





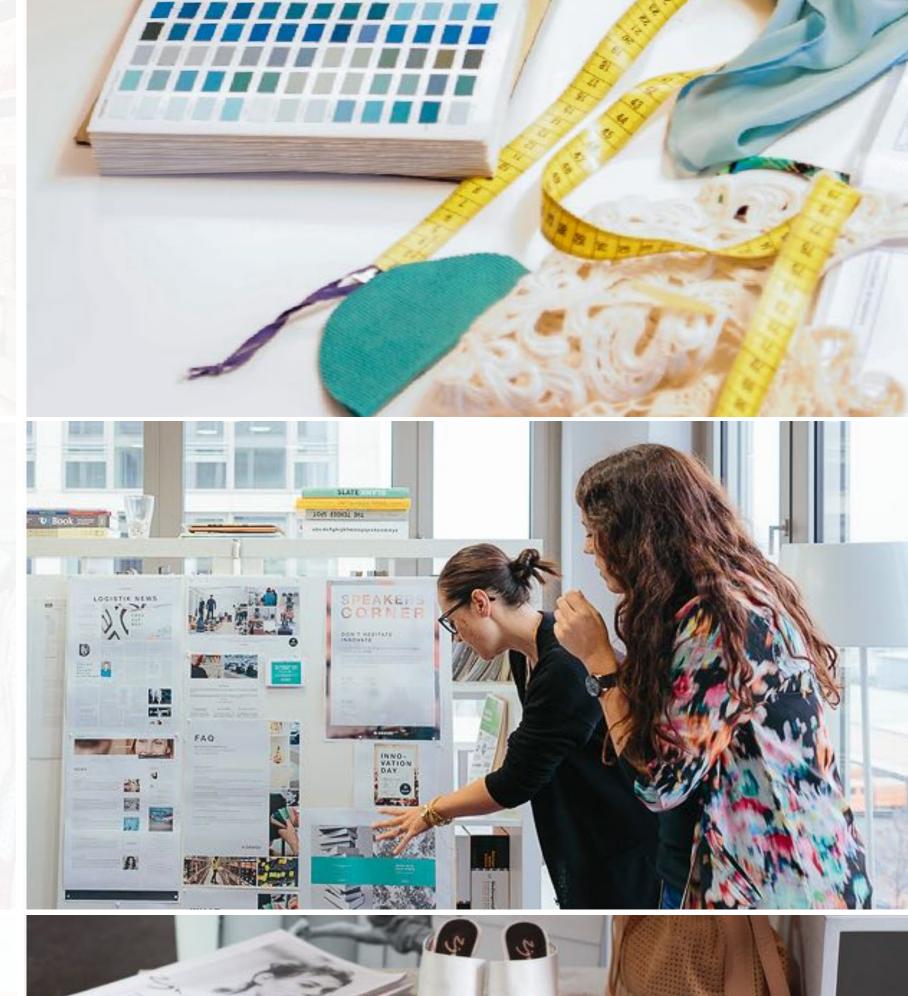


AN INCIDENT POST-MORTEM

GROWING BEYOND
THE SOURCE

DR. PAUL J. ADAMS

17-11-2017







DR. PAUL J. ADAMS

Search & Personalisation
Engineering Lead

paul.adams@zalando.de @therealpadams

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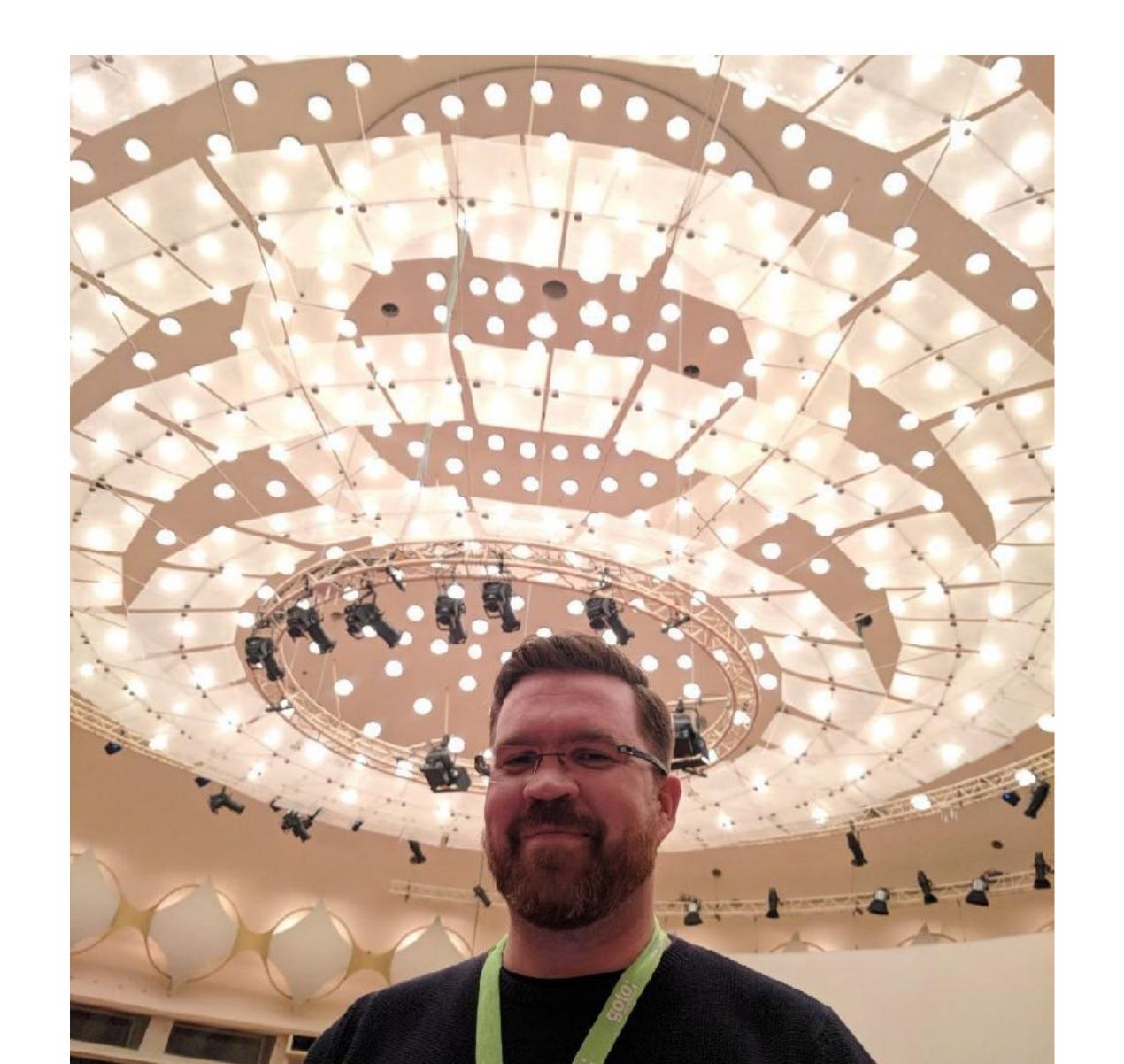
Resolution



WHO IS THIS DUDE?



A LITTLE ABOUT ME



Engineering Lead

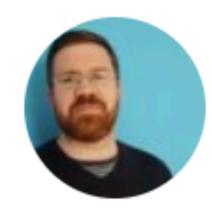
- Zalando: Search & Personalisation
- Crate.io
- KDAB
- Kolab Systems…

Open Source Lifer

- Zope / Plone / KDE / Kolab / CrateDB / Habitat
- FSFE / KDE eV / OpenForum Academy



PAUL'S LAW OF DEVOPS



Paul Adams @therealpadams · Sep 20



Paul's Law of **#DevOps**: The only pronouns to be used in post-mortems are the name of your service(s) and "we".









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SHORT SUMMARY



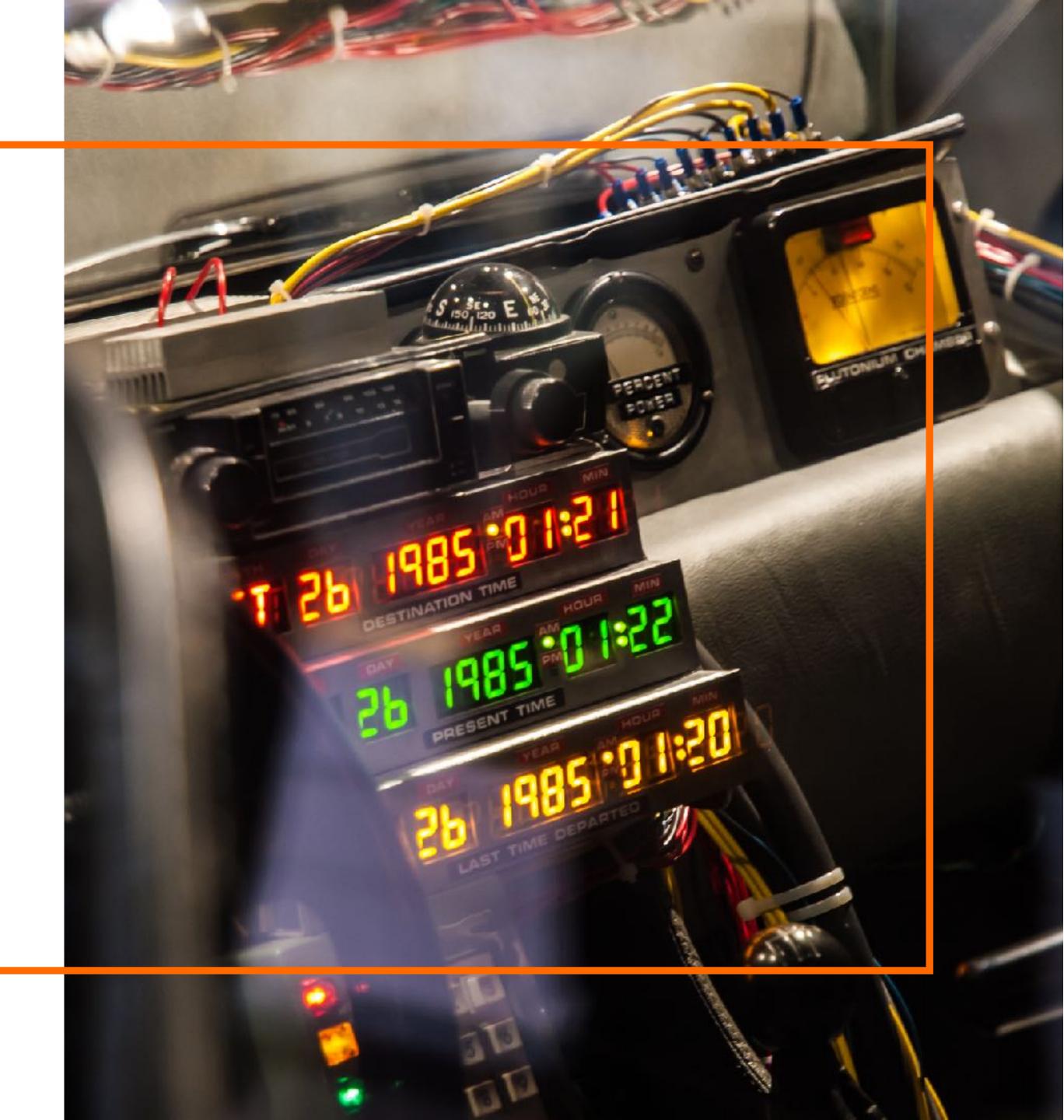
SHORT SUMMARY

- Since the 1980s the world of Free Software / Open Source has produced some of the world's most respected software.
- Especially products for engineers!
- Otherwise limited success with some examples for hope (Android).

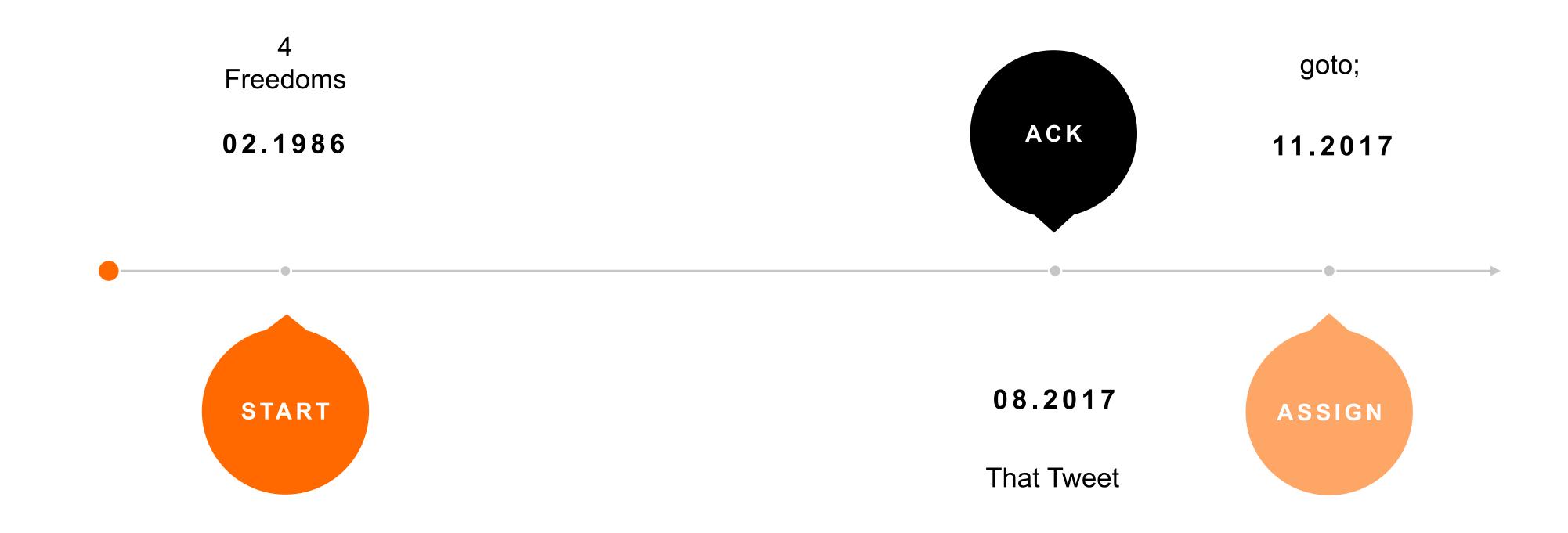
Given the vast quantities of Open Source software available, the overall lack of success points to a potential systematic failing. *Is Open Source community culture unnecessarily focused on code?*



TIMELINE



INCIDENT TIMELINE



ACKNOWLEDGED?

August, 2017



Replying to @lindseybieda

it makes me so mad that open source is not just dismissive of but actively hostile towards graphic designers and ux people most of the time.

5:30 PM - 14 Aug 2017





IMPACT



CUSTOMER IMPACT





BUSINESS IMPACT





INTERNAL IMPACT



ROOT CAUSE ANALYSIS

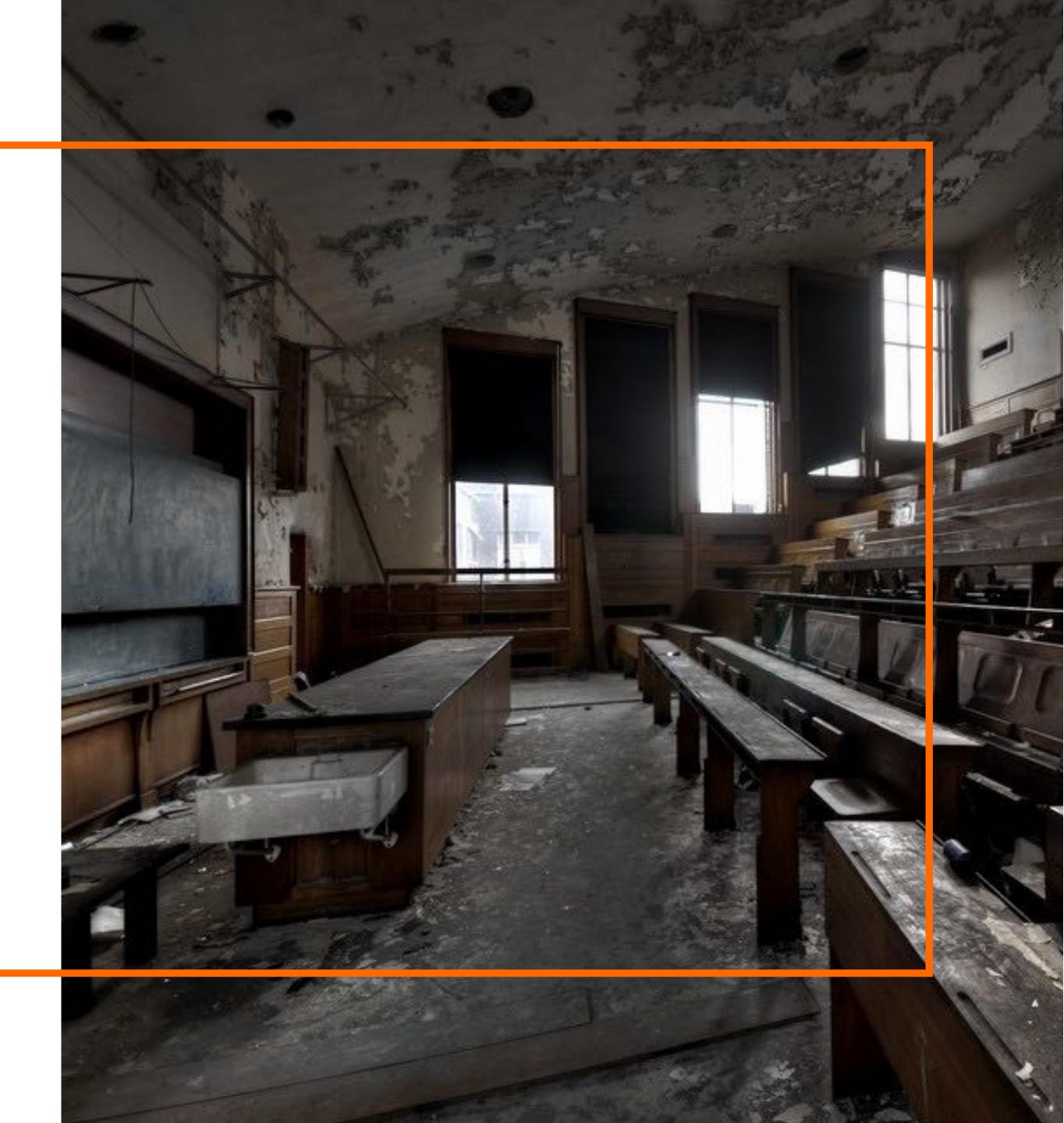


WHY, OH WHY, OH WHY...?

- Why is Open Source so unnecessarily focused on code?
 - Because the entire ecosystem is dominated by coders.
- Why is the ecosystem dominated by coders?
 - Because we are not very good at welcoming anyone else. Observation bias convinces us we don't *need* anyone else.
 - Why are we convinced we don't need anyone beyond coders?
 - Because we kinda misunderstood the system that we built!



LESSONS LEARNED





WHAT WENT WRONG?



THE SYSTEM FAILED BY DESIGN: THE FOUR FREEDOMS

- Freedom 0: The freedom to run the program for any purpose.
- Freedom 1: The freedom to study how the program works, and change it to make it do what you wish.
- Freedom 2: The freedom to redistribute and make copies so you can help your neighbor.
- **Freedom 3:** The freedom to improve the program, and release your improvements (and modified versions in general) to the public, so that the whole community benefits.

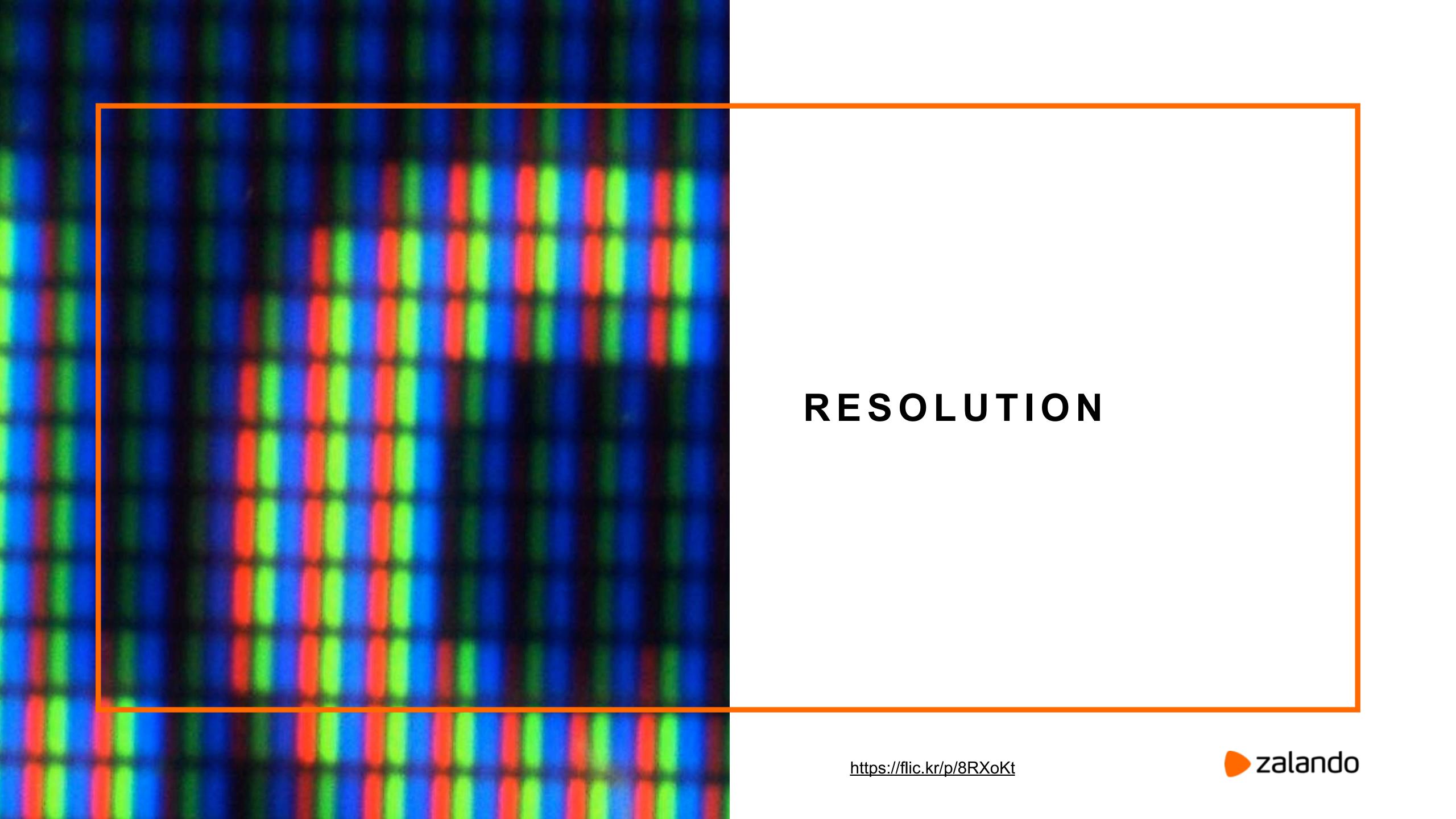




WHAT WENT WELL?



WHERE DID WE GET LUCKY?



Please

Remember to rate this session

Thank you!

