Open-Source Project Tools for Corporate Projects?

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Can the corporate world learn something from successful Open Source projects?

Can we Succeed?

Efficient communication is (obviously)
the key to successful teamwork...

Open Source Projects

timezones

cultures

english?

chaotic

egos

meetings?

divas

no boss

...many are **successful!**

Corporate Projects

- structure

- rules

- same office, same language

- meetings!

- the boss!

- bullet points

...many **fail**!

WHY?

The Questions

1. What are we doing?
2. Who knows what?
3. Who usually does what?
4. Who did what, precisely?
5. What happened while I was away?
6. How are we doing?
7. When will this be ready?
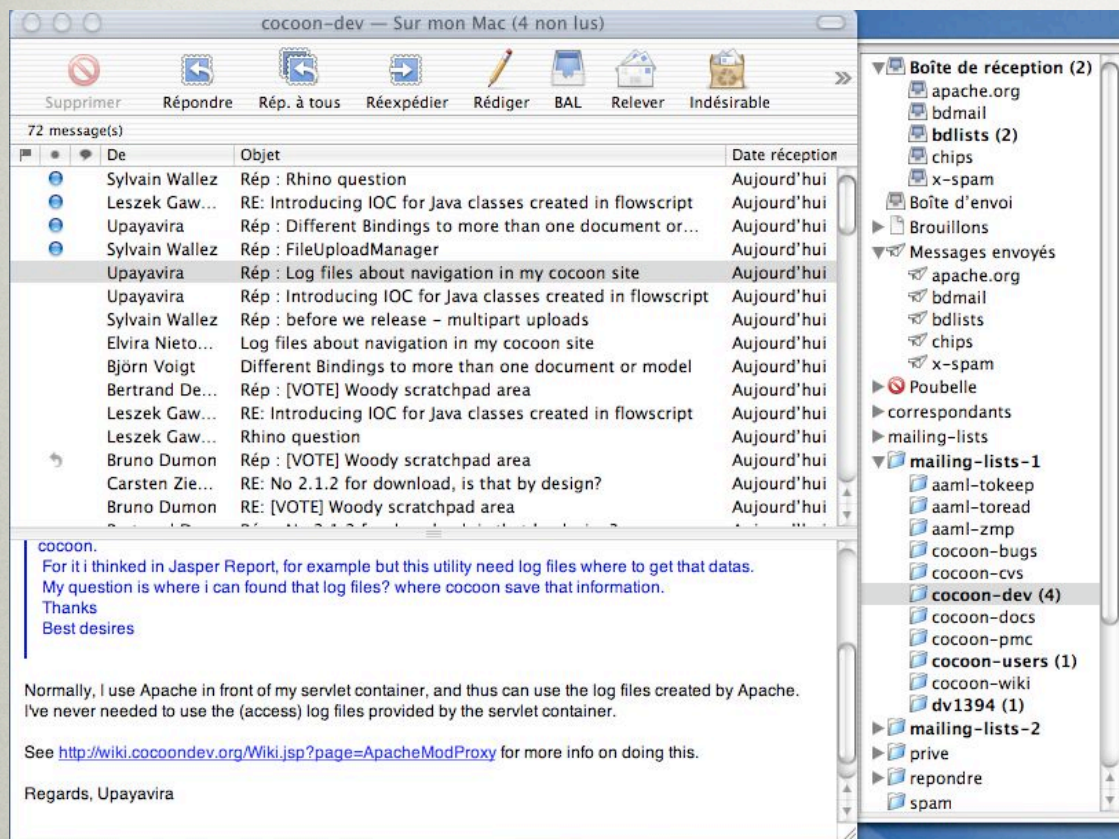8. Who said what on that topic?
9. Wasn't this said before?
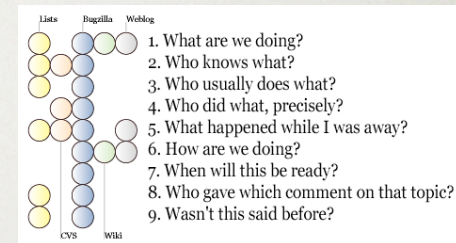
Self-Service

Team members need *self-service* answers.

The Tools

Mailing Lists and Archives

The default tool...

Not much structure

Too much information

Archives help

Source Code Repository

Stores all revisions of all code

Traceable code, differences

Log messages, what changed

Issue Tracker

One page per issue

History, decisions

Not only for bugs!

Powerful search and classification

Dependencies, critical paths

Issue Dependencies

Bugs that bug 86168 depends on

(view as bug list)

- 80183 [Bugzilla 2.16, jake@bugzilla.org] - configurable index page (using Template Toolkit).
  - 37339 [Bugzilla 2.16, jake@bugzilla.org] - Bugzilla sidebar, containing info in footer.
    - 76484 [Bugzilla 2.16, jake@bugzilla.org] - Allow multiple QuickSearch forms in a single document.
- 98602 [Bugzilla 2.16, myk@mozilla.org] - Templatize createattachment.cgi.
- 98707 [Bugzilla 2.16, gerv@mozilla.org] - query.cgi redesign/templatisation.
- 103778 [Bugzilla 2.16, myk@mozilla.org] - templatize buglist.cgi.
- 103953 [Bugzilla 2.16, gerv@mozilla.org] - Templatise enter_bug.cgi.
- 110012 [Bugzilla 2.16, gerv@mozilla.org] - Spank show_bug.cgi hard - templatize and combine.
- 124274 [Bugzilla 2.16, myk@mozilla.org] - RFE: make link names in "Actions" footer customizal
  - 140435 [Bugzilla 2.16, gerv@mozilla.org] - Templatise GetCommandMenu.
- 170213 [Bugzilla 2.18, gerv@mozilla.org] - Make all static HTML files into page.cgi pages.
- 190212 [---, justdave@bugzilla.org] - Templatize all administrator-facing pages in Bugzilla.
  - 119485 [Bugzilla 2.18, myk@mozilla.org] - Templatise editusers.cgi.
    - 92905 [Bugzilla 2.16, bbaetz@acm.org] - editusers.cgi errors in apache errorlog: fetchrow_: failed.
  - 148147 [Bugzilla 2.18, preed@sigkill.com] - Templatize whineatnews.pl.
  - 190196 [Bugzilla 2.18, justdave@bugzilla.org] - editproducts.cgi needs templatizing.
  - 190220 [Bugzilla 2.18, justdave@bugzilla.org] - templatize editcomponents.cgi.
  - 190222 [Bugzilla 2.18, justdave@bugzilla.org] - templatize editgroups.cgi.
  - 190223 [Bugzilla 2.18, justdave@bugzilla.org] - templatize editkeywords.cgi.
  - 190224 [Bugzilla 2.18, justdave@bugzilla.org] - templatize editmilestones.cgi.
  - 190226 [Bugzilla 2.18, justdave@bugzilla.org] - templatize editversions.cgi.

Answer "why is this not done?"
Show critical paths

Project Wiki

Collaborative editing

Traceable writing

Centralized content

Potentially chaotic

Project Blog

Chronological posts, news, articles

Categories, search

Central source of news, gossip, stories

RSS feeds, broadcasting

What does each tool bring?

Mailing Lists and Archives
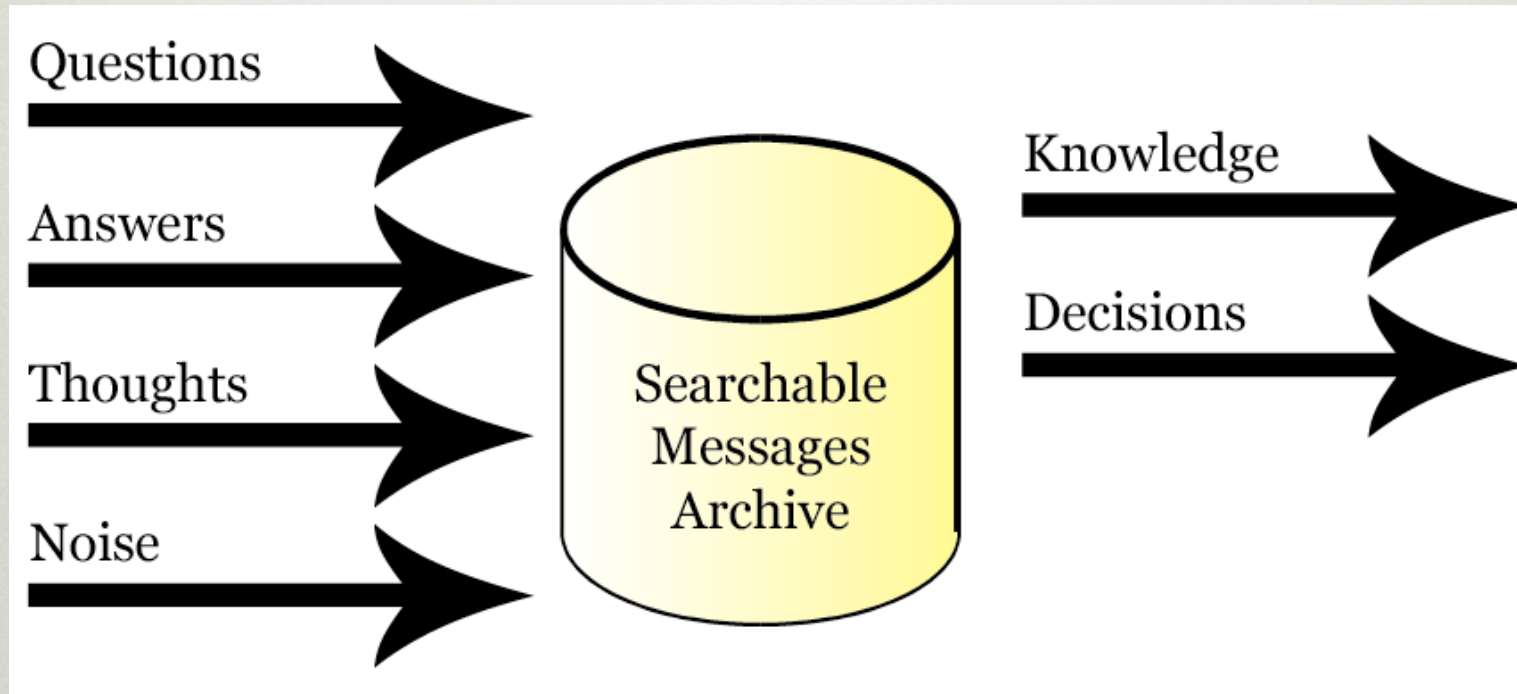
Lists require *lots* of discipline to be useful.
Searching is often hard.

Source Code Repository
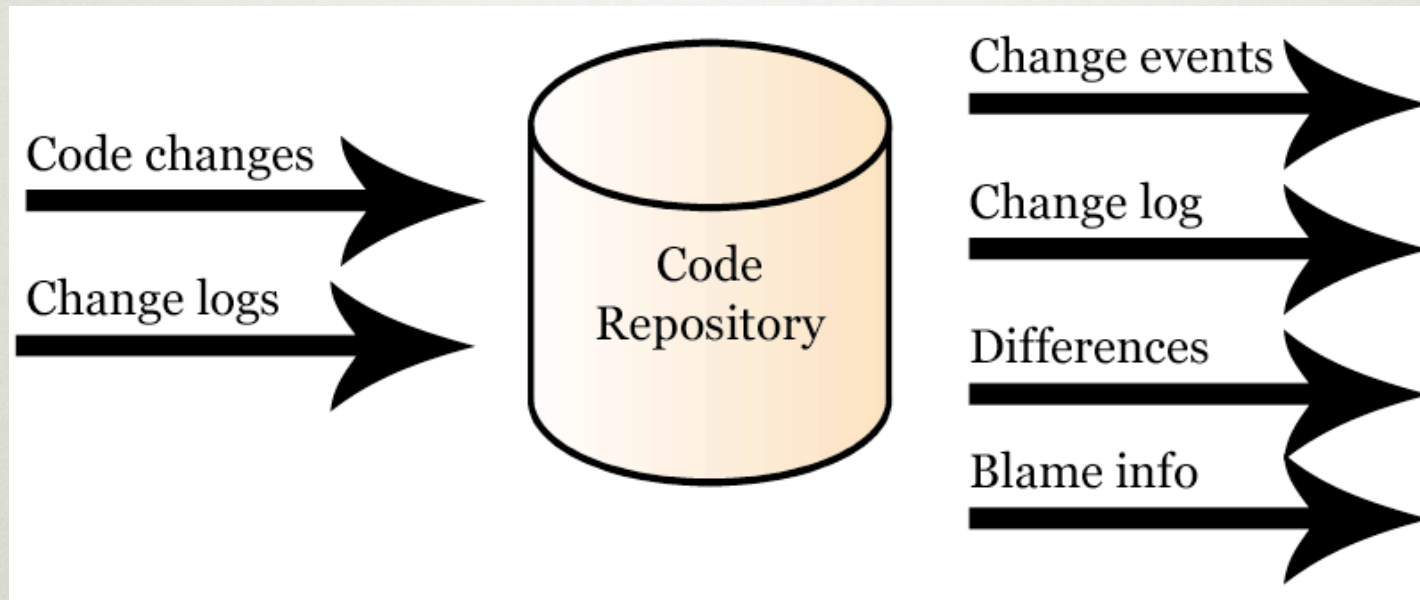
Adds a lot of value to simple checkout
and commit operations.
Tells the story of the code in detail.

Issue Tracker


```
New tasks     →        Tasks lists  →
Work orders   →     ┌─────────┐     Task histories →
Solutions     →     │ Tasks   │     Critical paths →
Dependencies  →     │  and    │     Solutions      →
                    │Workflow │
                    └─────────┘
```
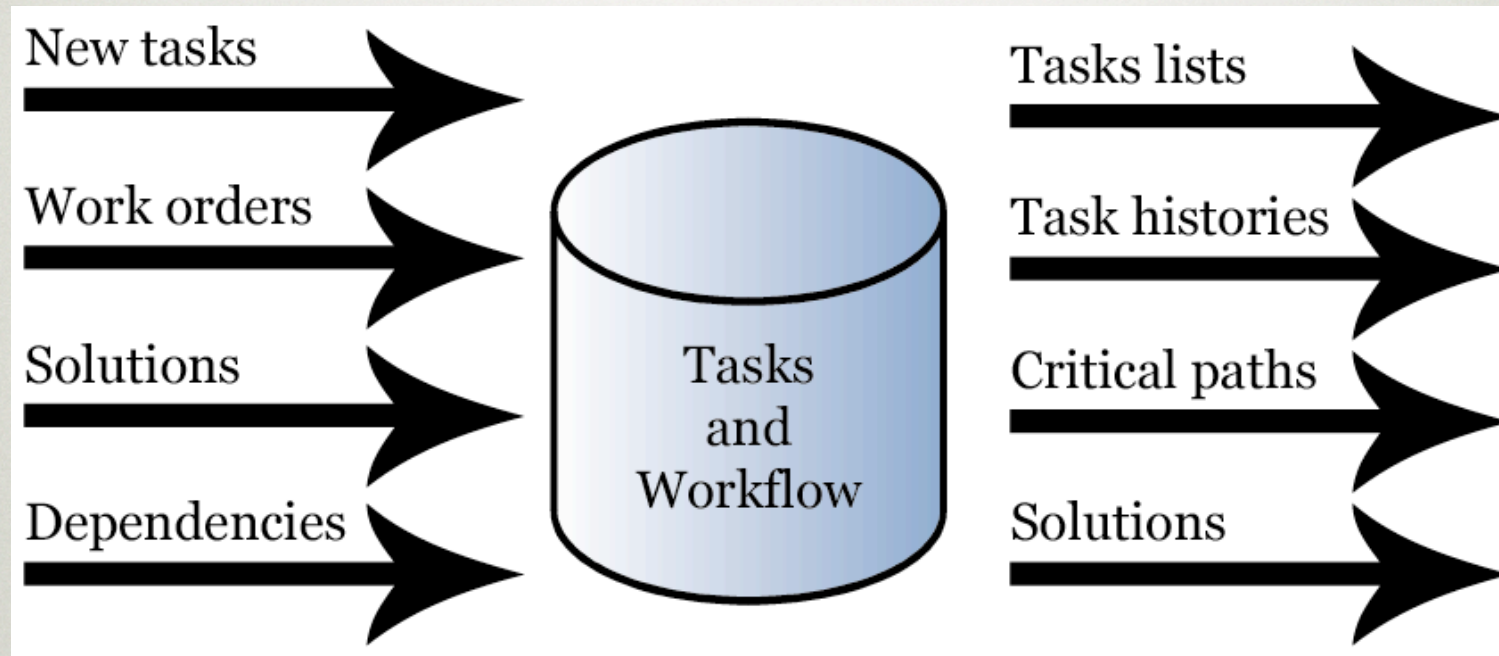
Structuring and classification add a lot of value.
Gives each issue a unique ID.
Very detailed story of the project, knowledge base.

Project Wiki

Does not adds much value to the content.
Needs discipline to stay useful.
Strong linking features.

Project Blog
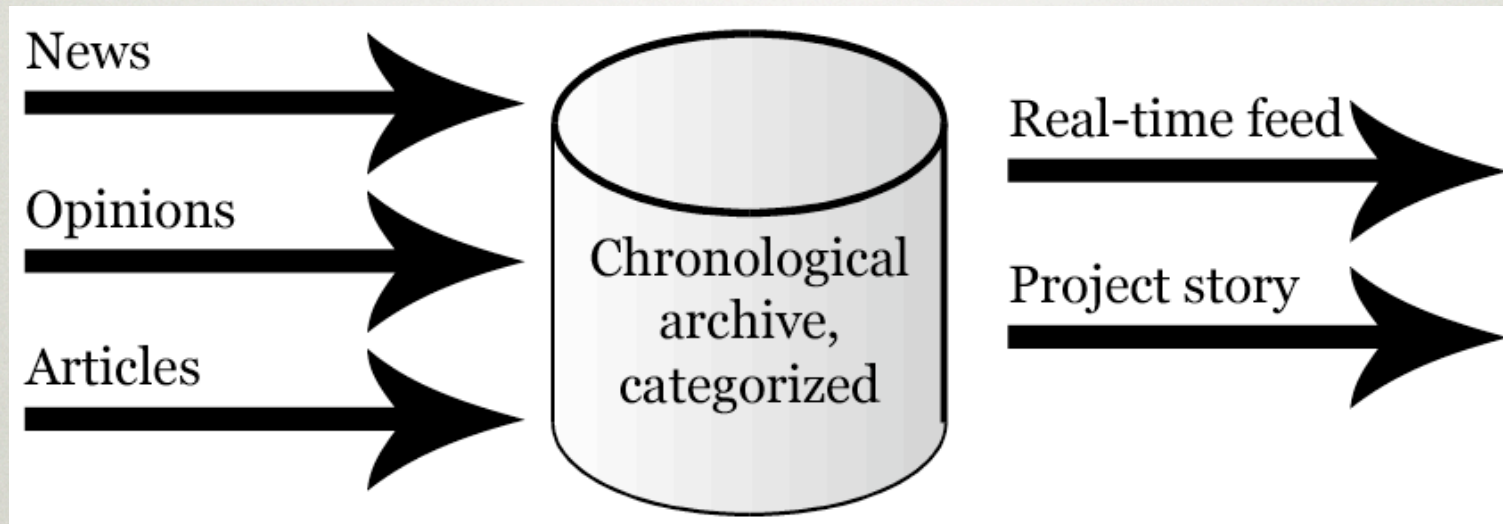
The best way to disseminate news.
Celebrate milestones.
Leave space for Random Thoughts.
Does your customer subscribe?

Answers?

Answers
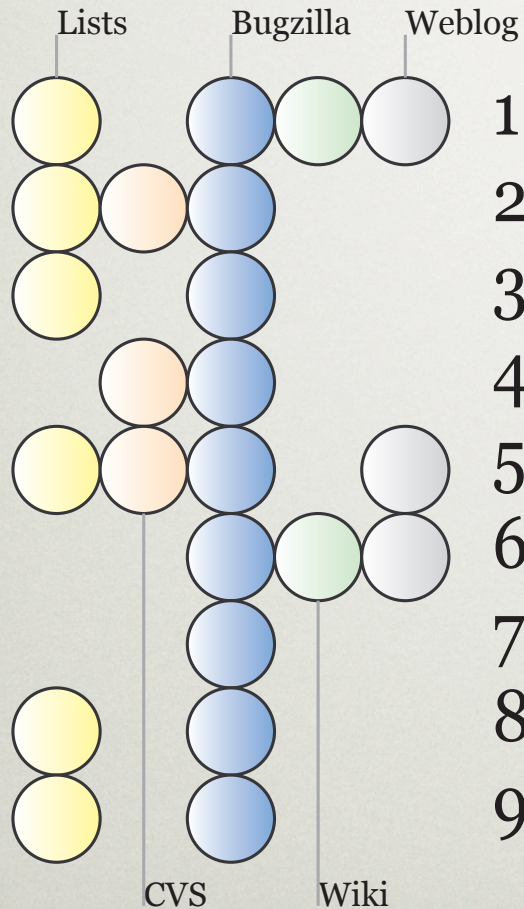
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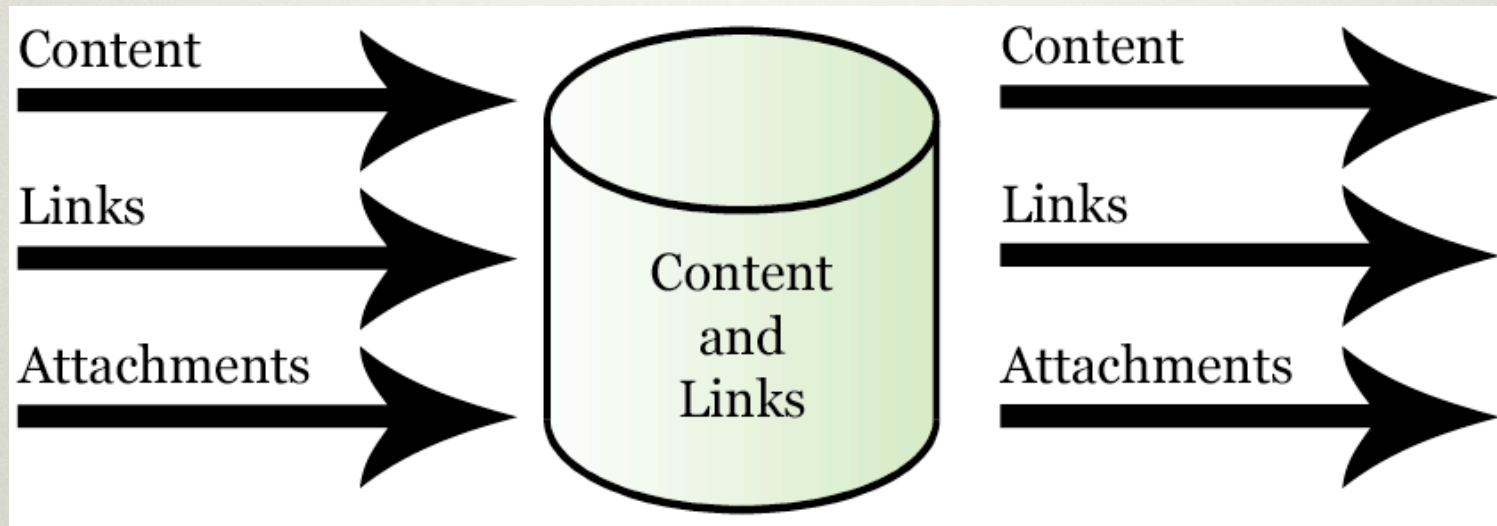5. What happened while I was away?
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Examples

Apache HTTP Server

Mozilla, Firefox

Linux

Open Office

etc., etc...

Using *public* instances of these tools...

Counter-Examples

Let's have a show of hands...

What now?

Start Small...

A source code repository and issue tracker bring the most value.

The Rules

If you're working on something, it *must* be an issue from our tracker.

If something's not in the source code repository, it *doesn't exist*.

Coda

Conclusions

These tools work!

Self-service answers are the key.

You can start small.

Don't forget *openness*.
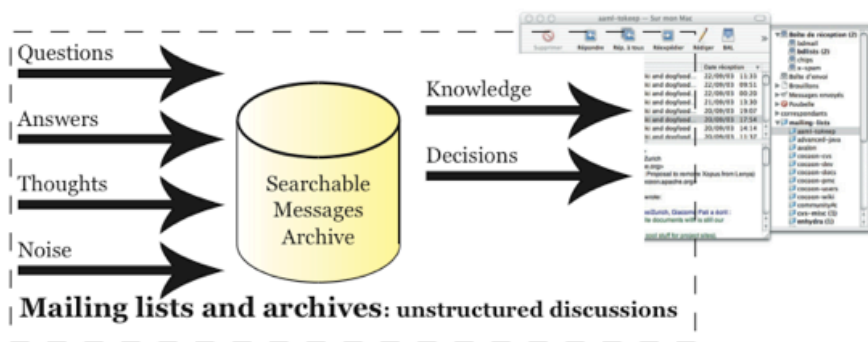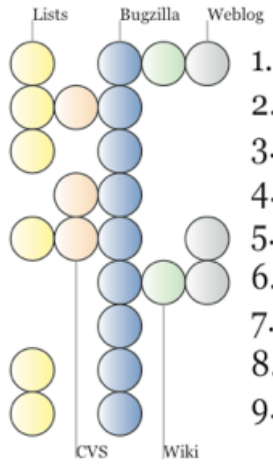
Links

http://www.bugzilla.org/
http://www.atlassian.com/software/jira/

http://www.nongnu.org/cvs/
http://subversion.tigris.org/

http://www.ezmlm.org/

Mailing lists and archives: unstructured discussions

Questions → Answers → Thoughts → Noise → Searchable Messages Archive → Knowledge → Decisions

Project blog: accessible information channel

News → Opinions → Articles → Chronological archive, categorized → Real-time feed → Project story

BERTRAND'S WEBLOG

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ApacheCon Europe 06

Bertrand Delacrétaz
www.codeconsult.ch

Lists · Bugzilla · Weblog

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CVS · Wiki

Wiki: Unstructured content with links

Content → Links → Attachments → Content and Links → Content → Links → Attachments

WritingPipelineComponents

8 cvs log status.xml

RCS file: /home/cvs/cocoon-2.1/status.xml,v
Working file: status.xml
head: 1.156

Jira/Bugzilla: traceable issue resolution

New tasks → Work orders → Solutions → Dependencies → Tasks and Workflow → Tasks lists → Task histories → Critical paths → Solutions

Subversion/CVS: traceable code versioning

Code changes → Change logs → Code Repository → Change events → Change log → Differences → Blame info