

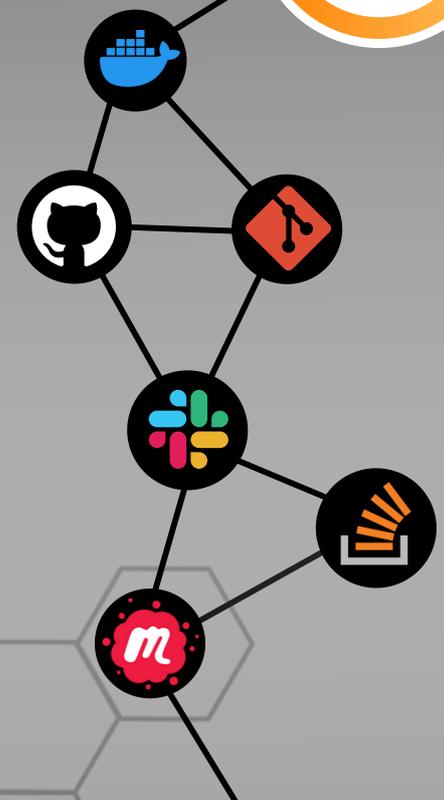
OPEN SOURCE TECHNOLOGY ADOPTION

Insights taken by using Software Development Analytics

OVERVIEW

Since open source is becoming the mainstream path for developing software, it is becoming crucial for their success that companies manage relationships with the open source projects they depend on.

This case study shows how one of the biggest data streaming platform companies worked with Bitergia to build stronger relationships with open source community and contributors. The use case has been anonymized by request of our customer.



"Bitergia's two main advantages are its platform and its people. I can get aggregated data in one single dashboard. Moreover, Bitergia's support team is always ready to help and solve my questions."

Community Manager

PROBLEM

The Community Manager from this use case was spending a lot of time digging through the different platforms where her open source community was. She was trying to get insights from more than 10 data sources!

Moreover, she felt frustrated as she couldn't get the big picture and overall health of the community. Main questions were related with technology adoption in the open source community:

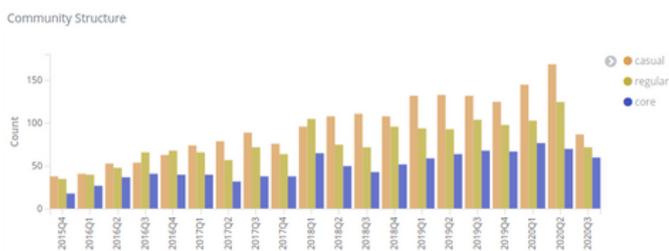
? Where can we make more efforts within the community to improve the health of our projects?

? How, who, and where is the community responding to the different calls to action such as hackathons, meetups, or product launches?

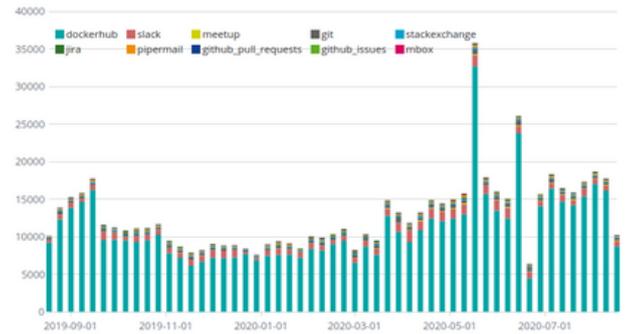


SOLUTION

Bitergia provided a comprehensive set of metrics gathered in a single dashboard. Data was collected from DockerHub, Git, GitHub Issues, GitHub repositories, Jira, Mailing lists, Meetup, Slack, and StackOverflow. This data was aggregated to metrics and displayed in a Community dashboard.



Evolution of the community structure divided by quarters and based on onion analysis. Core: those contributing 80% of the activity. Regular: those contributing the next 15% of the activity. Casual: those contributing the last 5% of the activity



Community activity evolution per data source: docker hub, slack, meetup, git, jira, pipermail, github, stackexchange and mbox

CONCLUSION

The Community dashboard allowed the Community Manager to:



Find connections across the different data sources where the open source community was.

Identify activity patterns when specific actions occur.



Find champions within the community who can potentially become advocates



Bitergia