

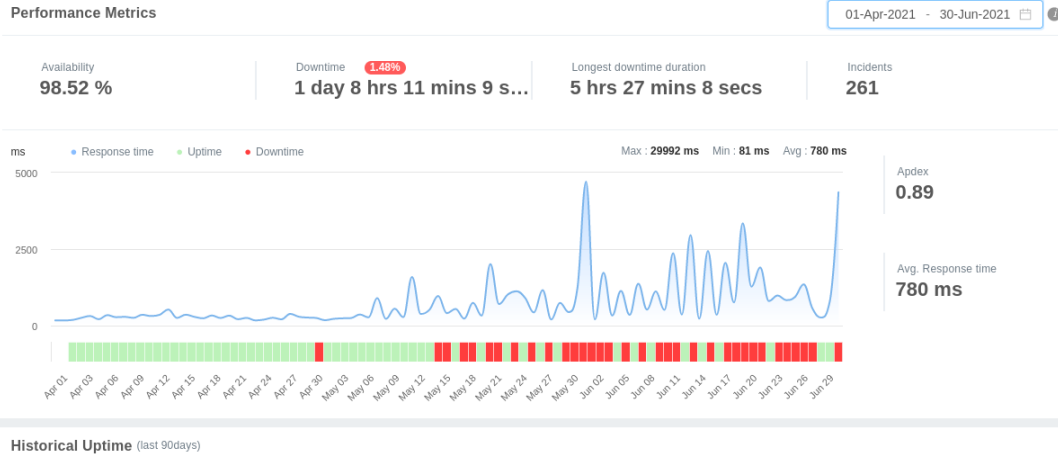
Open discussion on Communities / LF IT relationship enhancement

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Introduction

- Community feedback on IT issues is not new
- Significant progress have been made (at least in ONAP with self-service for repo creation, release creation)
- Structural problems still remain
- The goal here is NOT to blame but to try to find a way to improve the relationship between the communities and LF IT

Facts & Figures



ONAP « community » supervision

Ticket open on the 15th of June

Closed several times by LF IT (after Jenkins restart)

Re-Opened several times by the community

LF IT during PTL meeting (June 28th)
« Everything is under control »

Facts & Figures



multiplication of tickets (feeling of heavy admin load)

A LF ticket is required to change the date of the copyright in all LFN projects

Committers on doc must commit on LFN releng repo

BUT the community patch is not enough, a pypi publication by LFN release committers is needed

The process is described nowhere - just learn by doing - it does not help to recruit new committers



Jenkins down during 2 weeks

No supervision of Jenkins via statuspage, SLAC discussions, TSC minutes, etc. – LFN IT Ticket else nothing even if production is burning

Common servers were hugely outdated (a clear lack of continuous maintenance) and we couldn't operate any Jenkins jobs twice during several days

The main contributor offered to help and asked twice for the releng credentials – refused due to accountability

Root cause issue ?

Communities are not LF IT

- Tools are usually chosen, managed and administrated by LF IT without real discussions/approval of the communities, which is good to bootstrap a community but can be a problem when the community is more mature
- Resources credentials and rights (releng, nexus, Vexhost,..) usually not shared by default (legal issue?) - it means that part of the community activity is not really under its control

LF IT are not community committers

- Tickets are systematically required (subcontractor approach : may have the feeling that the goal is to close the ticket not to fix the issue, which sounds weird within an Open Source context)
- A very limited part of LF code is reviewed by the communities
- Systems are not regularly upgraded (leading to long downtime once problem occurs)
- No presence on European Time zone (where there is a significant number of committers)

How to bring closer communities and LF IT

- In case of resource shortage in LF IT, credentials shall be shared with the community under the control of the TSC
- In case of resource shortage in LF IT, endorsement of public Open Source solutions shall be easier to setup (LFN gitlab/github group) still under the TSC supervision
- Stronger commitments based on a better supervision is required to ensure a sustainable trust
- More diversity to support all the time zones