub projects with Travis CI and you’ll be testing your code in minutes!

Sign Up
Where do humans come in?
Open Source Governance is full of judgement calls
Issue Judgement Calls

• Should this be addressed?
Issue Judgement Calls

• Should this be addressed?
• If yes, can we/should we address it now?
Pull Request Judgement Calls

• Does this add value to the project?
Pull Request Judgement Calls

• Does this add value to the project?
• If yes, is it the right thing for the project at this time?
Even if an option is *superior* from a *technical* standpoint, it still may not be right for the project.
A contribution returns **negative value** when it makes other **contributions** harder.
3 Duties of Open Source Governance

• Automate the correct things

• **Keep users and contributors engaged**

• Avoid burnout
Open Source projects live and die by community engagement
Best way to keep someone engaged is to respond to them
Any response is better than no response
Responses must come from a human
Always, always, always say thank you
Always, always, always say why
Chef Infra

Umbrella Project: Chef Infra

Project State: Active

Issues Response Time Maximum: 14 days

Pull Request Response Time Maximum: 14 days
Technique – Pull Reminders

Backed up on pull requests?

Review and merge pull requests faster with Slack reminders and notifications.

Add to Slack

Join 1,000+ companies using Pull Reminders
Engagement requires direct human interaction
Engagement includes seeking feedback
Types of feedback

• Asking for information
Types of feedback

• Asking for information
• Asking for permission
Technique – Community Spaces

#general

🌟 | 7,042 | 10 | Code Of Conduct: http...

@Tensibai Today
So maybe a script that runs `...` usually using automate-ctl and removes them

Tensibai 8:03 AM
There’s a bunch of solutions

I think automate has an option to clean up “no longer existing in chef server” nodes

emacs 8:06 AM
Alright, maybe I’ll reach out to support and see what they have to say as well

Steve 9:40 AM
joined #general along with Bart Verschooren.

ag4ve 12:51 PM
How do I write a systemd mount?

There’s systemd_service but I don’t see similar names for the other types?

Xorima 1:02 PM
Why not just use the mount resource?

ag4ve 1:03 PM
What do you mean “a mount resource”?

That different from `/lib/systemd/system/path-to-my.mount`?

Dan-Joe 1:04 PM
https://docs.chef.io/resource_mount.html

ag4ve 1:05 PM
Oh, managed by chef - I guess because I want it managed by systemd.

It needs to exist for the service and not really anything else - it’s a temp fs for a secret

1:06 PM

Message #general

Technique – Surveys

The Chef Community Cookbooks Survey

Respondents: 278 of 278

Question Summaries

Page 3: Community Cookbooks

Q8

How do you feel about community cookbooks?

Answered: 213  Skipped: 65
Technique – NDAs

Non-Disclosure Agreement
In all types of engagement set boundaries
3 Duties of Open Source Governance

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My burnout story
Burnout **does not mean you are not mentally strong** enough...
Burnout means you are too strong
If you attempt to push through burnout, everyone loses
Burnout is not only a danger to the person burning out...
It is also a danger to the project itself (and the owners of the project)
Technique – Project Membership

Chef Infra Project

The Chef Infra project includes chef-client and all directly related projects.

Slack Channel #chef-infra-dev

Triage Schedule: TBD

Project Members

Project Owners

Bryan McLellan

- Github: btm
- Slack: @btm

Lamont Granquist

- Github: lamont-granquist
- Slack: @lamont

Tim Smith

- Github: tas50
- Slack: @tas50
Technique – Screen Recording
Technique – Knowledge Sharing
When someone tells you they are burning out
listen and take immediate action
3 Duties of Open Source Governance

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The **dream of Open Source** came true...
We define what happens next
Open Source Communities produce better software
Book of Open Source
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Thank You!