# Understanding Challenges Survey Results

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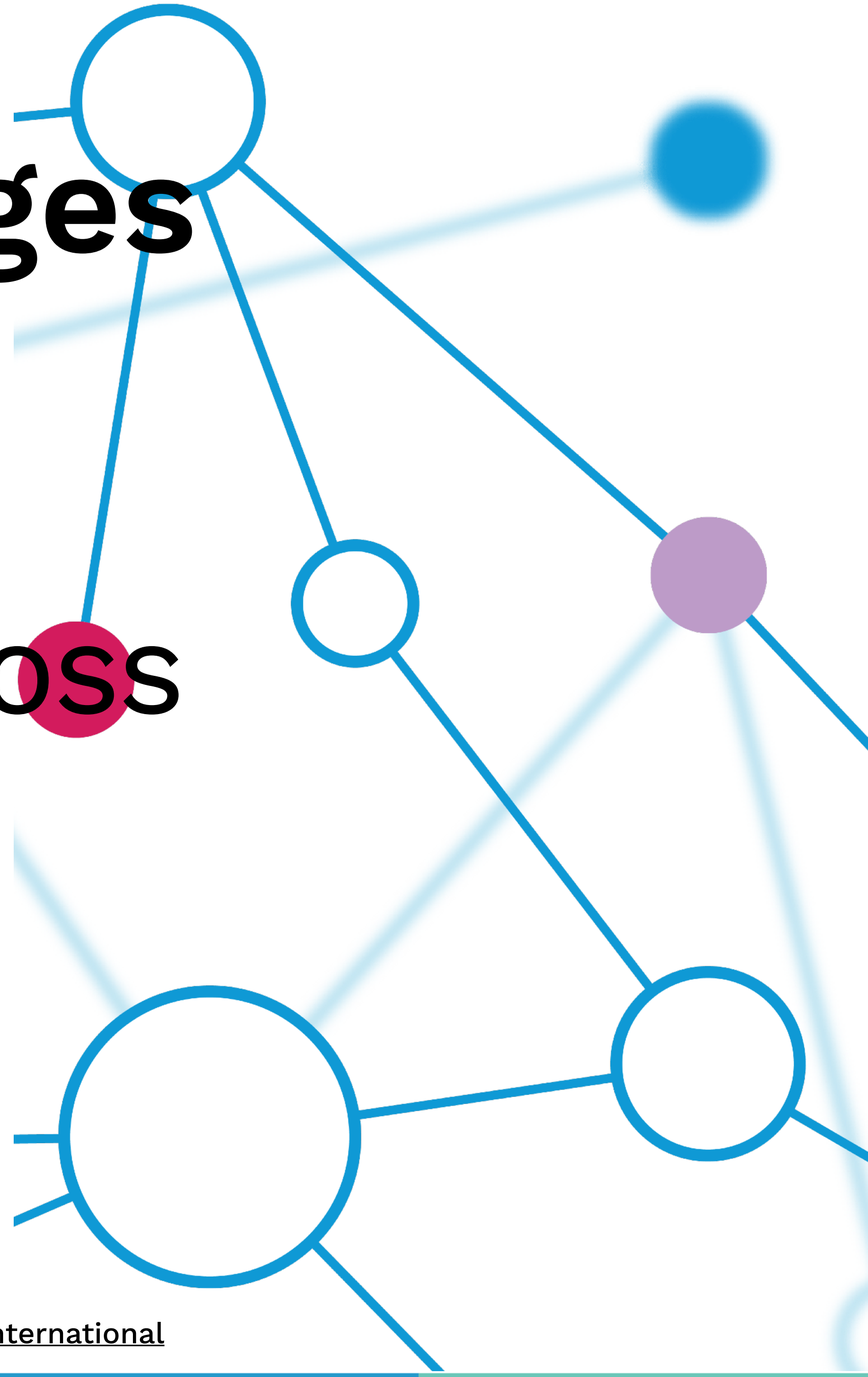

https://chaoss.community/
https://github.com/chaoss
@CHAOSSproj

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# Key Takeaways

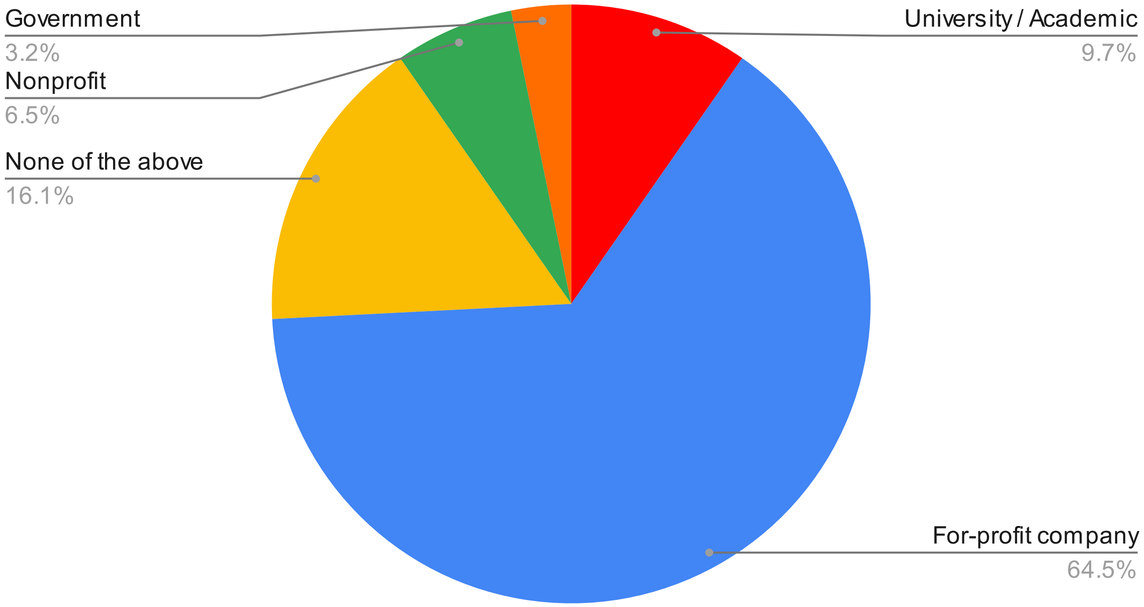
- Installing our software continues to be the biggest challenge
- Finding data and drawing insights from the data are also top challenges
- OSPOs continue to be important users of CHAOSS tools with many using both tools

# Demographics and Sample Size

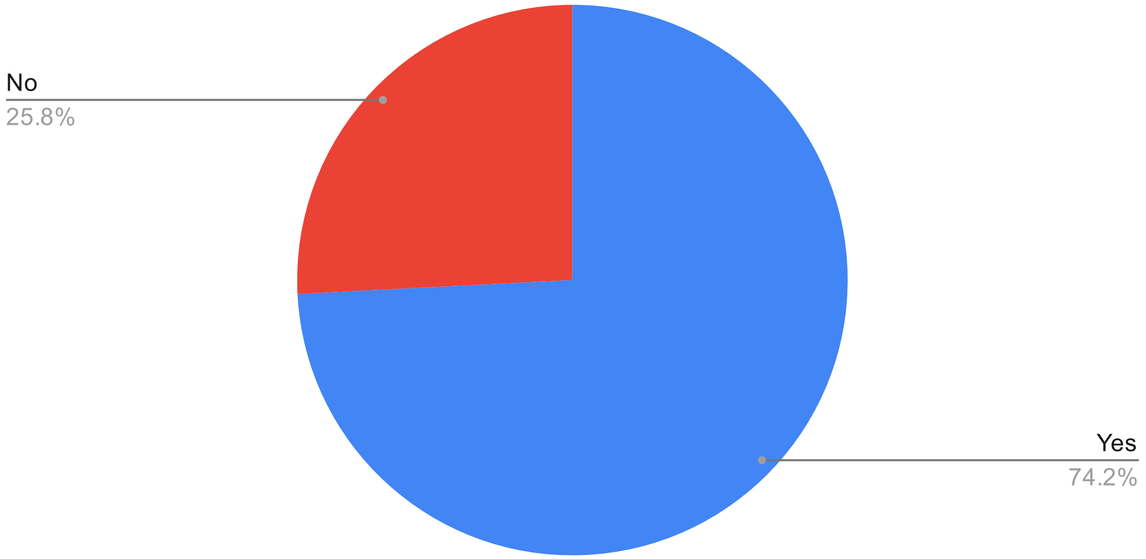
- 31 People Completed the Survey
- 26 of those people have used CHAOSS tools

# Demographics - Organizations

What type of organization do you work for?




Do you work in an Open Source Program Office (OSPO) or similar open source team?

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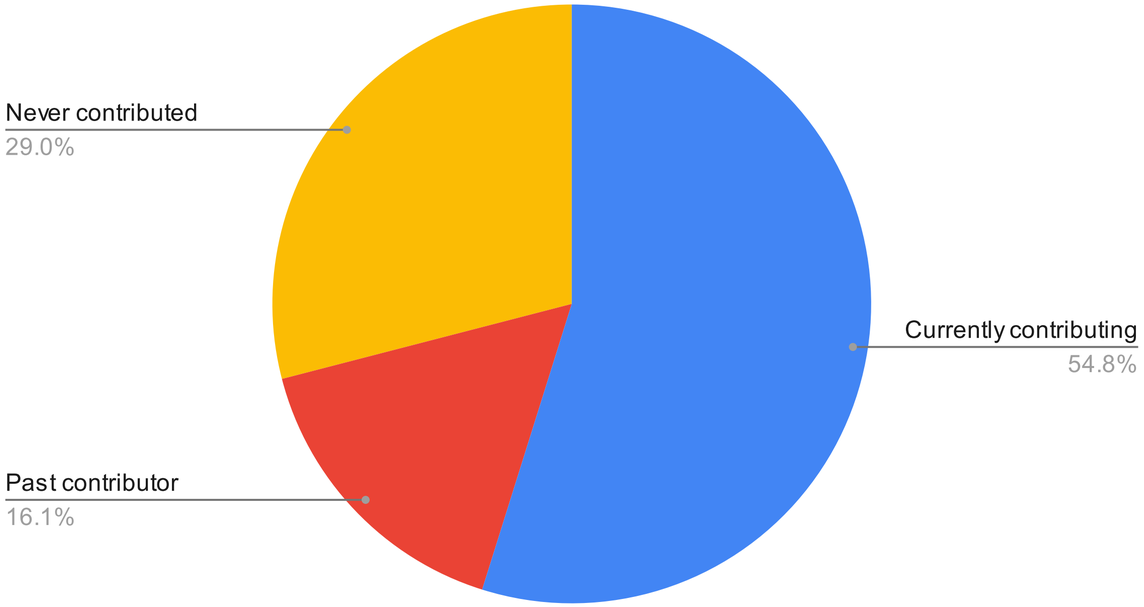
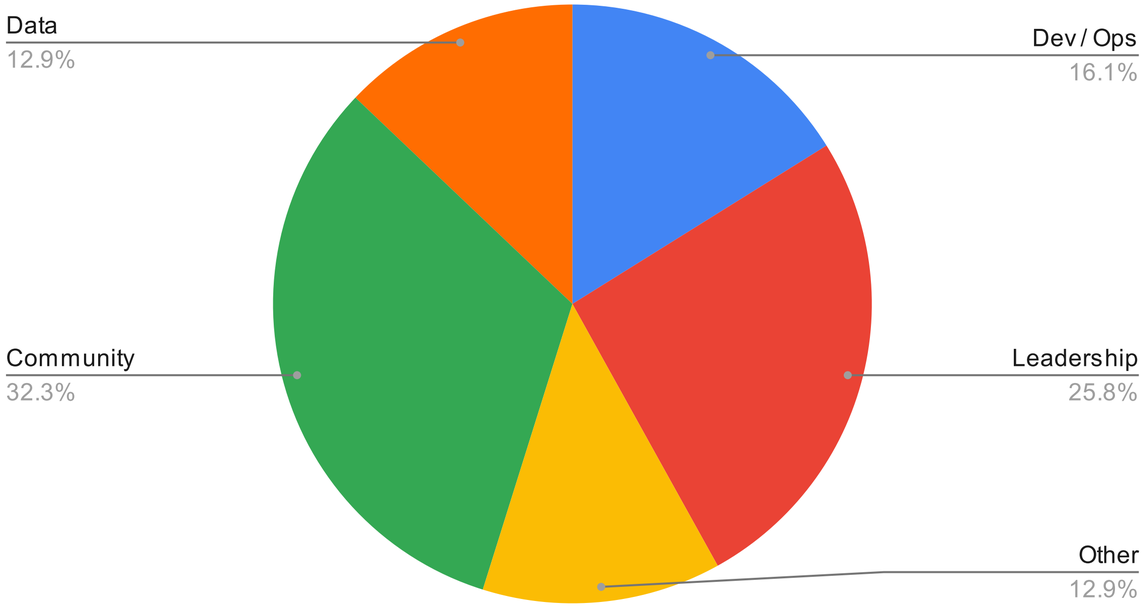
# Demographics - Contributors

Have you contributed to the CHAOSS project?




Role or Position

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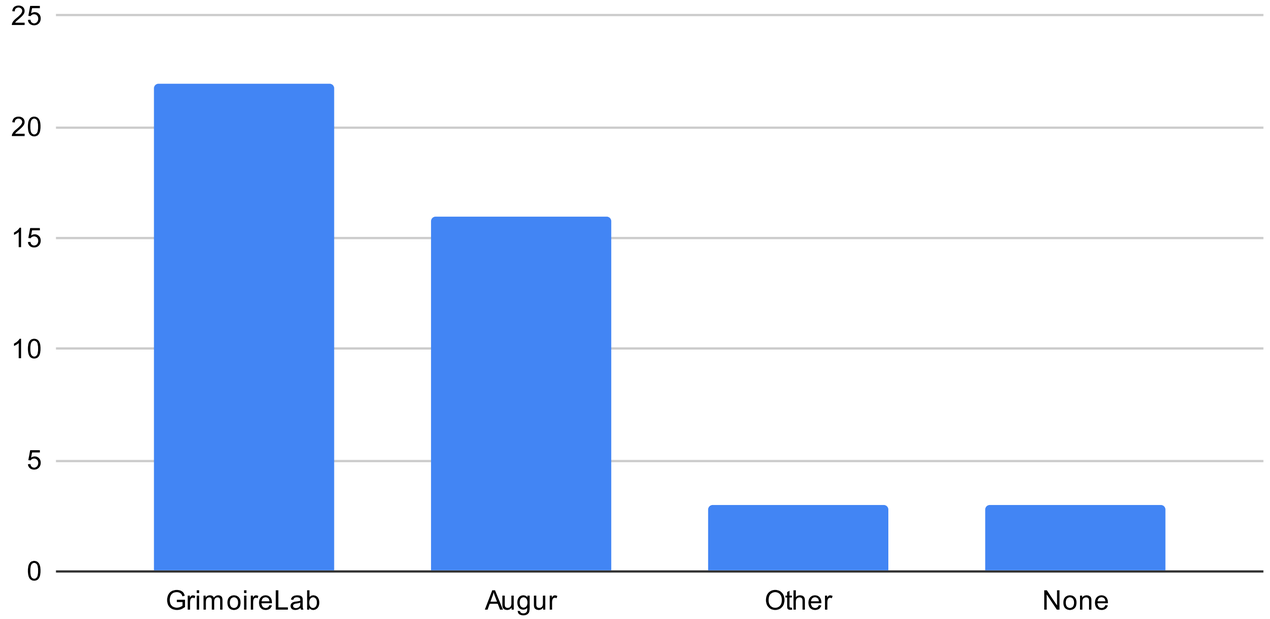
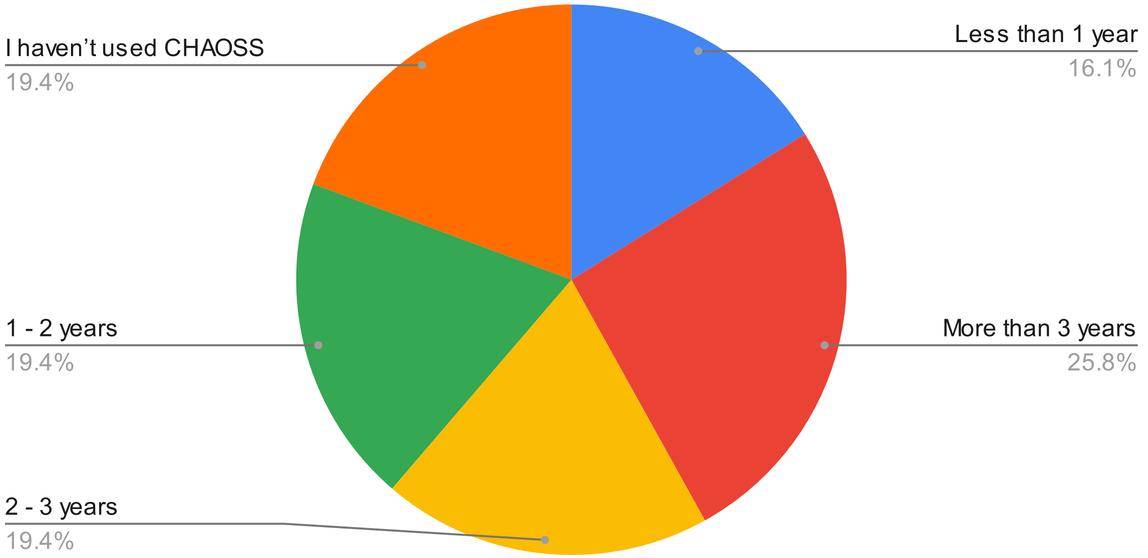
# Demographics - Tool Usage

Which of these have you used or tried to use? (select all that apply)




How long have you been using CHAOSS tools or custom code that implements CHAOSS metrics?

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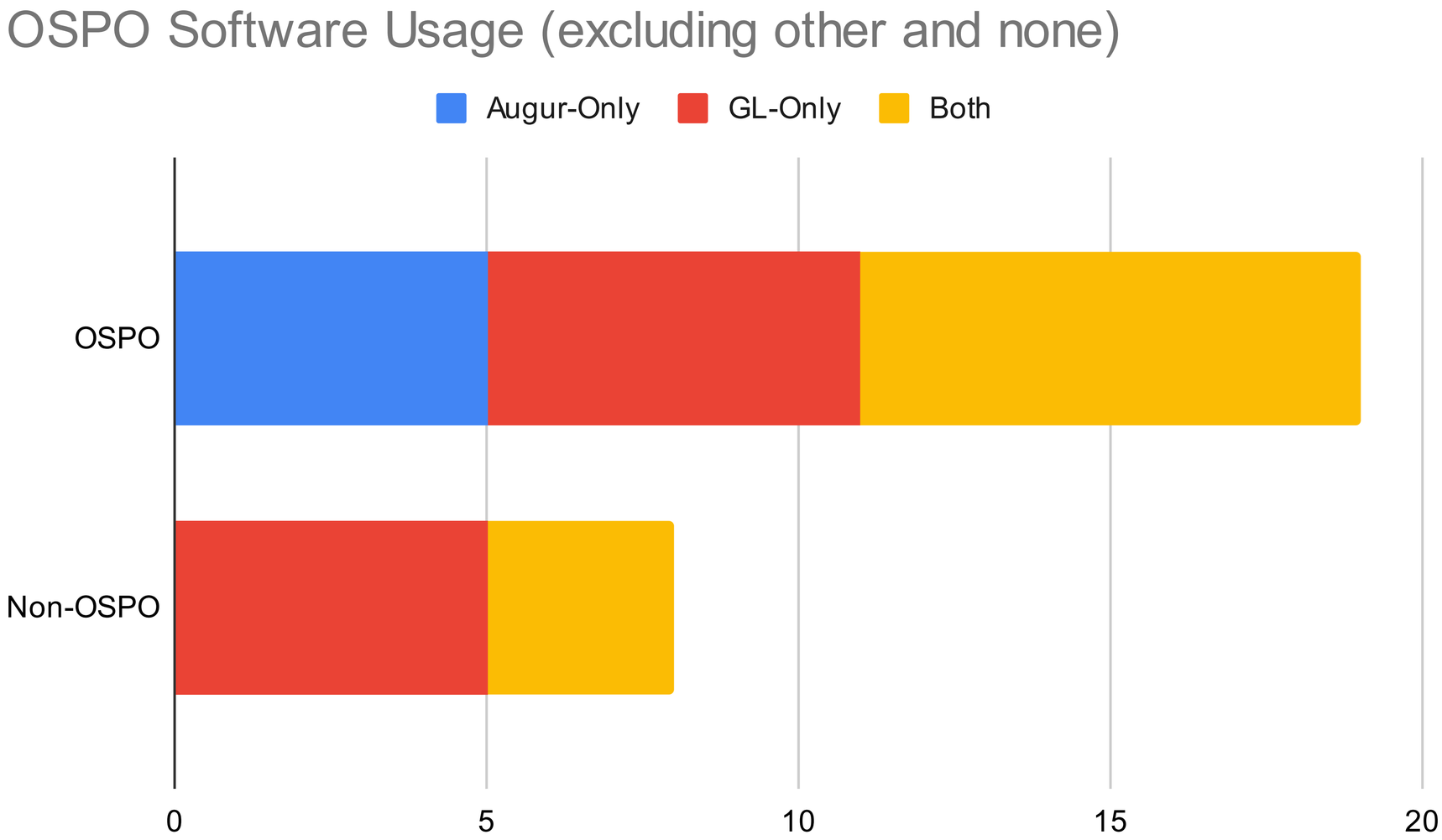
# OSPOs continue to be important users of CHAOSS tools with many using both tools

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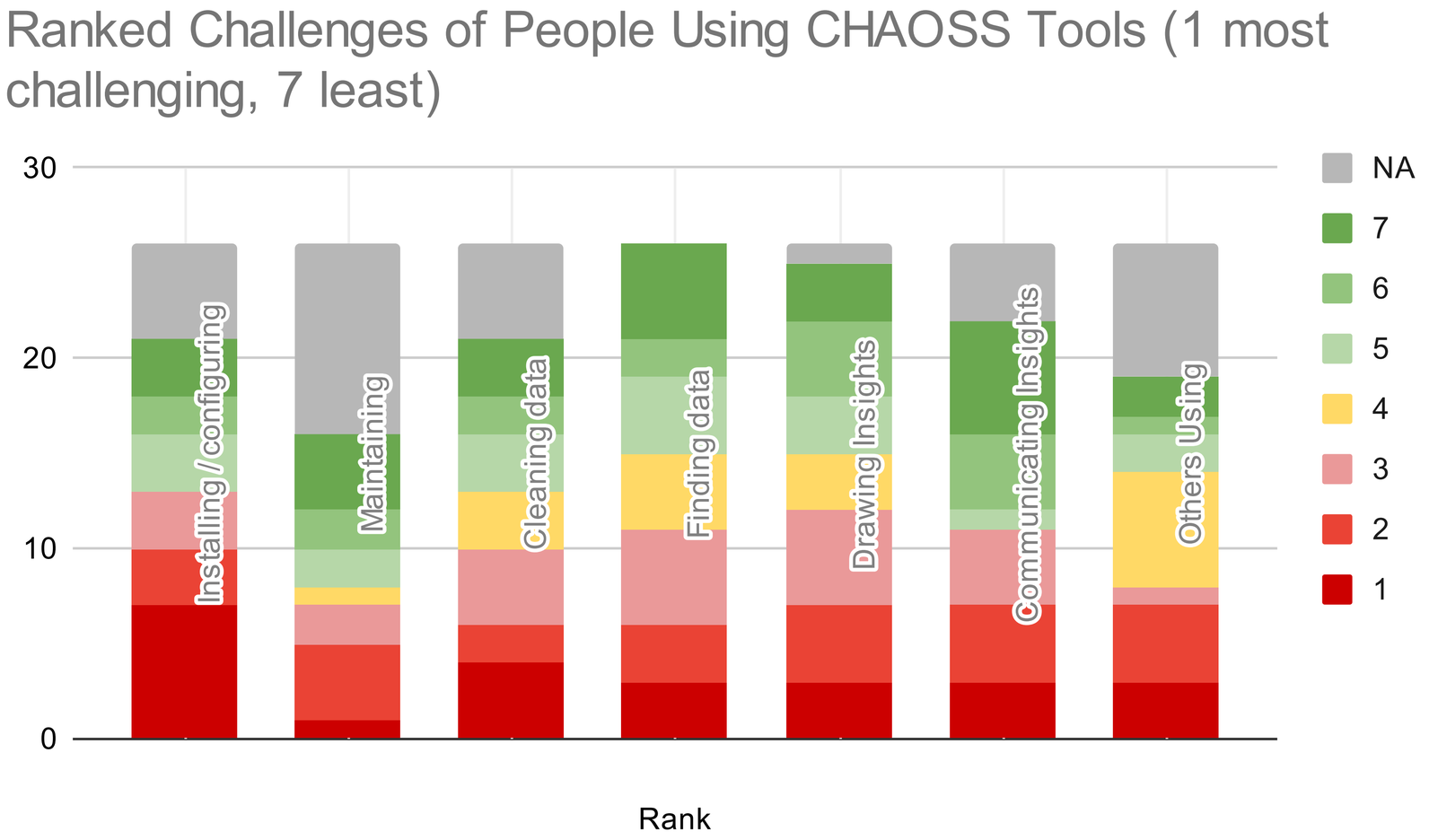
# Challenges

**Installing our software continues to be the biggest challenge**

**Finding data and drawing insights from the data are also top challenges**

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# Quotes: Installation Challenges

- “Both GrimoireLab and Augur ... are fairly complicated back-ends that require a significant amount of configuration to set up.
- “Self hosting is becoming really difficult, esp for remote only orgs
- “They all seem quite complex and difficult to get started or require very special data analysis expertise.
- “Getting either piece of software running locally proved impossible for me

# Quotes: Insights Challenges

- “Overwhelming data.
- “No CHAOSS tools make it easy to compare a large number of repos.
- “Any new metric should have use cases associated where the usefulness of the metric becomes evident
- “Many CHAOSS metrics aren't quantitative, so evaluating them requires manual examination. CHAOSS metrics don't cover marketing metrics like social media mentions.
- “The most challenging part is to communicate them to C level.

# Quotes: Other Challenges

- “It's hard to understand what is "official" CHAOSS software (like what is the relationship to compass?) or how things move from the metrics/models into the software.
- “Overall I find it complex to understand what CHAOSS is actually about and how the tools relate to what is described
- “Contributing has itself been a challenge, since documentation is woefully incomplete and (at times) inaccurate
- “Understanding the relationship between the software and the metrics can be difficult, things aren't always named the same and the methods of calculation are not always transparent in the software so you can't tell if it is really doing what you think it is.

# Quotes: People also Love CHAOSS

- “Such a welcoming and loving community
- “Great community, lots of smart people, diverse, energetic, welcoming
- “News Ideas, and family like.
- “Great community, solid ideas and great tooling available
- “Well respected/regarded in open source communities. Good community culture.
- “Great mission, great educational outreach, great conference presentations, genuinely nice people.

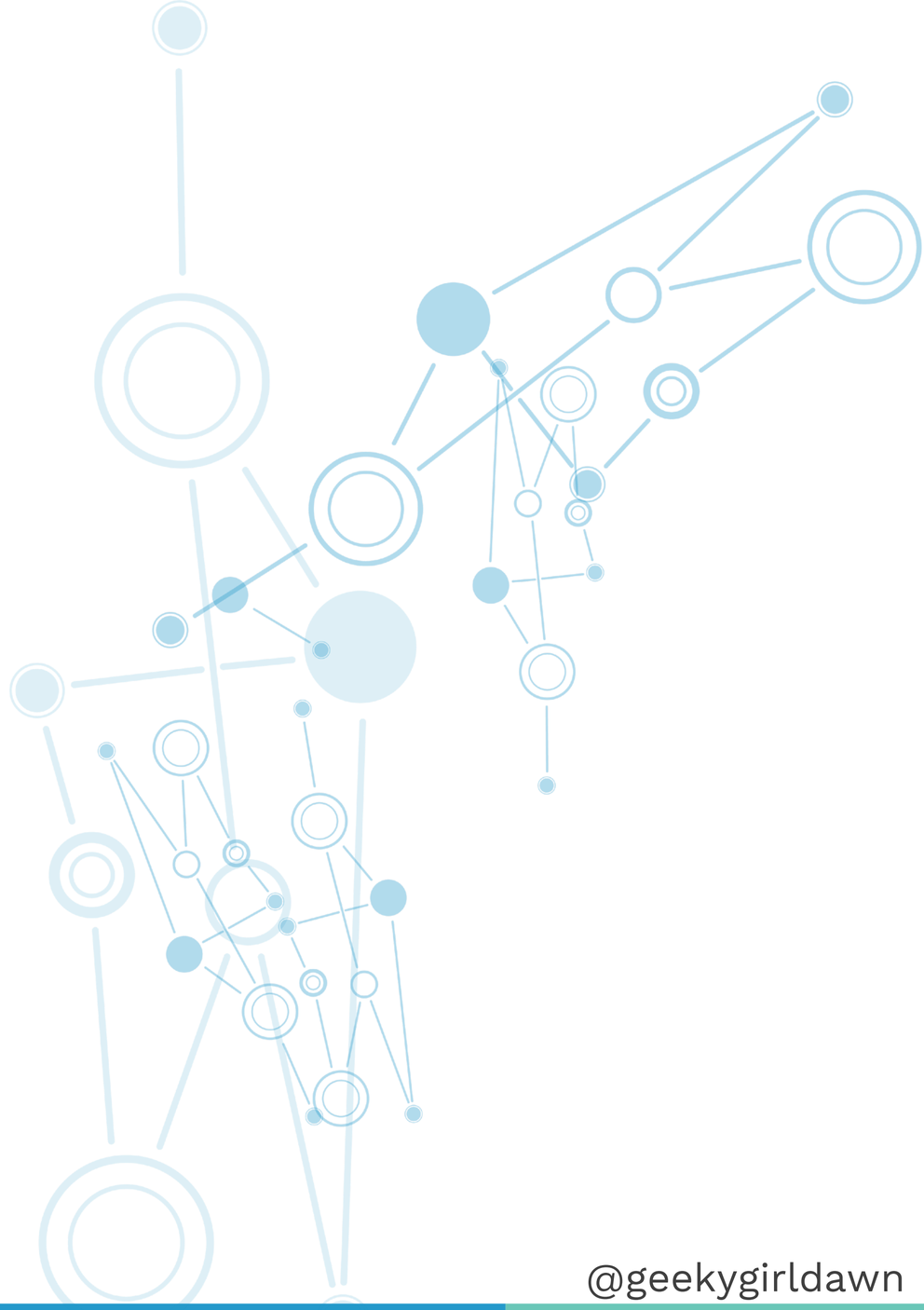
# Caveats

- Survey was based on a small number of responses (31 with 26 using CHAOSS tools)
- Survey was promoted most heavily within the CHAOSS and TODO Group communities, since they have traditionally been our biggest users, but this could have influenced the number of OSPOs

# Next Steps

- Look at options for more Software as a Service (SaaS) offerings that people can use our tools online without installing them while also continuing to improve the installation processes for our tools.
- Under the data science initiative, find additional ways to help people use CHAOSS metrics to generate actionable insights from the data through use cases, interpretation guides, and other materials.

# Additional Details



# Access to the Raw Data

- https://github.com/chaoss/wg-data-science/tree/main/challenges_survey

**Question Text: Rank order the challenges you have faced using CHAOSS tools. If any don't apply to you, select the option labeled 'NA' (Not Applicable). 1 is most challenging and 7 is least challenging.**

- Installing / configuring software
- Maintaining software over time
- Cleaning up the data (e.g., merge duplicate contributors, company affiliation)
- Finding the data / metrics you want to use
- Drawing meaningful insights out of the data
- Communicating meaningful insights to others, including executives
- Getting others within your company / community to use the software