

Open Source collaboration tools are good for you!

Bertrand Delacrétaz



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How to use the right (types of) collaboration tools in the right way?



revision control system



blogs



IRC



mailing lists + archives



Instant messaging



issue tracker



Wikis

+ secret sauce?

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logos: Adium, Roller, Colloquy, MoinMoin



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The Apache Software Foundation

www.apache.org

More than **60** top-level projects, many are industry standards

Committers (~**2000**)

Board of directors (9)

PMC members (~500?)

ASF members (~300)



Tens of releases every year

No offices

Almost no face to face meetings

All decisions on mailing lists

Recipe for failure?

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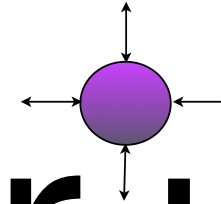


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The Apache Software Foundation

www.apache.org

It works for us!



revision control system



blogs



IRC



mailing lists + archives



Instant messaging



issue tracker



automated builds



Wikis

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Can we define requirements for a set of collaboration tools?



WHEN I GROW UP I WANT TO BE AN



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picture: slowfoot on morguefile.com



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Not really

requirements

but a set of

core drivers

for successful collaboration



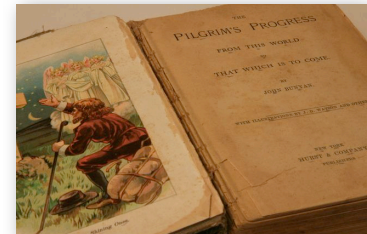
Vision



Updates



Help



Archives

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Without a **vision...**

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What's our **status** right now?

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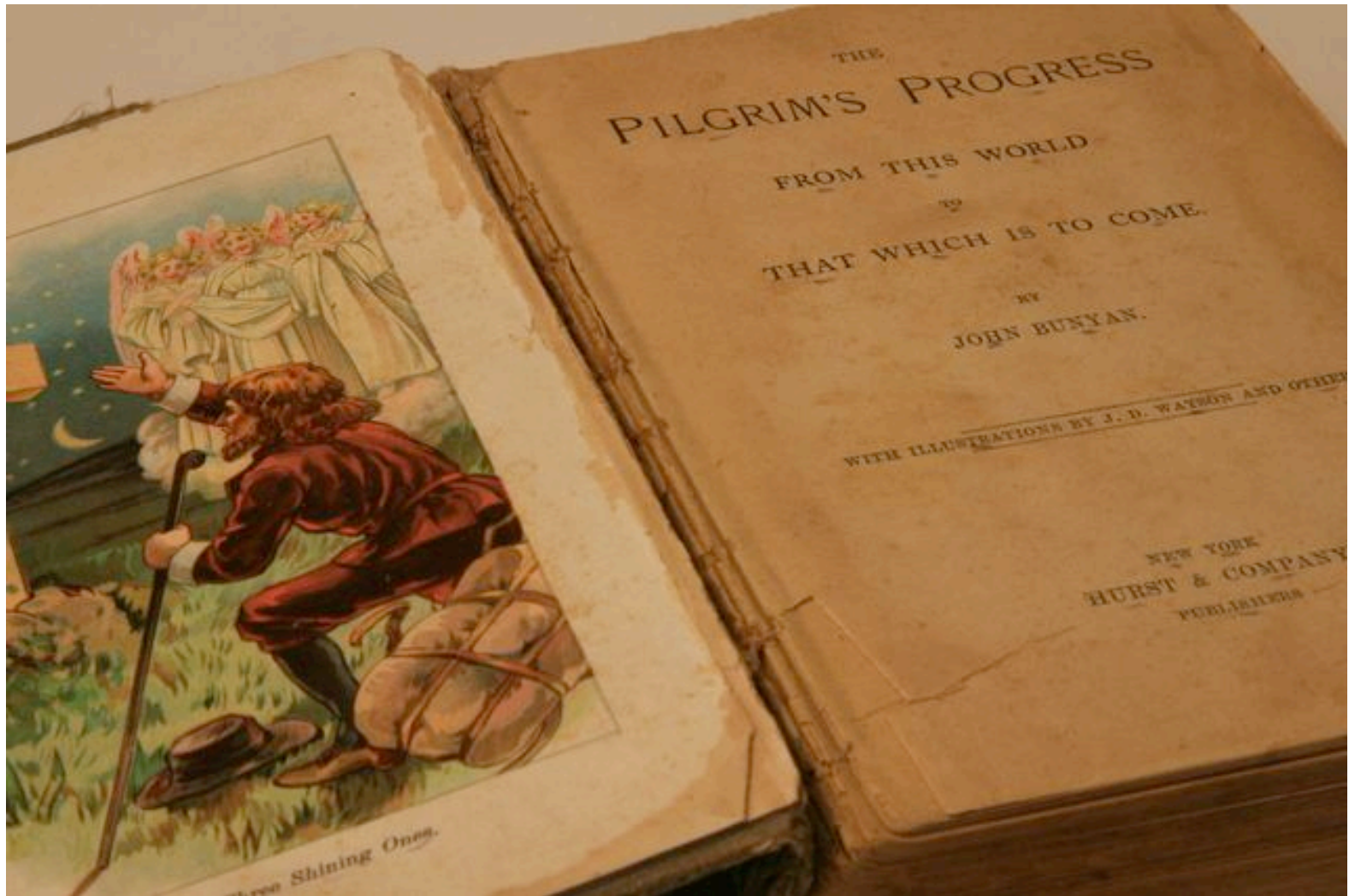


Where can I help?

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Why did we do this?

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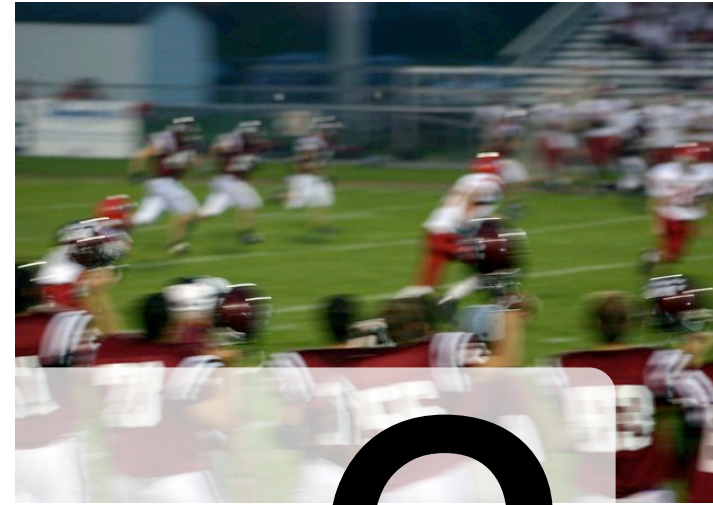
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Shared vision

4

core drivers
of successful
collaboration



Real-time updates



Real-time help requests

HOW?



Self-service archives

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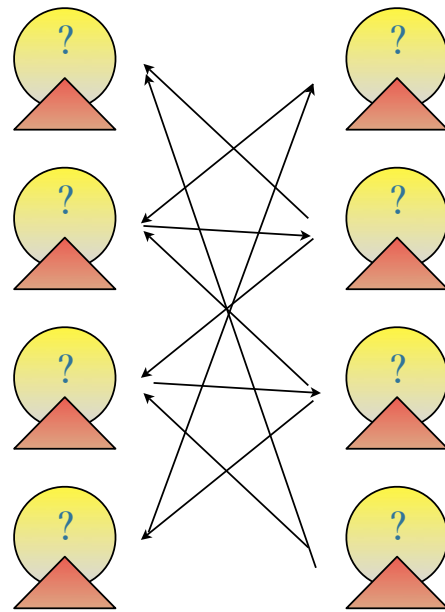
Sharing the Vision

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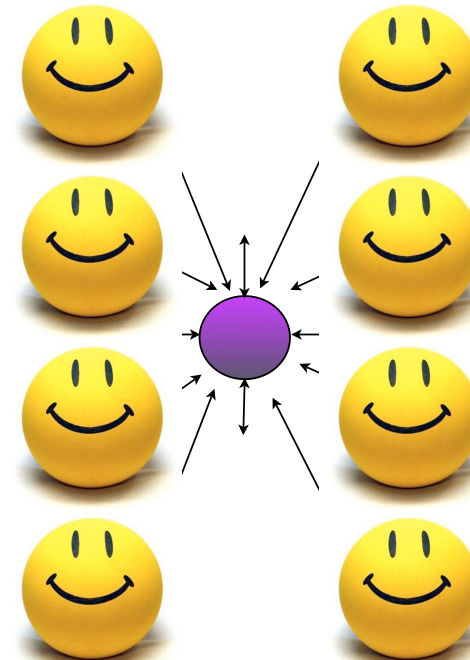
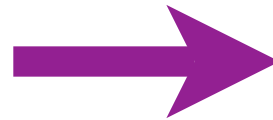


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Sharing the vision?



Mess Media?
oral tradition?



Central Hub
permanent record

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Sharing the vision.

verba volant, scripta manent...



mailing lists + archives

Searchable mailing lists
instead of 1-to-1 email



Wikis

Wikis instead of email
attachments



blogs

Blogs help for out-of-
band conversations

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Real-time updates

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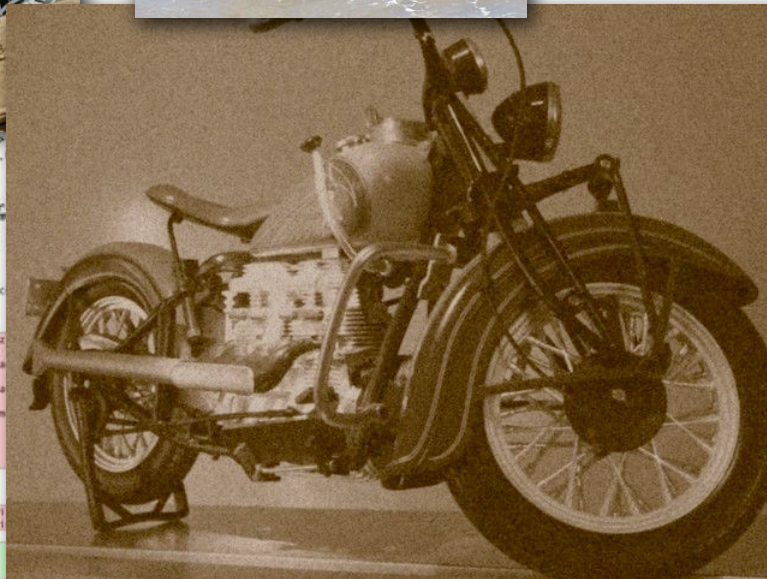
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We need fast feedback!



```
$ cvs log s
RCS file: /home/cvs/coe1.154 (antonio 25-Sep-03): <action dev="AG" type="update">
Working file: status.xml 1.155 (antonio 25-Sep-03): Update lib commons-lang to 2.
head: 1.158 1.154 (antonio 25-Sep-03): </action>
----- 1.151 (sylvain 24-Sep-03): <action dev="SW" type="add">
revision 1.158 1.151 (sylvain 24-Sep-03): New event-handling system for
date: 2003/09/28 05:01:05; author: a
Update status.xml
-----
revision 1.157
date: 2003/09/26 14:46:23; author: b
YAPT presentation tool sample added
-----
revision 1.156
date: 2003/09/25 08:57:40; author: s
<action dev="SW" type="add">
  services.com
  Fixing release of Source in the
-----
revision 1.155
date: 2003/09/25 08:57:40; author: s
  slide: Part One: Tools 46 49
  int-style: LittleText 47 50 note: User view of
  48 51
  49 52 slide: CVS
  50 53
  quick refresher about CVS, 51 54 TOOD screenshots: c
  note: User view of these too 52 55
  slide: Bugzilla
  slide: CVS 54 57
  ing_rightHalf: bugz
  slide: Screenshots 57 60
  Structured author a
  slide: Bugz title 58 61
  Simple workflow ("a
  TOOD screenshots: 62 65
  Task history ("comm
  slide: Wiki 62 65
  Attachments
  TOOD screenshots: Wiki links 63 67
  Powerful queries.
  slide: Weblogs 66 69
  slide: Wiki 70 73
  TOOD screenshots: stories, 68 71
  ing_rightHalf: wiki
  Easy content creati
  slide: Analysis 72 75
  Fully open.
  int-style: LittleText 73 76
  74 77
  What does each tool bring? 75 78
```

For our code
as well...

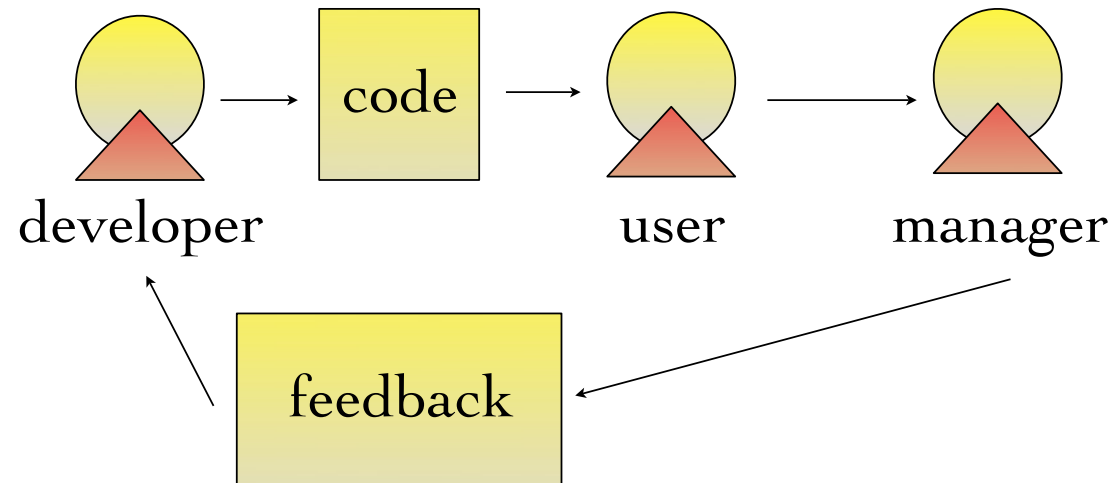


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Feedback



How fast is your loop?
Seconds? Weeks?

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Real-time updates?



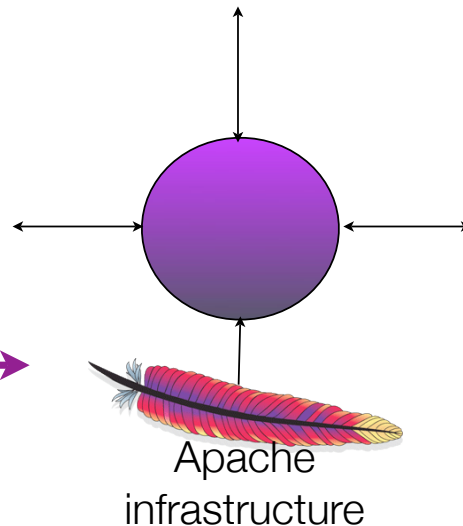
code →

tests →

bugs →

decisions →

builds →



subscriptions

email events →

RSS feeds →

Twitter? →

Collaboration hub!

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Real-time updates.



Source code control system instead of “code on the fileserver”.



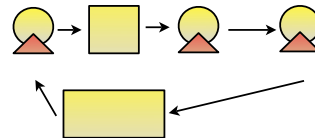
Issue tracker events instead of “what did you do today”?



Mailing list “events” instead of “yell around the office”.



Automated builds instead of “wait for Bob to build it on Linux”.



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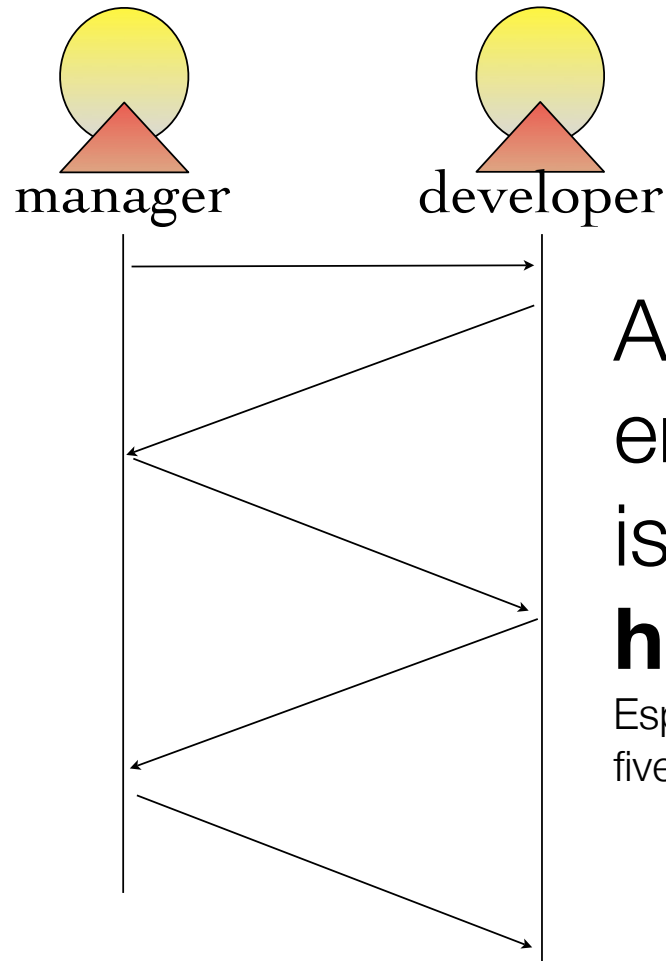
Real-time help

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Real-time help?



A help (feature, enhancement) request is a **dialog**, and **history** is important.

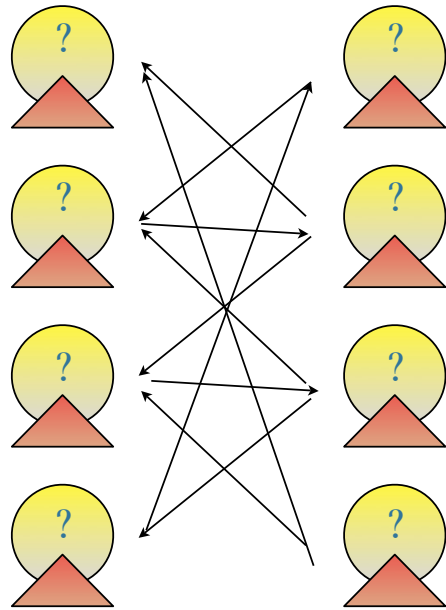
Especially when you need to fix that feature five years later.

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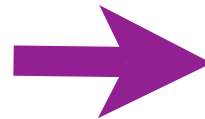


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Real-time help?



Mess Media?



Issue Navigator

Displaying issues 1 to 50 of 51 matching issues.

Current View: [Browser](#) ([Current Fields](#) | [Printable](#) | [Full Content](#)) | [XML](#) | [RSS](#) ([Issues](#) | [Comments](#)) | [Word](#) | [Excel](#) ([All fields](#) | [Current fields](#)) | [Charts](#)

Bulk Change: [all 51 issue fields](#) | [Configure your Issue Nav](#)

1 | 2 | [Next >>](#)

| T | Key | Summary | Assignee | Reporter | Status | Res |
|---|-----------|---|-------------------|-------------------|--------|------------|
| | SLING-2 | Implement better Node Type Management | Unassigned | Felix Meschberger | Open | UNRESOLVED |
| | SLING-3 | Use RequestProgressTracker to log request processing steps | Unassigned | Felix Meschberger | Open | UNRESOLVED |
| | SLING-53 | Add request filter for method overwrite | Unassigned | Felix Meschberger | Open | UNRESOLVED |
| | SLING-27 | Provide an easy-to-use Javascript API for JCR | Unassigned | | | |
| | SLING-147 | Add support for org.osgi.framework.system.packages enhancement | Unassigned | | | |
| | SLING-159 | JSTL Bundle | Unassigned | | | |
| | SLING-188 | JavaScript: Enable request processing limitation | Unassigned | | | |
| | SLING-189 | Group bundles by symbolic name rather than by bundle id. | Unassigned | | | |
| | SLING-190 | The Sling class of the launcher should verify minimum JDK requirement and fail properly | Felix Meschberger | | | |
| | SLING-198 | allow custom handlers in repository loader | Unassigned | | | |
| | SLING-199 | Implement Request Filter management in the virtual resource tree | Unassigned | | | |
| | SLING-247 | Provide Scripting variables as request attributes for JSP | Unassigned | | | |
| | SLING-245 | After reinstalling sling core, server shutdown hangs | Unassigned | | | |
| | SLING-81 | SLING-77 Add write-support to Javascript API for JCR | Unassigned | | | |
| | SLING-249 | Allow mapping nodes to internet domains | Unassigned | | | |
| | SLING-251 | Add mapping for user homes | Unassigned | | | |
| | SLING-288 | Replace old JSON content import by new importer | Unassigned | Felix Meschberger | Open | UNRESOLVED |
| | SLING-284 | Use bundle context of scripts for service locator aka sling script helper | Unassigned | Carsten Ziegeler | Open | UNRESOLVED |

One page (and one URL) per issue, stores history.

Issue Tracking

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Real-time help.



issue tracker

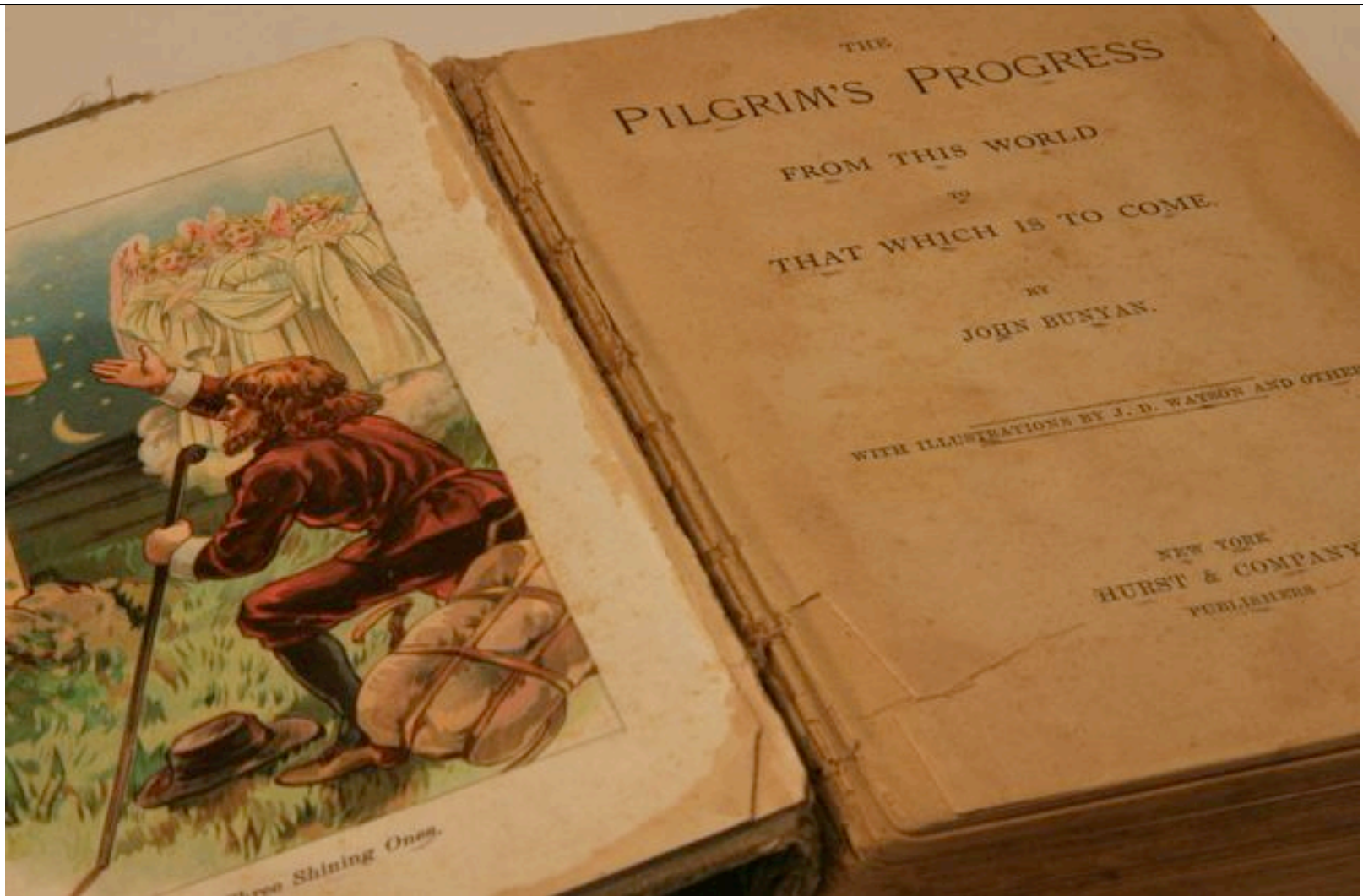
Use an issue tracker instead of “just asking Bob to fix this”.

Again - which exact tool you use does not really matter.

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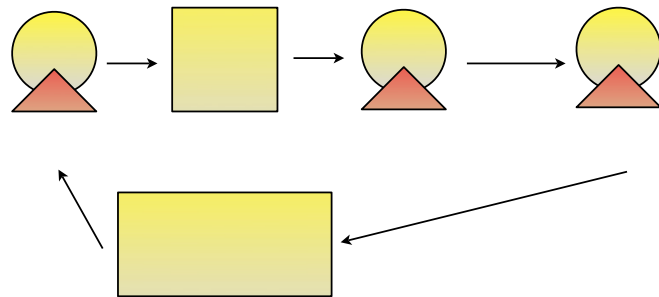
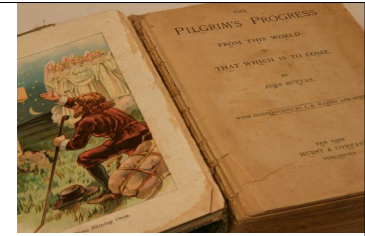
Self-service archives

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Self-service archives?



No time to document everything that happens.

Illusions like “we’ll have time later” don’t help.

New project members need the information in **self-service mode.**

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Self-service archives?



Source code control logs, also provide traceability of code.



Issue tracker data is structured and searchable.



Mailing lists are semi-structured and (somewhat) searchable.



Blogs and **Wikis** stay around.

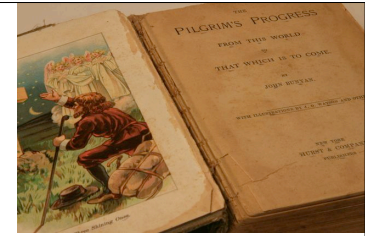
Near-zero effort if using the rights tools!

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Speaking in URLs



<http://mytracker/YOG-1234> as opposed to “*that memory problem that we found in the blastolyzer module last week*”.

<http://myarchive/mail/2009-03-14-1234567.html> points to a very precise message as opposed to “*what Bob said last week about the blastolyzer*”.

Speak in URLs !
In issues, email, blogs, etc.

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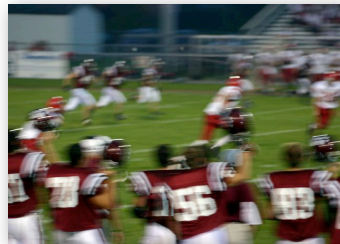


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Are We There Yet?



Vision



Updates



Help



Archives

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Vision



lists + archives



wikis



blogs



Updates



source code control



issue tracker



lists + archives



Help



issue tracker



IM



IRC

Extra tools:



Archives



source code control



issue tracker



lists + archives



wikis



blogs

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That works for the

Apache Foundation

but what about

my team?

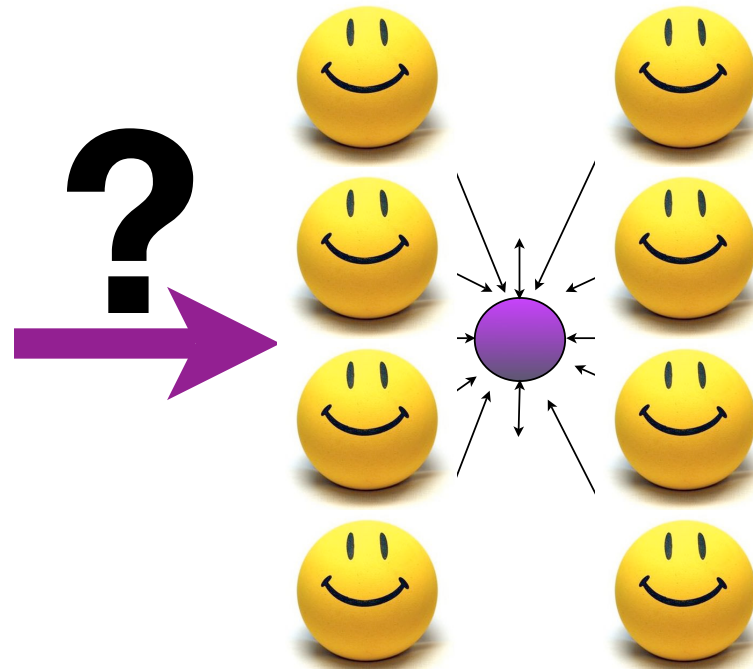


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Migration path?



Big Bang won't work - need a stepwise plan.

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Migration step 1



Working without a **source code control** system?

GET ONE - NOW!!

This is 2009!

“ Commit early, commit often “
“Whatever’s not in the source code repository does not exist”



Which tool you use does not matter much.

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Migration step 2



Issue Navigator
Displaying issues 1 to 50 of 51 matching issues.

Current View:
Browser (Current Fields | Printable | Full Content) | XML | RSS (Issues | Comments) | Word | Excel (All fields | Current fields) | Charts

1 | 2 | Next >>

| T | Key | Summary | Assignee | Reporter | Priority | Status | Res |
|---|-----------|---|-------------------|-------------------|----------|--------|------------|
| | SLING-7 | Implement better Node Type Management | Unassigned | Felix Meschberger | High | Open | UNRESOLVED |
| | SLING-3 | Use RequestProgressTracker to log request processing steps | Unassigned | Felix Meschberger | High | Open | UNRESOLVED |
| | SLING-53 | Add request filter for method overwrite | Unassigned | Felix Meschberger | High | Open | UNRESOLVED |
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| | SLING-180 | Group bundles by symbolic name rather than by bundle id. | Unassigned | Tobias Bocanegra | High | Open | UNRESOLVED |
| | SLING-190 | The Sling class of the launcher should verify minimum JDK requirement and fail properly | Felix Meschberger | Felix Meschberger | High | Open | UNRESOLVED |
| | SLING-198 | allow custom handlers in repository loader | Unassigned | Tobias Bocanegra | High | Open | UNRESOLVED |
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| | SLING-81 | SLING-77 Add write-support to Javascript API for JCR | Unassigned | Lars Trolhoff | High | Open | UNRESOLVED |
| | SLING-249 | Allow mapping nodes to internet domains | Unassigned | Vidar S. Ramdal | High | Open | UNRESOLVED |
| | SLING-251 | Add mapping for user homes | Unassigned | Tobias Bocanegra | High | Open | UNRESOLVED |
| | SLING-288 | Replace old JSON content import by new importer | Unassigned | Felix Meschberger | High | Open | UNRESOLVED |
| | SLING-284 | Use bundle context of scripts for service locator aka sling script helper | Unassigned | Carsten Ziegeler | High | Open | UNRESOLVED |

Bring **structure** to the “what are you **working on**”, “where do we **stand**” and “what brings us **from A to B**” questions.

Document the many **micro-decisions** that shape your project.

Review and update **priorities** and assignments at will.
Makes all the difference in a **crisis**.

Issue Tracking

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Migration step 3



maven

Hudson

Repeatable, **automated builds** instead of “just configure your IDE like mine”.

Speed up the feedback loop through **continuous integration**.

Moving to automated builds might require a sizeable **initial effort**.

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Migration steps 4..N



Archived discussions should be next.



Wikis and **blogs** help a lot, but are not as critical.



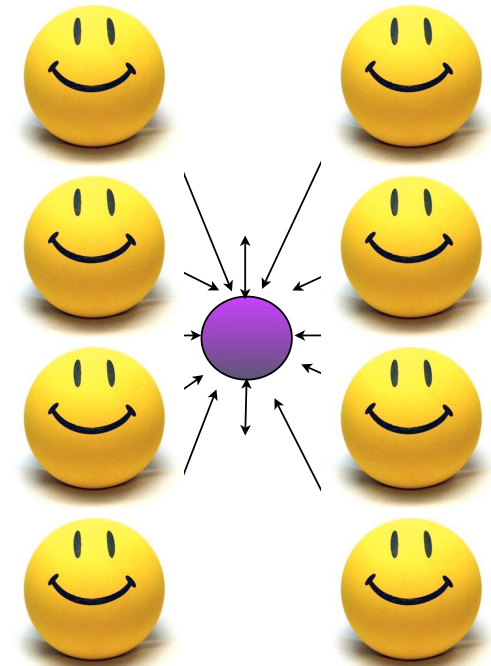
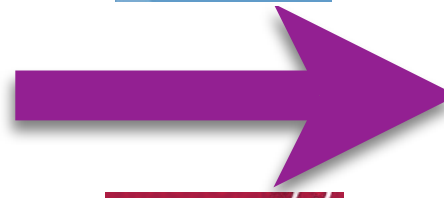
Instant messaging, IRC and Twitter (or ESME) are very useful, but have **less impact** on the overall way of working.

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Does this work?



Don't force things on people,
small steps are required.

Team members might need to overcome their
fear of making mistakes in public.

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Mistakes in public?

Learn by doing - only the first few mistakes are hard...

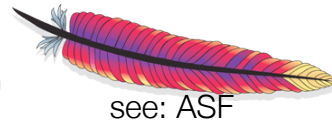


Is living proof that making mistakes in public does not kill.



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This works!



Conclusions

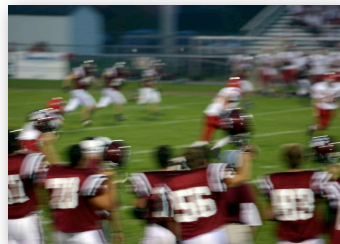
Focus on the **goals**, not on the tools
(can be challenging with geeks...)

Source code control system and
issue tracker bring the most value.

Archived discussions and other tools are very
nice to have.



Vision



Updates



Help



Archives

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<http://morguefile.com/archive/?display=192078>

<http://morguefile.com/archive/?display=119042>

<http://morguefile.com/archive/?display=199947>

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