Red Hat Communities of Practice

Open Insurance Day

Basel, May 8th 2019

Chris Jenkins

Principal Architect

Red Hat

Who Am I ... ?

Chris Jenkins, Principal Architect in the EMEA Office of Technology

Started working on Unix systems back in 1990 (yes, I am really that old!)

Over 6 years at Red Hat

Open Source Evangelist

Split Brain between multiple roles

Community of Practice Manager for the Open Source Enablement CoP

What is a Community ... ?

In open organizations a community is comprised of:

Shared values and principles that inform decision-making and assessment processes are clear and obvious to members.

People feel equipped and empowered to make meaningful contributions to collaborative work.

Leaders mentor others and demonstrate strong accountability to the group by modeling shared values and principles.

People have a common language and work together to ensure that ideas do not get "lost in translation," and they are comfortable sharing their knowledge and stories to further the group's work.

When a community has the same goals, they form a Community of Practice (CoP)

What is a CoP ... ?

**In open organizations a community of comprised of:**

A group of people who share a craft or a profession.

May evolve naturally because of the members' common interest in a particular area.

May be created deliberately with the goal of gaining knowledge related to a specific field.

Serve a purpose in addition to bringing people together with a common interest.

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What are the goals … ?
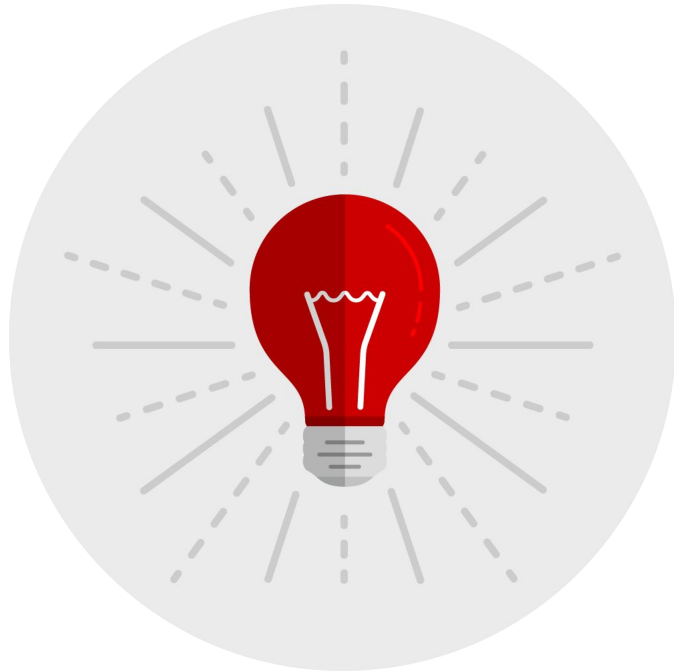
Hone Skills
Personal -> Community -> Organization -> and Beyond!
(https://github.com/redhat-cop/)

Share knowledge
Discover new patterns, ways of working and provide best practices to others
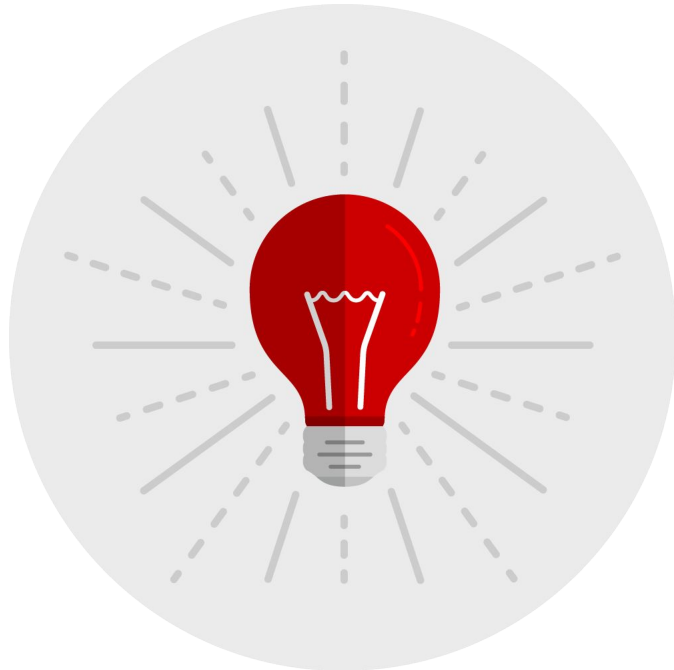
Collaborate
Engage with other teams to learn and promote ideas

Meet-Up
Bi-weekly calls and an annual CoP Summit

What are the goals ... ?

Requests for information
Help other associates find information

Reusing assets
Why re-invent the wheel? Keep 'stuff' in one place which can be accessed by everybody

Discuss developments
Upgrade to version x.y? New feature set in product, etc

Produce Metrics
Just because it's "cool" doesn't mean it's productive!

Mission Statement

Red Hat Technical Communities of Practice (CoPs) are internal, global communities comprised of all roles across Red Hat collaborating and sharing best practices to promote adoption and enablement of Red Hat products and solutions, while ensuring customer excellence throughout delivery

Red Hat CoPs

4

Groups of CoPs

Productivity & Methodology CoPs

Infrastructure & Cloud CoPs

Cross-Technology CoPs

Middleware & Application CoPs

18

CoPs

And growing every year!

50+

Cop Managers

Across every Red Hat Geo with over 5,000 members

Metrics

(March 2019)

6913	1018	2673
Total Pieces of Content added	**Blogs added**	**Active Users**

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Our CoPs

Productivity & Methodology CoPs

Agile & DevOps Community of Practice
Customer-Facing Project Management
Open Source Enablement
Proposalpedia

Infrastructure & Cloud CoPs

Automation
Cloud Orchestration Platforms
Containers & PaaS
Core Management
OpenStack
Storage

Cross-Technology CoPs

Product Performance & Scale
Security
Microservices

Middleware & Application CoPs

BRMS and BPM
Integration
JBoss Data Grid & JBoss Data Virtualization
App Modernization & Migration
Mobile

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CoP Membership
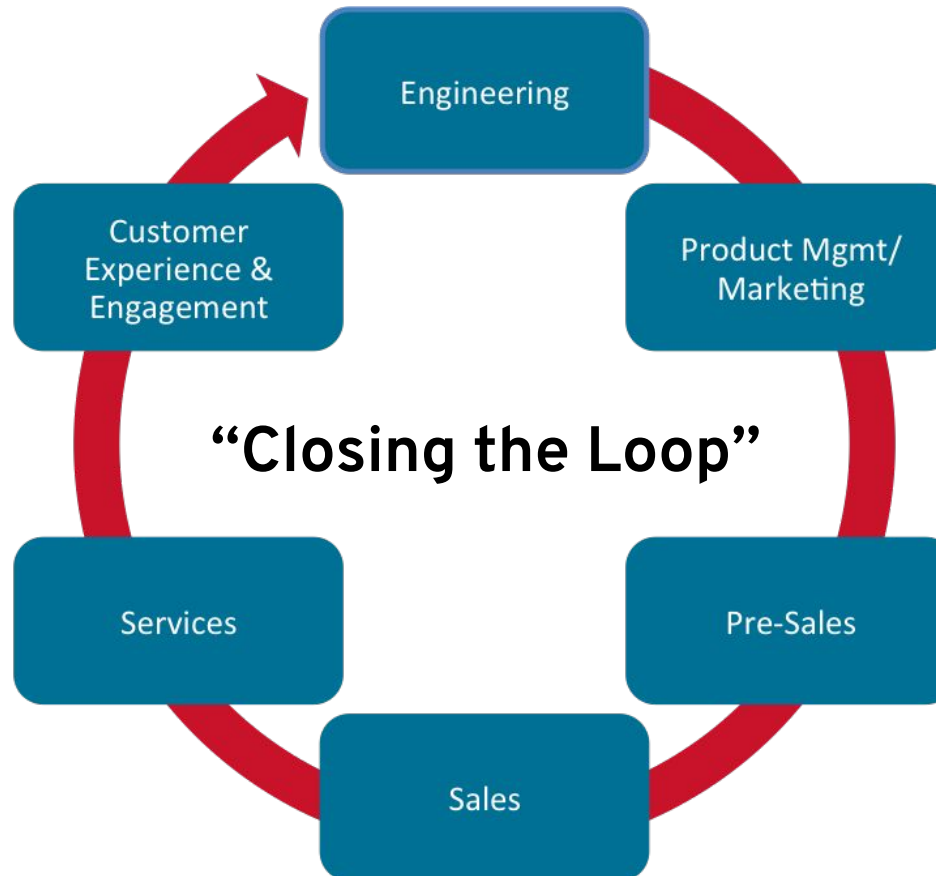
External Links

- Current collaborative site is internal to Red Hat as it contains customer information.

- But we still share …

https://github.com/orgs/redhat-cop

https://openpracticelibrary.com/

Starting a CoP

Before the Community of Practice (CoP), comes the Community of Interest (CoI)

- A community of people who share a common interest or passion

- So they get together (online or in-person) to talk about this interesting topic

- The main objective is to connect and share

- Very informal but very informative

- The first step to becoming a CoP

CoI or CoP … ?

	Community of Interest	Community of Practice
Mission & Vision	✔	✔
Clear objectives	✘	✔
Connecting People	✔	✔
Sharing knowledge	✔	✔
Learning about the topic	✔	✔
Chatting/Q&A	✔	✔
Role or Technical Enablement	✘	✔
Hosting, managing & disseminating content	✘	✔

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Ninja Program (aka Metrics v2.0)

COMMUNITIES OF PRACTICE
NINJA PROGRAM

The Ninja program is an incentive program to get reward and recognize contributors to the Communities of Practice.

BLUE BELT
5 POINTS

What you get:
- L1 Contributor Badge
- 25 Reward Zone Points
- Name on our "Wall of Ninjas"

GRAY BELT
20 POINTS

What you get:
- L2 Contributor Badge
- 50 Reward Zone Points
- Promote Name/Picture

RED BELT
40 POINTS

What you get:
- L3 Contributor Badge
- 75 Reward Zone Points
- Promote Name/Picture

BLACK BELT
75 POINTS

What you get:
- L4 Contributor Badge
- 100 Reward Zone Points
- Promote Name/Picture

"Start learning from zero, and there is no end to the number of techniques that will emerge."
- Masaaki Hatsumi

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Ninja Admin Dashboard

Key Takeaways

Communities of Practice
Productive, informative, collaborative.

Transparency
Freely sharing data, decisions & work

Inclusivity
Inviting multiple diverse perspectives into the dialog

Adaptability
Short feedback loops for individuals to affect real change

Collaboration
Joint work efforts produce better results

Community
Shared values guide participation & action

Meritocracy
All voices are heard

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Q & A

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Thank You

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Mojo Metrics Dashboard

https://docs.google.com/spreadsheets/d/15epvqProGREjECHRh6SAIYkF96krhYTeG3FV_Rcu4aU/edit#gid=1511864840

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