HOT OSM Task Manager 3 Tech Challenge

Application: Nilenso Software LLP (nilenso), a limited liability partnership firm

1 Introduction

Throughout this application, we hope to address all questions and concerns outlined in the Task Manager 3 (TM3) Tech Challenge (TM3TC). Our team is familiar with HOT, has participated in several mapping events organized by the local OSM community, and is particularly well-equipped to handle both the technical and non-technical challenges of the TM3TC. Our company also has a very specific vision of progressively delivering more of our work as open source, preferably around open data, with each project we take on. When we evaluate, sell, and staff projects at nilenso it is rare to come across one so well-aligned as this. We are very excited to apply to the challenge!

2 About Us

nilenso is a boutique software consultancy based primarily in Bangalore (India). In our 3-year history, we have built large machine learning, analytics, streaming data, experimentation, and mapping/transportation systems. We continue to run the largest of these systems in production for our clients today. You can read more about our recent work at:

http://nilenso.com/recent-tech.html.

Our designers and developers speak regularly at conferences, the talks that were recorded over the years can be found here:

http://nilenso.com/talks.html

2-1 Our Team

Our team consists of software developers and project managers with decades of experience delivering modular code on lean/agile teams, employing practices which have evolved with the industry over the past two decades.

Our industry experience spans a wide range of verticals: from defense and policing to healthcare, transportation, and climate change. The languages we are familiar with (based on experience within, as well as prior to, nilenso) include Java, Ruby, Python, C#, JavaScript, C/C++, Clojure, Haskell. Collectively, we have made substantial contributions to major open source projects like The GIMP and GNOME.

Members of our design team are familiar with the OSM ecosystem, participate in HOT, and are dedicated tree-mappers of Bangalore. They understand and have experience working with open data systems. (Details are provided in later sections of this document.)

Our project managers have led teams of dozens of developers, locally and across the globe. We have both built software teams by managing hiring and staffing decisions and consulted to enhance existing teams or recover failing teams. PMs at nilenso have an engineering background but realize "projects" are not limited to software repositories or consulting contracts. The word encompasses any significant cooperative activity in which human beings engage.

If we are awarded this project, we intend to staff people from each of these disciplines on TM3.

2-2 Our Experience in Development

We have experience that is relevant to HOT, OSM, and the Task Manager Challenge.

We have built services and infrastructure within the Staples SparX machine learning team for over 3 years. Staples' Experimentation Platform (EP), in particular, is entirely designed, built, and operated by nilenso. EP handles many terabytes of streaming data at a rate of 500 requests per second under a Service Level Agreement (SLA) of <10ms in the 99.9th percentile. Akshay Gupta (@kitallis, on Twitter/IRC/Slack) currently leads the EP team and would be our tech lead for Task Manager 3.

We have presented on the Experimentation Platform architecture at Functional Conf 2015:

> https://www.youtube.com/watch?v=YjfXhhxw9Bs

EP also involves nontrivial database clustering techniques, which have evolved with the lifespan of the project. Synchronous replication, failover to standby databases, ZFS snapshots, custom PostgreSQL MVCC AUTOVACUUM configurations, WAL streaming, realtime (non-star-schema) reporting replicas, DB and I/O monitoring, partitioning, logical replication, load balancing, and multi-mode failure detection all must be understood by every member of our team working on database clusters.

We have presented on building a PostgreSQL DB cluster at Rootconf 2016:

> https://www.youtube.com/watch?v=sGJDg5ba0iI

We have contributed substantially to monitoring infrastructure in many recent software projects. This includes system-level, JVM-level, application-level, and DB-level monitoring on all of our projects. We have been allowed to release some of the DB and DB monitoring work as open source. All of these repositorires are focused on PostgreSQL:

- https://github.com/nilenso/honeysql-postgres (not monitoring specific)
- https://github.com/staples-sparx/wonko
- https://github.com/staples-sparx/wonko-client
- https://github.com/staples-sparx/pg-cluster-setup
- https://github.com/staples-sparx/repmgr-to-zk
- https://github.com/nilenso/postgresql-monitoring

Unfortunately, although we have implemented internationalization (i18n) and built or extended translation tools on a number of projects, very little of this work is open source.

Similarly proprietary is our most recent legacy replacement work on the driver allocation service for an Indonesian Uber competitor. We rewrote this service in Clojure with an extensive generative testing suite (and minimal unit tests for single-value edge cases). Thanks to generative testing and developer discipline, the service was released with zero production issues and completely replaced the legacy software on its first day in production.

This was not our first Clojure rewrite, however. We also rewrote Staples SparX's configuration management, legacy data feed integration, and reporting tools in Clojure. This work involved a different style of testing. First, these services were built with large and comprehensive unit test suites for all known use cases. Then the new services were delivered alongside the legacy (Ruby) services in all environments and validated for multiple months. Once the Clojure services produced results consistent with the legacy services (as confirmed by automated validation software provided by us to the QA team), 3rd party services were redirected to new APIs and the legacy services were turned off. This process was slow but not expensive and finished without a single interruption to existing clients.

Developers from nilenso have also run training and courses in ReactJS, Haskell, and Clojure.

2-3 Our Experience in Design

Our small design team lead by Noopur (@9porcupine on Slack/Twitter) and Varun (@irrational_pai) has also produced a lot of impactful work in a short span of time. They are currently working with Samanvay Foundation; designing a mobile application that helps ground-forces in rural areas quickly diagnose (with the help of an on-board medical professional) basic health issues and audit all the patient information. All their work has been open source since day one:

- http://samanvayfoundation.org
- https://github.com/OpenCHS
- https://goo.gl/dfSOAs (designs are in-progress)

They have experience conducting research to understand the needs of the user as well as their behaviour in the form of:

- Contextual inquiry: with a focused set of users, by giving them specific tasks to perform, observing their behaviour and talking to them further about their actions during the exercise, in order to better understand their mental model.

- Task Analysis: of major tasks, along with the intent to understand and further reduce complexity in workflows.
- Persona creation, as well as focus group discussions and interviews to understand our target audience better.
- Certain tools such as http://www.inspectlet.com/ and https://www.hotjar.com/ record user interactions in a non-intrusive manner, and can be used for better testing on the web.

Our designers are also familiar with user testing methodologies (either prior to launch of a new product or to test acceptance of new features) by creating mockups and prototypes using prototyping tools.

In addition, Noopur is a proper mapping enthusiast. Apart from participating in the local mapping parties, she's contributed a tourist map of Uttarakhand on Wikipedia and helped build an interactive AQI map on top of OSM, after the recent pollution level spike in Delhi:

- https://goo.gl/824oOI
- http://ocsidlab.github.io/earthmap/#4/21.15/79.08

2-4 Our Experience in Project Management

Deepa (@deepa_v on Twitter, @deepa on Slack) and Steven (@deobald on Twitter, @steven on Slack) are our two project managers. Project Management has meant many different things on our many projects. Since we are uncertain which variables will weigh most heavily on the HOT TM3 project, we will provide a few examples.

Our first, and possibly most substantial project, is nilenso itself. Deepa joined us as an Executive over one year ago, balancing our budget, forcing every implicit decision out into the open, deftly facilitating conversation where others' expertise was most valuable and asking incisive questions everywhere else. She has now overseen a number of projects at nilenso, both consulting and internal.

Our most recent project together also operates under this extended definition: We volunteer with a local orphanage which is overseen by a resident pastor. When the pastor needed help evaluating a business model he was planning to use to fund the orphanage, we spoke to him at length, gathered all the requisite data, and helped him conclude that his business plan was untenable. After helping him avoid massive financial loss, we worked with him to brainstorm alternatives and find immediately actionable activities to pursue his goals.

Most projects, of any shape, run much like a software project – or vice-versa. Whichever way ones views it, all projects have key shared characteristics, though they always have their own quirks. The earlier one unearths these quirks and the risks they represent, the sooner the team can address them.

In two projects, for a financial services firm and a university parking authority respectively, the most valuable activity of the project was creating a project glossary that disambiguated terminology for team members, new and old, internal and external. HOT is already aware of some cases of this issue (such as "task" vs. "tile" vs. "square") and by making the lexicon activity explicit, we can help uncover many more such examples.

On a recent e-commerce reporting project, our greatest challenge was one particular individual. A member of the client team, he would deploy hotfixes to environments in inconsistent ways, release untested and un-rollback-able code, and frequently break existing functionality due to a lack of communication. Here, our strategy was coaching: Explain the difficulties he was causing the entire team, both for operations and development, without blaming him. As with any form of education, the goal in such situations is to correct behaviour, not reprimand an individual.

For two other clients, our greatest challenge has been communication. Two different services for the first client required diametrically opposed communication styles: one team would have a video call with the client in California once a month; the project was otherwise self-directed and coordinated with the odd Slack message or email. The other required daily calls and sometimes multiple calls per day. The second client's situation was completely different: since they are in Bangalore, we had to decide whether to invite their developers to our office or work out of theirs. There is no one answer for any of these situations. Sometimes, the role of the PM is to step in and negotiate communication directly. Sometimes it is a question of staffing, depending on the comfort and flexibility of individual team members. With remote teams, it is always a work in progress. Communication is where we spend most of our time facilitating projects, so we will cover that in more detail below.

2-5 Process / Collaboration / Communication

Our work has moved us around the country and around the globe, operating in and across many different timezones, with many different project management styles, in a variety of toolchains[1].

Our default delivery style is based on the classic Extreme Programming methodologies with 1-week iterations, daily standups, TDD, pair programming, and heavy communication. Progress on individual features/stories/cards would be updated in real time (daily) so stakeholders can watch work in-flight.

We believe that open lines of communication and planning/projection which employs strict measurement and reduces guesswork are critical to the success of any project, so one of our first objectives would be to document all stakeholders (or as many as possible) to ensure the graph of communication was not only open along the channels themselves, but also transparent from the outside, as a whole.

Because of nilenso's offshore and distributed history, we are very familiar with asynchronous communication channels, discussing issues and ideas over a multitude of channels.

Specifically for TSM3, we would ideally suggest identifying an individual or group of individuals who would assay the role of approver / facilitator / gatekeeper. In other words, someone who would take responsibility for owning prioritisation and approval. From conversations on HOTOSM Slack, it appears the key person here is Blake Girardot, with some engagement from other folks in the community.

A group approval and prioritization process is possible if it is executed in real time, and we would strongly recommend one such process which we have used to great success on many projects: a project Inception.

[1] We are intimately familiar with most of the project management tools out there: *Pivotal Tracker*, *Mingle*, *JIRA*, *Trello*, paper-stickies-on-a-wall, and of course, *Github*.

2-5-1 Inception An Inception is a high-intensity kickoff to a project, which captures a shared understanding of the high level goals, their priorities, their budgets, and their limitations. The remainder and majority of the Inception then attempts to capture features (or "user stories", preferably, as these frame each feature in terms of how it benefits the end user), estimate them if necessary, and prioritize them. Whether stories are individually estimated or not, they are then packed into a few sample weeks of the project to rough out the expected pace of development. With this initial projection, 4 months worth of TM3 stories can be laid out in priority order and we will know roughly how much the team feels they can accomplish in that period.

Stories can be reprioritized as the project progresses and the initial projection will be updated every week with the team's actual rate of progress. The project's scope is adjusted every week accordingly.

During the project, new feature requests can come from the stakeholders through the various channels into a structured approval and prioritization process. If all cards/stories are ordered by priority from the beginning, it will be easy for the team to collectively prioritize (or for an authority to individually prioritize) individual stories against that total ordering.

3 Implementation

3-1 Design

The nilenso Design team will participate in the development of TM3 with the aim of answering all 4 major user-facing goals laid out in the TM3TC, but Goal 3 is of utmost importance: "a significantly improved UI/UX" means progressively

working toward the core of the Task Manager by first eliminating any pain experienced by users.

Our designers will be key in ensuring the development team is building what users need and what the community wants. They will participate in discussions about improving experiences, like those mentioned above for Mappers, for all HOT roles. The proposal and approval process will involve designers early on, from Inception to the fleshing out of each user story. During the Inception, designers will facilitate discussions around a cohesive, overarching design. When defining each user story, designers will describe the specifics of all physical aspects of the software: appearance, interaction, and time.

Designers will own the conducting of user experience testing, whether that happens in the HOT testing environment online or in offline testing such as cafe tests for new users who are completely unfamiliar with HOT, OSM, and their respective software ecosystems.

3-2 Development

3-2-1 Tech Stack   We propose writing TM3 in Clojure. There are a few major reasons for this:

- Thanks to the JVM, Clojure affords quite a few *free* advantages from libraries (though Python is also healthy in this regard) to tunable/swappable garbage collectors to plug-and-play analytics and production monitoring to pluggable profiling tools. Millions of person-hours have battle-hardened it as a platform. It's unlikely that the JVM is to be surprassed as a platform, virtual machine, or suite of GCs anytime soon.

- The Java/Clojure ecosystem comes with high-performant JDBC/Postgres drivers that have good support for PostGIS. As we've mentioned earlier in this proposal, we have extensive experience in dealing with Postgres and have written quite a few Clojure tools around it.

- The existing software (TM2) has serviced the community well, but we have observed a few issues with the current architecture. The Python/JavaScript codebase has no real layering. All server-side components are built into *views*, which perform most of the domain logic and manage state transitions through user workflows. We don't insist that MVC, MVP, MVVM, or any other such acronym is the only way to build web apps/services. However, at least one separation of server-side layers is often wise and TM2 would benefit from a more modular design. Because of this conflation of responsibilities, the test suite is a bit cumbersome (though, very thorough!). The incidental complexity of the Python code led us to run Radon over the codebase

to get concrete metrics on cyclomatic complexity. 286 of the Python methods receive a grade of "A", 15 receive a "B", and only 2 receive a "C". Granted, we would consider a "B" from Radon a failing grade. `osmtm/views/tasks.py#send_invalidation_message`, for example, receives a "B" with a CC score of 7, which we would consider very high. Still, the entire codebase is certainly amenable to refactoring.

- We're equally comfortable rewriting this in Java, but there's a solid reason to pick up Clojure as a language: it imposes a much more disciplined approach to functional programming. There's immense value in statelessness, immutability, concretized notions of time and STM. Even though it can be partly captured even in object-oriented and dynamic languages like Python, Clojure has clear delineations between pure functions and those which produce side-effects.

- We are not Python experts and we would venture a guess that it would take us longer to become fully proficient in the Python ecosystem (tools, libraries, idioms etc.) than it would take us to rewrite the fairly thin 4000 lines of Python in TM2's server-side code. It goes without saying, that it would be a natural part of this rewrite to guide the current set of contributors through the language and set appropriate contribution and language guidelines early on in the project.

However, we'd rather tread carefully and **not** marry ourselves to this proposition. We caveat our own argument for Clojure by being well aware of the fact that the community is used to contributing in Python, and Clojure is more or less, still a niche. In some of our client projects in the past, we have followed a process of refactoring the existing codebase, redesigning a new one and rewriting it in Clojure. Since we have finite time and budget, it makes sense to refactor (as necessary) and implement the proposed features. If needed, we're also completely open to talking about it outside of this document, since it's better decided as a conversation with the community and the stakeholders.

Regardless of language and stack, our infrastructure, automation, and deployment approach is always built on top of an OSS toolchain. Last year, for corporate political reasons, we had to move all of our services for one client from AWS to a "private cloud". Had we built anything AWS-dependent, this process would have been impossible.

Monitoring is essential for every project. We run own our software in production from our first deployment, and we try to make that first deployment happen as early in our involvement as possible. Operations ("devops", these days) is a group effort but we are often the first or second point of contact for services we build exclusively. Deploying production monitoring, no matter how simple, early in a project's lifecycle is a non-negotiable part of shepherding software in production.

3-2-2 Documentation, Automation, Testing, Deployment   All of our software is thoroughly documented. We not only create user documentation (which is then validated by users as each individual new feature is continuously delivered into production) and developer documentation in the form of in-repository documents, in-line comments (where the domain, abstractions, or algorithms may be confusing), and thorough test suites. We also strive for self-documenting code, verbose and meaningful commit messages on atomic (transactional) commits, short-lived branches, a master branch which is always green and deployable, and a continuous integration (CI) system which not only alerts developers to broken builds but provides proactive insight into deployment and environmental failures. This is done by creating a CI environment which is nearer the production environment than the development environment, where this makes sense. The more of this documentation which can live in version control (we prefer Git), the better.

Major architectural decisions will be captured within the version control system as Architectural Decision Records (ADRs)[1] in an immutable, linear fashion. Every software project should contain a README which serves as the *only* point of entry required for a user, sysadmin, or new developer. Where documentation is not possible (for passwords, keys, and other secrets) the team members responsible are called out explicitly in either documentation – preferably within the README itself – or through automation tools at the point where interjection is necessary. A new user (playing a "sysadmin" role) should be able to install any piece of software with a single package or script for installation. With respect to operations in canonical environments (say, http://hotosm.org) this automation should include provisioning and orchestration.

Unit, integration, functional, and acceptance testing is a part of the development process and a story isn't complete (or even deployable) until it is covered by automated tests. Simulation testing is a bit different and does not necessarily happen in lock step with development. User testing obviously cannot happen until a story is deployed to a testing or staging environment. This is generally also true of cafe testing, to avoid having new users test software that hasn't been proved deployable on production-like infrastructure.

Comprehensive load, integration, acceptance, and unit tests are a good indication of a healthy software project. In recent years, we've started to grow away from these practices to some degree. Load testing can often be completely automated and with small, simple, custom tools and can become a part of CI or even Contiuous Deployment (CD). Integration tests should not be a one-way street and within an integrated service architecture, client-driven service contracts provide integration tests which not only ensure narrowly-defined API correctness but facilitate communication and provide early alerts to both parties when API contracts are accidentally violated. Consumer-Driven Contracts[2] are not as common in the industry as one might expect, and we welcome questions about how we have used them in the past.

Complex systems, such as the Data Science Experimentation Platform (EP) we

have built for Staples for over 3 years, can be integration tested with much higher fidelity using simulation-based testing. Simulation tests combine the power of generative testing, explicit system state transitions, and system-wide integration testing. Less expensive than full-blown simulation testing is component-level generative testing using tools like Clojure's `test.check` to replace hand-written unit tests with dynamic and automatically generated tests. Unit tests and TDD still serve to refine component design and test very specific edge cases. You can watch Nivedita and Srihari discuss the EP architecture and simulation testing strategy in their Functional Conf 2015 talk here:

https://www.youtube.com/watch?v=YjfXhhxw9Bs

All of the above of course assumes not just a high level of automation but *complete* automation. To comprehensively test entire architectures with dynamically generated scenarios and interaction simulations, it must be possible to instrument and script the entire set of services. Often, this means that services are built "API first" to accomodate testing infrastructure in the way that object-oriented systems tended to be built "interface first" in the 1990's and early 2000's when TDD and unit testing really took developer mindshare. Though some projects we deliver continue to leave provisioning of hardware to the sysadmin team, absolutely everything else (orchestration, down) must be completely automated and scriptable or high-functioning testing strategies are impossible. The yin and yang in this situation is again reflective of bad modeling corrected by TDD and unit testing: If we try to write a test and get hung up on a manual process, the first thing we'll do is automate it.

[1] ADRs: https://goo.gl/HFjhsh
[2] http://martinfowler.com/articles/consumerDrivenContracts.html

3-2-3 APIs   For over two years, the majority of nilenso's software delivery has been on systems with API front-ends. We are very familiar with growing APIs, managing API versions, defining "easy" APIs alongside "performant" APIs, and API-first development. We all appreciate a line of code is expensive to change, a database schema is much more expensive, and an API schema much, much more expensive than that. Particularly for APIs with unknown clients, "up-front design" is not a dirty term in any sensible agile team.

We see there are five major APIs pending in the existing TM2 software [1]:

1. Task Details
2. Validate/Invalidate
3. Lock/Unlock a task
4. Create task by position
5. Create task by geography

None of these implementations looks particularly difficult and if we were to extend the TM2 codebase as-is, implementing draft versions of these APIs may be a good way to familiarize ourselves with the TM2 build/deploy process and overall design.

As mentioned above with regard to integration and simulation testing, it is often necessary in modern service architectures to design APIs "outside-in" for the sake of facilitating testing, even before the API has any clients.

In our experience, one major quality of well-designed APIs is a clear and explicit awareness of where and how state transitions occur. Objects and data structure instances are inherently state machines. Entire systems are no different, though it is extremely difficult (and inefficient) to make an entire system immutable, which means state transitions across systems are mutative and it is all the more important to capture state transitions for every API call which writes to a service.

It has only been implied until this point, but to make the point absolutely explicit: We will create APIs early with clear definitions, with the intention of facilitating both testing and integration with other HOT software products. Goal 5 from the TM3TC will be addressed continuously throughout development.

[1] https://github.com/hotosm/osm-tasking-manager2/wiki/API#tasks

3-2-4 Reuse of Code

"Reuse" for us is much more about clean design – well-defined service boundaries, appropriate library usage, and logical abstration – than it is a goal unto itself. Software and team performance are both consequences of a clean design, not the other way around.

4 Timelines

[Prioritizing stories and NFRs (collectively, "cards") will be a collaborative effort with key stakeholders. If high-level feature groups interleave priorities, "milestones" may simply be markers showing overall progress. Only if priorities and groups of features line up will thematic milestones emerge; we would recommend against forcing the concept of milestones into the delivery schedule as they only provide observers with emotional satisfaction but do nothing to structure a project more effectively. Prefer continuous delivery.]

In the appendix, we provide a sample set of stories and a [general outline of major milestones] after that. It should be noted that this list is in no way exhaustive and does not assume build-out of TM2 or a from-scratch server-side rewrite. Therefore, a reader may notice some stories which describe functionality TM2 already provides.

5 Proposed Feature Additions

Between the Github issues and the ToR, an excellent list of suggestions is already available. It appears there are a few areas which would be quite impactful:

1. **Expose all TM3 behaviour by auth-based APIs.** If possible, users should not need to leave their preferred OSM editing environment (JOSM, iD) to complete their work on tiles and contribute to larger projects. Though elided from the cards in Appendix 6-1, new authenticated mutative APIs will involve contributing code directly to tools like JOSM to ensure a full spike through the system, from the user's tool, through TM3's APIs, into project data. The best user interface feels like none at all.

2. **Report User- and Project-level statistics.** This may take the form of a complete Project Manager dashboard or these metrics could be integrated into the existing Project Manager and Validator workflows. For example, visual indicators (our designers can come up with specifics) could identify inexperienced vs. experienced Mappers to Project Managers to help guide them toward tiles of appropriate difficulty. When this information was presented to Validators, it would help them gauge what granularity of validation was required for a tile.

3. **Add powerful Project/Group creation and administration.** The most direct and TM3-specific feature-set will be interfaces for project/group creation and administration. Though much of the Mapper- and Validator-facing functionality will hopefully move to tools on the edge of HOT/OSM architecture via TM3 APIs, projects and groups of projects are concepts which are rooted in the Task Manager and the unified UI is likely to continue as a feature of the web app. While the primary goal of the user experience for Mappers will be ease and elimination of friction, the goal for Administrators and Project Managers will be power and flexibility. Administrators are not new to OSM and do not require "conversion" to the process; the PM interface of TM3 may forsake time-consuming investment in slick UIs and an easy user experience for richer, heavily-documented features.

4. **Simplify validation.** Experienced Validators often validate across a holistic map, rather than tile-by-tile. When doing this, the Validator UIs should allow them to select tiles they have reviewed in bulk before marking them "validated", rather than forcing repetetive behaviour. Not only will this make the Validator workflow faster, it will help retain Validators by avoiding tedium.

5. **Provide chat / messaging everywhere.** This way, Validators can guide Mappers directly. This provides a middle-ground between "accept" and "reject" for a Validator deciding if a tile is done correctly, and allows them to provide this feedback earlier. Receiving a "reject" status after

putting effort into a tile is demotivating, particularly for inexperienced Mappers.

6. **Explain tile skills to potential Mappers.** Every tile is a puppy at the pound, waiting for a new owner. The difficult ones require someone with experience and patience. The gentle, easy ones are best saved for someone whose confidence will be boosted by early success. Since most work in HOT is self-selected by Mappers, the best solution to this matching problem is to provide Mappers with as much information as possible. Tags should be searchable/filterable and Mappers should be able to self-identify their skill level (the way one does at a ski hill: Beginner, Moderate, Aggressive) so a helpful list of potential work can be presented to them. The flip side of this user interface is, of course, an easy way for Project Managers to tag and flag available tiles.

7. **Include demos with corresponding tasks.** If a particular tile requires a specific skill (as laid out by the TODO/checklist), the creator of the tile can also include an embedded/linked demo or instruction to help guide new Mappers. The available list of embedded/linked help could be pre-populated with common activities (and their pitfalls) so tile creators could add them easily or even automatically. Project Managers and Administrators could edit this prepopulated list. Examples of instructions and demos include:

   - http://learnosm.org
   - https://youtu.be/Ir-3K0pjwOI?t=6m36s
   - https://www.mapbox.com/blog/tags/openstreetmap-101/

8. **Make better use of Project list screen space.** Sometimes small, inexpensive changes provide huge returns. The Project list screen consumes the right-hand 50% for an introduction to the Tasking Manager, OSM, and HOT. After scrolling past this first screen, this screen real estate is lost.

6 Appendix

6-1 Sample Stories

The sample story list is as follows. Non-functional requirements are prefixed with *[NFR]*.

> *NB: Since one of the Github issues listed is "Consistency in terminology: tasks, tiles, and squares" (https://github.com/hotosm/osm-tasking-manager2/issues/912), we will use "tiles" below to mean all three.*
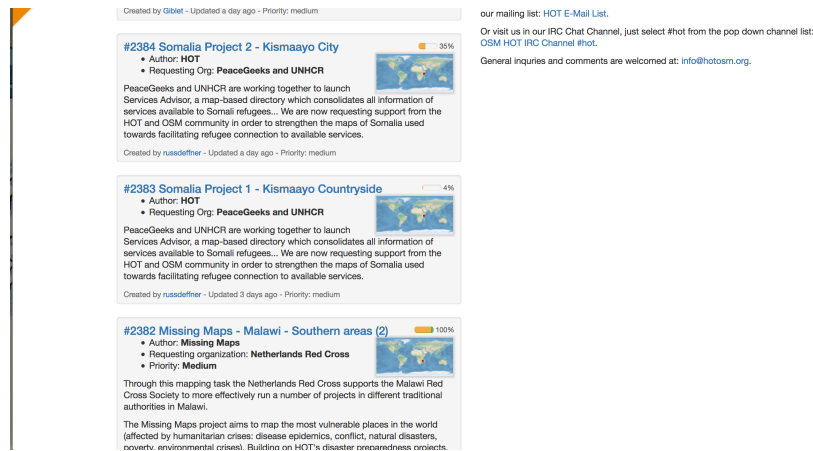
Figure 1: Visual explanation of projects screen real estate

- Validator can query list of hints in TM3 of tiles where OSMA anticipates an error/mistake
- Mapper will be automatically notified when OSMA anticipates a common mistake on the tile the Mapper is currently editing
- PM/Validator can see # of changesets for a Mapper
- PM/Validator can see # of complete tiles for a Mapper
- PM/Validator can see days since account activation for a Mapper
- PM/Validator can see # of days of active mapping for a Mapper
- PM can view an aerial map of historicaly, current, and new project space by geography
- PM can view a map displaying active and historical projects
- PM can clone a project to create a new project with defaults
- PM/Validator can observe changes made by a Mapper in real time to provide early feedback
- Mapper can self-assign a tile to herself
- PM can assign a Mapper to a tile
- PM can mark a Mapper with a "Validator" role for a project
- PM can create a project group
- PM can add/remove projects to/from a project group
- PM can see current and historical project groups
- PM can mark a project group completed
- PM can mark a project completed
- PM can see nearby/intersecting projects on the project creation screen
- PM can see nearby/intersecting projects on the project summary screen
- Mapper can provide in-app feedback about aspects of mapping they find confusing

- Mapper can make a generic request for help to a Validator
- Validator is notified when a Mapper is identified by OSMA as needing help
- Validator can see a prioritized list of tiles requring validation
- Validator sees likely error-prone tiles highlighted by OSMA in the prioritized list of tiles requiring validation
- Validator can send Mapper quick feedback from a predefined set of common issues
- Validating a tile acknowledges the Validator for that task
- Validator can mark a tile validated in JOSM (implies corresponding API)
- Mapper can optionally add an email id to her profile
- Validator feedback is sent to Mapper's email, if available
- [EPIC] TM3 should provide an API for custom analytics queries (See ToR note "Laura O'Grady 12:38 PM Nov 24")
- PM can set expiration period on a tile; tile auto-expires at the end of the period
- PM can assign a difficulty to a tile
- PM will see auto suggestions from OSMA when assigning difficulty to a tile
- Any User can see aggregate analytics on tiles for all of OSM
- Any User can see aggregate analytics on tiles for a project group
- Any User can see aggregate analytics on tiles for a project
- Any User can see aggregate analytics on tiles for a user
- PM can see a list of Mappers for a project
- TM3 should support 100,000 simultaneous users on XYZ hardware (this card may be defined in terms of N users per M hardware nodes, assuming performance tests are published displaying linear horizontal scalability and the failure conditions for horizontal scaling)
- [NFR] Any API user can read a live data stream of activity from TM3
- PM can view a summary of projects & statuses by geographical area
- PM can adjust tile size to accommodate varying complexity/difficulty
- [NFR] Finish pending TM3 API endpoints for existing features (See TM3TC "Goals" 5.)
- Validator can ask a question of a Mapper for tile she is validating
- Mapper can view a TODO/checklist for her current tile
- Mapper can see a prioritized list of task squares available to work on
- [NFR] TM3 must support i18n
- [NFR] Any user can submit a translation or update to a translation for review
- [NFR] Mutating API calls must be authenticated
- Mapper/Validator can request access to a private project
- Mapper can mark a tile as "too cloudy to complete"
- Mapper can mark a tile as "imagery insufficient to complete"

- Mapper must review & certify TODO/checklist complete to mark tile as "done"
- Mapper can stop working on a tile to unlock it without marking it "done"
- Any User can subscribe to notifications for all comments made on a tile
- Mapper receives a "Welcome to HOT mapping" email upon first login
- Mapper receives a buffer around tile area when beginning work on a new tile

6-2 Sample Timeline

[REPLACE THIS / ADD FAKE TIMELINE]

The cards in the above list are not of a consistent size. "TM3 should provide an API for custom analytics queries", for example, is marked "[EPIC]" because it is substantially larger than all the other cards in the list. Before delivering such a card, it would need to be broken down into relatively similar-sized cards (to each other and to all other cards in the list). If the team finds it difficult to apportion cards in roughly similar sizes, cards may be given relative estimates, in abstract points: 1, 2, and 3. "1" describes a nearly-trivial task. "2" is the preferred difficulty for most cards. "3" represents work which cannot be subdivided into cards of size 1 or 2.

For this exercise, let's assume we were able to apportion cards of roughly equivalent size for all 58 cards above. The aforementioned API epic, "Validator can mark a tile validated in JOSM", "TM3 should support 100,000 simultaneous users", and "[NFR] TM3 must support i18n" are all obviously larger cards. Let's assume these 4 cards are broken down into 16 smaller cards we consider roughly equivalent to the rest of the list. If we provide the prioritized list to the software team, they can then plug cards into the first few weeks of development to estimate their week-on-week accomplishments. Say the first week fits 5 cards, the second week 7, and the third week 6. The sizing of effort in this exercise is fine-grained enough to be possible for a human being to estimate but coarse-grained enough to be meaningful on the 4-month project timeline. Our 70 cards will take 12 weeks to complete, leaving 4 weeks buffer for scope creep, underestimation, manual QA, and inefficiencies in the overall feedback process.

Obviously the real Inception exercise will be much more involved and collaborative. We hope this provides some insight as to how we would go about it, however.