



# Working in and with ~~Open Source~~ Communities

# INTRODUCTION

# Introduction Bernd Erk

- CEO **NETWAYS** GmbH
- Co-founder **Icinga**
- On Twitter **@gethash**



# WHAT IS A COMMUNITY?

Communities are **social units** of any size that share **common values** and **interests**

Communities are **controlled by the people** not by  
the leaders

Communities can **look different** from the **inside** and  
the **outside**

# SENSE OF COMMUNITY



Valuable **membership** and real **influence**

**Integration** and **fulfillment** of needs

Shared emotional **connection**

# CREATION OF A COMMUNITY



```
$ git init
```

```
$ git clone
```



# Nagios is forked: Icinga is unleashed

by Bernd Erk | May 6, 2009 | Misc | 11 comments

A group of leading Nagios protagonists including members of the Nagios Community Advisory board and creators of multiple Nagios Addons have launched Icinga – a fork of Nagios, the prevalent open source monitoring system. This independent project strives to be more responsive to user requests and faster in software development through the support of a broader developer community.

The new open source monitoring system will be fully compatible with its predecessor, retaining all the existing Nagios features while adding new features requested by the Nagios user community. Long standing bugs will be removed and improvements will be made, especially for the database integration alongside a standardised API to simplify the integration of 3rd party addons. Icinga will also be developed to include an improved functionality in large and complex environments.

Built on proven technologies and concepts as well as progressive frameworks and standards, Icinga is a product of the community – their ideas, needs and combined passion for innovation.

Icinga takes all the great features of Nagios and combines it with the feature requests and patches of the user community. These modifications hail direct from the community and are supported by the concrete experiences of those involved in customer projects.

The first releases are expected for the end of May. The first stable Version is scheduled for October 28th.

f Facebook 0 | | Twitter 0 | 8+ Google+ 0

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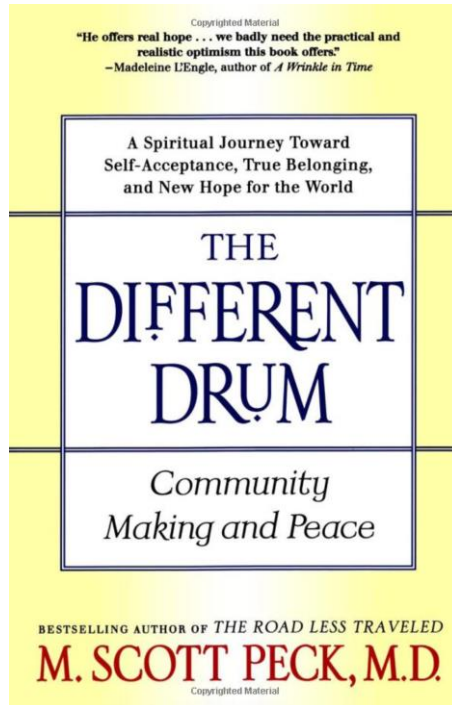
Icinga Shop – We are ready for Christmas!

Icinga 2 v2.4.0 & Icinga Web 2 v2.1.0 released

Icinga 2 Script Debugger

### Recent Comments

# COMMUNITY BUILDING



*The Different Drum:  
Community-Making and  
Peace, [Scott Peck](#)*



# The **four** stages of community building

# Pseudocommunity

When a **group** comes together like on a **first date**

# Chaos

**Growing demands** upon the facilitator

# Emptiness

**Acknowledgment** of the weakness

**True community**

**Respect and empathy**

WORK IN A COMMUNITY

# WORK IN A COMMUNITY

As a member

Realize that **everyone is a member**



Disagree with **ideas** and **not the people**

Be as **flexible as possible**

Bring **new members** in your community and take care of the **next generation**

Don't be a **redshirt**!



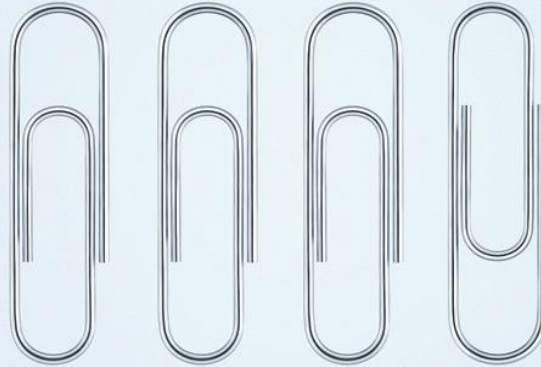
# WORK IN A COMMUNITY

As a lead

Maintain balance between the **strong** and the **weak**

Take care of the internal **culture**

## Don't be a **control freak**



Chaos. German style.



# COMMUNITY MAINTENANCE

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Methods

**Talk**, talk, talk and meet as much as you can

Create a **transparent** community **environment**

**Measure** progress and **note** community members

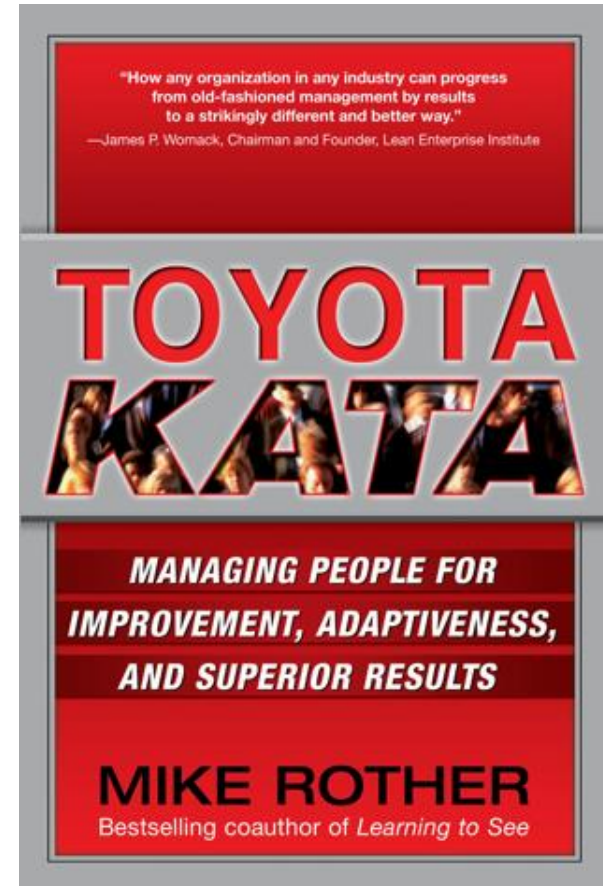
# DEALING WITH FAILURE

People will complain about **EVERYTHING!**

**Accepting failure** is necessary



## Culture of failure



WHY IS ALL THIS SO IMPORTANT?

Good community work **prevents mismatch**

“**Burnout** is always more likely when there is a major **mismatch** between the nature of the job and the nature of the **person** who does the **job**.”

Work **Overload**

Work **Overload**

Lack of **Control**

Lack of **Control**

Insufficient **Reward**

Breakdown of **Communication**

**Breakdown of Communication**

Absence of **Fairness**

Absence of **Fairness**

Conflicting **Values**

Conflicting **Values**

# THANK YOU

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