Community Manager

Contact Information

TBD
Email:
Twitter:
IRC:
Office Hours: TBA

Description

The Community Manager is an individual responsible for ensuring successful collaboration and cooperation with the OpenMRS community. He or she does not "manage" people within the community, but does have responsibility for the processes and resources the community needs to produce software and services to fulfill the OpenMRS mission. This role requires dedication to the OpenMRS mission, values, and vision, as well as technical expertise and skills in conflict resolution, communication, and a deep understanding of the intricacies of cross-cultural cooperative work in a distributed environment.

Responsibilities

- Community advocacy
    - Bridge gaps between OpenMRS "customers" (e.g., users, implementers) and contributors
    - Nurturing and growing skills and diversity of contributors
    - Communication of strategy and planning efforts within the community
- Community promotion
    - Promotion of vision & mission, events, products and upgrades to current and potential community members.
    - Ensure representation of OpenMRS at key industry and open source events
    - Participation in outreach programs such as Google Summer of Code
- Communication and responding to needs
    - Understand OpenMRS community participants (measure and report growth, interests, needs, fit)
    - Organization of community events and meetings (e.g., hackathons for focused software development efforts and contributor networking, conferences, project leadership summits, periodic community updates)
    - Mediation of disputes within the community should they arise
- Feedback loop for software development
    - Building and maintaining appropriate community governance and balancing against bureaucracy
    - Manage collaborative processes used by community and maintain tools to support them (some aspects may report to engineering)
    - Represent the voice of the OpenMRS customer by listening to and understanding feedback within and outside the OpenMRS community. Assemble requirements & needs and facilitate interpretation with engineering teams.

> ⓘ **Needs Updated**
>
> This document will soon be updated with 2014 Community Management team priorities.

2013 Focus Areas

- Governance: Establish and implement "initial" governance models and evaluate based upon community feedback
- Communication: Establish a communication program for key contributors (e.g., blogs and other social media) and evaluate effectiveness
- Community Metrics: Identify key metrics for community health (e.g., code, documentation, communications, meetings, satisfaction ratings, etc.) and publish regular reports on status
- Events: Produce 1 global conference and at least 2 regional/global hackathons
- Engineering Support:

January - March 2013

Focus Area	Goal
Governance	Project and non-profit organizational structure
Communication	Implement recognition programs for contributors
Communication	Clarify roles of contributors/volunteers, users/customers
Engineering Support	Technology and community support for implementation of continuous delivery (CD) processes, tools, and techniques by engineering team, and evaluate CD effectiveness

April - June 2013

Focus Area	Goal
Governance	Governance processes (technical project groups, roadmap processes, issue/dispute handling)
Community Metrics	Regular periodic reporting on community activities, initial "field test" to uncover most useful metrics
Communication	Establish initial contributor "career path"
Events	Plan and organize documentation hackathon/sprint
Engineering Support	Technology and community support for implementation of continuous delivery (CD) processes, tools, and techniques by engineering team, and evaluate CD effectiveness

July - September 2013

Focus Area	Goal
Governance	Explore, develop, and propose potential membership & partnership structures
Community Metrics	Iterate/evolve metrics based on usefulness feedback
Community Metrics	Take action to improve at least 1 key area of community health and evaluate
Communication	Establish program for regional contributor representation & points of contact
Engineering Support	Technology and community support for implementation of continuous delivery (CD) processes, tools, and techniques by engineering team, and evaluate CD effectiveness

October - December 2013

Focus Area	Goal
Governance	Explore, develop, and propose potential membership & partnership structures
Events	2013 OpenMRS Implementers Meeting
Events	2013 OpenMRS Hackathon
Communication	Publish regular periodic customer profiles
Community Metrics	Iterate/evolve metrics based on usefulness feedback
Community Metrics	Take action to improve at least 1 key area of community health and evaluate

Resource Requirements

- 1 FTE general community management
- 1 FTE technology infrastructure operations ("dotted line" report to engineering)
- 0.5 FTE (annual) special event coordination at 100% utilization for 5-6 months per year

Not Responsible for...

- Directing or managing daily work of individual contributors
- Defining software road map items or scheduling engineering work priorities
- System implementation research, monitoring, or evaluation

References

- Bacon, J. (2012). *The Art of Community* (2nd ed.). Sebastopol, CA: O'Reilly Media. http://www.artofcommunityonline.org/
- Fogel, K. (2005). *Producing Open Source Software.* Sebastopol, CA: O'Reilly Media. http://www.producingoss.com/
- Owyang, J. (2007, November 25). The Four Tenets of the Community Manager [Web log post]. Retrieved from http://www.web-strategist.com/blog/2007/11/25/the-four-tenets-of-the-community-manager/