

Goal:

1) Lower-touch entry

- Less hand holding by ONF staff members (frees them up to do other things)
- Quick time-to-value for community members

2) Path forward to becoming a contributor, core committer, etc., is clear

- Lay out the path and mentor the contributors so that ONF can step away and be advisors rather than owners

Action Items

⇒ **Mentorship.** Create a **mentorship program** for new community members.

A mentorship program could expedite the onboarding process, taking work off of ONF employees' plates and giving community members leadership opportunities. This could be an application-only program, similar to the Ambassador Program, or it could be something that Project/Platform Leads work to identify and encourage community members to participate in, similar to Module Owners or Brigade Leaders.

⇒ **Documentation.** **Docs need to be organized, versioned, and kept up to date.**

V1: A QuickStart guide with simulation is the bare minimum for each project and platform.

V2a: The more complete docs should have information about high-level components and examples, as well as how to spin up a local instance.

V2b: The best docs have multiple ways for folks to access the information (e.g., text including images and/or gifs, as well as video).

V3: Further guides (such as guide.opencord.org) are helpful, but not essential for all projects/platforms. However, if they *are* present, they must be kept up to date. One possible solution to keeping docs up to date would be to ask the member companies to supply technical writers as well as developers on occasion.

⇒ **Ease of Finding Information.** Everything must be linked.

The ONF Website, Wiki, and Project Code should all be linked to each other as these are the top 3 ways community members got signed up to work on the project.

- The Wiki & ONF website are now linked.
- All projects & platforms with code have been linked in the wikis and websites but not all of them have accessible code (see [Landing Page Review Comments](#)).

⇒ **First Contribution Should be Straightforward.** **Implement tags/flags on open issues and bugs to denote which tickets are accessible to newcomers.**

Whether in JIRA or Github/Gerrit, simple changes like **`quick fix`** or **`first contribution`** tags on tickets make it easy for newcomers to find places to contribute that aren't too intimidating but also give them exposure to the process.

<<AIN>> We have a label called “starter” for this purpose. We need to promote its use in the community.

Survey Information & Observations

Demographics

- 14 total responses out of 50 requests.
- Good range of experience - everything from 1 month to 2-4 years of participation. Largest groups were 6-12m & 1-2 years.
- Every project and platform was represented by at least 1 participant. The two largest teams were SEBA & VOLTHA, which is to be expected. NEM/XOS was next.

General Observations

- **Mentorship is desired by almost everyone surveyed.** How can we implement a mentorship program across ONF that doesn't pull in too many ONF employees who are already overloaded? Maybe it's a sister program to the Ambassador Program?
 - The brigade leaders act as unofficial mentors but that puts a lot of extra pressure on them. Having an official mentorship program with a sign-up for mentors and mentees would be helpful both for the newbies as well as spreading the workload for those who have been involved for longer.
 - Having multiple Module Owners (see VOLTHA's [Module ownership chart](#)) for every project/platform could take care of some of this issue as well, since that gives folks information about who to ask about specific questions or topics.
 - “I believe, assigning a mentor for initial 3-4 months is necessary to bring new contributor up-to-speed due to complexity of the platform and not so detailed documentation.”
 - “I would like to have better learning experience through a mentorship and working in few people group and contribute more on this project.”
 - **<<AIN>> I actually think that every Brigade Leader should serve as a mentor, this could officially be 50% of their load. In addition to “doing” they should be “leading”.**
- Project documentation needs to be information about the high-level components and examples, as well as how to spin up a local instance. More than that isn't strictly necessary, but what *is* there needs to be kept up to date.
 - A “[QuickStart](#)” guide with simulation for each platform and project could be helpful. Then [tutorials](#) come next, followed by the fully fleshed out (and versioned) [Guide](#), but this is a lower priority.
 - What people need more of is tutorials on how to get started with the various tools in the stack. Gerrit was mentioned specifically, but the toolchain in general was

mentioned a few times. Note: these don't necessarily have to be maintained by ONF! These could be great tutorials from the Gerrit community.

- Documentation needs to be kept up-to-date. For those who have been involved in ONF for longer, they often knew where to send folks in the docs, but the docs weren't always up-to-date, which causes more work for those who are willing to mentor as well as frustration for the newbies. This could be solved by asking the member companies to supply not only engineers but perhaps a technical writer if available. **We need someone dedicated to documentation (internal hire?).**

- "I think the biggest difficulty is keeping documentation up to date. When introducing new folks to the platforms and build processes there are a number of gotchas and old information out there (wiki) that causes confusion."

- **<<AIN>> Wiki Quick Links should always have Getting Started docs and spinning up an instance links**

- Once people know where to go to ask questions (Slack, email, meetings, etc.) they're usually pretty good to go. But sometimes it's not easy to find where that information is.
- If people come on board after their company has already been involved with ONF, it's an easier onboarding process for them because they have additional context and also have a local community to help them get up to speed.
 - If we run this survey again with a larger audience, it'd be interesting to ask if the contributor's company was already involved with ONF projects before they came on board or if they were the first ones from their company. This may help gauge how difficult onboarding as a single developer is vs. having help from coworkers.
- First interaction (if they're new, with no company context) is ONF website (43%), wiki (29%), project code (14%) respectively. These sites should all be linked to each other. Wiki & opennetworking.org are already linked (or will be with the consolidation), but we need to verify that the project code has links back to the wiki and ONF website.
- 2 folks who still haven't contributed, but one's only been involved for 1 month and the other 6 months (isn't sure what he can contribute).
 - Is the JIRA board / tickets set up to be accessible to newcomers? Simple changes like `quick fix` or `first contribution` tags on tickets make it easy for newcomers to find places to contribute that aren't too intimidating but also give them exposure to the process.