

# Open Development in the enterprise

V7.42

## Bertrand Delacrétaz

Senior Developer, Adobe CQ5/AEM R&D team, Basel, Switzerland  
Apache Software Foundation Member and (current) Director

<http://grep.codeconsult.ch> - twitter: @bdelacretaz - [bdelacretaz@apache.org](mailto:bdelacretaz@apache.org)

slides revision: 2013-02-14

ApacheCon NA 2013

Portland, Oregon

February 26th – 28th, 2013



speaking for  
myself, based  
on my  
experience at  
Day and  
Adobe





# *Open Development?* *Inside my company?*

Who needs secrets?  
Who cares if your code is not yet perfect?

**OPEN DEVELOPMENT  
IN THE ENTERPRISE**

picture: wax115 on morguefile.com



Corporate teams are too often isolated  
in their own watertight boxes...

**OPEN DEVELOPMENT  
IN THE ENTERPRISE**

picture: krosseel on morguefile.com



Getting a common flow of information  
makes all the difference

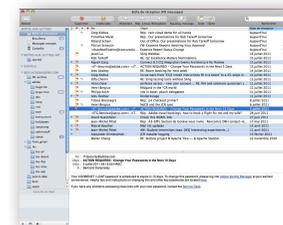
**OPEN DEVELOPMENT  
IN THE ENTERPRISE**

picture: taysm on morguefile.com

# Our setup

A central issue tracker for *everything*: features, bugs, test setups, server upgrades, ...

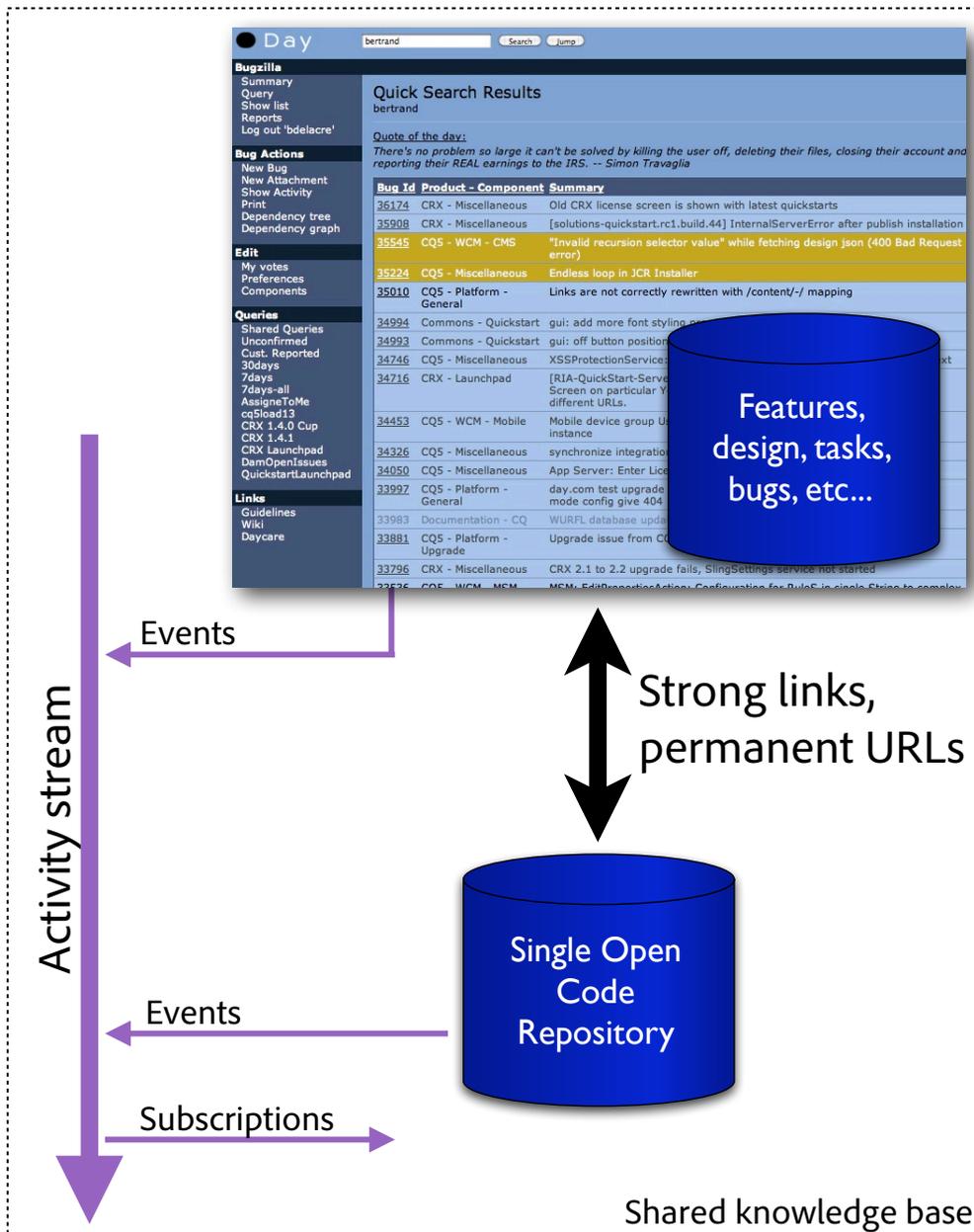
A single open code repository, discoverable. **Activity streams** provide real-time info.



*Some email*  
mostly on mailing lists  
mostly throwaway



*Some «vision»*  
meetings  
as opposed to  
information exchange



**OPEN DEVELOPMENT  
IN THE ENTERPRISE**



Shared vision

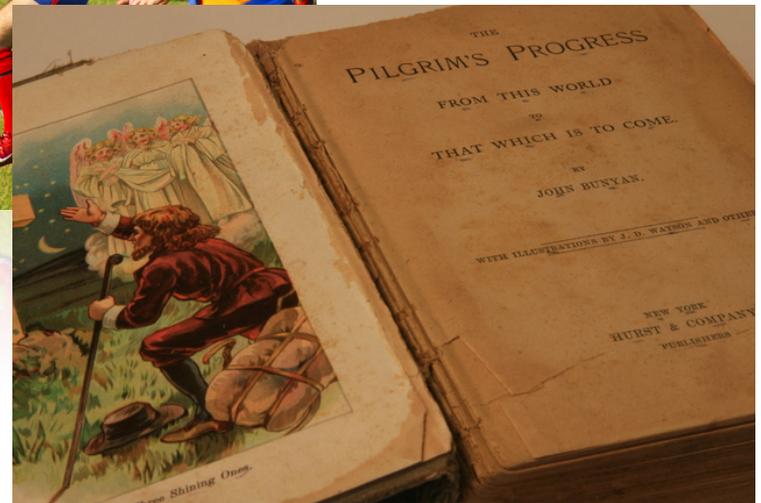
# The goals



Real-time status updates



Broadcast help requests

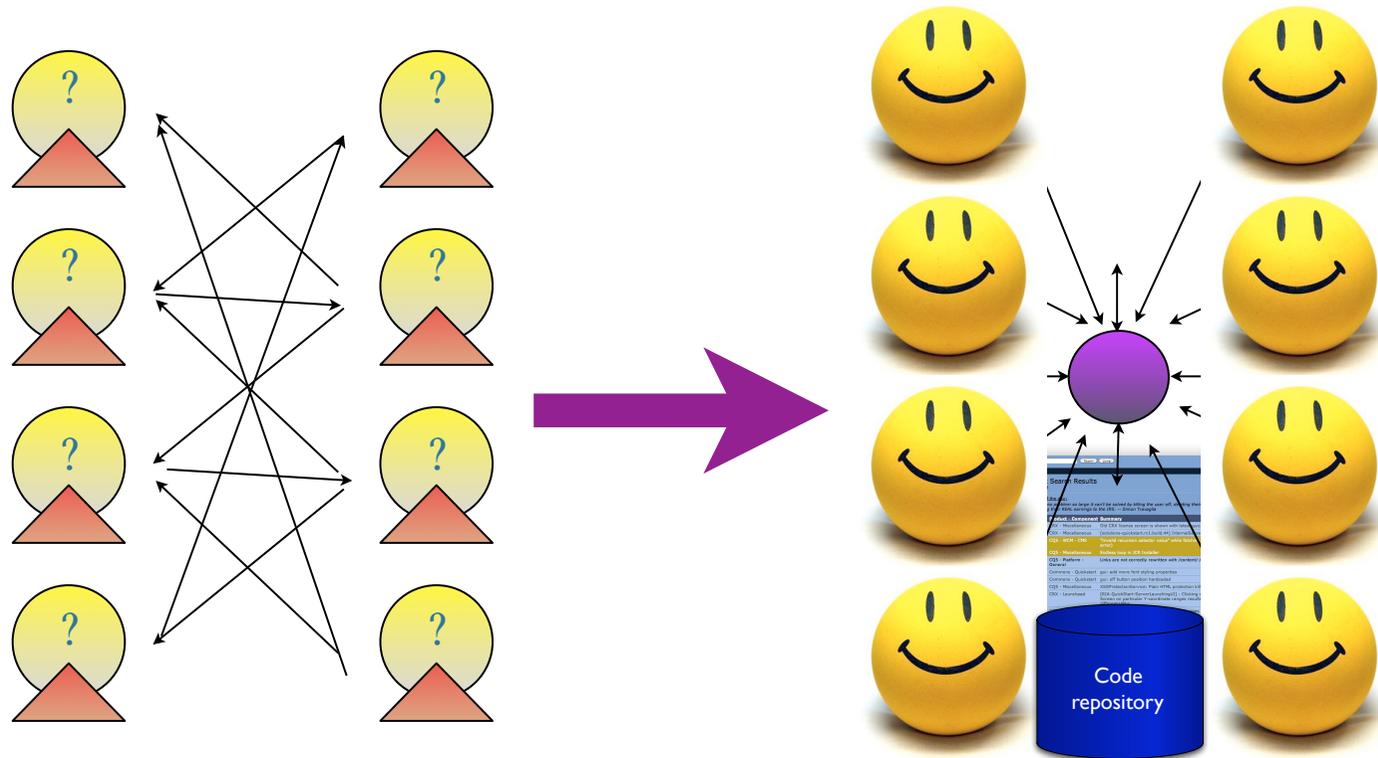


Searchable archives

**OPEN DEVELOPMENT  
IN THE ENTERPRISE**

pictures from morguefile.com  
<http://morguefile.com/license/morguefile/>

# Shared vision?



Move from 1-to-1 email to a **central hub**  
(mailing list, tracker, code repository)

Any important info has a **permanent URL** (wiki, tracker, etc.)

# hub-and-spoke model



Avoid 1-1 for project communications  
All discussions/decisions on list + tracker  
Shared source code, read-write

**OPEN DEVELOPMENT  
IN THE ENTERPRISE**

picture: <http://morguefile.com/archive/display/211010> by roganjosh

# Speak in URLs!

in issues, email, blogs etc.



**<http://mytracker/YOG-1234>**

As opposed to “that memory problem that we found in the blastolyzer module last week”.  
Common abbreviated forms like YOG-1234 work as well.

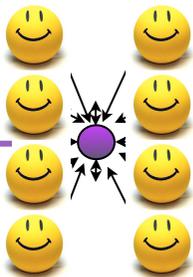
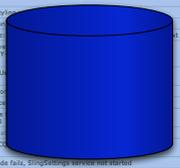
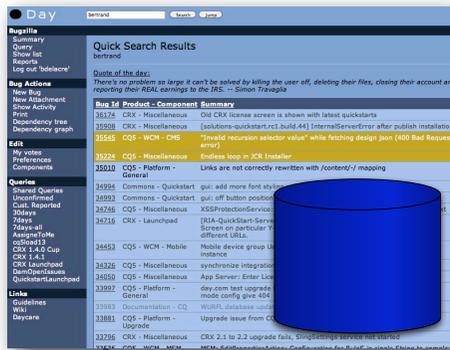
**<http://myarchive/mail/2009-03-14-1234567.html>**

Points to a precise message as opposed to “what Bob said last week about the blastolyzer”.

**Revision 123456**

Points to a commit that changes one thing.  
(and one thing only, right? No “big bangs”)

# Real-time updates



Events generated by the tracker, code repository and mailing lists all contribute to the project's **activity stream**.

Combined with tracker and code repository queries, this provides **real-time** project status information.

Status meetings? No thanks.

**OPEN DEVELOPMENT  
IN THE ENTERPRISE**

# Broadcast help requests



Day  Search Jump

**Bugszilla**  
Summary  
Query  
Show list  
Reports  
Log out 'bdelacre'

**Bug Actions**  
New Bug  
New Attachment  
Show Activity  
Print  
Dependency tree  
Dependency graph

**Edit**  
My votes  
Preferences  
Components

**Queries**  
Shared Queries  
Unconfirmed  
Cust. Reported  
30days  
7days  
7days-all  
AssignToMe  
cq5load13  
CRX 1.4.0 Cup  
CRX 1.4.1  
CRX Launchpad  
DamOpenIssues  
QuickstartLaunchpad

**Links**  
Guidelines  
Wiki  
Daycare

**Quick Search Results**  
bertrand

*Quote of the day:*  
*There's no problem so large it can't be solved by killing the user off, deleting their files, closing their account and reporting their REAL earnings to the IRS. -- Simon Travaglia*

Bug Id	Product - Component	Summary
36174	CRX - Miscellaneous	Old CRX license screen is shown with latest quickstarts
35908	CRX - Miscellaneous	[solutions-quickstart.rc1.build.44] InternalServerError after publish installation
35545	CQ5 - WCM - CMS	"Invalid recursion selector value" while fetching design json (400 Bad Request error)
35224	CQ5 - Miscellaneous	Endless loop in JCR Installer
35010	CQ5 - Platform - General	Links are not correctly rewritten with /content/-/ mapping
34994	Commons - Quickstart	gui: add more font styling properties
34993	Commons - Quickstart	gui: off button position hardcoded
34746	CQ5 - Miscellaneous	XSSProtectionService: Plain HTML protection kills accents and Japanese text
34716	CRX - Launchpad	[RIA-QuickStart-ServerLaunchingUI] : Clicking on CRX Server Launching Screen on particular Y-coordinate ranges results in Browser opening with different URLs.
34453	CQ5 - WCM - Mobile	Mobile device group User-Agent config changes not activated on publish instance
34326	CQ5 - Miscellaneous	synchronize integration testing frameworks
34050	CQ5 - Miscellaneous	App Server: Enter License key leads to internal server error
33997	CQ5 - Platform - General	day.com test upgrade from load24 to load25: inline pictures, title and edit mode config give 404
33993	Documentation - CQ	WURFL database update process
33881	CQ5 - Platform - Upgrade	Upgrade issue from CQ5.4 build23 to build24
33796	CRX - Miscellaneous	CRX 2.1 to 2.2 upgrade fails, SlingSettings service not started
33536	CQ5 - WCM - MCM	MCM: EditPageAction: Configuration for RuleEngineSingleChangeToResolve

Create an issue in the tracker instead of just asking Bob to fix it.

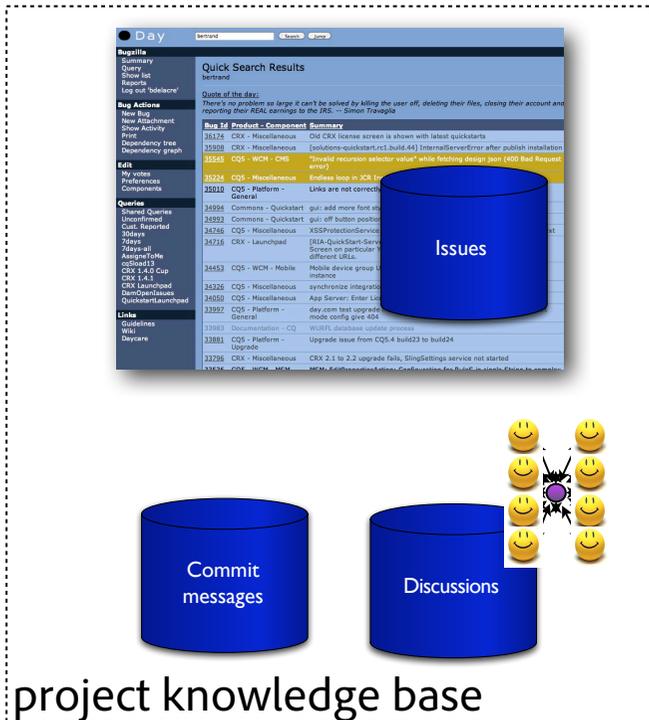
Traceable. Shareable.

Bob makes up its own schedule based on tracker queries.

Contributes to the real-time status updates.

**OPEN DEVELOPMENT  
IN THE ENTERPRISE**

# Self-service archives



Putting the tracker, code repository and mailing lists at the center creates a **live knowledge base** of project information.



Invaluable help for new project members getting up to speed.

# Benefits?

Project success!



Shared vision

Less meetings!



Real-time status updates

Efficient planning!



Knowledge base!



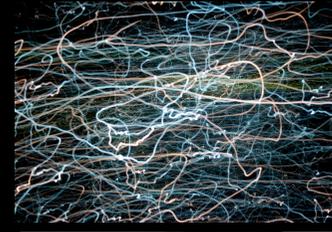
Broadcast help requests

Searchable archives

# and also...



More sustainable software and processes.



Better software structures.



Higher software quality.



Improve your communications skills.  
Learn to make mistakes in public.  
Show where you can add value.



Reputation and mutual trust.

Better quality and more fun...

photo credits:  
<http://www.flickr.com/photos/blackbutterfly/3051019058/>  
<http://morguefile.com/archive/display/137482>  
others from clarita, bandini, kevinrosseel, hotblack on morguefile.com

# The Five Wisdoms of open development

if you remember  
just one thing....(well, five)

If it didn't happen on the dev list,  
it didn't happen.

Whatever you're working on,  
it must be **backed by an issue** in the tracker.

If it's not in the **source code control system**,  
it doesn't exist.

If it's important,  
it needs a **permanent URL**.

What happened while you were away?  
Check the **activity stream** and archives.

# That's us

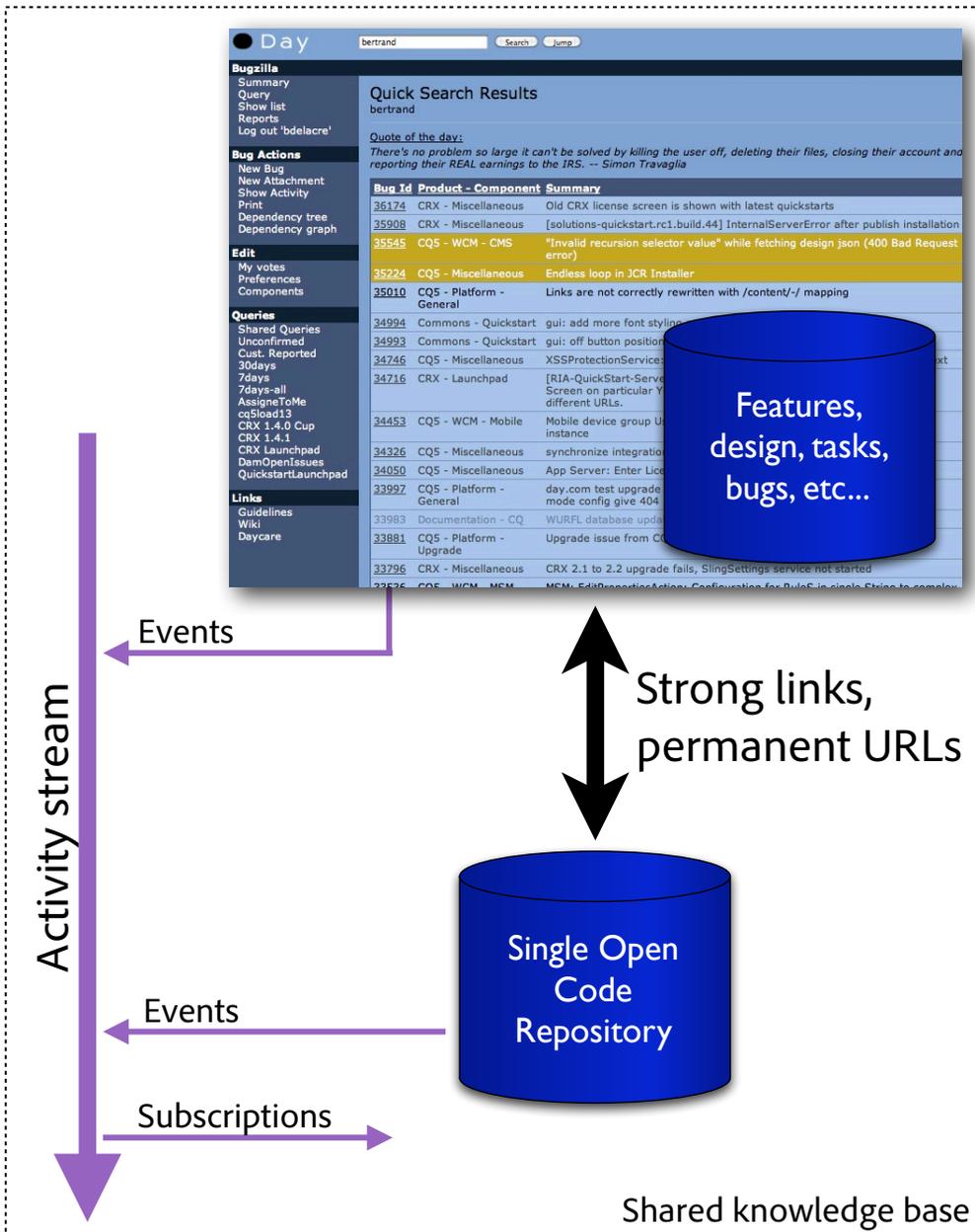
Work like an open-source project.

Everybody has a voice.

Information is shared, all the time.

People learn from each other.

Meetings are for vision and software design, basic info flows continuously.



**OPEN DEVELOPMENT  
IN THE ENTERPRISE**



# Coda



BTW...we are hiring!  
jobs-basel@adobe.com

This works for the Apache Software Foundation.

This works for the Adobe CQ5 team, ex Day Software.

Why not you?

Start with small steps...

Reading list: <http://x42.ch/11.70.01>

( <http://delicious.com/bdelacretaz/opendevelopment> )



**OPEN DEVELOPMENT  
IN THE ENTERPRISE**

ApacheCon NA 2013

Portland, Oregon

February 26th – 28th, 2013



Bertrand Delacretaz  
grep.codeconsult.ch  
@bdelacretaz  
bdelacretaz@apache.org

