

# Internal Communication At KDE

## Infrastructure For A Large And Diverse Community



Akademy 16 July 2023

Slides available here:

<https://collaborate.kde.org/s/3FGsbnnP4iBXKy8>



# KDE Quiz – How Well Do You Know KDE?



## KDE Quiz – Fill In The Blank

Nate Graham: “Today I want to tell you about my secret plan for \_\_\_\_\_.”

– *Konquering The World*, Akademy 2018

## What's The Destination? World Domination

Nate Graham: “Today I want to tell you about my secret plan for **world domination.**”

– *Konquering The World*, Akademy 2018

# What Do You Think?

How do we  
**achieve** world  
domination?



## How Do We Achieve World Domination?

“**Management** of many is the same as management of few. It is a matter of **organization**.”

– Sun Tzu, *The Art of War*, 5th Century BCE

## Management & Organization Requires . . .

- Unifying **Goals**
- Defined **Processes**
- Clear **Communication**



# Processes As A Goal

One of KDE's current 3 goals!

## Automate And Systematize Internal Processes

Each year KDE has more apps, more users, and more hardware partners. This is of course fantastic, but at some point relying solely on volunteer efforts for critical parts of delivering quality software to everyone ceases to be scalable. Nate Graham - our first two-time Goal Champion - will not let that happen, and will work to automate processes, change our culture around quality assurance, and involve more people in places where a responsibility lies on a single person.

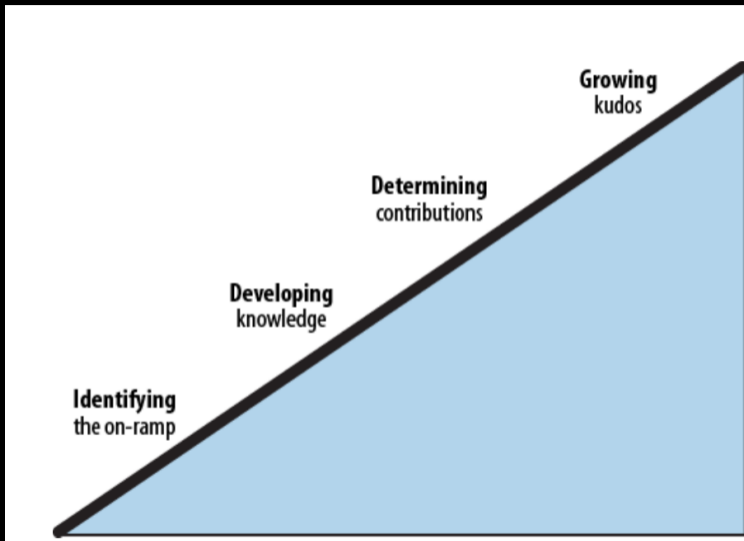
Workboard

Goal wiki page

Chat Room

<https://kde.org/goals/>

# Process Of On-Ramping For New Contributors



From: "The Art Of Community"

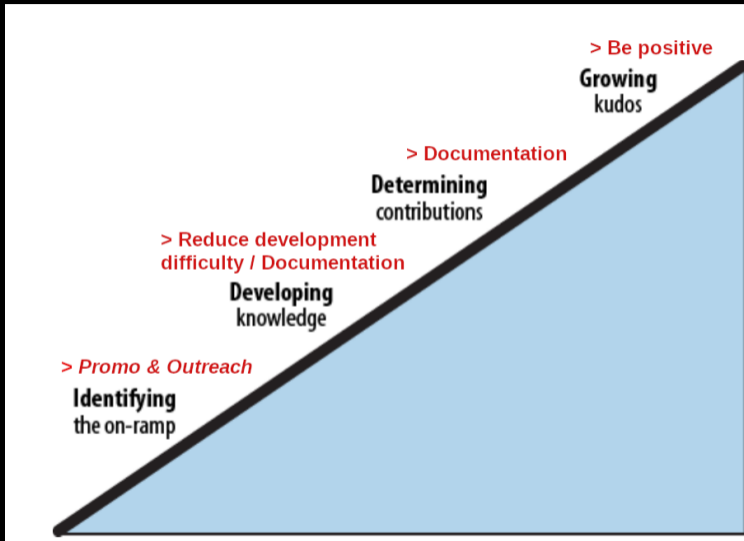
## Step 1: Improve the new user contribution process

- **Problem:** Not enough resources
- **Ideas:**
  - Reduce difficulty of setting up a development environment
  - Improve contributor documentation
  - Increase promotion and outreach efforts
  - Avoid insulting our users; be positive!

From Nate Graham, *Konquering The World*, Akademy 2018

[https://conf.kde.org/en/akademy2018/public/system/event\\_attachments/attachments/000/000/096/original/Konquering\\_the\\_World.odp](https://conf.kde.org/en/akademy2018/public/system/event_attachments/attachments/000/000/096/original/Konquering_the_World.odp)

# Process Of On-Ramping For New Contributors



From: "The Art Of Community"

## Management & Organization Requires . . .

- Unifying Goals
- Defined Processes
- → **Clear Communication**

# Management & Organization Requires . . . Clear Communication

## Three Types Of Communication

- 1. *Incoming*      How KDE **receives** information from the world (*bug reports, surveys . . .*)
- 2. *Outgoing*      How KDE **shares** information with the world (*Promo, social media . . .*)
- 3. *Internal*      How KDE **exchanges** information among contributors (*mailing lists . . .*)

From: "The Art Of Community"

# Internal Communication

## Three Types Of Communication

- 1. *Incoming*                      How KDE *receives* information from the world (*bug reports, surveys . . .*)
- 2. *Outgoing*                      How KDE *shares* information with the world (*Promo, social media . . .*)
- 3. **Internal**                      How KDE **exchanges** information among contributors (*lists, blogs . . .*)

"The Art Of Community"

# Identify On-Ramp, Develop Knowledge & Determine Contributions

Contributors **exchanging information** about . . .

- **Where** to talk with other contributors
- **What** needs to be done
- **Who** is working on it
- **How** to get started
- **Where** to share one's work



What Do You Think?

# Where Do KDE Contributors Exchange Information?

(Let's concentrate on KDE platforms.)



# Where Do KDE Contributors Exchange Information?

- Websites & Blogs
- Wikis
- Forum
- Gitlab
- Mailing Lists
- Chat
- (Video) Conferences

*kde.org, planet.kde.org, dot.kde.org*

*Community, Techbase, UserBase*

*discuss.kde.org*

*invent.kde.org*

*mail.kde.org*

*Matrix, IRC, Telegram (Unofficial?)*

*Akademy, meet.kde.org*

# KDE's Internal Communication Channels: Are They Like This?



Damansara Perdana, Malaysia

Modified image from Alpha: <https://www.flickr.com/photos/avlyxz/4589977933/>

## Or Like This?



Dallas, Texas

# What Do You Think?



## Goal

Getting KDE Contributors On The Same Path  
All Heading In The Same Direction

# Organizing For World Domination

If you only take away two points from this talk: Let's work on  
**CONSISTENCY & DISCOVERABILITY**  
across and within internal communication channels!

# Organizing For World Domination

**Consistency** and **discoverability** will **lower barriers** in on-ramping and put KDE contributors on a **clear path forward**, together.



# Let's Achieve This



Damansara Perdana, Malaysia

Modified image from Alpha: <https://www.flickr.com/photos/avlyxz/4589977933/>

# Ideas For Improvement?

## Join Us For **Two Akademy BoFs!**

**Tuesday** (18 July):

- 12:00–13:00 **Internal Communications & On-Ramping**
- 15:00–16:00 **Wiki Improvements**

## How well do you know KDE?

In 3 parts:

- 1. Wikis
- 2. International Groups
- 3. Blogs



# How Do We Achieve World Domination?

## Part 1: Wikis

# KDE Wikis – What do you think?

How many **Wikis** does KDE have?

- 1
- 2
- 3



How many Wikis does KDE have?

- 1
- 2
- 3



### User Base

Userbase.kde.org is the home for KDE users and enthusiasts, including power users and system administrators.

It provides information for end users on how to use and configure KDE applications.

[Go to User Base](#)



### Tech Base

Techbase.kde.org is primarily aimed at external developers.

It provides documentation and help for developers building on or extending KDE products in their own projects.

[Go to Tech Base](#)



### Community

Community.kde.org is the working area for the KDE community.

It provides a place for sharing information within the community, including policies, guidelines and coordination.

[Go to Community wiki](#)

# KDE Wikis

- **User Base**

User documentation workaround, as official documentation difficult to contribute to.

- **Tech Base**

Technical documentation, but most info now at [develop.kde.org/docs](https://develop.kde.org/docs).

- **Community**

Developer & community wiki for events, general info, policies, etc.

# KDE Wikis – What do you think?

How many Wikis are planned (at least internally) to be **retired**?

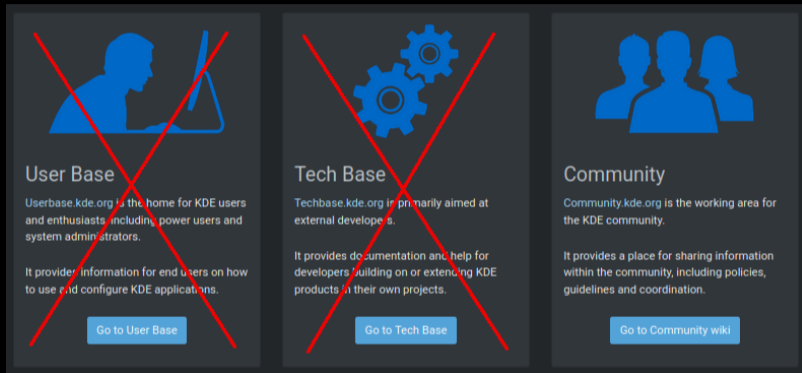
- 0
- 1
- 2





How many Wikis are planned (at least internally) to be **retired**?

- 0
- 1
- 2



The image shows three panels, each representing a different type of wiki. Each panel is crossed out with a large red 'X', indicating that these wikis are planned to be retired. The panels are:

- User Base**: The icon shows a person at a computer. The text states: "Userbase.kde.org is the home for KDE users and enthusiasts including power users and system administrators. It provides information for end users on how to use and configure KDE applications." Below the text is a button labeled "Go to User Base".
- Tech Base**: The icon shows three interlocking gears. The text states: "Techbase.kde.org is primarily aimed at external developers. It provides documentation and help for developers building on or extending KDE products in their own projects." Below the text is a button labeled "Go to Tech Base".
- Community**: The icon shows three stylized human figures. The text states: "Community.kde.org is the working area for the KDE community. It provides a place for sharing information within the community, including policies, guidelines and coordination." Below the text is a button labeled "Go to Community wiki".

# KDE Wikis – What do you think?

How many Wikis are  
**listed** on kde.org?

- 1
- 2
- 3



How many Wikis are listed on kde.org?

- 1
- 2
- → 3

Develop	News & Press	Resources
Techbase Wiki	Announcements	Community Wiki
API Documentation	KDE.news	UserBase Wiki
Qt Documentation	Planet KDE	Support

## KDE Wikis – What do you think?

Which of these recent **opinions** (paraphrased) from seasoned KDE contributors about the Wikis are **real**?

- “Today I **discovered really useful documentation** on User Base I had never encountered before.”
- “User Base is an impressive repo, I wonder why it’s **not seen attention** in recent years,”
- “I find KDE Wiki websites rather **diffucult and confusing to use so I just avoid them** mostly.”



Which of these recent **opinions** (paraphrased) from seasoned KDE contributors about the Wikis are **real**?

- “Today I **discovered really useful documentation** on User Base I had never encountered before.”
- “User Base is an impressive repo, I wonder why it’s **not seen attention** in recent years,”
- “I find KDE Wiki websites rather **diffucult and confusing to use so I just avoid them** mostly.”



## Problems

- UserBase and Techbase in **Wiki purgatory**.
  - ▶ Both are internally planned to be **retired**, yet **featured** at kde.org.
  - ▶ How many users are **informed** about this? How many contributors?
- Lack of **attention**, **outdated** information.
- Lack of **discoverability** for information.
  - ▶ Pages are structured in **various** ways.
  - ▶ Not easy to **orient oneself** or **find related pages**.
- Suboptimal user experience and confusion lead to **avoidance** from users.

## Proposal

- **De-link** UserBase/Techbase from main site, **inform** users of coming retirement at wikis.
- Add **discoverability features** (“*See also*”, high-level wiki categories).
- Use **consistent information structure** to most easily find information (*Summary, Table Of Contents, See Also, External Links*).
- Make **official documentation** easier to contribute to (UserBase).

Join The **Wiki Improvements BoF** (Tues. 15h) To Discuss More!

# How Do We Achieve World Domination?

## Part 2: Websites International Sites & Local Groups



# Internationalization – What do you think?

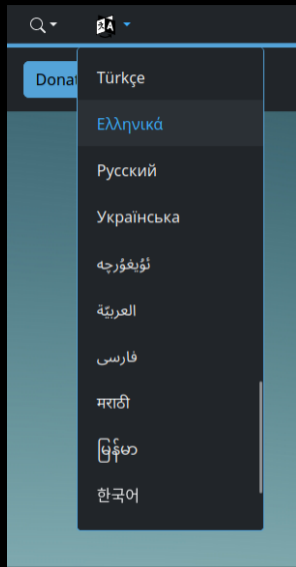
How many **languages** is the kde.org website translated into?

- 17
- 39
- 52



How many **languages** is the kde.org website translated into?

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- → **39**
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# Local Groups – What do you think?

How many **local community websites** (a.k.a. international sites) are listed at kde.org?

- 8
- 17
- 39



How many **local community websites** (a.k.a. international sites) are listed at kde.org?

→ 8

17

39

## International Sites

This page provides access to a number of KDE web pages in different languages, countries or regional areas. The idea is to collect useful information concerning the usage of KDE for specific communities, status of translations, suggested settings for such users, and similar issues.

These pages also are not necessarily involved in the KDE translation or localization efforts. Please see the [i10n.kde.org](https://i10n.kde.org) website for more information on this topic.


If you would like to contribute pages tailored to your language, country or regional area please contact the KDE.org webmaster.

 **Brasil**

 **China**

 **Italy**

 **Japan**

 **Netherlands**

 **Russia**

 **Spain**

 **Turkey**

### Note:

Our policy regarding the sites listed above is simple: If somebody goes through the trouble of creating a KDE website, then we will include it in this list. Furthermore, we will *not* override the site creator's preference for what to call their geographical area (e.g., calling the Taiwan site "Taiwan" instead of "China").

# Local Groups – What do you think?

How many **official ways to connect** for local international communities are there at KDE?

- 2
- 4
- 5



How many **official ways to connect** for local international communities are there at KDE?

- 2
- 4
- → 5

1. **Websites**
2. **Discourse** ([discuss.kde.org](https://discuss.kde.org))
3. **Mailing Lists**
4. **Chat Rooms**
5. **KDE Networks**

## International Sites

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## Local communities

This is the place to organize local meetups or ask for questions in your native language!

KDE auf Deutsch 🇩🇪 🇦🇹 🇨🇭 🇵🇸

KDE in Finland 🇫🇮 ❄️

KDE in Italy 🇮🇹 🍕 🍷

KDE en français 🇫🇷 🍷

KDE en español 🇪🇸 🇵🇸

KDE India 🇮🇳 🥘 🌶️

KDE Brasil 🇧🇷 ☀️ 🌴 🐔

KDE 日本語フォーラム 🇯🇵 🇵🇸

KDE 中文 🇨🇳 🐼



# Mailing Lists

## Mailing Lists (excluding kde-i18n-foo / kde-l10n-foo):

● <a href="#">kde-at</a>	last post: 2019	● <a href="#">kde-india</a>	last post: 2019
● <a href="#">kde-br</a>	last post: 2020	● <a href="#">kde-italia</a>	last post: 2022
● <a href="#">kde-china</a>	last post: 2023	● <a href="#">kde-jp</a>	last post: 2023
● <a href="#">kde-de</a>	last post: 2023	● <a href="#">kde-kr</a>	last post: 2022
● <a href="#">kde-devel-es</a>	last post: 2019	● <a href="#">kde-latam</a>	last post: 2018
● <a href="#">kde-edu-pt_br</a>	last post: 2022	● <a href="#">kde-mexico</a>	last post: 2016
● <a href="#">kde-el</a>	last post: 2016	● <a href="#">kde-usa</a>	last post: 2019
● <a href="#">kde-francophone</a>	last post: 2023	● <a href="#">lakademy-attendees</a>	last post: <i>na</i>

# Chat Rooms

Matrix/Chat Rooms (from [community.kde.org](https://community.kde.org)):

- KDE [Russia](#)
- KDE [Brazil](#)
- KDE [Japan](#)
- KDE [Netherlands](#)
- KDE [Belgium](#)
- KDE [Iran](#)
- KDE [Portugal](#)
- KDE [China](#)
- KDE [Italia](#)
- KDE [Germany](#)
- KDE [Greece](#)
- KDE [Argentina](#)
- KDE [Spain](#)
- KDE [for spanish-speaking users](#)
- KDE [Latin America](#)
- KDE [France](#)
- KDE [for french-speaking users](#)

[community.kde.org](https://community.kde.org) >

The KDE Network

## The KDE Networks

- India
- China
- Brazil
- US
- Australia

# Are The Various Ways To Connect Aligned?

## Examples:

- **KDE España website** (kde-espana.org) > **Comunicación**: links to old forum, its own mailing lists; no mention of above mailing lists, chat rooms, or discuss.kde.org community
- **KDE en español** at **discuss.kde.org**: no mention KDE España website or other communication channels
- **KDE Network Brazil** wiki page: Matrix/Telegram chat rooms listed, no other communication channels or websites mentioned.
- **KDE-Brasil Matrix**: link to br.kde.org provided; **KDE Brazil website** (br.kde.org) > **Canais de Comunicação**: Telegram channels featured, mailing list (kde-br) and Matrix/IRC rooms listed; no mention of Discuss group or KDE Network Brazil.
- **KDE-Brasil Forum**: no information provided
- **kde-el**: mailing list no description provided and no mention of Matrix room, and vice versa

# Internationalization & Local Groups

## Problems

- Information is **scattered** across communication channels
- **Unmaintained** sites / **outdated** information
- Perhaps **inefficient** use of possible translation teams for websites
- Contributors **split** across numerous platforms, potentially unaware of split
- Some platforms have **infrequent or no activity**
- Inconsistencies and lack of discoverability make for **confusion** / **suboptimal** experiences

# Internationalization & Local Groups

## Proposal

- Define **consistent process** to funnel contributors into KDE (Step 1, Step 2, etc.)
- Make **information consistent** across channels: Clearly communicate which platforms are used for which purposes at ALL platforms, perhaps indicate frequency of activity to manage expectations
- For local groups use **low-barrier platforms** (e.g., discuss, mailing lists) since websites are hard to maintain; have **internationalization** taken care of at kde.org

Join The **Internal Communications & On-Ramping BoF** (Tues. 12)  
To Discuss More!

# One Last Thing

Repositories to archive at [invent.kde.org/unmaintained](https://invent.kde.org/unmaintained)?

- [kde.in](https://kde.in) (??? insecure connection, redirects to kde.org)
- [pe.kde.org](https://pe.kde.org) (Peru group, offline)

# How Do We Achieve World Domination?

## Part 3: Blogs



# KDE Blogs – What do you think?

How many **blogs** are linked to at kde.org?

- 1
- 2
- 3



How many **blogs** are linked to at kde.org?

- 1
- → **2** (Dot, Planet)
- 3

Though **Dot** is referred to as KDE.news, an apparent link which does not work.



## Blogs

- Planet KDE aggregator has **762 feed\_url** links.
- There are **many blogs** targeting specific groups:
  - ▶ **Developer-specific** legacy aggregate at [blogs.kde.org](https://blogs.kde.org).
  - ▶ **Project-specific** blogs (e.g., [blog.neon.kde.org](https://blog.neon.kde.org), [eco.kde.org/blog](https://eco.kde.org/blog), [gcompris.net/news-en.html](https://gcompris.net/news-en.html)).
  - ▶ **Language-specific** blogs (e.g., [kdeblog.com](https://kdeblog.com))

# KDE Blogs

## Problems

- One referent, but two names (Dot vs. KDE.news), which is **inconsistent** and **confusing**.
- Name “Dot” is **intransparent** about content, KDE.news is clear
- **Group-specific blogs** do not appear to be listed anywhere, Community wiki only has sparse information

## Proposal

- Use **transparent** names, be **consistent** to help with recognizability → contributors (especially new ones) should easily know where to find info about activity
- Support blog **discoverability** – is there a blog list anywhere?

Join The **Internal Communications & On-Ramping BoF** (Tues. 12)  
To Discuss More!

# How Do We Achieve World Domination?

## Part 4: Examples Of On-Ramping Paths

# On-Ramping Example: Path 1



# On-Ramping Example: Path 1

## QUESTO È IL SITO UFFICIALE?

Certamente. KDE Italia è noto a KDE e.V. che è l'associazione che "coordina" tutte le attività relative a KDE nel mondo.

### Community

[KDE Italia Forum](#) >  
[KDE Italia mailing list](#) >

### Press

[KDE Dot News](#) >  
[KDE Italia su Planet KDE](#) >

### Social

[KDE Italia su facebook](#) >

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# On-Ramping Example: Path 1

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# On-Ramping Example: Path 1

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### Press

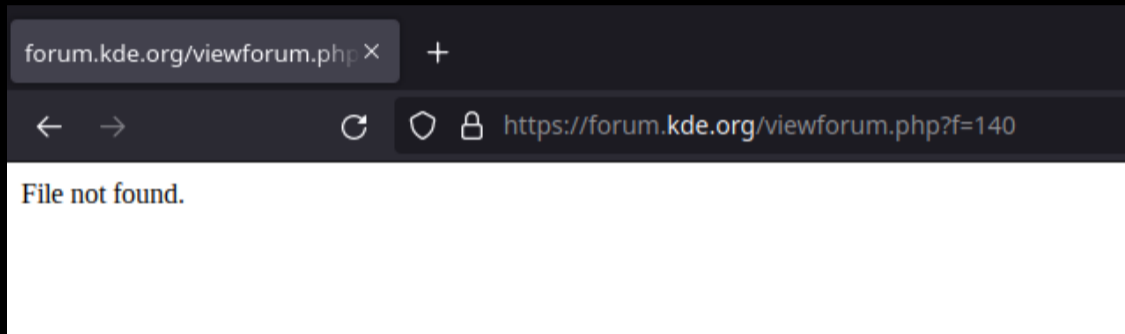
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### Social

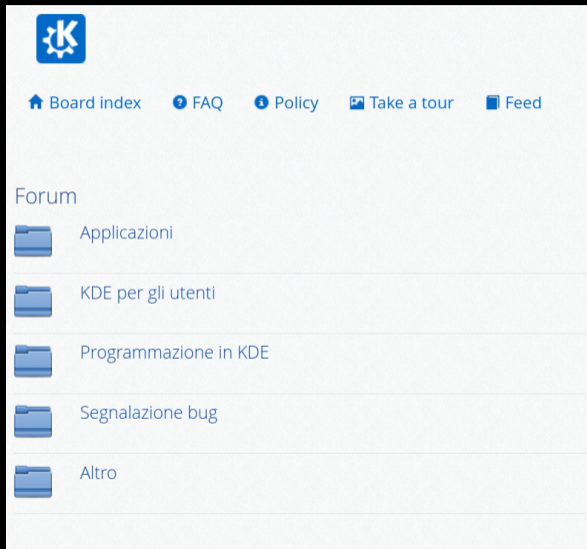
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## On-Ramping Example: Path 1



# On-Ramping Example: Path 1








The screenshot shows the KDE website's navigation menu. At the top left is the KDE logo, a blue square with a white gear and a 'K'. Below the logo is a horizontal navigation bar with five items: 'Board index' (with a house icon), 'FAQ' (with a question mark icon), 'Policy' (with an information icon), 'Take a tour' (with a camera icon), and 'Feed' (with a document icon). Below this bar is the 'Forum' section, which contains a list of five categories, each with a folder icon: 'Applicazioni', 'KDE per gli utenti', 'Programmazione in KDE', 'Segnalazione bug', and 'Altro'.



[Board index](#) [FAQ](#) [Policy](#) [Take a tour](#) [Feed](#)

Forum

-  [Applicazioni](#)
-  [KDE per gli utenti](#)
-  [Programmazione in KDE](#)
-  [Segnalazione bug](#)
-  [Altro](#)

# On-Ramping Example: Path 2

The screenshot shows the KDE website's header with navigation links: "Prodotti", "KDE for You", "Sviluppo", "Partecipa", and "Fai una donazione". The main banner features the slogan "YOU MAKE KDE POSSIBLE" and the headline "Plasma Il desktop di prossima generazione per Linux". Below the text is a laptop displaying the Plasma desktop environment with several application windows open. On the right side of the page, a language selection dropdown menu is open, listing various languages including Italiano, English, Bahasa Indonesia, bosanski, Català, Český, Deutsch, Eesti, Español, and Esperanto.

# On-Ramping Example: Path 2

## Get Involved

Welcome to the KDE Community! By joining our team, you will be part of an international effort by thousands of people working to deliver an incredible Free Software computing experience.

Meet new friends, learn new skills, and make a difference to millions of users while working with people from all around the globe. This page will give you a brief introduction and help you get started with contributing.

We want to make sure that the KDE Community remains a welcoming and friendly place where people can feel comfortable. We ask you to learn and abide by the KDE Community Code of Conduct when interacting with the rest of the KDE Community.

How to contribute and jump start your career in Free Software with the KDE Community? Watch the recording of the KDE workshop at UOM: Making a Difference

## Contents

- 1 Start Here!
- 2 Ways to Contribute
  - 2.1 Issue Reporting
  - 2.2 Bug Triaging
  - 2.3 Development
  - 2.4 Quality Assurance
  - 2.5 Accessibility
  - 2.6 Translation
  - 2.7 Visual and Human Interface Design
  - 2.8 Documentation
  - 2.9 User Support
  - 2.10 Promotion
  - 2.11 Web Design
  - 2.12 Management
  - 2.13 KDE Eco & Sustainable Software Design
  - 2.14 Donations
  - 2.15 Add Your Project to KDE
- 3 Getting in Touch and Working Together
- 4 More Ways to Contribute



Konqi and KDE dragons with their superpowers!

# On-Ramping Example: Path 2

## Getting in Touch and Working Together [edit]

Our team values courtesy and respect when engaging with others. KDE members use a variety of different venues to communicate, depending on the topic. Here is a list of the ones we use most:

- **KDE Bugtracker - To report a bug or request a new feature.**

The KDE Bugzilla bug tracker is intended for user-to-developer communication and tracks simple bug reports and feature requests. Sign in with your KDE Bugzilla account; it does not use [identity.kde.org](https://identity.kde.org) credentials. If you don't have a KDE Bugzilla account, [sign up for one here](#). More information about the KDE Bugzilla bug tracker is available [here](#).

- **Phabricator tasks - To track and discuss work.**

Phabricator is intended for developer-to-developer task planning and tracking, such as discussing the implementation of a complex feature or coordinating a promotional campaign. Sign into Phabricator with the username and password for your [identity.kde.org](https://identity.kde.org) account; if you don't have one, [sign up for one here](#). Then return to <https://phabricator.kde.org>, click the "Log In" button at the top of the page, and enter the username and password for your KDE Identity account. More information about Phabricator is available [here](#).

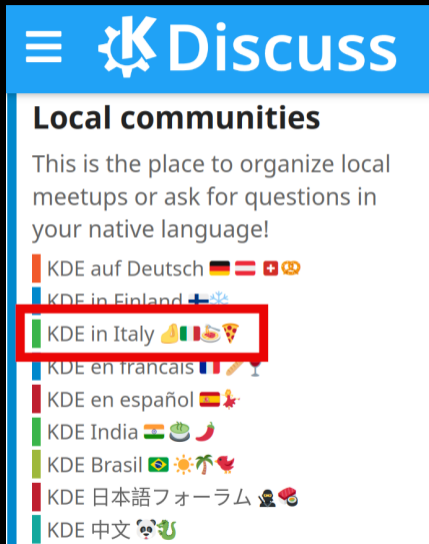
- **Matrix, Internet Relay Chat or Telegram - To start a short, goal-driven discussion.**



Depending on your preference, these conversations should result in the generation of a patch, task, or bug report.

- **Mailing Lists - To start a long-term, open-ended discussion.**

You don't need to subscribe to them all; just a few will do. As a new member of the KDE Community, you should at least subscribe to [kde-community](#) and [kde-devel](#). You will need to subscribe before you can send mail to the lists.



















# On-Ramping Example: Path 3



  **DISCUSS**

## Local communities

This is the place to organize local meetups or ask for questions in your native language!

-  KDE auf Deutsch 
-  KDE in Finland 
-  **KDE in Italy** 
-  KDE en français 
-  KDE en español 
-  KDE India 
-  KDE Brasil 
-  KDE 日本語フォーラム 
-  KDE 中文 

# Internal Communications & On-Ramping

## Problems

- On-ramping paths **inconsistent**.
- Information **out-of-date** or **incomplete**.
- Lack of **discoverability** of other channels.



# Internal Communications & On-Ramping

## Proposals?

Join us on **Tuesday** (18 July):

- 12:00–13:00 **Internal Communications & On-Ramping**
- 15:00–16:00 **Wiki Improvements**

# Phabricator Task (T16410)

 Phabricator

Maniphest T16410

 **Formalizing a process for adding/removing services to KDE's infrastructure?**

Open, Wishlist Public

**Description**

**Proposal**

It seems there is currently no formal process for adding or removing services to KDE's communication and collaboration [infrastructure](#). I think it would be beneficial to define one. The process could include, for instance:

- When adding a new service: commitment to fulfill of some basic requirements, such as maintaining the service for a certain amount of time or monitoring its use so the service can be retired when no longer needed.
- When removing a service: require justification for its removal and a plan for archiving content for posterity.
- For both adding or removing a service, a process for community discussion and support/rejection.

<https://phabricator.kde.org/T16410>

# Let's Go From This ...



Dallas, Texas

To This!



Damansara Perdana, Malaysia

Modified image from Alpha: <https://www.flickr.com/photos/avlyxz/4589977933/>