GRACE HOPPER CELEBRATION

ANITA B.ORG

October 3, 2:30 pm

#GHC19
vTo join

Better Together

The Inner Source Journey

#GHC19

about us

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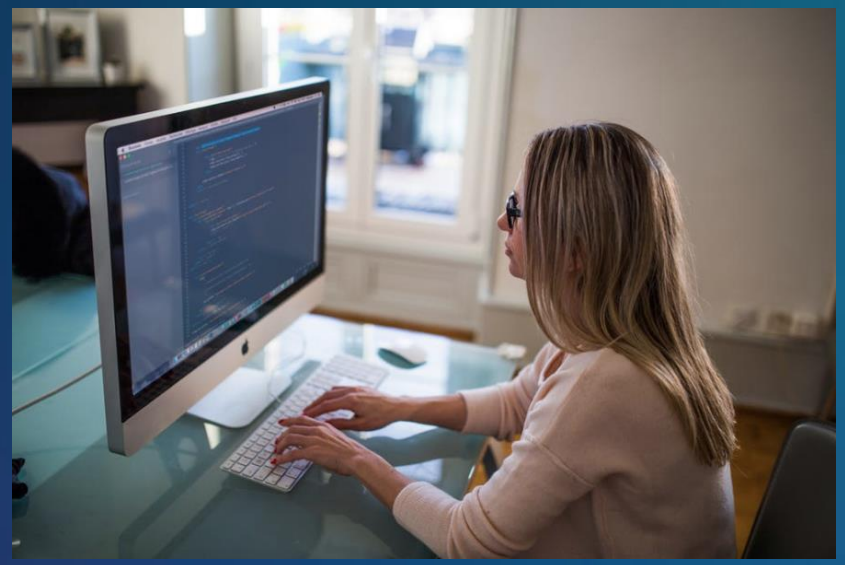
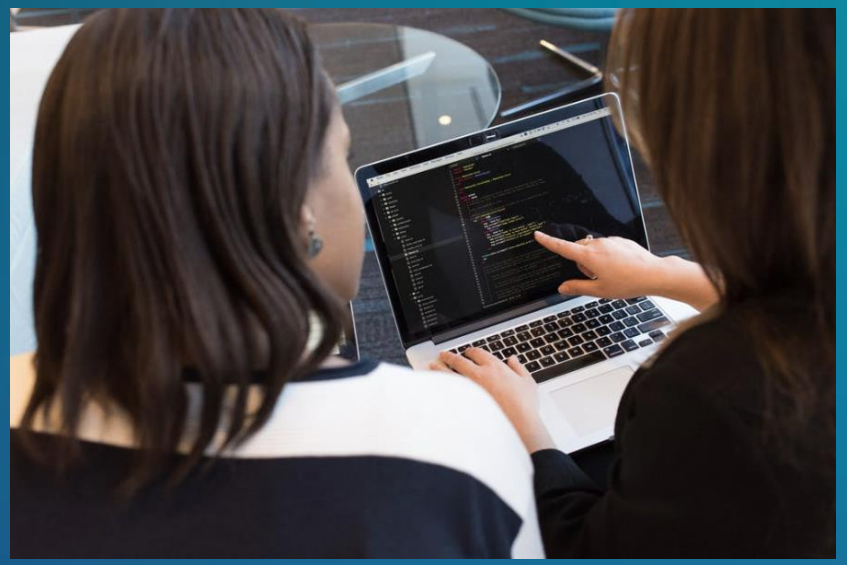
In a world … communities of practice, almost zero meetings, code stewards





There are hurdles to get to this nirvana

Challenges

Code is owned by teams and individuals = reliance on a person/team, resulting in long wait times

The “waiting” impacts work/life balance; at times, heroics to meet deadlines

Lack of documentation makes it hard to contribute

Varying standards across groups makes it challenging to “onboard” easily

Solution: inspired by inner source

Apply open source practices internally

Solution: inner source program

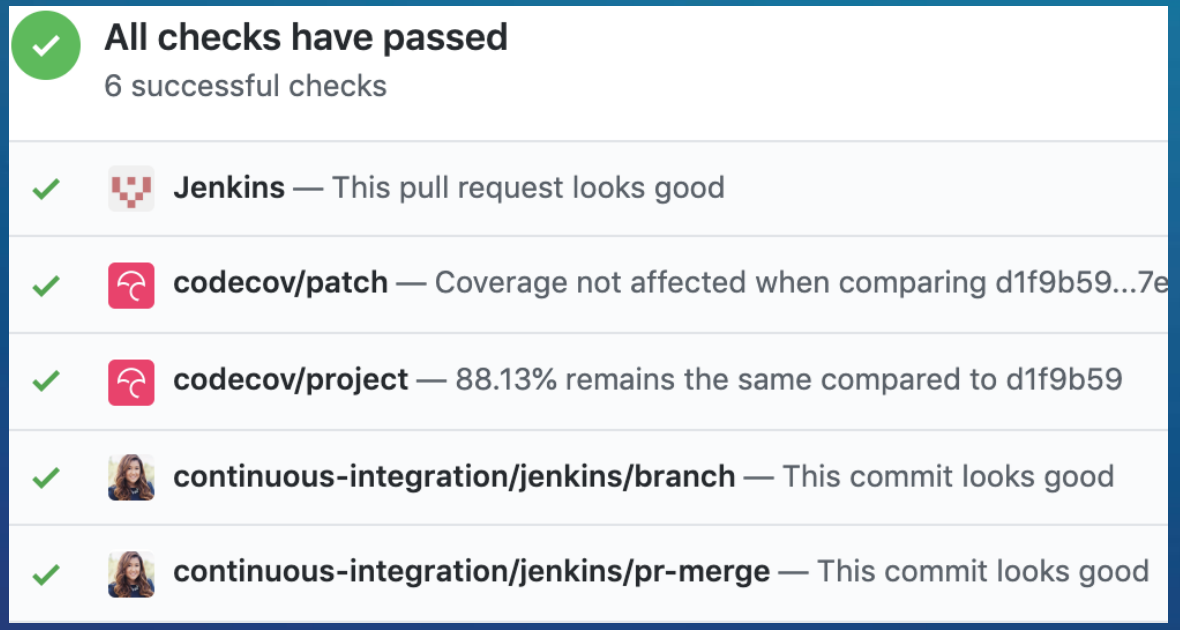
Unified guidelines
Declare a single and unified “Inner Source Guidelines”

Unified guidelines

- Suggested GitHub document structure for a repository to be set up for inner source
- Github provides helpful features when these documents exists
- Local development using containers

```
PROJECT_ROOT
├── .github
│   ├── CODEOWNERS
│   ├── CODE_OF_CONDUCT.md
│   ├── CONTRIBUTING.md
│   ├── ISSUE_TEMPLATE.md
│   └── PULL_REQUEST_TEMPLATE.md
└── README.md
```

- CI/CD automation
  - Pull Request (PR) builds
  - Unit tests
  - Code coverage



Solution: inner source program

Unified guidelines
Declare a single and unified “Inner Source Guidelines”

Set up teams for success
Mutual ownership, appoint decision makers (trusted committers), define SLA for review

Set up teams for success

- Mindset reorientation adopting internal developers as their first customers
- Created a new role with defined responsibilities, called the Trusted Committer (TC)
- Code Review training, each PR is an opportunity for mentorship
- "On-call" TC rotation
- Defined SLA for reviews

Solution: inner source program

Unified guidelines
Declare a single and unified “Inner Source Guidelines”

Set up teams for success
Mutual ownership, appoint decision makers (trusted committers), define SLA for review

Scale effort via influencers
Create tech community “site” leaders

Prioritize foundational capabilities
Services with which most teams integrate and from which changes are usually requested

Establish a rewards and recognition program
End-to-end recognition system

Getting started: practical first steps

1

Connect and align with your leaders to get support

We connected with site leaders and partner with an engineer leader at each site.

2

Research and unify standards: one playbook

We created these guidelines on GitHub to have them close to engineers' day-to-day tools.

3

Identify teams to be the "models" for inner source

We identified foundational capabilities in each business unit.

4

Conduct workshops to teach the "model" teams how to do inner source

We have global tours and have one-week workshops with teams at different Intuit sites.

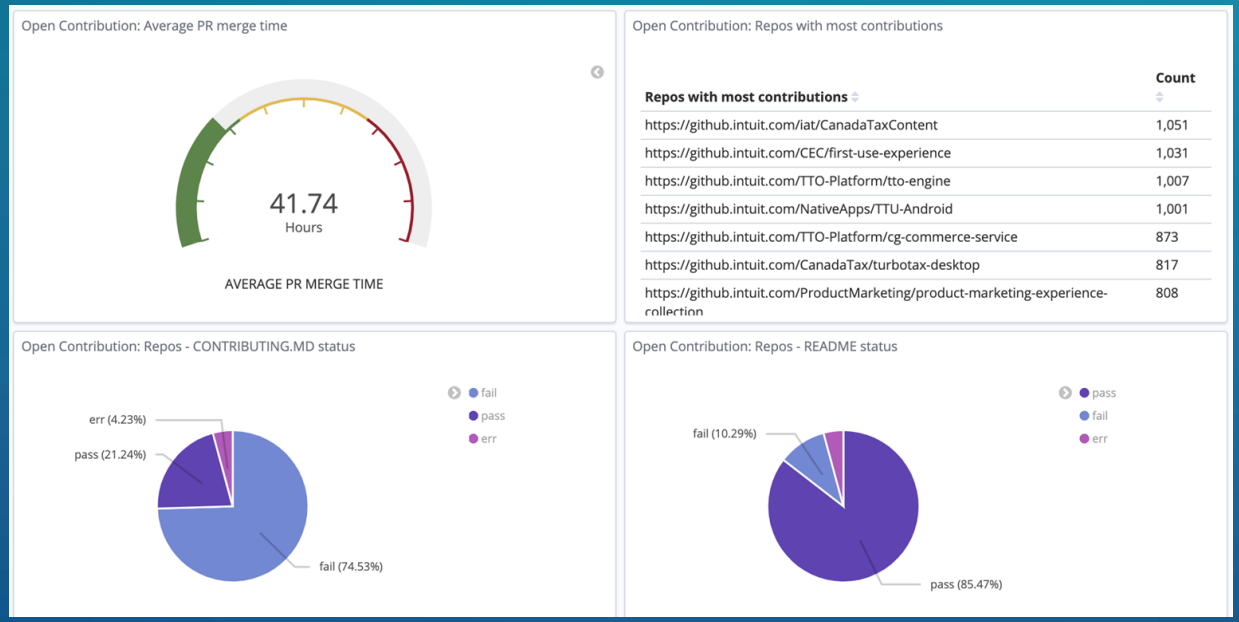
Roles and skills you'll need

Roles

- **Engineers** who can build "with teams" to show them how to work in an open source way
- **Product management** who understand and communicate that "inner source" enables business goals

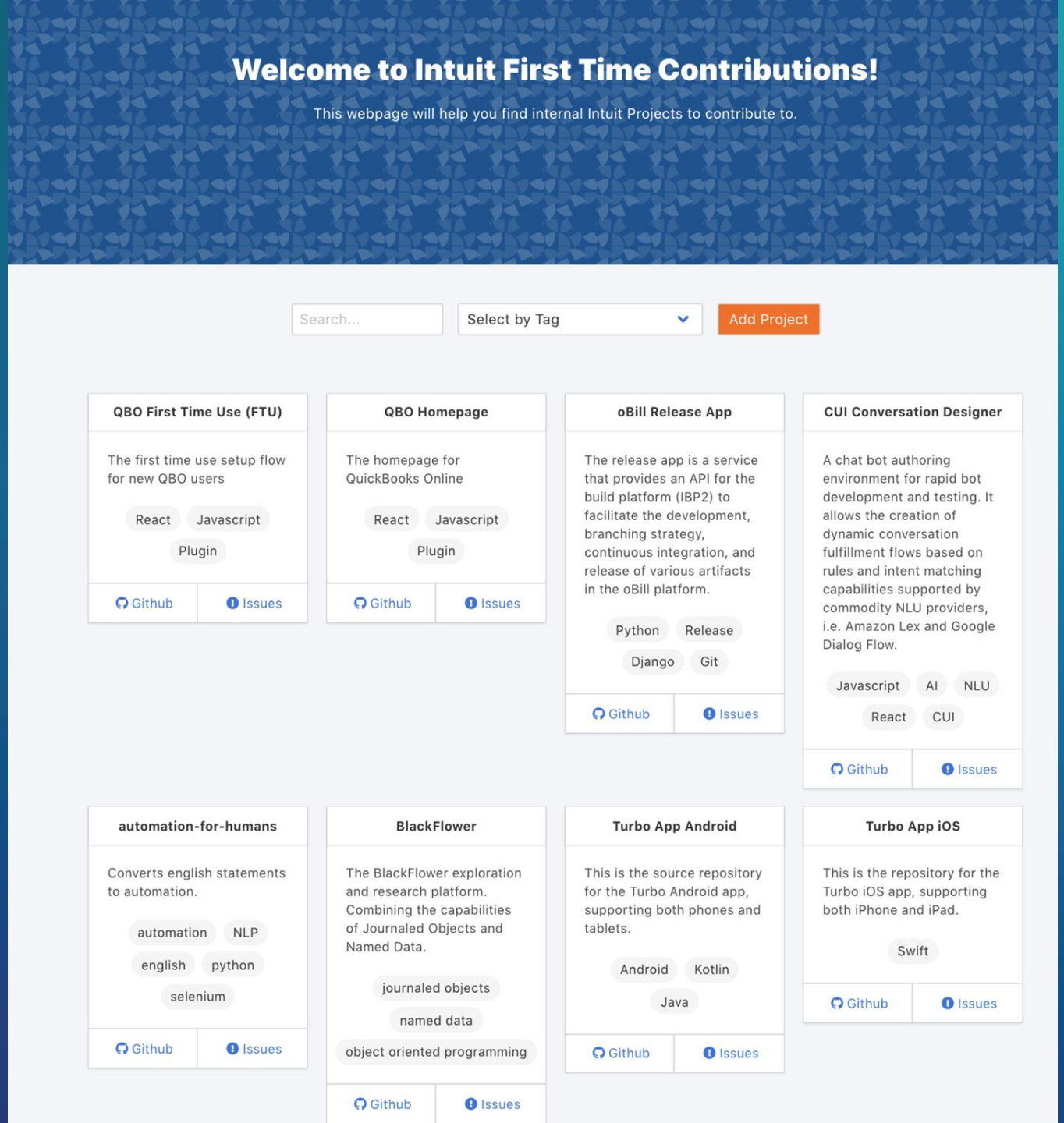
Skills

- **Measuring** and **analyzing data** to determine success of the program
  We use GitHub Webhooks to gather data for each commit, PR and issue created.
- **Sharing**, **story-telling** and **demoing the impact** of the program to leaders and teams across the globe - bring them along
- **Tooling and rewards** that makes engineers' lives fun and easier
  We created the "Intuit First Time Contributions" site.
  We created a badge to award inner source practices.

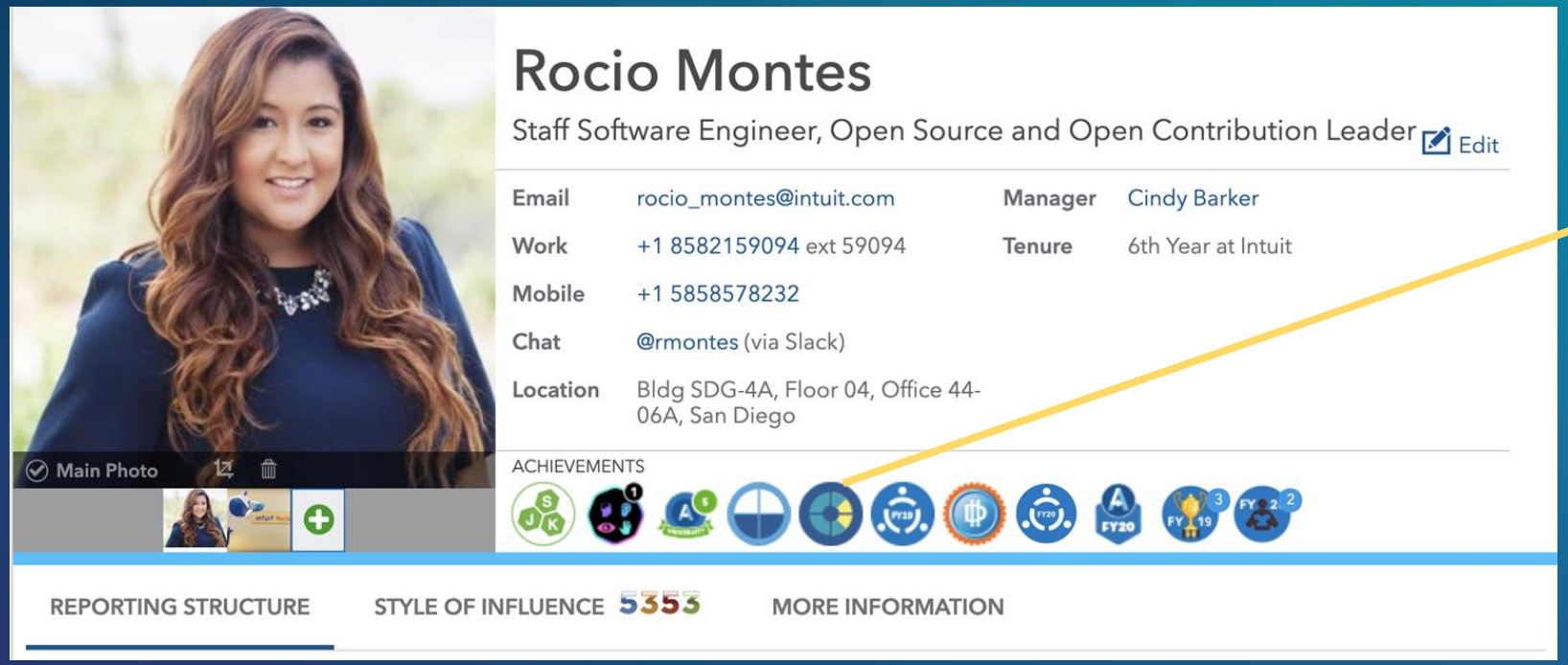


Tooling

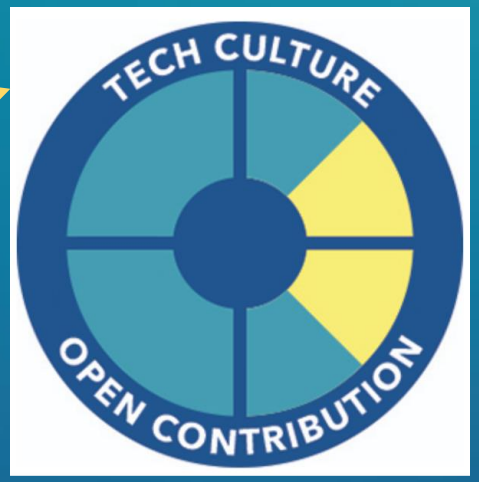
Internal “first time contributions” site



Rewards



Badge of honor



Everyone benefits

Software engineer

- Empowered to contribute = I can make an impact every day, “pride”
- Decrease “wait times” from other teams who “own” the code
- Develop new skills = investing in my craft

Customers

- Use products that are “delightful” and irreplaceable
- When there are customer problems, the fix is quickly delivered

Business

- Speed to delivering high quality products and features to customers
- Higher engagement from technologists = retention

Resources/inspiration

“HERD” by Mark Earls
Inspired us to tap into our “social” nature to change behavior

www.madewithcode.com/community/
Inspired us to inject fun in everything we do - acts as a catalyst to open discussions and partnerships … also taught us the importance of sharing with others

http://innersourcecommons.org/
Overview of inner source principles

“SWITCH: How to change things when change is hard” by Chip Heath & Dan Heath

- Provide clear direction
- Engage people’s emotional side
- Shape the path (path is the situation)

Please remember to complete the session survey in the mobile app.

THANK YOU

YOU CAN *FOLLOW US*

@socialac

@montes_roxio

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