Please MAKE A COPY of this document before proceeding.

Hopin Resources for Speakers*

Before your session:

- Check your network connectivity and browser compatibility
- Sign up for a Hopin demo or contact us at blinkon@chromium.org with questions

Additional resources:

- Hopin Knowledge Center
- Quick Troubleshooting Reference Guide
- Sessions Tutorial - During the Event
- Tips for Speaking in and Moderating Sessions
  - Your session is an Open Session (anyone can participate on screen)

** Please note that this slide is for speakers only. Please feel free to delete this slide before sharing.*

Breakout Session Instructions*

To join your session:

- Head to the calendar invite or the Sessions tab in Hopin and find the Session you'll be hosting
- Click Share Audio and Video in the center of the Session screen
    - If you haven't allowed access to your camera or mic in the event, you'll be prompted to do so. Once you see yourself on screen, you're live to your audience.

To share your screen:

- Click the Screen sharing icon at the bottom of the page
- Switch to Chrome Tab on the popup window and choose the required browser tab
- Check the Share audio box
- Click Share to start sharing

Your session will be automatically recorded.

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Empathetic bug triage & prioritization

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Google

2022-05-18

PART I - Triage

People have feelings…

A new bug report appears

Status -> Available

Priority -> P3

Status -> WontFix

“This is working as expected”

A new bug report appears

“Hi X,

Thanks for the bug report, and clear reproducible test-case.”

“Hi X,

Thanks for the bug report.”

A new bug report appears

“Hi X,

Thanks for the bug report, and clear reproducible test-case.”

“This class of issue is a known problem in our engine. I’ll mark this blocking on issue X which should address this type of problem”.

A new bug report appears

“Hi X,

Thanks for the bug report, and clear reproducible test-case.”

“Unfortunately this is working as expected, this occurs due to X, Y, Z”.

“A potential mitigation you could apply is by doing A, B, C instead”.

-> WontFix

Sometimes our process helps!

<triage>

“Able to reproduce the issue on reported chrome version….”

“CHANGELOG URL: https://chromium.googlesource.com/chromium/src/+log/….”

Sometimes our process hurts!

“This issue has been Available for over a year. If it's no longer important or seems unlikely to be fixed, please consider closing it out. If it is important, please re-triage the issue.”

“Hi - this bug is important - that’s why I filed it in the first place.”

PART II - Prioritization & Quality

“LETS GO TO BUSINESS SCHOOL!”

People have feelings…

All models are wrong, but some are useful

1. “Must Have”

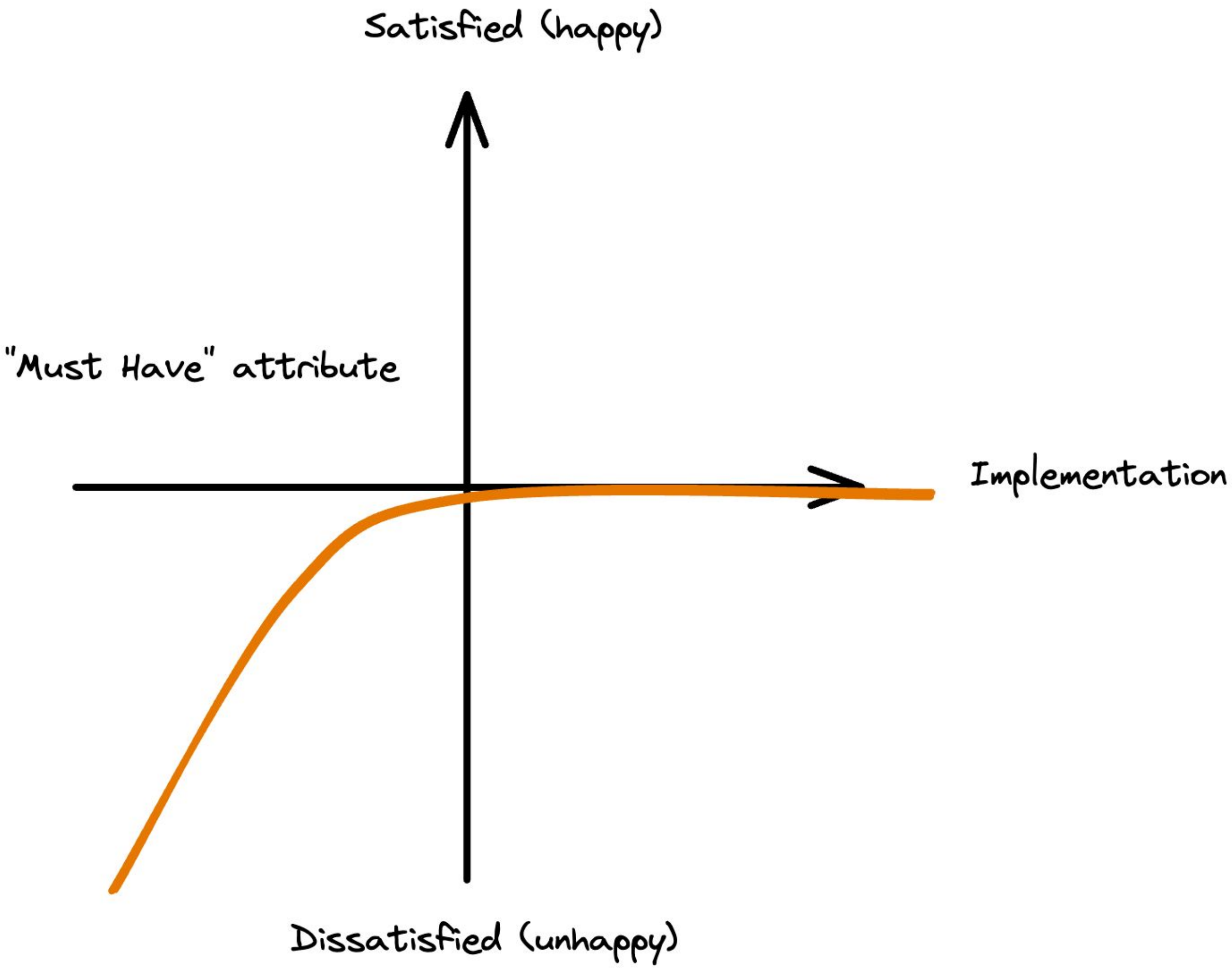
If a product is missing this attribute - people will think its garbage.

Examples:

- Your mobile phone isn’t able to last a day on a single charge
- Your car isn’t able to reach the speed limit on the freeway

For us:

- Bugs! “When I use CSS columns my box-shadow gets clipped unnecessarily”
- “When I print I have multiple empty pages which shouldn’t be there”


Satisfied (happy)
"Must Have" attribute
Implementation
Dissatisfied (unhappy)

Hot take -

You can’t make web developers happy by fixing bugs

– but that’s not the point.

2. “Performance”/”One-dimensional”

A person’s perception of this attribute is roughly linear with how well you perform.

Examples:

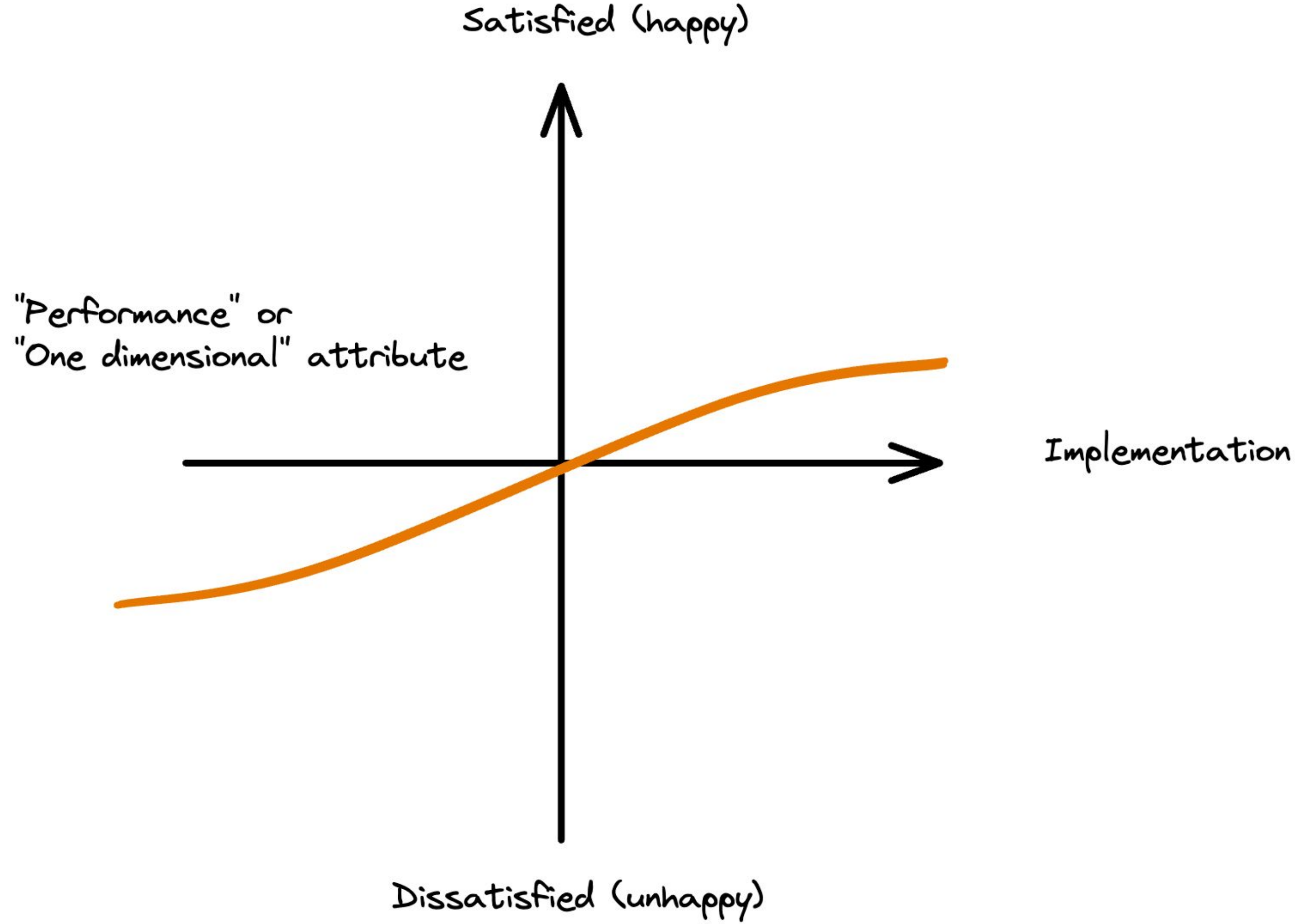
- Your mobile phone take X minutes to charge.
- Your car can accelerate from 0-60mph in X seconds.

For us:

- Performance! “My page loads in X ms” / “I can animate on X device at 60fps”

However NOT

- “My printing dialog take over a minute to produce a PDF”.


Satisfied (happy)
"Performance" or
"One dimensional" attribute
Implementation
Dissatisfied (unhappy)

3. “Delighters”

If a product has this attribute - people will think be happy, if not - meh?

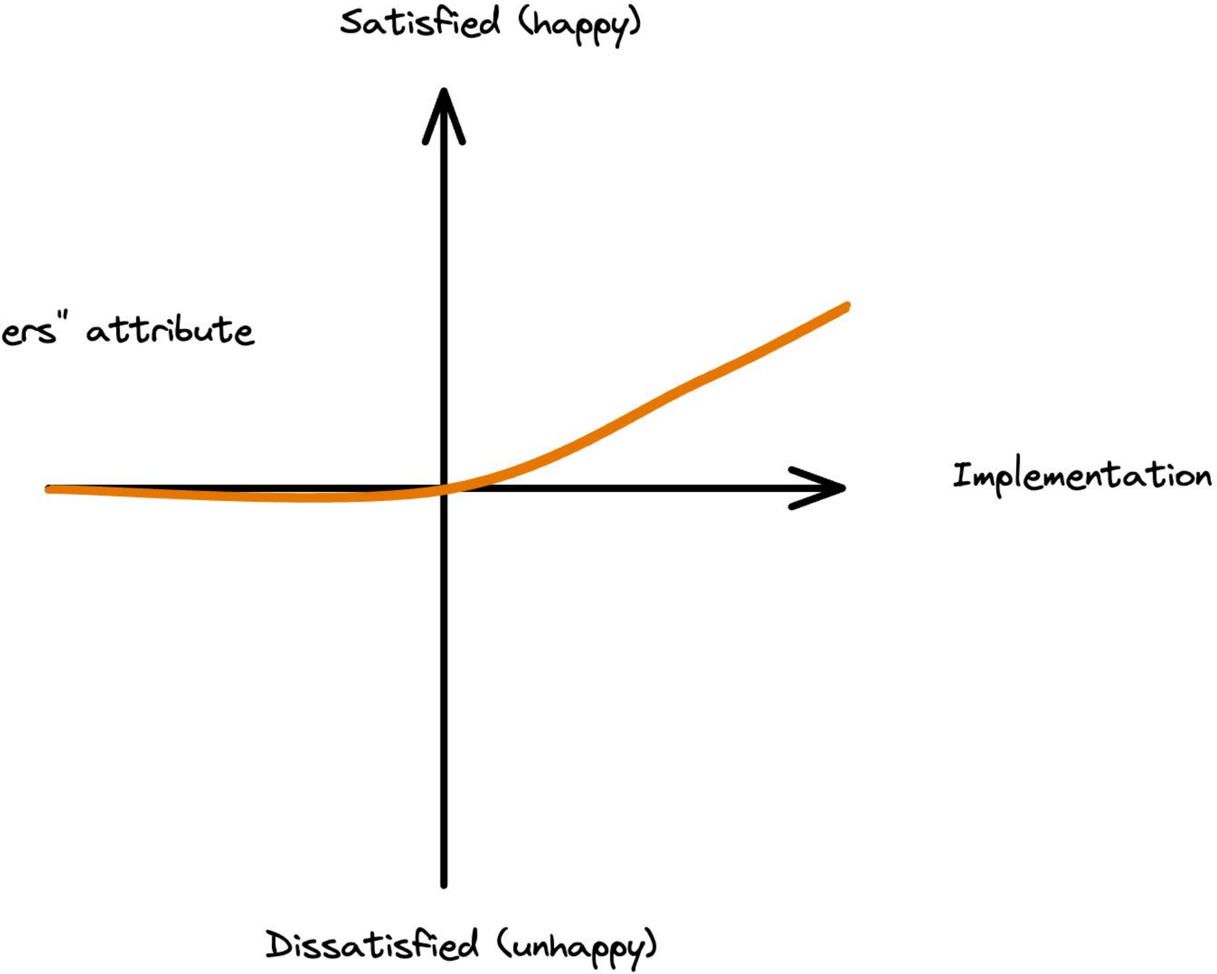
Examples:

- Phone has a native macro or wide-angle lens
- Car has adaptive cruise control

For us:

- New Features! “I’m really happy that browser X implemented Y feature”

"Delighters" attribute



Hot take -

Don’t rely on this category for making developers happy.

4. & 5. “Neutral” & “Reverse”

Very quickly

Neutral - people don’t care (directly) about this attribute

- Web developers don’t care about that our engine is primarily garbage collected.

Reverse - “WHY DO WE EVEN HAVE THAT LEVER”

- Web developers find an API that doesn’t work how they expect.

FIN