



Metrics

Release 2021-03

<https://chaoss.community/metrics>

MIT License

Copyright © 2021CHA OSS a Linux Foundation® Project

Contents

Issue Response Time	2
Description	2
Objectives	2
Implementation	2
Filters	2
Visualizations	3
Tools Providing the Metric	3
Data Collection Strategies	3
References	3
New Contributors	4
Description	4
Objectives	4
Implementation	4
Filters	4
Visualizations	5
Tools Providing the Metric	5
References	5

Issue Response Time

Question: How much time passes between the opening of an issue and a response in the issue thread from another contributor?

Description

This metric is an indication of how much time passes between the opening of an issues and a response from other contributors.

This metric is a specific case of the [Time to First Reponse metric](#) in the [Common working group](#).

Objectives

Learn about the responsiveness of an open source community.

Implementation

Aggregators:

- Average. Average response time in days.
- Median. Median response time in days.

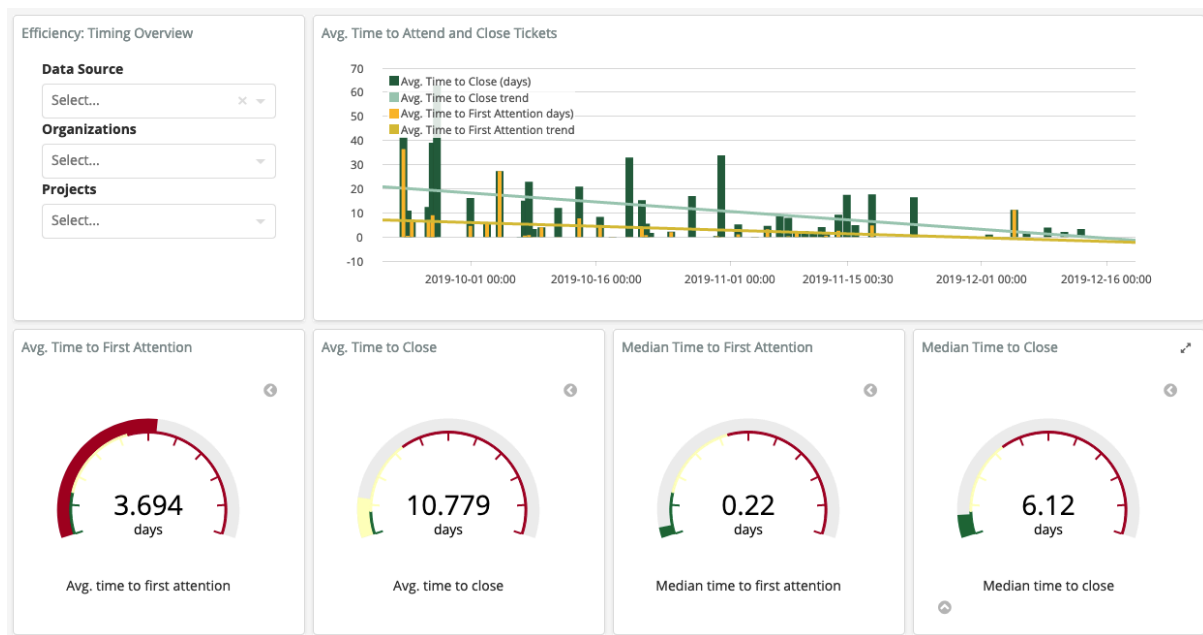
Parameters:

- Period of time. Start and finish date of the period. Default: forever.
- Period during which responses are counted.

Filters

- response from role in project (e.g., first maintainer response)
- bot versus human (e.g., filter out automated “welcome first contributor messages”)
- opened by role in project (e.g., responsiveness to new contributors versus long-timers)
- date issue was opened
- status of issue (e.g., only look at currently open issues)

Visualizations



Tools Providing the Metric

- GrimoireLab: [General for any ticketing system](#), [GitHub Issues](#), [GitLab Issues](#)
- Augur

Data Collection Strategies

Look at the [Issues New](#) metric for a definition of “issues.” Subtract the issue opened timestamp from the first response timestamp. Do not count responses if created by the author of the issue.

References

New Contributors

Question: How many contributors are making their first contribution to a given project and who are they?

Description

An increase or decline in new contributors can be an early indicator of project health. Understanding the behavior and barriers of new community members requires knowing who they are -- helping to welcome new contributors and thank them for their efforts.

This is a specific implementation of the [Contributors](#) metric.

Objectives

An increase or decline in new contributors can be an early indicator of project health. Understanding the behavior and barriers of new community members requires knowing who they are. Welcome new contributors and thank them for their first contribution.

Implementation

For each [Contributor](#), only consider their first contribution.

Filters

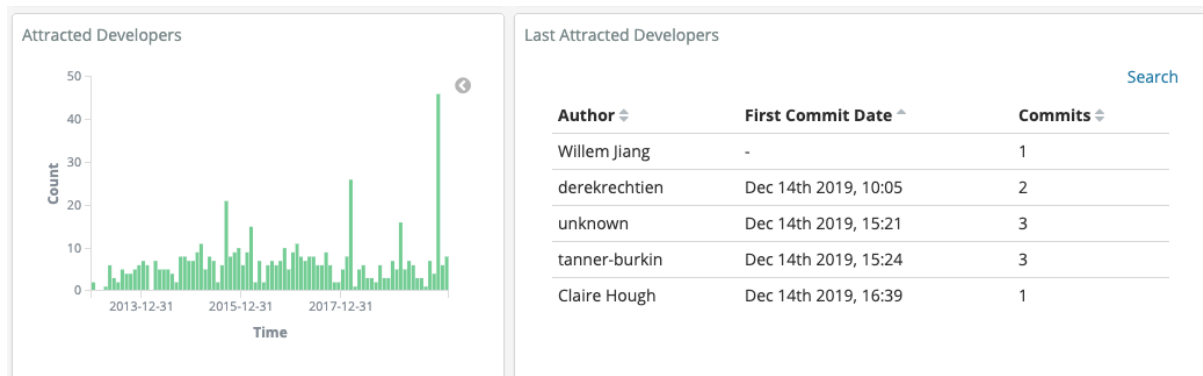
Period of Time: When was the first contribution made.

By location of engagement. For example:

- Repository authors
- Issue authors
- Code review participants
- Mailing list authors
- Event participants
- IRC authors
- Blog authors
- By release cycle
- Timeframe of activity in the project, e.g, find new contributors
- Programming languages of the project
- Role or function in project

Stage of engagement (e.g., opening pull request vs. getting it accepted).

Visualizations



Tools Providing the Metric

[Augur GrimoireLab](#)

Let's add some code - `import blah; x+=1 # a comment`

References

<https://opensource.com/article/17/4/encourage-new-contributors>