

maemo.org Bug Management

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Situation in early 2008

- bugs.maemo.org: Community bug tracker for the official Nokia Internet Tablet Software
- Approx. 3000 reports (bugs & enhancements), many of them uncommented/untriaged
- Impression that nobody cared & Nokia mostly ignoring feedback → Bad PR; killing 3rd party interest in Maemo platform

Situation now

- bugs.maemo.org: Community bug tracker for official Nxx0 Software & apps in Extras-* repo
- > 5000 reports (bugs & enhancements)
- Blame me if it still sucks ;-)

Why a Bugmaster/Bugsquad?

"If the developers don't have enough time to triage the bugs, a triage team is expected to sit in the middle and help ensure the reported bugs are assessed and then routed to the right developers." (from Jono Bacon's "The Art of Community", page 136)

Why a Bugmaster/Bugsquad?

- Effective testing and QA communities: Triage incoming reports by improving their quality (ask for more info, reproduce, cleanup)
- Forward valuable issues and keep in sync
- Maintenance (adding versions/TMs/products)
- Luis Villa: „Why everyone needs a bugmaster“
<http://tieguy.org/talks/LCA-2005-paper-html/>

Stats

- 29 Sep 2008: 1076 open tickets (incl. Website)
- 02 Oct 2009: 658 open tickets (incl. Websites, excl. Extras)

Ongoing work

- Triage incoming and retest older bugs
- Forward valuable issues to internal and keep them in sync (due to current Nokia workflow)
- Opening infrastructure for community projects („Extras“ category)

Community expectations

- General: Improved communication between community and Nokia/Developers
https://bugs.maemo.org/show_bug.cgi?id=630
- „Get Nokia to do its work *in* the community, not just *with* it.“
- „Long-term: Close internal for open products and track those bugs in maemo.org Bugzilla“?
https://wiki.maemo.org/Task:Getting_Nokia_involved_in_bugs.maemo.org

Problems

- Some developers don't see the point of working *in* the community
- Some Nokia devs&managers come from closed source S60 series, having no real idea about open source (culture/workflows)

Plans

- Getting ready for Fremantle
- Start monthly Bugdays
- Port maemo.org Bugzilla to 3.4
- Continue convincing Nokia that more openness will put the Maemo platform into a stronger competitive position? ;-)

How does all this help you?

- Make developers and helpers more productive (Bugsquad takes care that reports are useful)
- Help bring Nokia developers towards community participation

How can you help?

- Provide good reports (exact steps) in Bugzilla
- ...or report interesting ideas in Brainstorm
- Join the Bugsquad:
 - <https://wiki.maemo.org/Bugsquad>
 - Read the Triage Guide
 - Get editbugs permissions (IRC/Mail)
 - Start triaging your favourite bugs (e.g. moreinfo bugs, favourite product, latest reports, etc)

Win-Win

- For community / 3rd party devs: increasing by getting more transparency and involvement
- For Nokia & its products: less bugs by getting valuable bug reports, free testing, free patches

Q&A / BoF

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