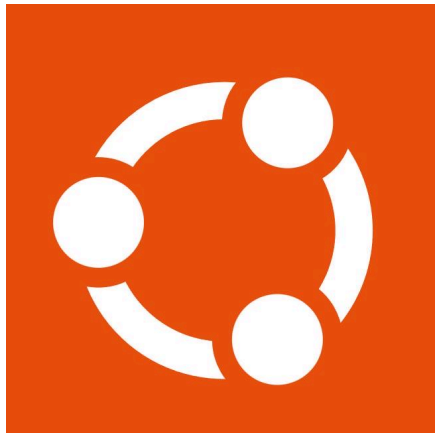
Importance of Measuring Trust in Organizations and Improving Trust Through Community Presence

Nov 5th, 2023



Aparna Sundar and Kris Freedain

Introductions

Aparna Sundar is a Senior Researcher at OpenSearch Project. She has over 20 years of experience in the field of research and design and actively publishes in the cognitive science domain.

Kris Freedain (he/him) is the Community Manager for the OpenSearch Project. He has decades of experience in tech, but finds connecting people to be the most fulfilling part of being a community professional.

Our employer: AWS. Not speaking on behalf of them. Our opinions are our own.

Agenda

- Trust in open source
- Recommendations to enhance community trust
- Metrics, Quarterly Survey 2023, Findings
- Importance of trust for OpenSearch Project and Amazon
- Practical involvement in community and recommendations

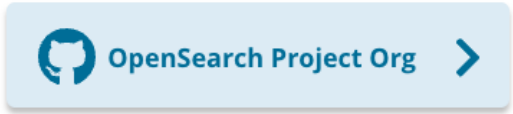
OpenSearch Project

Find the truth within your data

OpenSearch is the flexible, scalable, open-source way to build solutions for data-intensive applications. Explore, enrich, and visualize your data with built-in performance, developer-friendly tools, and powerful integrations for machine learning, data processing, and more.

DOWNLOAD OPENSEARCH

CHECK OUT GITHUB



Current Version: 2.11.0 / Oct 16, 2023

Agenda

- **Trust in open source**
- Recommendations to enhance community trust
- Metrics, Quarterly Survey 2023, Findings
- Importance of trust for OpenSearch Project and Amazon
- Practical involvement in community and recommendations

Don’t trust open-source software. It’s inherently insecure.

Nick Felker · Follow

5 min read · Dec 11, 2021

325 19

The opinions stated here are my own, not those of my company.

Trust in open source

Challenges of trusting free software

Vulnerability

Lack of legal obligations

Lack of security expertise

Excess focus on features and functionality

No backing

Agenda

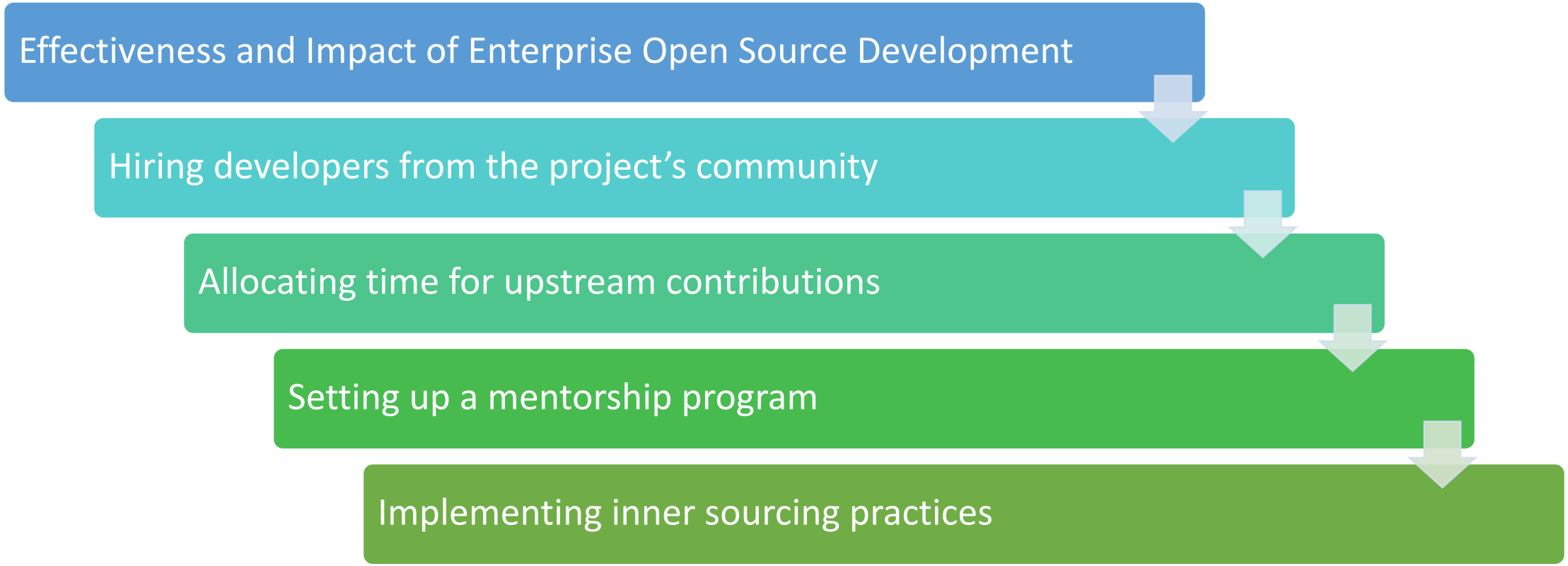
- Trust in open source
- **Recommendations to enhance community trust**
- Metrics, Quarterly Survey 2023, Findings
- Importance of trust for OpenSearch Project and Amazon
- Practical involvement in community and recommendations

Recommendations to enhance community trust

OPENNESS

INVITE OTHERS TO JOIN, AND
ENABLE THEM WHERE POSSIBLE

Linux Research Foundation



Agenda

- Trust in open source
- Recommendations to enhance community trust
- **Metrics, Quarterly Survey 2023, Findings**
- Importance of trust for OpenSearch Project and Amazon
- Practical involvement in community and recommendations

Metrics

Scale by KDPaine & Partners

6 Factors:

- Dependability (4; α =.89)
- Control Mutuality (3; α =.96)
- Commitment (5; α =.94)
- Satisfaction (5; α =.95)
- Communal Relationships (2; α =.77)
- Exchange Relationships (single item measure)

Quarterly Survey 2023 Q3

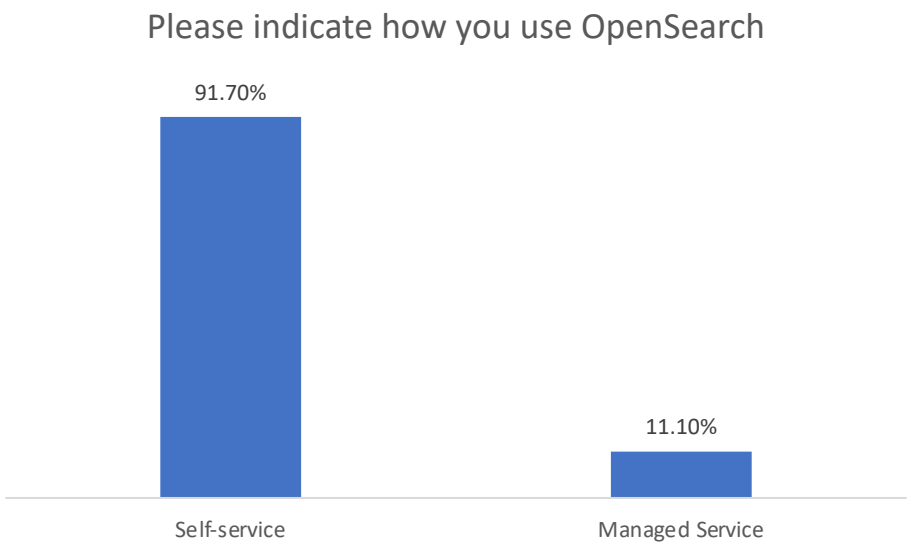
Survey on OpenSearch.org in 2023 Q3

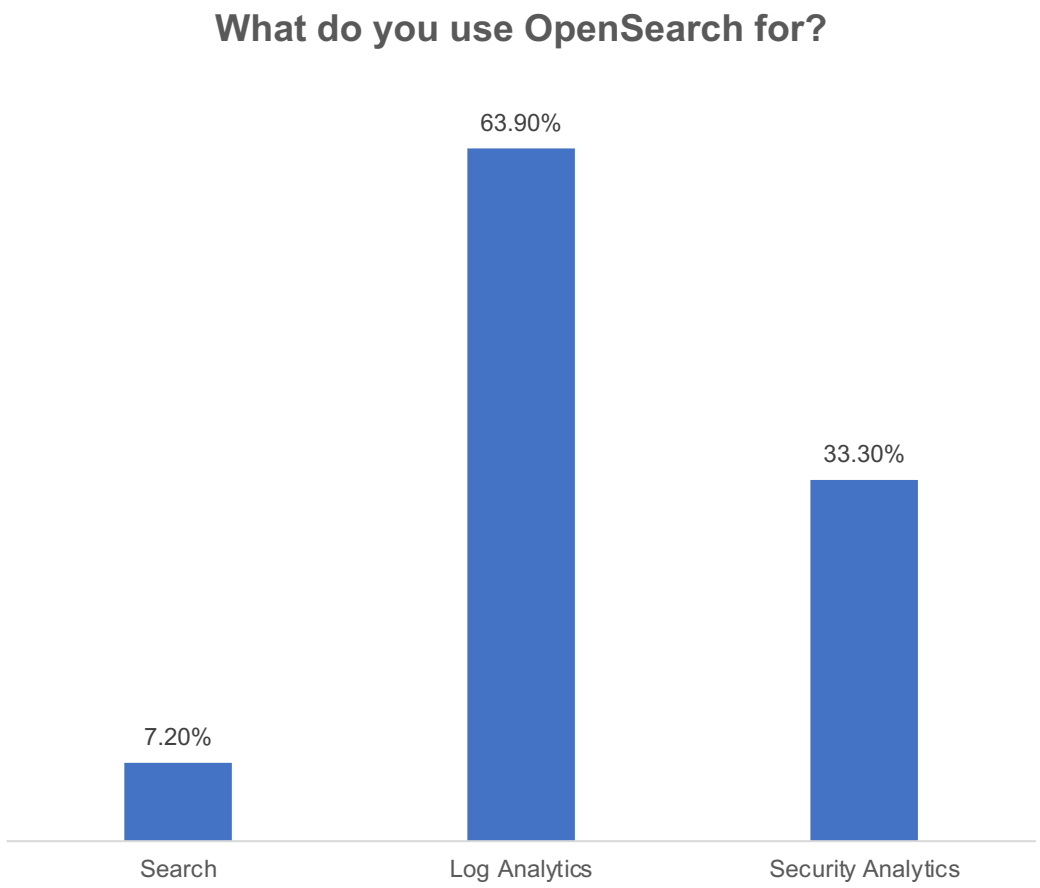
Recruitment on website, partner newsletters and community meetings

36 community members participated

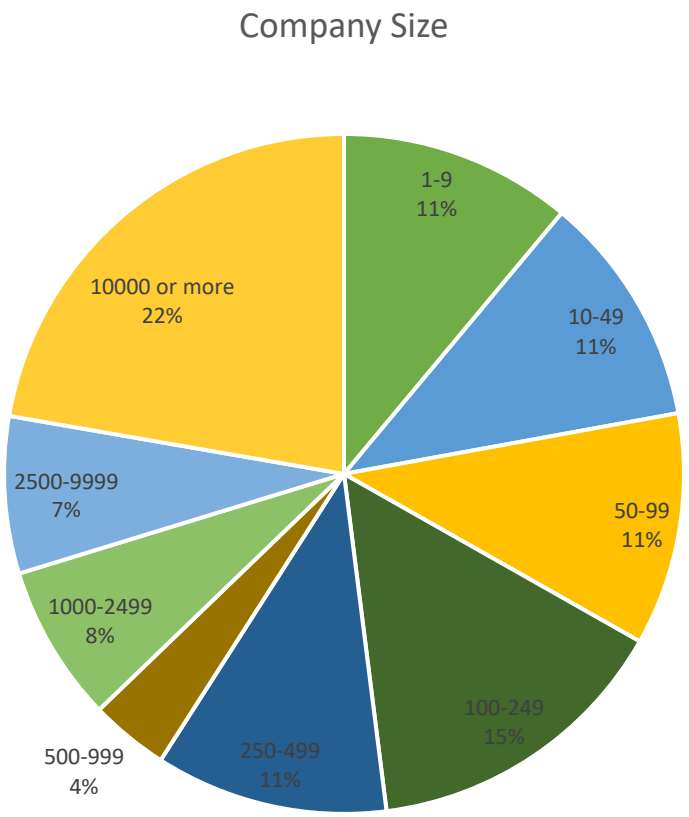
Sample Information

- NPS: 64 as compared to 57.8 in Q1 and 30.9 in Q2





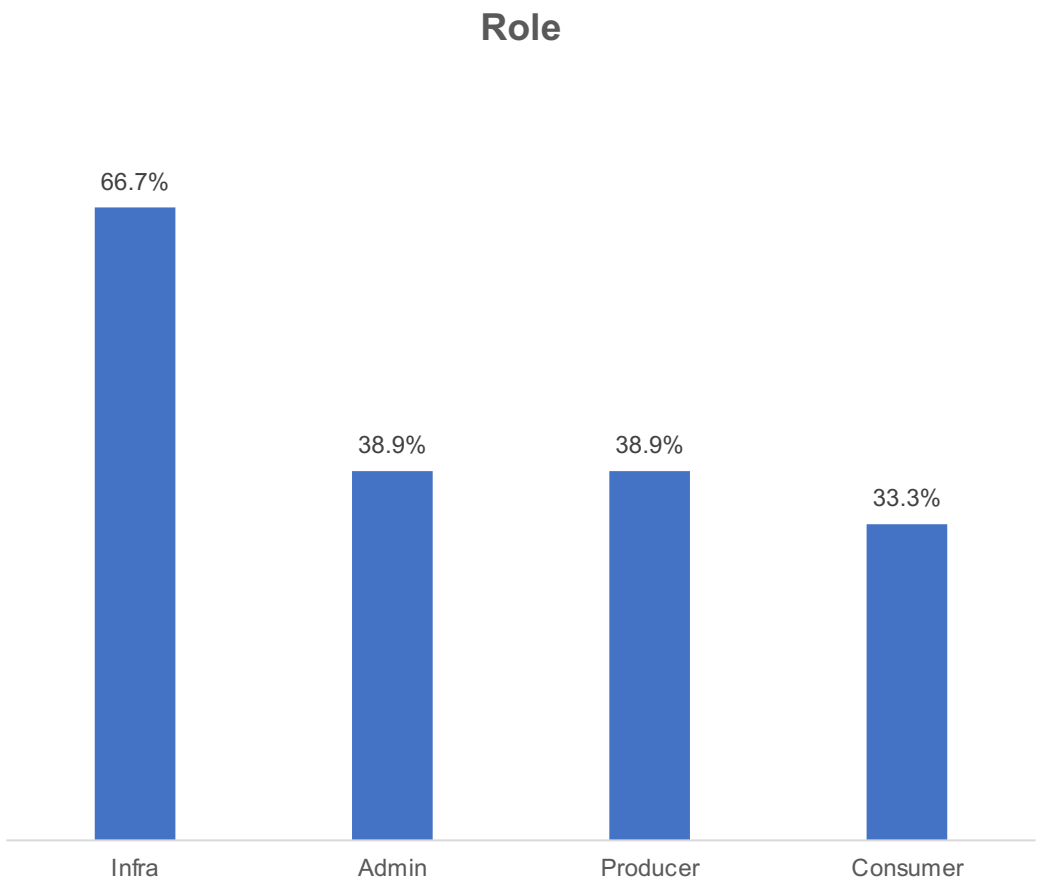
Sample Information



Other information captured

- How do you use OpenSearch?
- Plugins you use in conjunction with OpenSearch
- Who is your user or end customer?
- Version of OpenSearch you currently use

Sample Information



OpenSearch OpenSearchCon Download About Community Docum

Blog

OpenSearch Project Q1 community survey results

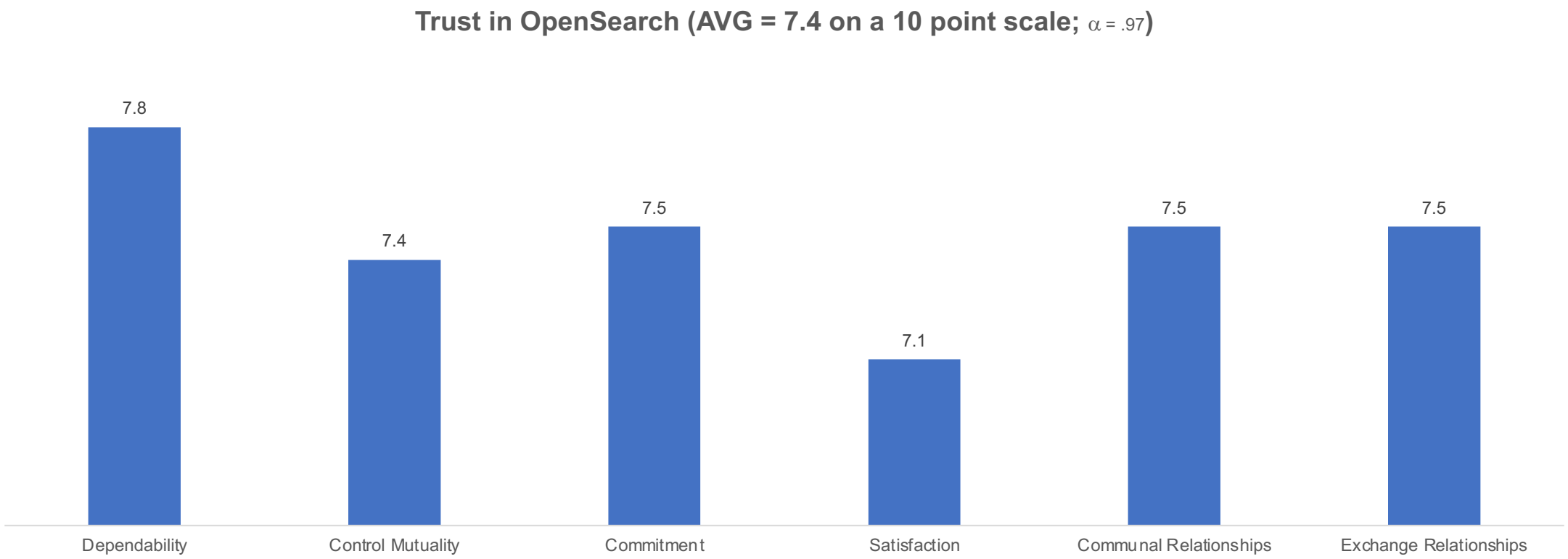
Sun, Mar 12, 2023 · *Aparna Sundar*

Thank you to the OpenSearch community members who responded to our Q1 community survey! Our first quarterly survey focused on understanding who our users are, what they use OpenSearch for, and establishing a baseline for how they feel about the current OpenSearch user experience. We are thrilled to report a net promoter score (NPS) of **57.8** and a UX health score of **77.2**, with **97** community members taking part in the survey.

We've recently launched a research program in order to get a holistic view of the OpenSearch user experience. The program is designed to evaluate a user's journey comprehensively using various research methodologies, including a quarterly survey. In addition to quarterly surveys, we also use "deep dives," which are qualitative

- Users identified with four roles in OpenSearch:
  - *Infrastructure Setup* – Responsible for deploying OpenSearch, for allocation of resources, responsible for allocation of initial resources, and any action that impacts the billing and usage of resources
  - *OpenSearch Admin* – Responsible for asset and user management
  - *Dashboard Creator or Data Producer* – Responsible for preparing data or dashboards for their own use or end user consumption
  - *Dashboard or Data Consumer* – Responsible for consuming data or dashboards

Findings


Trust in OpenSearch (AVG = 7.4 on a 10 point scale; α = .97)
7.8
7.4
7.5
7.1
7.5
7.5
Dependability
Control Mutuality
Commitment
Satisfaction
Communal Relationships
Exchange Relationships

Findings

In your own words what do you dislike about the OpenSearch community?

- The project is not Apache or cncf or Linux
- that is not written in something like go which is less resource intensive
- Some maintainers are not empathic with requests - which only stands in contrast to how there are some amazing maintainers Not real beginner friendly like most open source communities.
- Not much. I'm not sure what the roadmap is, and not sure how much non-AWS involvement there is toward the platform.
- Most of the community meetings happens in the USA TZ(which is not feasible for folks in Asia), and there is not a good program to reward the community members for their efforts
- it is sometimes hard to discover the purpose of new features when you have no knowledge of the field (e.g. logs vs traces, but I might have missed a blog post)
- It is a less-functional rip-off of <*something else*> from what I can tell. It is extremely frustrating and difficult to get answers from the community.
- It feels overly confusing. Too many versions, too many "this thing is sorta like that, but it's a fork". It's just too spread out.
- Due to the "small" size, a lot of problems I still look up in <*a different*> forum
- Amazon is investing a lot in the solution. This is fantastic but also a risk. It would be better if there are more significant contributors.

Findings

In your own words what do you like about the OpenSearch community?

- Usually very friendly & quick to reply in slack.
- That you rescued it from <*someone else*>
- Responsive, friendly, open
- Openness, and good collaboration
- It is welcoming and I have feedback from the maintainers when I submit issues
- It feels open and inviting
- How it attempts to be helpful
- Functionality, open meetings, the devs at Amazon
- Community members on slack are helpful

Agenda

- Trust in open source
- Recommendations to enhance community trust
- Metrics, Quarterly Survey 2023, Findings
- **Importance of trust for OpenSearch Project and Amazon**
- Practical involvement in community and recommendations

Importance of trust for OpenSearch Project and Amazon

‘Earn Trust’ as a Leadership Principle

- Listen attentively, treat others respectfully, and always show respect for diverse perspectives
- Vocally self-critical, even when doing so is awkward or embarrassing.
- Work towards a common goal as equals

- OSPO
- Open Source Strategy & Marketing (OSSM)

Importance of trust for OpenSearch Project and Amazon

- Code of Conduct
  - https://github.com/opensearch-project/.github/blob/main/CODE_OF_CONDUCT.md
- MAINTAINER ladder (and responsibilities)
  - https://github.com/opensearch-project/.github/blob/main/MAINTAINERS.md
  - https://github.com/opensearch-project/.github/blob/main/RESPONSIBILITIES.md
- Simple path to onboard to the community
  - https://github.com/opensearch-project/.github/blob/main/ONBOARDING.md

Agenda

- Trust in open source
- Recommendations to enhance community trust
- Metrics, Quarterly Survey 2023, Findings
- Importance of trust for OpenSearch Project and Amazon
- **Practical involvement in community and recommendations**

Practical involvement in community and recommendations

Community Meetings

Dev Triage Meetings

Blogging & Social

Forum & Slack

Document how to get involved

User Groups & Conferences

Practical involvement in community and recommendations

Community Meetings

OpenSearch Community Meeting - 2023-10-31

Online

Join us for our online community meeting.

Meeting topics and passcode are listed in the collaborative agenda on the forum.

Feel free to comment on the agenda before the meeting if you want to add an item or have a question. Would you like to present? Reach out on the forumn thread - we welcome community presentations.

After the meeting, we will post the chat log and any meeting notes. We welcome you to keep the conversation going on the forum.

By joining the OpenSearch Community Meeting, you grar film, photograph, and capture your voice and image dur "Recordings"). You grant to us an irrevocable, nonexclusi to use, reproduce, modify, distribute, and translate, for c Materials. For example, we may distribute Recordings or

In your time zone (America/Los_Angeles)

Date: 10/31/2023
Time: 8:00:00 AM

Join on Meetup

OpenSearch Community Meeting - 2023-1031

Hosted By
Kris F.

Details

OpenSearch Community Meeting

Join Zoom Meeting

https://us02web.zoom.us/j/89425352972

Meeting ID: 894 2535 2972

Please see this week's Agenda for the required passcode

One tap mobile

+12532050468,,89425352972# US

+12532158782,,89425352972# US (Tacoma)

Organizer tools

OpenSearch Meetup Group
Public group

Tuesday, October 31, 2023 at 8:00 AM to Tuesday, October 31, 2023 at 9:00 AM PDT
Add to calendar

Online event
https://us02web.zoom.us/j/89425352972

OpenSearch Community Meeting October 17, 2023

OpenSearch
1.04K subscribers
Analytics
Edit video
0
Share
Clip
Save

Practical involvement in community and recommendations

Dev Triage Meetings

security / TRIAGING.md

peternied Add triage agenda items for waiting on quorum and member requests (#3263

Preview | Code | Blame | 79 lines (45 loc) · 7.81 KB

OpenSearch

The maintainers of the OpenSearch-Security Repo seek to promote an inclusive and engaged community of contributors. In order to facilitate this, weekly triage meetings are open-to-all and attendance is encouraged for anyone who hopes to contribute, discuss an issue, or learn more about the project. To learn more about contributing to the OpenSearch-security Repo visit the Contributing documentation.

Do I need to attend for my issue to be addressed/triaged?

Attendance is not required for your issue to be triaged or addressed. All new issues are triaged weekly.

What happens if my issue does not get covered this time?

Each meeting we seek to address all new issues. However, should we run out of time before your issue is discussed, you are always welcome to attend the next meeting or to follow up on the issue post itself.

How do I join the Backlog & Triage meeting?

Meetings are hosted regularly at 3 PM Eastern Time (Noon Pacific Time) and can be joined via the links posted on the Upcoming Events webpage.

Development Backlog & Triage Meeting - Security - 2023-10-30

Online

Join the OpenSearch Security team for their next backlog & triage planning meeting.

(hosts: Dave Lago, Peter Nied, & Stephen Crawford)

Agenda:

Triage issues *(add the triaged label once reviewed/ready. They can be also labelled as sprint backlog if we are looking to queueing them up next, or good first issue / help wanted when appropriate.)*

- Backend security
- Dashboards security

In your time zone (America/Los_Angeles)

Date: 10/30/2023
Time: 12:00:00 PM

Join on Meetup

Practical involvement in community and recommendations

Blogging & Social

Blog

Introducing concurrent segment search in OpenSearch

Wed, Oct 18, 2023 · *Andriy Redko, Sorabh Hamirwasia*

OpenSearch is a scalable, flexible, and extensible open-source search and analytics engine. It is built on top of Apache Lucene and uses its powerful capabilities to ingest user data and serve search requests with latency in milliseconds.

Users are always looking for ways to improve their search performance. For latency-sensitive use cases, users are fine with scaling their clusters for improved latency at the cost of adding more resources. There are also users who already have available resources in their cluster and are still unable to improve the latency of their search requests. Apache Lucene constantly improves the search algorithms and heuristics, nprovements into its engine. Some of them are straightforward ficant system redesign. Concurrent segment search is a feature that ves search latency across a variety of workload types.

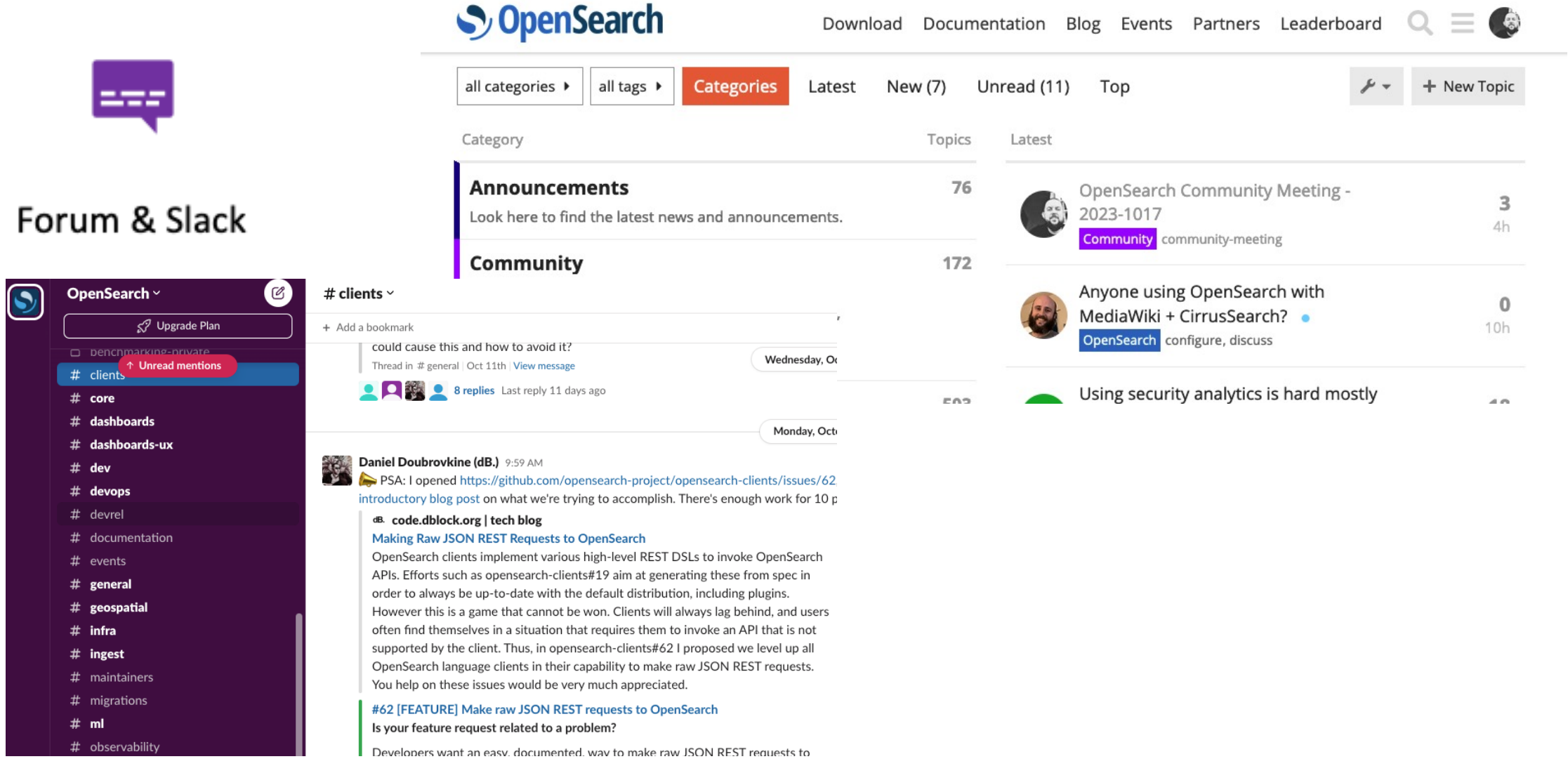
Andriy Redko

Andriy Redko is a seasoned software developer with a great passion to code, extensively working with JVM platform using Java, Groovy, Scala as well as other languages and technologies (Ruby, Grails, Play!, Akka, MySQL, PostreSQL, MongoDB, Redis, JUnit, etc.).

reta

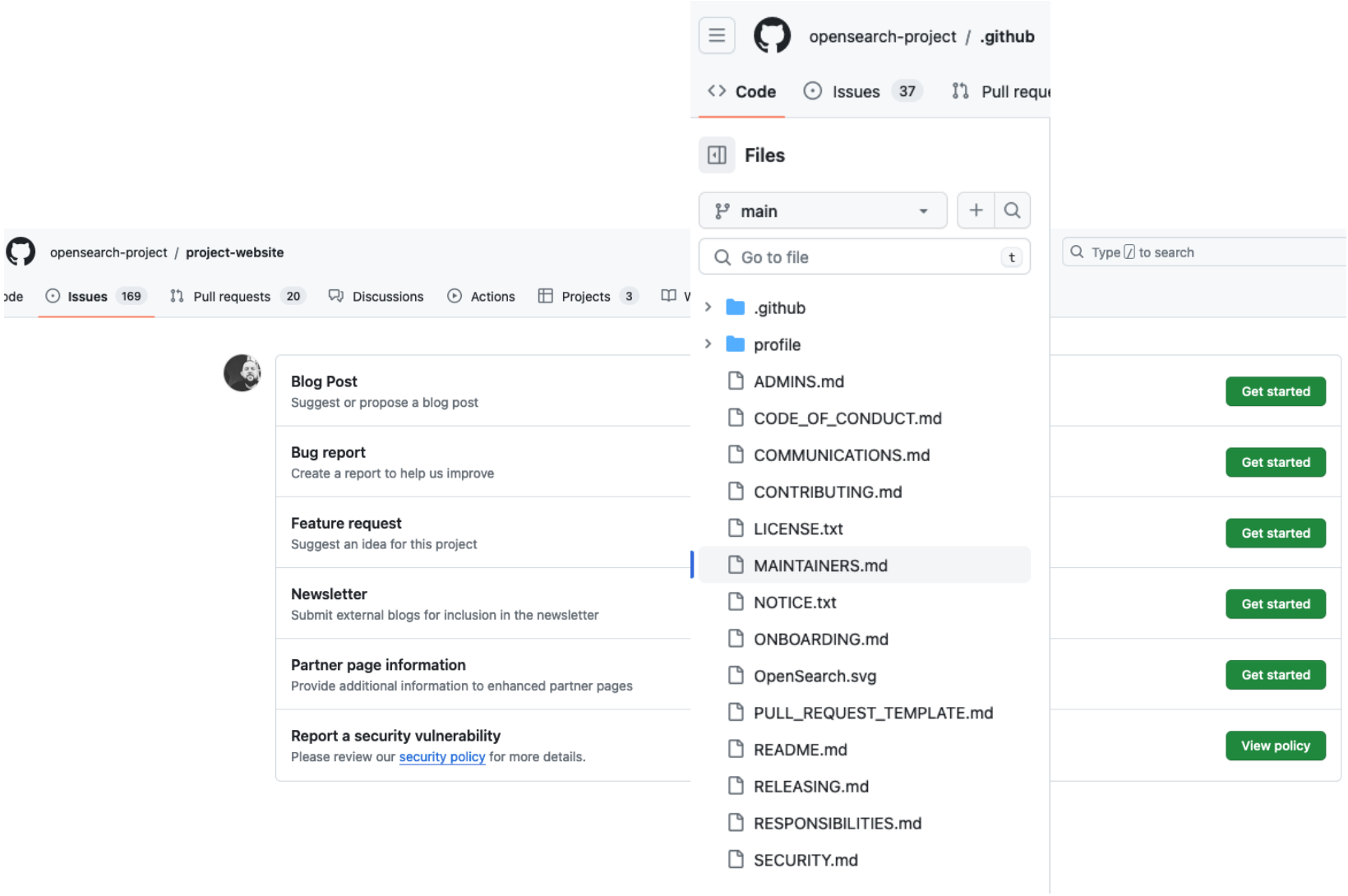
Practical involvement in community and recommendations

Forum & Slack



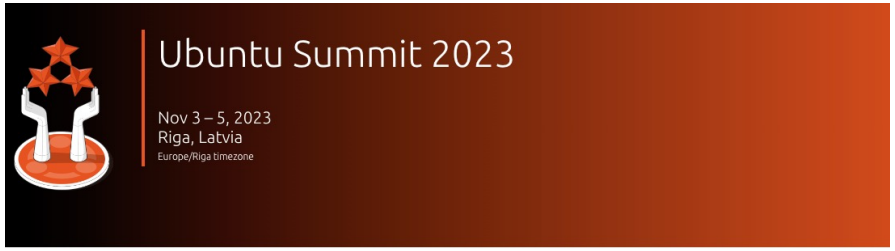
Practical involvement in community and recommendations

Document how to get involved



Practical involvement in community and recommendations

User Groups &
Conferences



Importance of Measuring Trust in Organizations and How Community Presence can Help

Nov 5, 2023, 10:00 AM
25m
Omega 2 – Plenary (Radisson Blu Latvija)

Talk (25 Minutes)

Speakers

Dr Aparna Sundar (She/her)
OpenSearch Project

Kris Freedain (he/him)

Learn Vector Search "the Hard Way" with Doug Turnbull-Chicago Search Community

Hosted By
Joel M.

Details

Hello Chicago Search Enthusiasts,

We are thrilled to invite you to the next Search Community Chicago event featuring a renowned expert in the field, Doug Turnbull.

Topic: *Learning Vector Search the Hard Way*

Doug Turnbull's presentation will delve into the intricacies of "Learning Vector Search the Hard Way."

Doug is one of the authors of AI-Powered Search and Relevant Search. Come learn from one of the leading experts in search!

We will meet at The Studio at The Franklin 227 W Monroe St, 21st floor, Chicago. **You will need to RSVP with an email to get a QR code to enter.**

Agenda:

- **6:00 PM - 6:20 PM:** Networ
- **6:20 PM - 7:20 PM:** Present

Copy event

Organizer tools

Chicago Search Community - OpenSearch - Elasticsearch
Public group

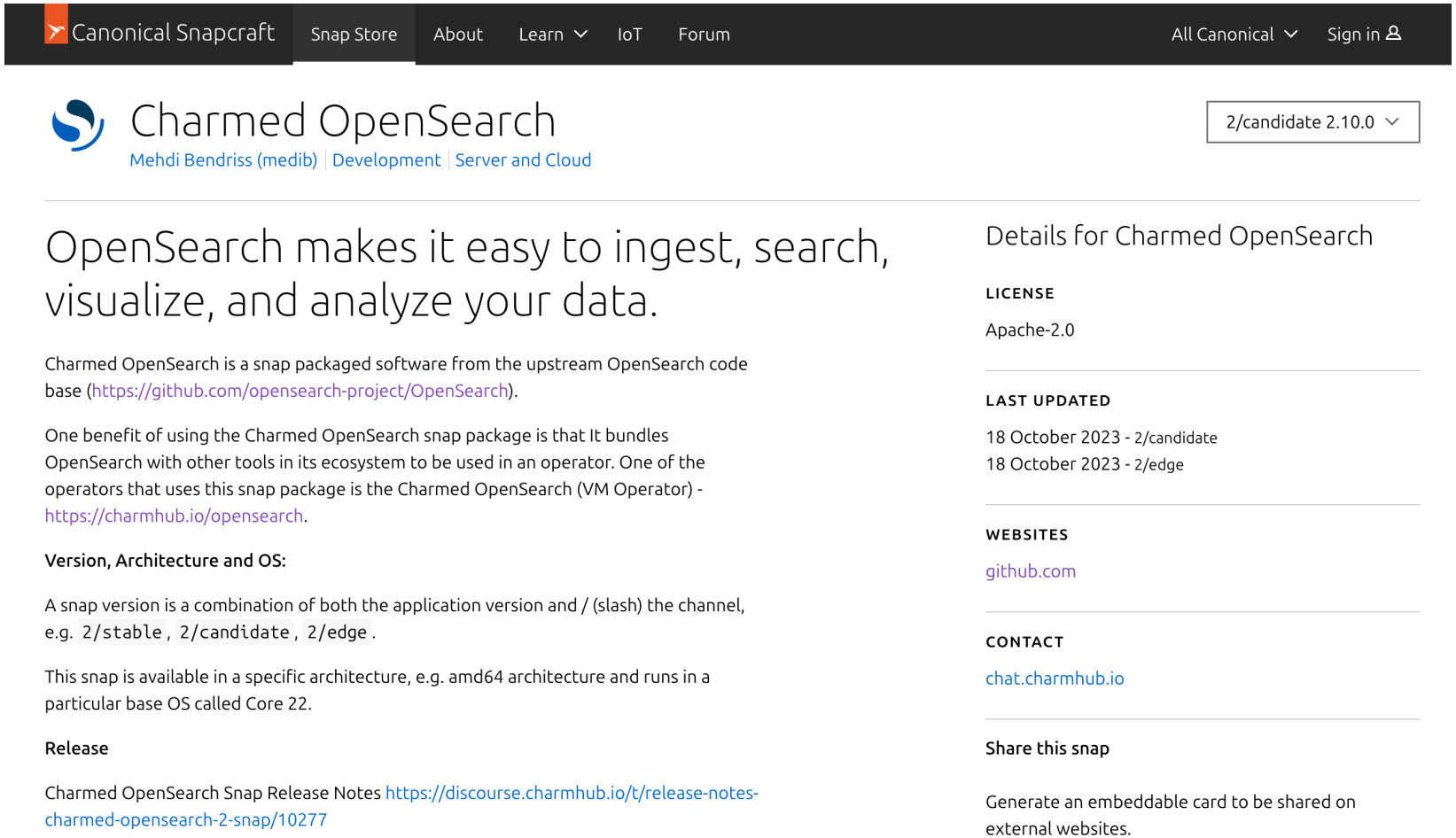
Tuesday, September 5, 2023 at 6:00 PM to Tuesday, September 5, 2023 at 8:00 PM CDT
Add to calendar

227 W Monroe St 21st floor
227 W Monroe St 21st floor · Chicago,

Try OpenSearch - https://snapcraft.io/opensearch

Our Canonical friends working on OpenSearch

Michelle Tabirao
Mehdi Bendriss
Pedro Guimarães
Mykola Marzhan



Thank you – let's connect

Aparna Sundar

https://www.linkedin.com/in/aparnasundar

https://twitter.com/asundartweets

https://github.com/apasun

https://opensearch.org/authors/apasun/

Kris Freedain

https://www.linkedin.com/in/krisfreedain

https://fosstodon.org/@krisfreedain

https://github.com/krisfreedain

https://opensearch.org/authors/krisfreedain/

Appendix: Scale Items

Dependability

- When OpenSearch makes an important decision, I know it is concerned about the community
- I feel confident at OpenSearch's skills
- I think OpenSearch has the ability to accomplish what it says it will do
- I do not have to watch OpenSearch closely, as I know it will do the right thing

Control Mutuality

- OpenSearch and people like me are attentive to what we each say
- OpenSearch really listens to what people like me have to say
- When I have an opportunity to interact with OpenSearch, I feel that I have some sense of control over the situation

Commitment

- I feel OpenSearch is trying to maintain a long-term commitment with individuals like me
- Compared to other organizations, I value my relationship with OpenSearch more
- There is a long-lasting bond between OpenSearch and people like me
- I would rather work with OpenSearch rather than not
- I feel a sense of loyalty to OpenSearch

Satisfaction

- I am happy with OpenSearch
- Both OpenSearch and people like me benefit from the relationship
- People like me are happy in their interactions with OpenSearch
- Generally speaking, I am pleased with the relationship OpenSearch has established with people like me
- I feel people like me are important to OpenSearch

Communal Relationships

- OpenSearch is concerned about people like me
- OpenSearch helps people like me without expecting anything in return

Exchange Relationships

- When I see what OpenSearch has done, I feel compelled to contribute to the community

Appendix: Scale Items

Dependability

- When OpenSearch makes an important decision, I know it is concerned about the community
- I feel confident at OpenSearch's skills
- I think OpenSearch has the ability to accomplish what it says it will do
- I do not have to watch OpenSearch closely, as I know it will do the right thing

Control Mutuality

- OpenSearch and people like me are attentive to what we each say
- OpenSearch really listens to what people like me have to say
- When I have an opportunity to interact with OpenSearch, I feel that I have some sense of control over the situation

Commitment

- I feel OpenSearch is trying to maintain a long-term commitment with individuals like me
- Compared to other organizations, I value my relationship with OpenSearch more
- There is a long-lasting bond between OpenSearch and people like me
- I would rather work with OpenSearch rather than not
- I feel a sense of loyalty to OpenSearch

Satisfaction

- I am happy with OpenSearch
- Both OpenSearch and people like me benefit from the relationship
- People like me are happy in their interactions with OpenSearch
- Generally speaking, I am pleased with the relationship OpenSearch has established with people like me
- I feel people like me are important to OpenSearch

Communal Relationships

- OpenSearch is concerned about people like me
- OpenSearch helps people like me without expecting anything in return

Exchange Relationships

- When I see what OpenSearch has done, I feel compelled to contribute to the community