



TechNERD Program

2024-04-09 | Season 5 Meeting 1

Agenda

1. Welcome new member
2. Program Metrics and KPIs
3. Requests / action items
4. Impact Bounties
5. Q/A
6. Open questions in the developer forum

New TechNERD!

Welcome Hashigo! We'd like to welcome you to join the TechNERD program.

Your contributions and impact to the technical members of the Optimism Collective have been noticed and appreciated. Thank you!

We'll get your new discord role soon :)

Welcome Hashigo!





TechNERD Program Metrics

We have two primary key performance indicators I'm looking at when it comes to developer support:

1. Time to first response
2. Time to answer

They help the developer experience by:

1. Providing quick interactions that leave the developer feeling heard
2. Unblocking their technical problems so they can build faster

March's Report

Metric	Average	Median	90th percentile
Time to first response	1 day, 0:44:16	4:59:04	1 day, 19:41:44
Time to close	1 day, 18:26:59	22:55:58	4 days, 13:58:08
Time to answer	2 days, 15:32:44	1 day, 13:04:35	5 days, 17:55:32

Metric	Count
Number of items that remain open	34
Number of items closed	8
Total number of items created	42

- The developers repo has a github action that runs at the end of each month
- You can see past reports by searching closed issues with the **monthly-report** label



How can we improve?

- Setting some goals
 - Time to first response: < 1 day
 - Time to answer/close: < 4 days
 - Reasonable targets?
- Note: Time to first response
 - We don't want to put out low effort replies to improve this metric
 - If you don't know the answer: be honest, provide relevant documentation, and ask others to take a look
- Drop your thoughts and potential other metrics as a suggestion in the chat :)



Solve problems, get points towards your contribution tracking

TechNERD Impact Bounties



Automate closing developer forum threads

- Add a github action for stale discussions in the question and answer section
 - If there has been no activity on a thread for 7 days, mark it as stale
 - If a stale thread has no further activity after 3 days, close it
 - The time frames are not set in stone
- Effort Classification: L (5 points)
- <https://github.com/ethereum-optimism/developers/issues/273>

Action Items

Requests for the TechNERDs

- Please open a PR to the developer repo with your contributions
- Flag any repeated questions or no response questions in the #tech-nerds channel
- Are you all interested in a 10,000 foot overview presentation on the OP Stack?
 - Soyboy to deliver a presentation on the different components of the protocol and how they work together



Ask any questions you have in chat

Questions?



Developer Forum

Run through open questions on the developer forum