

# Contributor Success FY24Q1 OKR Results & Retrospective

<https://go.gitlab.com/j2dEdk>

2023-02-01 - 2023-04-30

**Public**



## Summary:

- **Improve Contributor Velocity** through better tooling and documentation
- **Improve Contributor Recognition** through improved processes and awards
- **Grow the community** through contributing organizations and events



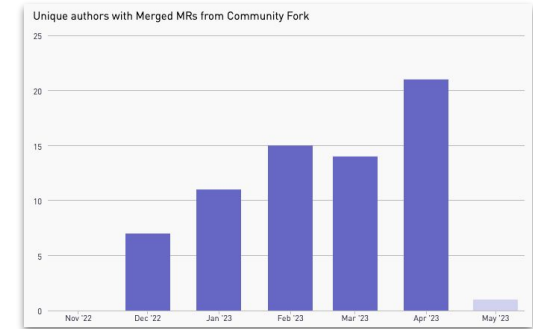


# Improve Contributor Velocity through better tooling and documentation

# Target 30 monthly contributors through the community forks

A collection of GitLab project forks aimed at improving the community contribution experience by promoting collaboration, removing blockers, and improving efficiency: <https://gitlab.com/gitlab-community/meta>

- > 50% of meta merge requests came from the wider community
- > 25% signups processed by the wider community
- KubeCon code challenge and hackathon drove 60+ signups
- Updated docs and new tutorial all referencing the community forks
- Collaboration with Drupal and our Security team
- <https://about.gitlab.com/blog/2023/04/04/gitlab-community-forks/>
- Meta documentation was created early and well maintained, with 15+ iterations in 3 months



Add more quick actions to access request template Merged 8✓ Approved 2  
!22 · created 1 month ago by Niklas updated 1 month ago

Add issue template for access requests checks Merged 8✓ Approved 11  
!20 · created 1 month ago by Marco Zille updated 1 month ago

Add retry for failed branch deletion Merged 8✓ Approved 10  
!19 · created 1 month ago by Niklas updated 1 month ago

Update 'Work in a community fork' section Merged 8✓ Approved 3  
!18 · created 1 month ago by Ash McKenzie updated 1 month ago

Added notes on access request approval process Merged 8✓ Approved 17  
!17 · created 1 month ago by Marco Zille updated 1 month ago

Add script to clean branches in a project Merged 8✓ Approved 19  
!16 · created 1 month ago by Niklas updated 1 month ago

Mention that rm is destructive and an alternative Merged 8✓ Approved 17  
!15 · created 2 months ago by Niklas updated 1 month ago

Improve Community Fork details Merged 8✓ Approved 7  
!13 · created 3 months ago by Ben Bodenmiller updated 3 months ago



# Target 30 monthly contributors through the community forks

- What didn't work?
  - Blocked [trying to default GDK](#) to use the community forks
  - Adoption by GitLab team members has been low
- What could we do differently?
  - Getting data out of SiSense is a bit clunky. We are experimenting with other mechanisms.
    - <https://gitlab-community.gitlab.io/community-projects/merge-request-leaderboard/>
    - How could we make it possible to get this data straight out of GitLab UI or API and make it “part of the product”.
  - Access requests are a bit tricky to manage
    - We had 1 or instances where we duplicated the issue.
    - We are looking at how to improve that as “part of the product”: <https://gitlab.com/gitlab-org/gitlab/-/issues/404076>
  - The main GitLab contribution documentation could have been updated sooner
- What's next?
  - We need to start thinking about automation in order to scale
    - Use terraform to create community forks for projects which don't have one already
    - Branch clean script already done



# Ship 30 iterations to improve contribution guides

<https://go.gitlab.com/YdhU15>

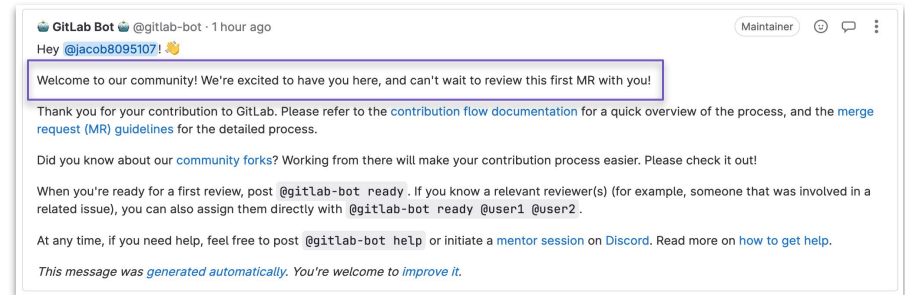


# Reduce MR feedback complexity for first-time contributors

**Goal: Customize bot messages for new contributors to point them to the most relevant information up front. This helps new contributors get the help they need to move forward, and not overwhelm them with overly detailed information.**

## What worked?

- **Get the message out there. [!2126](#)**
- **Make the message better. [!2138](#)**
- **Prepped a blog while solving an issue. [#205](#)**



# Reduce MR feedback complexity for first-time contributors

- What didn't work?
  - Trying to make too big a change at first.
    - Instead of focusing on just first contributions, tried to attack the whole developer lifecycle.
    - Tried to introduce a GraphQL client into triage-ops. Still WIP.
  - Not enough Iteration.
    - We didn't give ourselves time to iterate further.
    - Once started, iterations got stuck behind a product change. [!116844](#)
- What could we do differently?
  - Break the task down into smaller increments.
  - Look for the MVC.
  - Get something out quick to start getting feedback for iteration.





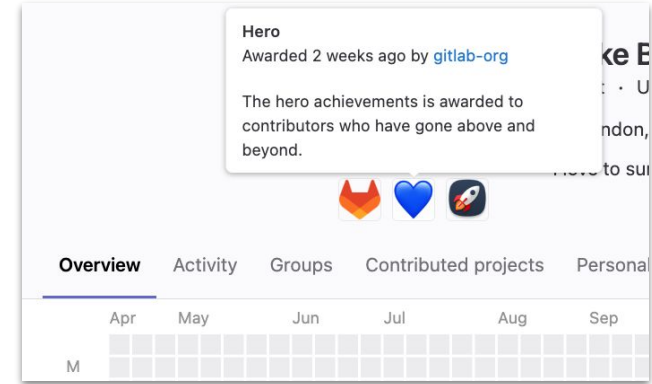


# Improve Contributor Recognition through improved processes and awards

# Deliver achievements award system within GitLab

- **What worked?**

- **Great collaboration with the community & product**
- **Featured release post item for 15.11 with interest from several large customers**
- **First use case on Core team**
- **Initiative to avoid us building something GitLab specific in product**



- **What's next?**

- **Q2 OKR to introduce more achievements and put together a blog about the journey**
  - **Hackathon winner, MVP, leading organization etc**





**Grow the community  
through contributing  
organizations and events**

# Organize 2 contributor events to grow the satellite communities

## What worked?

- Built new POC merge request leaderboard to enable us to provide real time data for the first time
- Ran a successful hackathon
  - 70 participants
  - 300+ merge requests



Lee Tickett @leetickett · Apr 25  
Day 3 of the @gitlab #hackathon!

We already have 82 merge requests from 31 participants- #thankyou for all the amazing contributions 🙌

There's still plenty of time to get involved:  
[about.gitlab.com/community/hack...](https://about.gitlab.com/community/hack...)

We'll make it worth your while 🚀

| GitLab Merge Request Leaderboard  |  |   |  |        |
|---|--|---|--|--------|
| EY24Q1.Hackathon, FY23Q4.Hackathon,   Source code   |  |   |  |        |
| 31 contributors submitted 82 (worth 214 points) merge requests.<br>29 (worth 73 points) were merged before 2023-05-30 |  |   |  |        |
| Position  |  | User  |  | Points |
| 1   |  | <br>Ashutosh Gupta<br><a href="#">@starvader13</a>            |  | 60     |
| 2   |  | <br>Jonston Chan<br><a href="#">@JonstonChan</a>              |  | 45     |
| 3   |  | <br>David Elizondo<br><a href="#">@daelmco</a>                |  | 20     |
| 4   |  | <br>Abhijeet Chatterjee<br><a href="#">@abhijeet007rockst</a> |  | 20     |
| 5   |  | <br>Tieme Akamine<br><a href="#">@takamine-ext</a>            |  | 6      |
| 6   |  | <br>Andreas Deicha<br><a href="#">@TrueKalkix</a>             |  | 6      |
| 7   |  | <br>crash<br><a href="#">@enders_</a>                         |  | 5      |
| 8   |  | <br>claromes<br><a href="#">@claromes</a>                     |  | 5      |
| 9   |  | <br>Afzal Ansari<br><a href="#">@afzal442</a>                 |  | 5      |

Promote

# Organize 2 contributor events to grow the satellite communities

- What didn't work?
  - We didn't get enough involvement from GitLab team members
- What could we do differently?
  - Schedule live stream YouTube/Zoom calls in beforehand to avoid merging in the recording link after each call
  - Get different groups booked in for the daily "office hours" calls
- What's next?
  - Next hackathon 2023-07-09 → 2023-07-15
  - Consider organizing smaller, more frequent events






Lee Tickett · You  
Director at Tickett Enterprises Ltd  
3d · 🌐

Day 3 of the GitLab #hackathon!  
We have 82 merge requests from 31 participants- #thankyou for all the amazing contributions 🙌  
There's still plenty of time to get involved: <https://lnkd.in/eEBBMamh>  
We'll make it worth your while 🙌

### GitLab Merge Request Leaderboard

EX24Q1 Hackathon | EX23Q4 Hackathon | Source code

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| 1        |  Ashutosh Gupta<br><a href="#">@ashutosh13</a>            | 60     |
| 2        |  Jonston Chan<br><a href="#">@JonstonChan</a>             | 45     |
| 3        |  David Elizondo<br><a href="#">@dzelimo</a>               | 20     |
| 4        |  Abhijeet Chatterjee<br><a href="#">@abhijeet07rockst</a> | 20     |
| 5        |  Tieme Akamine<br><a href="#">@takamine-ai</a>            | 6      |

Will Meek and 39 others · 8 comments · 7 reposts

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Most relevant

**John Coghlan** (He/Him) · 1st  
Community at GitLab | DevRel, community, events, developer market...  
Great start!  
Like · Reply · 1 Reply

**Ashutosh Gupta** (He/Him) · 2nd  
Web Developer | Backend Developer | AI-ML | GitLab Hackath...  
Thanks [John Coghlan](#) [Lee Tickett](#) ... Looking forward to some quality contributions. 🙌🙌  
Like · 1 · Reply

