

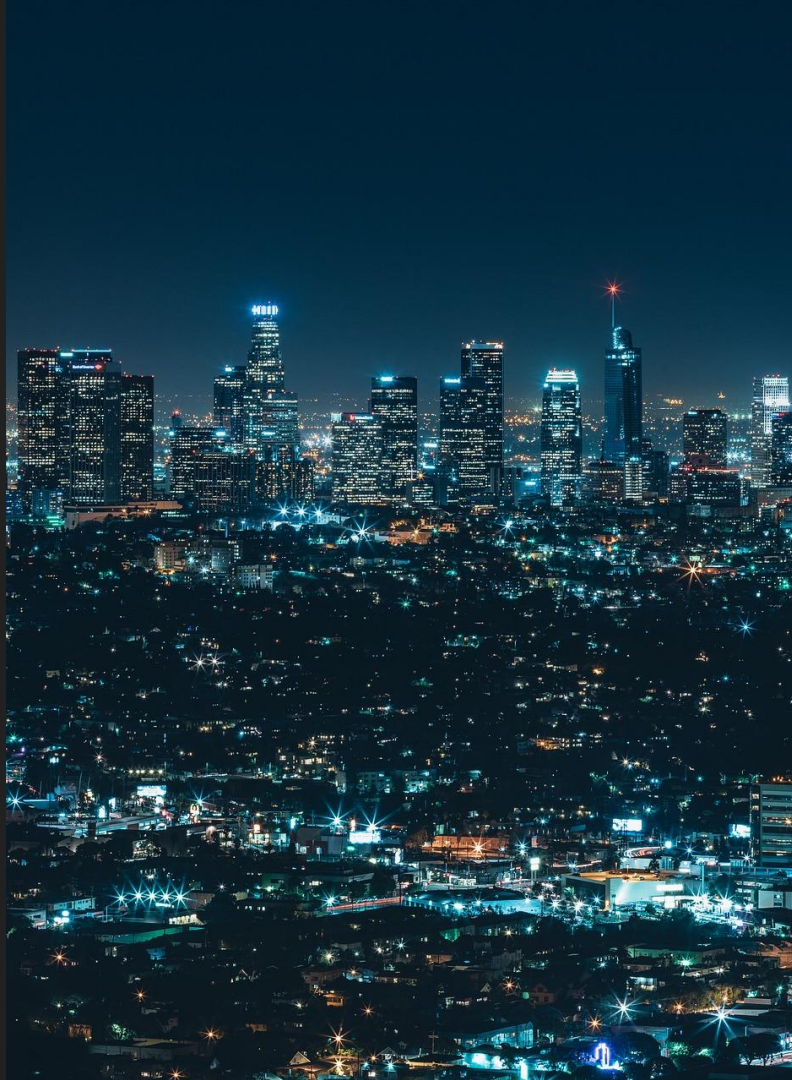
# The Many Faces of Measuring OSPO Success

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OSPOCon Europe  
October, 2021



#opensource #business











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**OSPO++** : *OSPO in universities, governments, and civic institutions*



**OSPO Zone**: *The OSPO Alliance's platform for sharing and promoting world class materials on good governance for Open Source Program Offices.*



**TODO Group**: *open group of organizations who want to collaborate on practices, tools, and other ways to run successful and effective open source projects and programs*



**Outdoors**

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**OSPO**

**Indoors**

Outdoors

OSPO

Indoors



Outdoors

OSPO



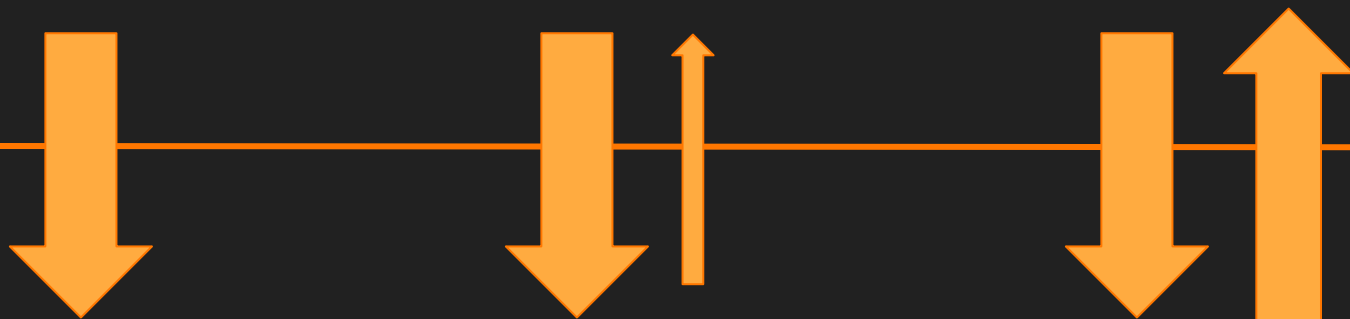
Indoors



Outdoors

Indoors

OSP0



**Outdoors**

**OSP0**

**Indoors**

**Outdoors**

**Reputation**

**Talent attraction**

**Use modern tools**

**Cost effective**

**Many more...**

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**OSPO**

**Indoors**

**Central place to organize OSS**

**Advice and training**

**Create workflows to safely use and contribute back**

**Foster OSS culture**

**And some others :)**



**Outdoors**

**What is your business goal when building an OSPO? What are you trying to achieve?**

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**OSPO**

**Indoors**

## Common Goals *by the TODO Group*

<https://todogroup.org/guides/measuring/>

- 1- **Efficient** and **compliant use** of OSS
- 2- Increase developer **productivity**
- 3- Create and **grow** open source projects
- 4- Recruit and **retain** developers
- 5- **Promote OSS Culture**
- 6- **Align** OSS community interest and product interest

**Impact** **Openness** **Growth**  
**Influence** **Leadership** **Community**  
**Engagement** **Diversity** **Transparency**  
**Community Health** **Performance**  
**Collaboration** **Delivery**  
**Resilience**



The OSPO  
Manager daily  
faces



Political background hat

Internal marketing hat

Building external reputation hat

Human resources hat

Training hat

Agent of change hat

Cultural change hat

Reporting hat

Fight against internal inertia

# Recap

Intro to OSPO flavours

OSPO Goals

OSPO Manager Hats

Other internal stakeholders



## Intro to OSPO flavours

Different goals depending on the type of OSPO you are:

OSPO Goals

*Academic institution*

OSPO Manager Hats

*Large corporation*

Other internal stakeholders

*Medium size company*

Intro to OSPO flavours

## **OSPO Goals**

The OSPO then may have  
different goals

OSPO Manager Hats

Let's choose **Impact** and  
**Influence**

Other internal stakeholders

Intro to OSPO flavours

OSPO Goals

## **OSPO Manager Hats**

Each of the hats have different ways of looking at metrics, and KPIs

Other internal stakeholders



Intro to OSPO flavours

OSPO Goals

OSPO Manager Hats

## **Other internal stakeholders**

Community managers

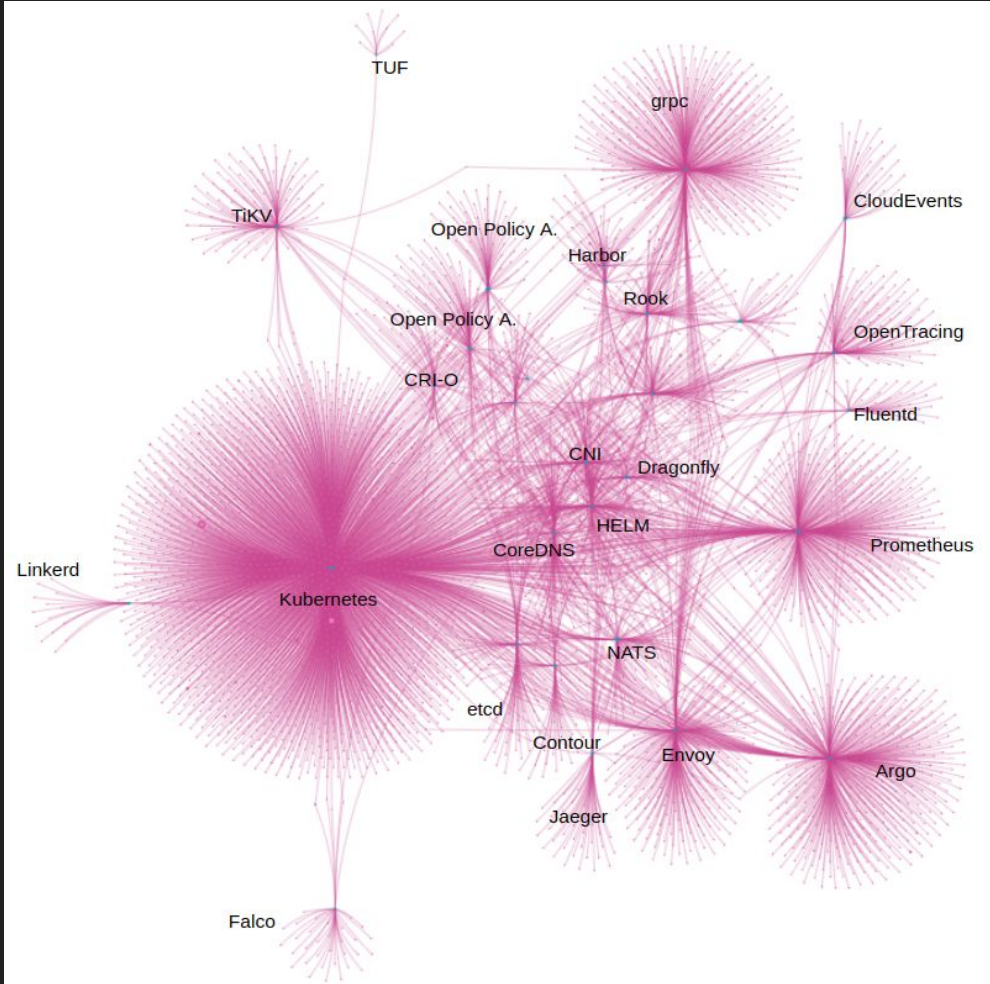
Developer advocates

Business people

Product teams

Marketing

Analysis done  
using GrimoireLab  
/ Bitergia Analytics



*From Art to Science: The  
Evolution of Community  
Development.  
Diane Mueller and Daniel  
Izquierdo.*

*IEEE Software Volume:  
36, Issue: 6, Nov.-Dec.  
2019*

*<https://www.cncf.io/blog/2020/08/04/a-guide-to-untangling-the-cncf-cross-community-relationships/>*



<https://bitergia.com/ospo>

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The existing literature is great, but there's always room for improvement :).

Lesson learned

An initial discovery phase and alignment is key for the success of the OSPO.

Lesson learned

Business Goals and OSS  
Project Goals are different  
<e.g., TODO Group  
corporations focus  
guidelines vs CHAOSS'>



Lesson learned

Current guideline is useful for large corporations with certain resources, but hard to accomplish for SMEs

Lesson learned

The whole is greater than the  
sum of its parts when  
measuring

Trust tools in your supply chain that you can check, that are open source tools.

Lesson learned

You'll make decisions based on data. Be sure the data insight is traceable.

You're not alone!

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**CHAOSS** - *Community Health Analytics for OSS* 

**GrimoireLab** - *Free, libre, OSS tools for software development analytics*



**InnerSource Commons** - *Leading community on the use of OSS best practices for software development within the confines of an organization*



# GrimoireLab - *Free, libre, OSS* tools for software development analytics



Sigils / **Use Cases** -

<https://chaoss.github.io/grimoirelab-sigils/>

**GrimoireLab** -

<https://chaoss.github.io/grimoirelab-sigils/>

# Contributors Growth

Blue6

Dashboard / Contributors Growth

Full screen Share Edit January 15th 2017, 01:00:00.000 to October 22nd 2018, 18:42:22.252

Search... (e.g. status:200 AND extension:PHP) Uses lucene query syntax

Add a filter +

Filters

**Data Source**

Select...

**Organizations**

Select...

**Projects**

Select...

Total Contributors

# 1,655

Total Contributors

Contributors Growth by Data Source

Data Source	Contributors
bugzilla	900
gerrit	341
github_issues	113
github_pull_requests	99
askbot	83

Export: Raw Formatted

Active Contributors over time and Growth Analysis

Active Contributors over time and Difference with the Average

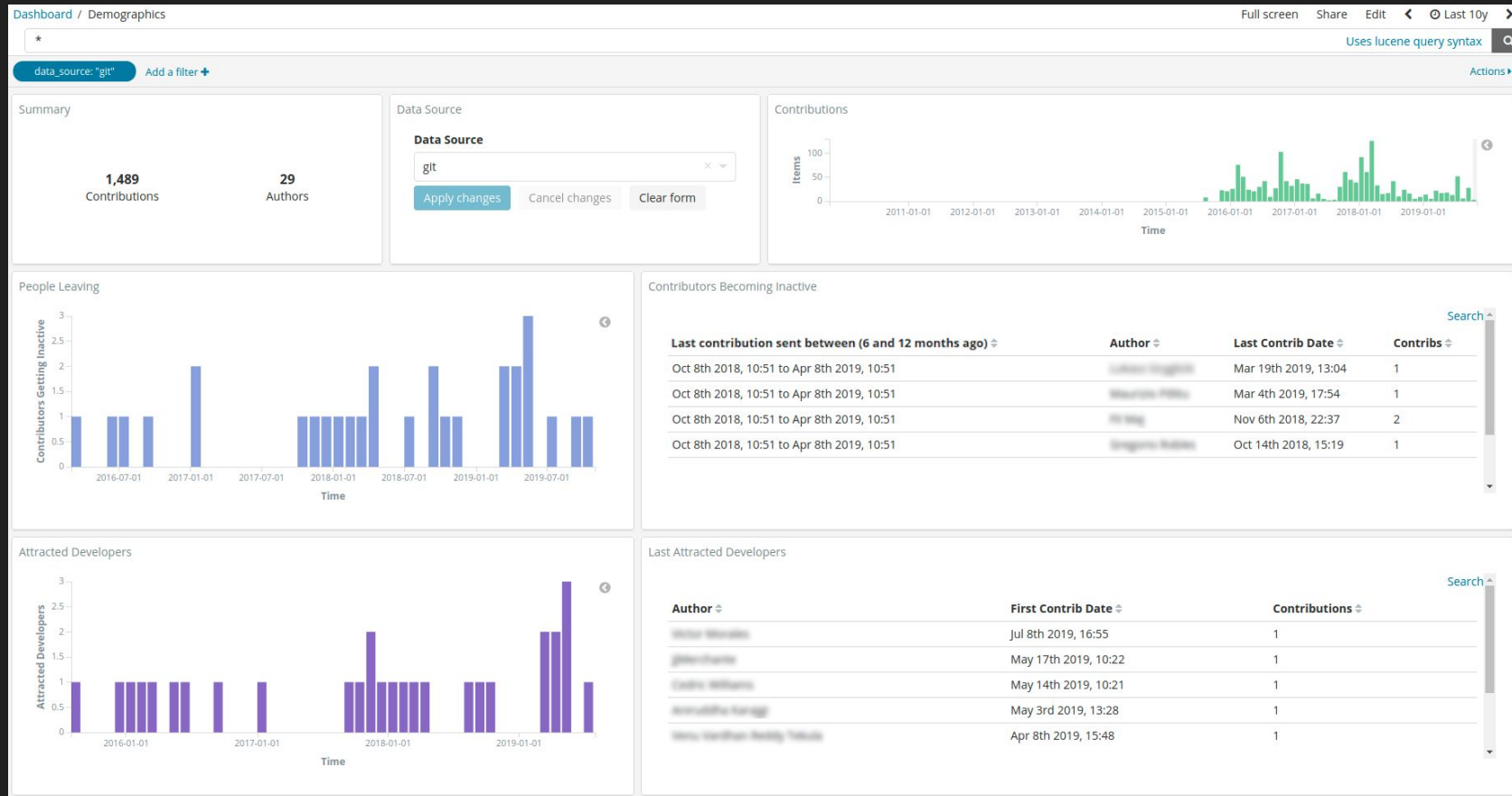
Help

- This panel focuses on **Contributors Growth** in terms of **number of people contributing to the several data sources of the project**.
- **The big number** gives an overview of the total and unique contributors across all of the data sources in the selected timepicker located at the top right section of the dashboard.
- **Top right evolutionary chart** shows the evolution of the active contributors over time (line) and the difference between a given slot of time and its predecessor. Periods of time where the growth has been positive are represented in green, while growths with negative growth are displayed in yellow.
- **Bottom right evolutionary chart** displays the number of contributors over time. Red line displays the average of the community in the timeframe of analysis. The bars represents how far that period of time is from the average. The value of each bar is the difference between the number of contributors in that slot of time and the average of contributors for that period of time.
- **Table** splits all of this information by data source. This gives the number contributors.

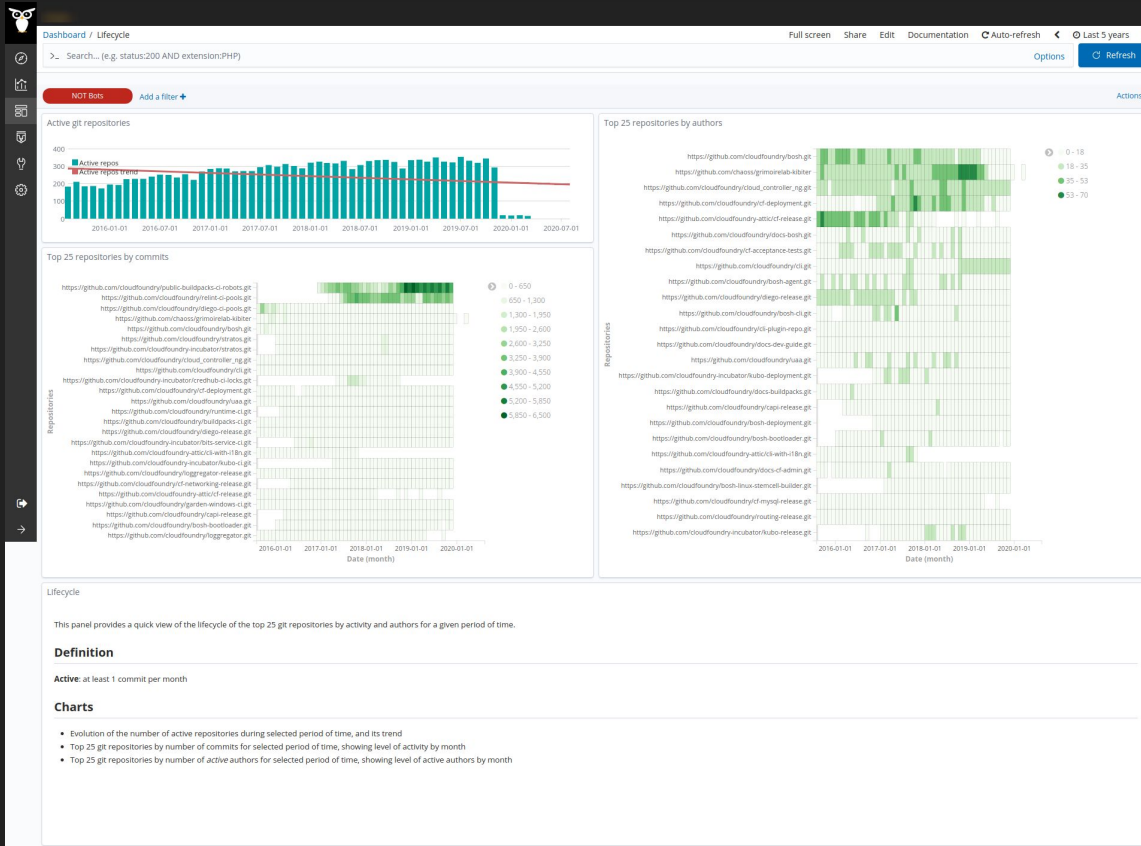
<https://bitergia.com/ospo>

Share this! @Bitergia

# Attraction and Retention Rate



# Software Lifecycle



Dashboard / Discourse DevRel
Overview **posts** Discourse Git GitHub Issues GitHub PRs Slack StackOverflow Community Data Status About

Search... (e.g. status:200 AND extension:PHP)
Full screen Share Edit Documentation Auto-refresh Last 90 days Refresh

NOT Bots Add a filter
Actions

Posts Created

■ Posts / day (Questions and Answers)  
■ Posts: 30d Rolling Avg.  
■ Posts: 90d Rolling Avg.

Posts (Questions and Answers): Top 30 Contributors

Mar 4th 2020 to Jun 2nd 2020: Top 30 Contributors

Author	Profile	Organization	Posts
Go to Hatstall	Go to Hatstall	Unknown	40
Go to Hatstall	Go to Hatstall	Unknown	31
Go to Hatstall	Go to Hatstall	Unknown	16
Go to Hatstall	Go to Hatstall	Unknown	13
Go to Hatstall	Go to Hatstall	Unknown	10
Go to Hatstall	Go to Hatstall	Unknown	10
Go to Hatstall	Go to Hatstall	Unknown	7
Go to Hatstall	Go to Hatstall	Unknown	6
Go to Hatstall	Go to Hatstall	Unknown	6
Go to Hatstall	Go to Hatstall	Unknown	6

Export: Raw Formatted

1 2 3 4 >

Apr 3rd 2020 to Jun 2nd 2020: Top 30 Contributors

Author	Profile	Organization	Posts
Go to Hatstall	Go to Hatstall	Unknown	36
Go to Hatstall	Go to Hatstall	Unknown	23
Go to Hatstall	Go to Hatstall	Unknown	16
Go to Hatstall	Go to Hatstall	Unknown	13
Go to Hatstall	Go to Hatstall	Unknown	10
Go to Hatstall	Go to Hatstall	Unknown	10
Go to Hatstall	Go to Hatstall	Unknown	7
Go to Hatstall	Go to Hatstall	Unknown	6
Go to Hatstall	Go to Hatstall	Unknown	6
Go to Hatstall	Go to Hatstall	Unknown	6

Export: Raw Formatted

1 2 3 4 >

May 3rd 2020 to Jun 2nd 2020: Top 30 Contributors

Author	Profile	Organization	Posts
Go to Hatstall	Go to Hatstall	Unknown	19
Go to Hatstall	Go to Hatstall	Unknown	11
Go to Hatstall	Go to Hatstall	Unknown	11
Go to Hatstall	Go to Hatstall	Unknown	9
Go to Hatstall	Go to Hatstall	Unknown	5
Go to Hatstall	Go to Hatstall	Unknown	5
Go to Hatstall	Go to Hatstall	Unknown	5
Go to Hatstall	Go to Hatstall	Unknown	5
Go to Hatstall	Go to Hatstall	Unknown	4
Go to Hatstall	Go to Hatstall	Unknown	4

Export: Raw Formatted

1 2 3 >

Discourse Activity, Active Authors, and Posts

This dashboard focuses on Discourse activity, and active authors in different timeslots

**Posts Created:** Number of new posts by month 30/60/90 day rolling avg posts/day. This calculates the numbers per day, as rolling averages are per day too. Metric says posts: a post is either a question or an answer (this can be easily modified to count only one of them or to count them separately).

**Posts:** Top 30 contributors in the last 30/60/90 days (excluding any automated tooling).

- To filter bots there is a filter on top of the dashboard.
- Links to Hatstall are provided within the tables to allow to editing profiles in case there are unmerged profiles or bots that are not marked as such.
- There are 3 tables, one per each time interval.



# Commercial Services

## OSPOaaS by Bitergia [Open Source Program Office as a Service]

### Bitergia Services for OSPO

Use our Open Source Program Office (OSPO) Framework and Analytics Tool to develop the culture and best practices that support OSS, effectively engage with the OSS ecosystem and contribute to its sustainability



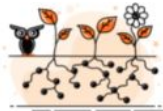
#### OSPO strategy and development

Deliver the right OSS strategy and framework for your business



#### Relationships and communication

Bridge community and internal teams and evolve a more productive open culture



#### Internal services development

Define policies, ensure security, implement OSPO tooling and processes



#### Measure and support

Market leading metrics and reporting tool to manage projects and engage community

# Let's go for questions

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