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

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?

"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!

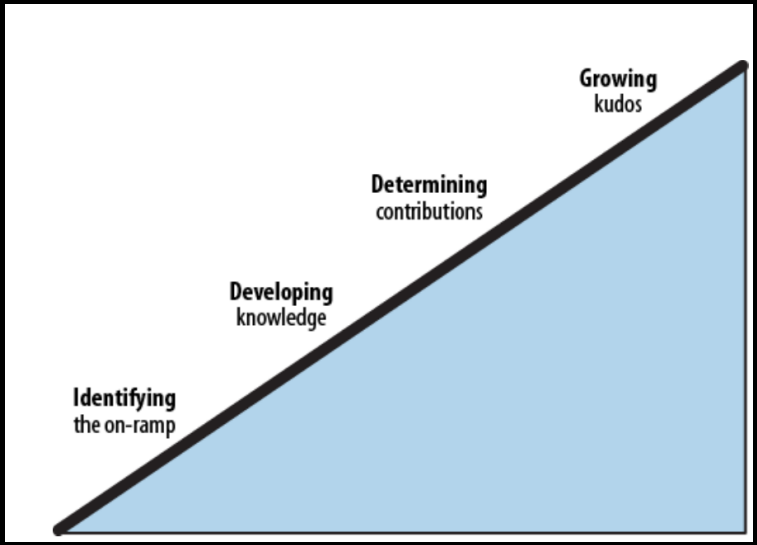
Automate And Systematize Internal Processes

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”

Ideas To Improve On-Ramping

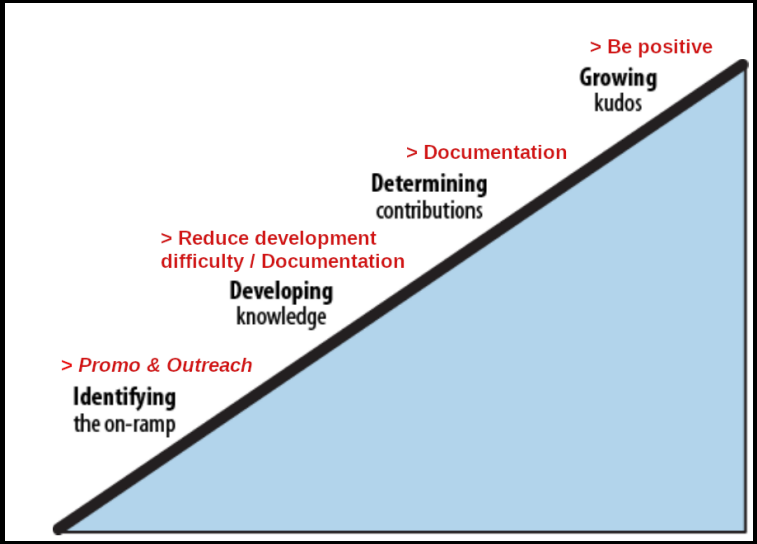
Step 1: Improve the new user contribution process

- **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

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 exhanging 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

Where Do KDE Contributors Exchange Information?

(Let's concentrate on KDE platforms.)

Where Do KDE Contributors Exchange Information?

Websites & Blogs	*kde.org, planet.kde.org, dot.kde.org*
Wikis	*Community, Techbase, UserBase*
Forum	*discuss.kde.org*
Gitlab	*invent.kde.org*
Mailing Lists	*mail.kde.org*
Chat	*Matrix, IRC, Telegram (Unofficial?)*
(Video) Conferences	*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/avlxyz/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/avlxyz/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

Part 1: Wikis

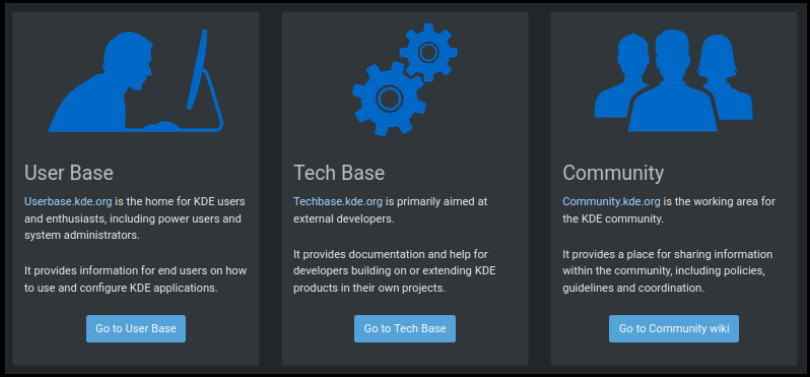
KDE Wikis – What do you think?

How many Wikis does KDE have?

- 1
- 2
- 3

How many Wikis does KDE have?

- 1
- 2
- → 3



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

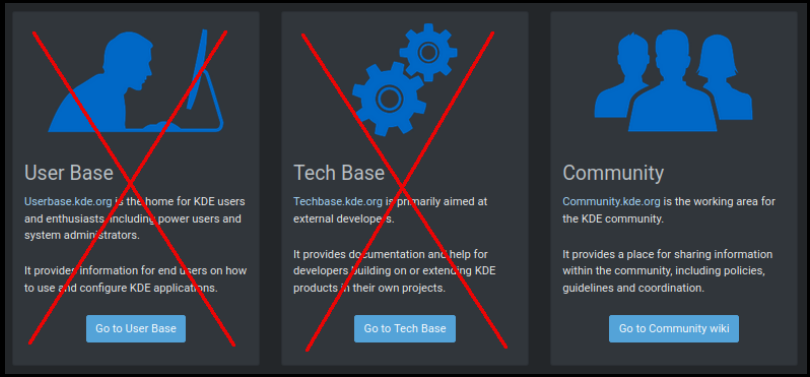
KDE Wikis – What do you think?

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



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

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."

KDE Wikis

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.

KDE Wikis

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!

Part 2: Websites
International Sites & Local Groups

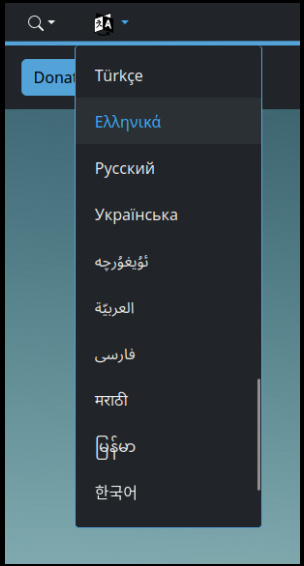
Internationalization – What do you think?

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

- 17
- 39
- 52

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

- 17
- → 39
- 52



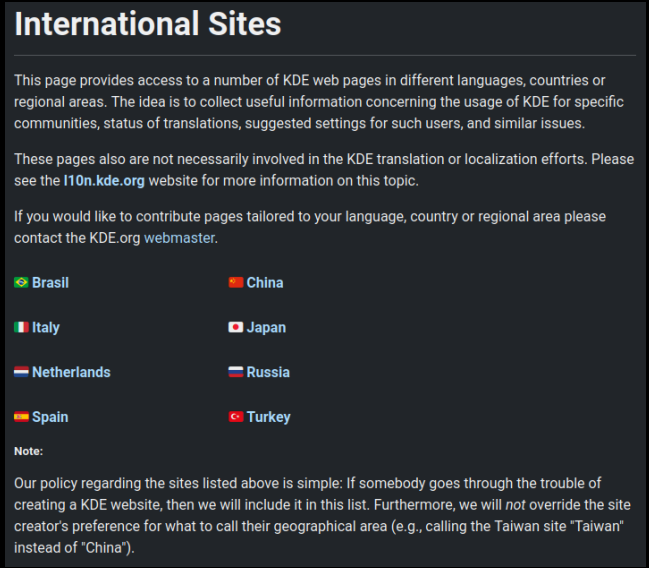
Local Groups – What do you think?

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 **l10n.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)
3. Mailing Lists
4. Chat Rooms
5. KDE Networks

Websites

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 **l10n.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").

Discourse (discuss.kde.org)

Mailing Lists

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

- kde-at — last post: 2019
- kde-br — last post: 2020
- kde-china — last post: 2023
- kde-de — last post: 2023
- kde-devel-es — last post: 2019
- kde-edu-pt_br — last post: 2022
- kde-el — last post: 2016
- kde-francophone — last post: 2023
- kde-india — last post: 2019
- kde-italia — last post: 2022
- kde-jp — last post: 2023
- kde-kr — last post: 2022
- kde-latam — last post: 2018
- kde-mexico — last post: 2016
- kde-usa — last post: 2019
- lakademy-attendees — last post: *na*

Chat Rooms

Matrix/Chat Rooms (from 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

KDE Networks

community.kde.org >
The KDE Network

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?

- kde.in (??? insecure connection, redirects to kde.org)
- pe.kde.org (Peru group, offline)

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.

KDE Blogs – Additional Info

Blogs

- Planet KDE aggregator has 762 feed_url links.
- There are many blogs targeting specific groups:
  - Developer-specific legacy aggregate at blogs.kde.org.
  - Project-specific blogs (e.g., blog.neon.kde.org, eco.kde.org/blog, gcompris.net/news-en.html).
  - Language-specific blogs (e.g., 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!

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 >

© KDE Italia 2006-2016 | KDE® ed il logo K Desktop Environment® (K) sono marchi registrati di KDE e.V.| Legal

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 >

© KDE Italia 2006-2016 | KDE® ed il logo K Desktop Environment® (K) sono marchi registrati di KDE e.V.| Legal

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

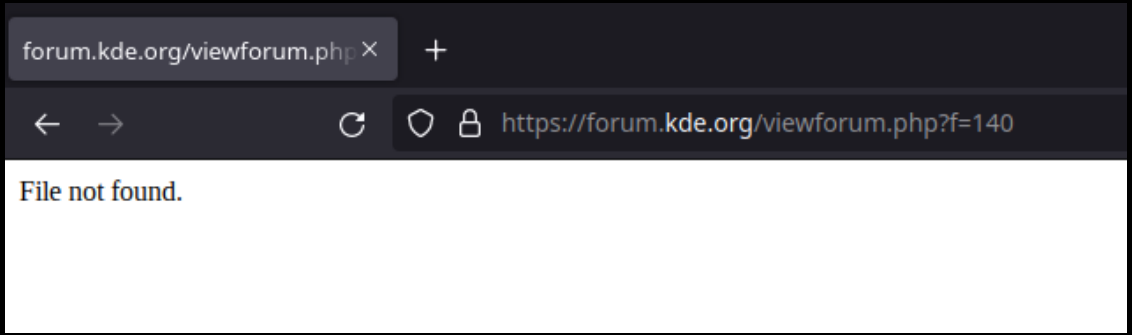
KDE Dot News >
KDE Italia su Planet KDE >

Social

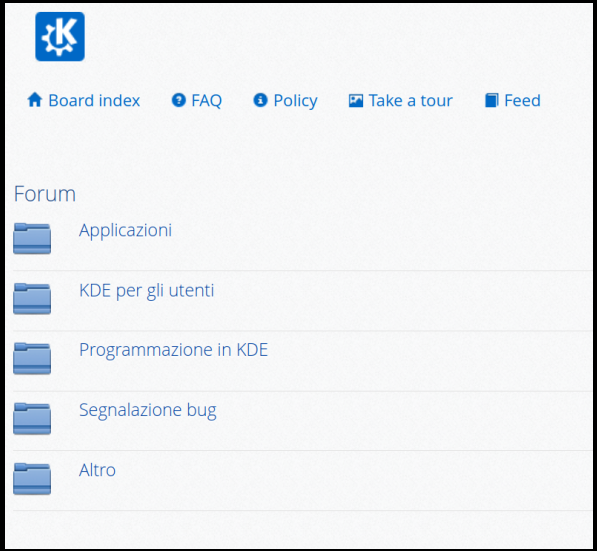
KDE Italia su facebook >

© KDE Italia 2006-2016 | KDE® ed il logo K Desktop Environment® (K) sono marchi registrati di KDE e.V.| Legal

On-Ramping Example: Path 1



On-Ramping Example: Path 1



On-Ramping Example: Path 2

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.

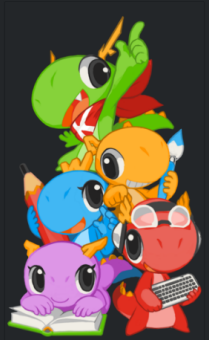
Meet new friends, learn new skills, and make a difference to millions of users while working with people from all around the globe. This page will give you a brief introduction and help you get started with contributing.

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!

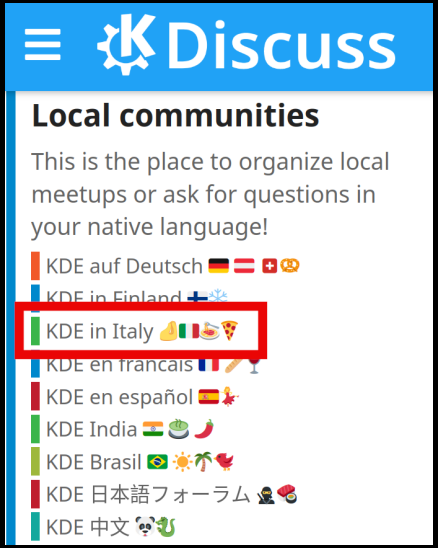
On-Ramping Example: Path 2

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 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 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



Internal Communications & On-Ramping

Problems

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

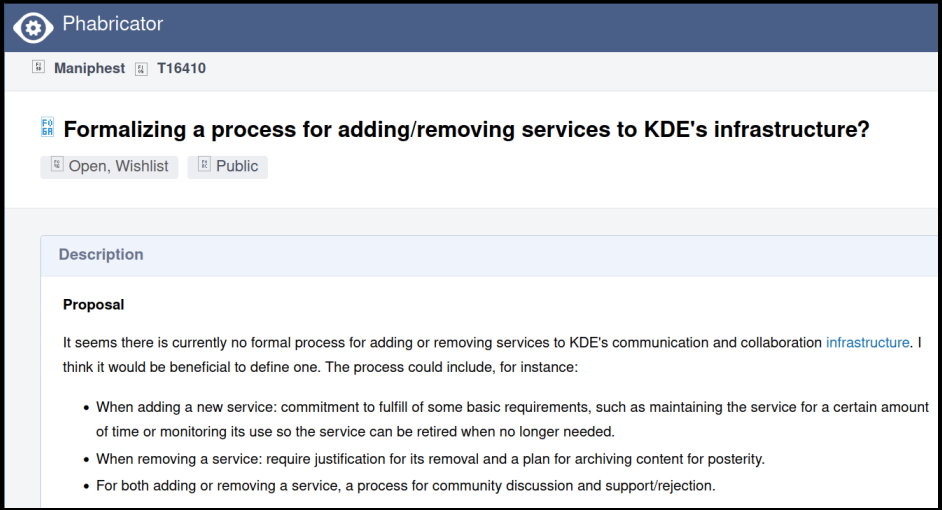
Internal Communications & On-Ramping

Proposals?

Join us on Tuesday (18 July):

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

Phabricator Task (T16410)



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/avlxyz/4589977933/