
Annual Report | 2014

Unbeknown to most, Wikimedia's OTRS instance quietly celebrated its 10th birthday in September 2014. 10 years ago, *Jeronim* (<https://meta.wikimedia.org/wiki/User:Jeronim>) kicked off the first email recorded in our database, a message to himself with only the magic word “tets [*sic*]” in it. Since then, quite a bit has happened. Today, our installation is used by the Volunteer Response Team to handle general inquiries on the Wikimedia projects and image releases from copyright holders; by oversighters, who remove personal information and offensive material from the Wikimedia projects; by a large number of chapters; as well as by several other users working on various tasks and projects within the movement. More than 1,500 users have had access to “our” OTRS at some point, and they have been in touch with more than half a million individuals; finally, last year, another major milestone was reached as we received the 1,000,000th ticket (excluding spam, of course).

This year's annual report on the state of our OTRS instance, and especially the Volunteer Response Team's (<https://meta.wikimedia.org/wiki/OTRS>) activities, the third of its kind, is also the most comprehensive yet. As every year, we hope you find it informative, and welcome your feedback as well as general questions and comments on the matters reported on Meta (<https://meta.wikimedia.org/wiki/Talk:OTRS/Reports/2014>). Thank you!

The OTRS administrators, February 2015

Introduction: 2014—A Look Back

TICKETS RECEIVED

We received 72,714 tickets in 2014, spread across many different types of queues.

The queues with the largest amount of activity are our info queues, which handle queries related to Wikipedia. Another large queue is permissions, which receives releases from copyright holders. The other third of our tickets are related to chapter queries, photo submissions, and other miscellaneous queues. Figure 1 details this activity.

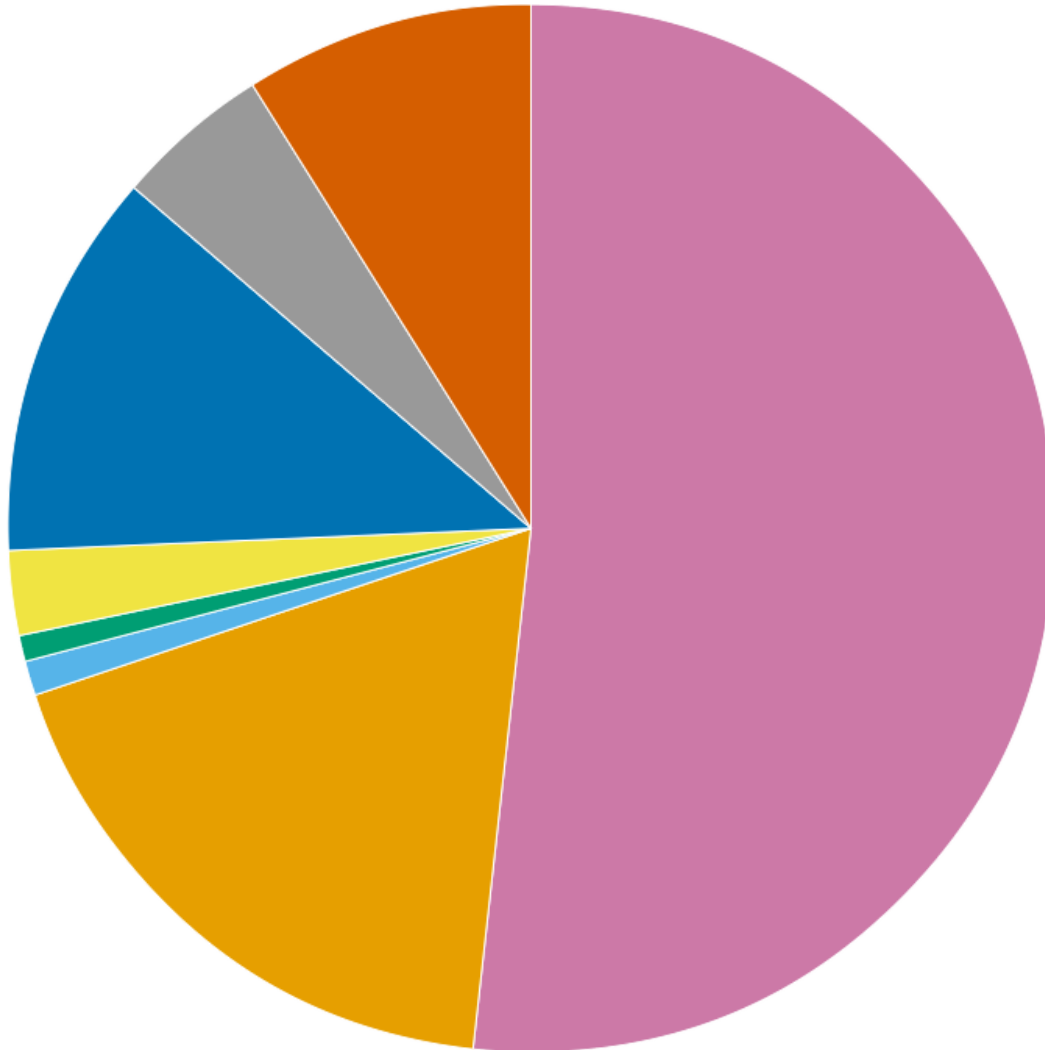


Fig. 1 | Tickets received in 2014, per queue type, adjusted values¹ (n=72,714)

Figure 2 provides a rough sketch of the number of tickets received over time, by queue type.

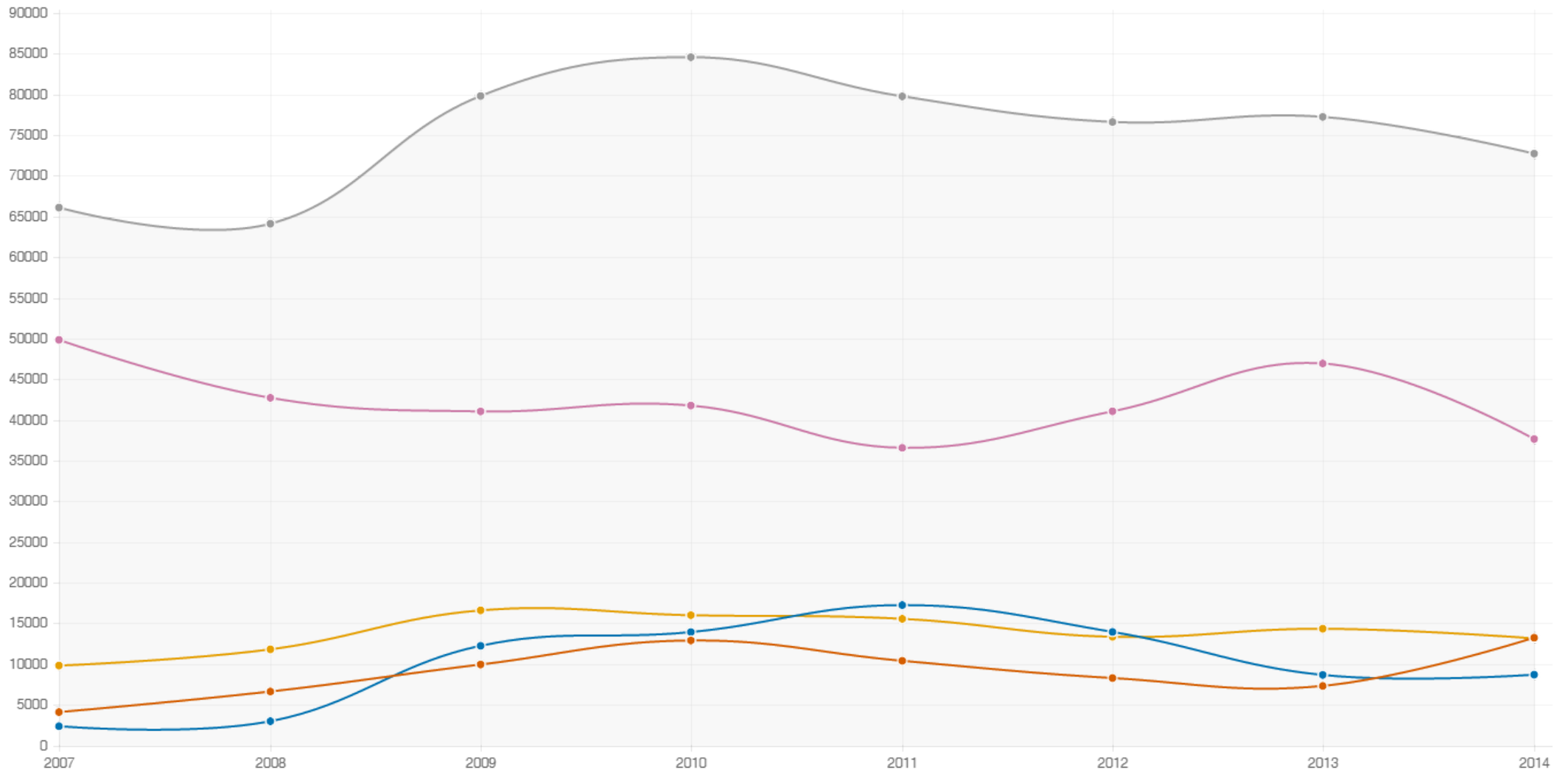


Fig. 2 | Tickets received annually from 2007 through 2014, per queue type, adjusted values² (total, info, permissions, chapters, other)

The trends in the number of tickets received will be analyzed in more detail in one of the upcoming monthly reports.

DOCUMENTATION AND POLICIES

One of the priorities of the OTRS admin team in 2014 was to improve existing documentation to allow for easier on-boarding of new members. One of the outcomes from this was the development of a **new step-through guide** to OTRS' interface, which many new agents find hard to get accustomed to, particularly if volunteers lack prior experience with ticketing systems (as most do). The guide has been received well with the agent community, and is currently being translated by the community into more languages.

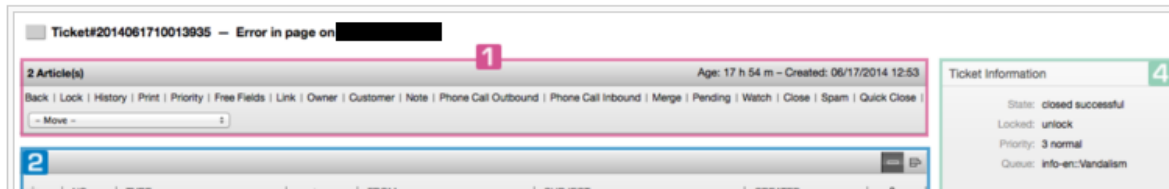
This page explains the ticket view (sometimes called zoom ticket view), which you see upon opening a ticket, explains the available ticket options, and—most importantly—how to compose a reply.

Contents [hide]

- 1 Overview
- 2 Answering a ticket
- 3 Ticket functions
- 4 Other functions

OVERVIEW

When viewing a ticket, you will notice it is divided into four main parts:



(2014-screenshot-guide.png)

A short excerpt from the new guide.

To make help and policy pages easier to comprehend for non-English speakers and yet maintain the continued factual accuracy of the translations, the ***Translate*** (<https://www.mediawiki.org/wiki/Extension:Translate>) extension was enabled on OTRS Wiki. Fortunately, this has also prompted a very desirable boost in translation activity.

In an effort to make account creation and activity-based account closures more consistent, the OTRS admins published two policy documents in December which clarify the underlying (largely long-standing) procedures. The **Access Policy** (https://meta.wikimedia.org/wiki/OTRS/Access_policy) and the **Activity Policy** (https://meta.wikimedia.org/wiki/OTRS/Activity_policy) are available from Meta.

MEET-UPS AT WIKIMANIA AND LOCALLY

German members of the Volunteer Response Team gathered in **Hamburg, Germany**, in April for their 10th workshop since 2008. 13 volunteers attended the two-day event, which this time revolved primarily around legal aspects, hosting Ansgar Koreng, an attorney specialized in media and copyright law, who regularly advises and represents the German chapter, and John Weitzmann, attorney and Legal Project Lead of Creative Commons Germany.

The Volunteer Response Team also had some presence at **Wikimania** (<https://meta.wikimedia.org/wiki/Wikimania>), the annual conference of Wikimedians and people interested in the Wikimedia projects, last year taking place in London. Keegan gave a talk on the response team's tasks and responsibilities (recording on Youtube (<http://youtu.be/tE2P-jLwuQQ?t=8m50s>)), and a couple of OTRS admins hosted a meet-up as part of the pre-conference track with about 20 team members in attendance. The meet-up provided an opportunity to exchange ideas and lessons learned among volunteers from queues in different languages, who don't normally work with each other.

Inspired by conversations at Wikimania, French volunteers held their very first-ever workshop at Wikimedia France's **Paris** office in November. On the first day of the event, a general training session was offered for both current Volunteer Response Team members and others with OTRS access (e.g., members of Wikimedia France with access to the chapter queues). 14 people attended. On day two, "[info-fr](#) ([fr](#): French)" members held a closed session that enabled them to touch upon confidential issues from their day-to-day OTRS work. Both regional workshops, the French and the German one, were extensively supported by the respective local chapters.



(https://commons.wikimedia.org/wiki/Category:OTRS_French_meetup_2014)

Meet-up of French OTRS volunteers in Wikimedia France's office

Photo by Pymouss (<https://commons.wikimedia.org/wiki/User:Pymouss>) (license: CC-by-sa 4.0 (<https://creativecommons.org/licenses/by-sa/4.0/legalcode>)), via Wikimedia Commons (https://commons.wikimedia.org/wiki/File:OTRS_French_meetup_20141129-01.jpg)

In September, the OTRS admins held their first **admin meeting**, which is discussed in more detail below.

Staffing

In December 2014, we introduced an Access Policy (https://meta.wikimedia.org/wiki/OTRS/Access_policy), which, among other things, defines different account types, and the corresponding activity requirements and account creation/closure process. The following table makes use of these account types to provide a nuanced overview of last year's changes in the composition of the agent base.

Primary account type	Accounts closed	Accounts opened (reopened)
Community account (e.g., a volunteer for info or permissions)	56	68 (6)
Chapter account (e.g., WMDE staff)	23	14 (4)
Role account (e.g., a steward or Wiki Loves Monuments organizer)	5	24 (2)
Wikimedia Foundation staff	14	3 (2)
Other	4	4 (1)
Total	102	113 (15)

With this, we had 660 open accounts on OTRS at the end of 2014, on top of roughly 850 closed since installation.

Info Queues

These queues are the general information addresses that are displayed on the “contact us” pages on the Wikipedia projects. (See the English Wikipedia’s page (https://en.wikipedia.org/wiki/Wikipedia:Contact_us), for example.) They usually deal with questions from readers of Wikipedia and from the subjects of articles. They are typically divided based on the language that they are written in, not the project that they relate to, because the queues are staffed by Wikimedia volunteers speaking a certain language, not from a certain project.

TICKETS HANDLED

The first columns of the table provide the number of tickets closed in the years 2013 and 2014, respectively. (For the particularly data-savvy, you can also display the 2012 values through the button at the top right of the table, right next to the search box.) The columns on the right show the number of agents as of December 31 of the respective year.³ These numbers are slightly lower than the actual as some agents have support access that covers multiple queues and these are not reflected. These users do not usually answer tickets regularly though, for example OTRS administrators who have access to all info queues for administrative purposes.



Queue	2012	Δ12-13 (%)	2013	Δ13-14 (%)	2014	Agents 2012	Δ12-13 (%)	Agents 2013	Δ13-14 (%)	Agents 2014	Tickets/agent 2013	Tickets/agent 2014
info	5	220.0	16	6.2	17	108	-11.1	96	-12.5	84	0.2	0.2
info-af (af: Afrikaans)	18	-77.8	4	-75.0	1	1	0.0	1	0.0	1	4.0	1.0
info-als (als: Alemannic)	1	-100.0	0	0.0	0	0	0.0	0	0.0	0	n/a	n/a
info-ar (ar: Arabic)	162	192.6	474	51.1	716	7	57.1	11	9.1	12	52.7	62.3
info-ca (ca: Catalan)	89	-37.1	56	10.7	62	3	0.0	3	0.0	3	18.7	20.7
info-cs (cs: Czech)	419	-1.2	414	-0.7	411	6	16.7	7	-14.3	6	63.7	63.2
info-da (da: Danish)	109	14.7	125	-8.0	115	6	-16.7	5	20.0	6	22.7	20.9
info-de (de: German)	7617	-7.7	7032	-16.0	5905	47	-6.4	44	2.3	45	154.5	132.7
info-el (el: Greek)	112	81.2	203	-35.5	131	2	100.0	4	-25.0	3	67.7	37.4
info-en (en: English)	21384	36.4	29168	-24.7	21955	206	1.9	210	3.8	218	140.2	102.6
info-es (es: Spanish)	2427	-15.1	2060	-25.2	1541	22	13.6	25	-8.0	23	87.7	64.2
info-et (et: Estonian)	22	-81.8	4	-100.0	0	1	-100.0	0	0.0	0	8.0	n/a
info-fa (fa: Persian (Farsi))	30	1243.3	403	-33.0	270	1	600.0	7	14.3	8	100.8	36.0
info-fi (fi: Finnish)	15	193.3	44	-65.9	15	3	33.3	4	-50.0	2	12.6	5.0
info-fr (fr: French)	1433	-20.7	1136	-13.7	980	27	3.7	28	35.7	38	41.3	29.7
info-he (he: Hebrew (modern))	192	1.0	194	-48.5	100	10	-30.0	7	42.9	10	22.8	11.8
info-hr (hr: Croatian)	4	-25.0	3	-66.7	1	4	-50.0	2	0.0	2	1.0	0.5
info-hu (hu: Hungarian)	179	40.2	251	-43.0	143	14	7.1	15	13.3	17	17.3	8.9
info-it (it: Italian)	458	-9.4	415	-59.5	168	10	-20.0	8	37.5	11	46.1	17.7
info-ja (ja: Japanese)	392	-39.0	239	-41.0	141	6	50.0	9	-44.4	5	31.9	20.1
info-ka (ka: Georgian)	0	0	0	Inf	2	1	-100.0	0	0	0	0	Inf
info-ko (ko: Korean)	82	-56.1	36	-16.7	30	2	0.0	2	300.0	8	18.0	6.0
info-nds (nds: Low German)	1	200.0	3	-66.7	1	0	0	0	0	0	Inf	Inf

info-nl (nl: Dutch)	2651	-4.9	2521	-6.6	2354	17	11.8	19	-5.3	18	140.1	127.2
info-no (no: Norwegian)	260	-22.7	201	13.4	228	5	-40.0	3	0.0	3	50.2	76.0
info-pl (pl: Polish)	732	74.3	1276	-35.1	828	12	-25.0	9	11.1	10	121.5	87.2
info-pt (pt: Portuguese)	107	-60.7	42	26.2	53	9	0.0	9	44.4	13	4.7	4.8
info-ro (ro: Romanian)	123	23.6	152	-19.1	123	3	0.0	3	33.3	4	50.7	35.1
info-ru (ru: Russian)	982	-23.6	750	-42.1	434	15	13.3	17	5.9	18	46.9	24.8
info-sk (sk: Slovak)	2	-100.0	0	Inf	5	1	0.0	1	0.0	1	0	5.0
info-sl (sl: Slovene)	n/a	n/a	3	666.7	23	n/a	n/a	4	-25.0	3	1.5	6.6
info-sr (sr: Serbian)	42	19.0	50	-26.0	37	2	-50.0	1	0.0	1	33.3	37.0
info-sv (sv: Swedish)	324	-23.5	248	-23.0	191	3	-33.3	2	50.0	3	99.2	76.4
info-tr (tr: Turkish)	159	20.8	192	-24.0	146	5	-40.0	3	0.0	3	48.0	48.7
info-uk (uk: Ukrainian)	0	Inf	6	50.0	9	0	Inf	2	100.0	4	6.0	3.0
info-vi (vi: Vietnamese)	8	37.5	11	-90.9	1	1	0.0	1	0.0	1	11.0	1.0
info-zh (zh: Chinese)	181	-34.8	118	15.3	136	13	-7.7	12	-16.7	10	9.4	12.4

("info-ka (ka: Georgian)" was created in August 2012, "info-sl (sl: Slovene)" in November 2013, and "info-uk (uk: Ukrainian)" in December 2012.)

The above table includes tickets in subqueues. A low-level breakdown of the activity in queues with subqueues is provided below:

DE

Queue	2012	$\Delta 12-13$ (%)	2013	$\Delta 13-14$ (%)	2014
info-de (de: German)	7617	-7.7	7029	-32.4	4751
info-de (de: German)-dvd	n/a	n/a	2	n/a	n/a
Verifikation	n/a	n/a	1	115300.0	1154

("Info-de (de: German)-dvd" was closed in 2012, and "info-de (de: German)-verifikation" opened in March 2014.)

EN

Queue	2012	Δ12-13 (%)	2013	Δ13-14 (%)	2014
Advocacy	1243	-99.6	5	n/a	n/a
Article Feedback	11	n/a	n/a	n/a	n/a
Blacklist	2	0.0	2	n/a	n/a
Call required	44	-95.5	2	-50.0	1
Campaigns	52	-53.8	24	595.8	167
Copyvio	517	8.5	561	-50.1	280
Courtesy	6937	13.3	7858	-24.6	5924
From other queues	18	n/a	n/a	n/a	n/a
Mobile	194	-69.1	60	n/a	n/a
Organizations	6	11683.3	707	-9.8	638
Quality	2276	-14.9	1937	-36.3	1233
Reuse	402	14.2	459	-38.1	284
Schools	56	19.6	67	-22.4	52
Tech-issues	272	119.1	596	-12.8	520
Urgent	7	485.7	41	-97.6	1
Vandalism	1614	35.9	2193	-31.6	1499
Voice messages	377	-89.1	41	-41.5	24
info-en (en: English)	7242	101.8	14615	-22.5	11332
info@wikipedia.org	114	n/a	n/a	n/a	n/a

(“Advocacy,” “Article Feedback,” “Blacklist,” “Call required,” and “From other queues” were all closed in November 2012; “Mobile” was closed in April 2013, and “Organizations” created in November 2012; “info@wikipedia.org” was closed in October 2012.)

FR

Queue	2012	Δ12-13 (%)	2013	Δ13-14 (%)	2014
info-fr (fr: French)	1433	-20.8	1135	-13.7	979
Posters	0	Inf	1	0.0	1

NL

Queue	2012	Δ12-13 (%)	2013	Δ13-14 (%)	2014
info-nl (nl: Dutch)	1328	-4.4	1269	-4.6	1210
wikiportret	1323	-5.4	1252	-8.6	1144

PL

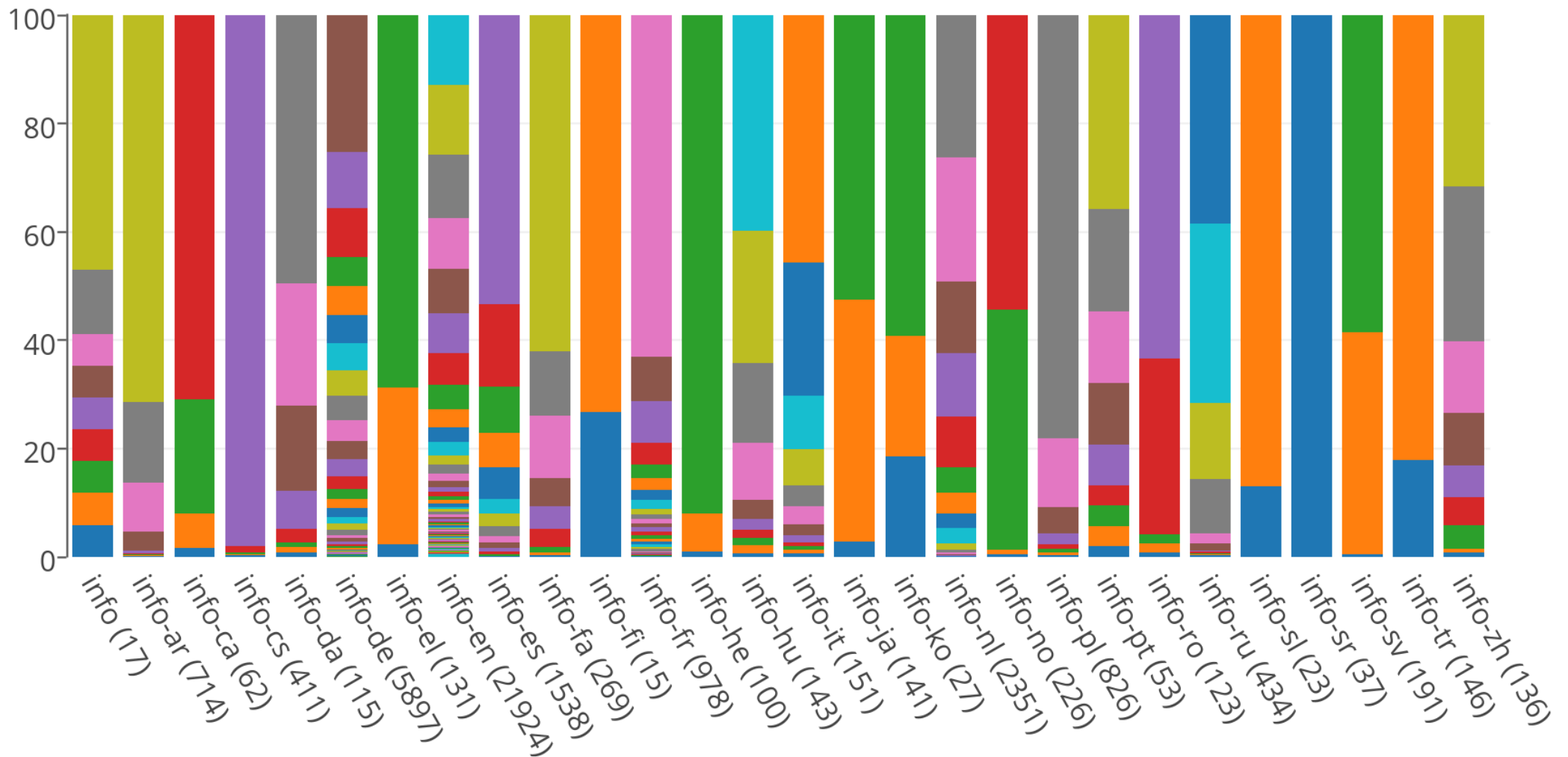
Queue	2012	Δ12-13 (%)	2013	Δ13-14 (%)	2014
baninfo	83	-45.8	45	6.7	48
info-pl (pl: Polish)	649	89.7	1231	-36.6	780

ZH

Queue	2012	Δ12-13 (%)	2013	Δ13-14 (%)	2014
info-zh (zh: Chinese)	102	-35.3	66	30.3	86
info-zh (zh: Chinese)-hans (zh-hans: simplified Chinese)	34	-32.4	23	-13.0	20
info-zh (zh: Chinese)-hant (zh-hant: traditional Chinese)	45	-35.6	29	3.4	30

WORKLOAD DISTRIBUTION

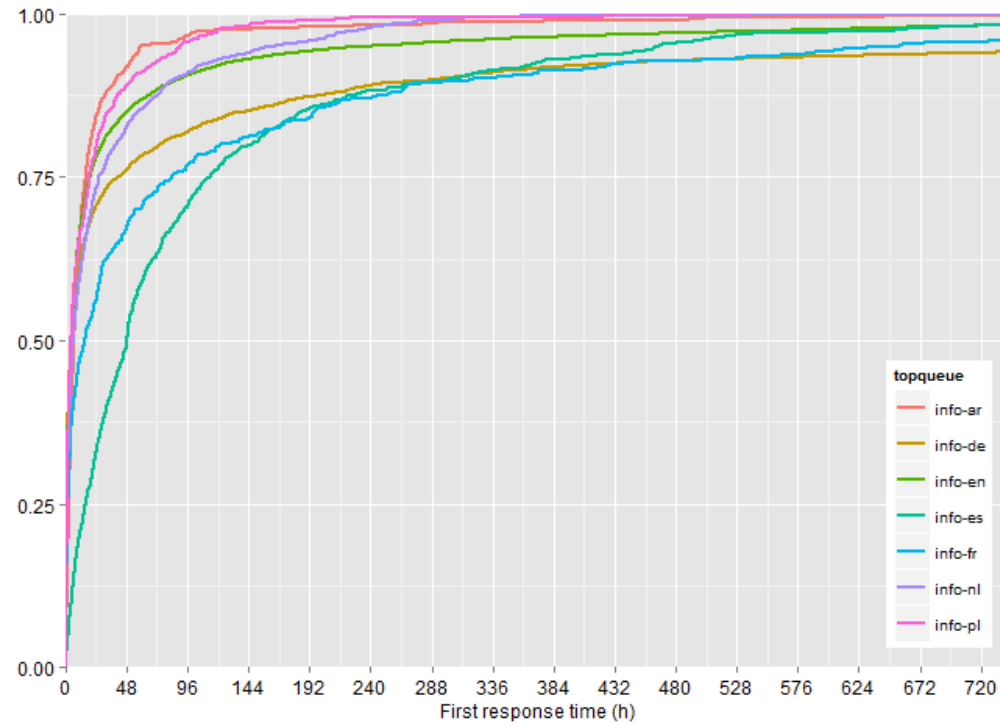
This chart shows how many agents contributed to working on a given queue. Each color represents an agent for that particular queue and shows how many tickets they handled in relation to others. Do note that if you spot two same-colored areas, this does *not* mean they represent the same agent—we've just run out of easily distinguishable colors :). The numbers in parantheses correspond to the total number of tickets handled in that queue.



While, *per se*, it is great to see that a particular volunteer brings the dedication to handle the lion’s share of inquiries in “their” queue, a high dependence on just a few individuals also poses risks for the robustness of the queue’s efficient processing. For instance, in the chart above, the Czech queue ([info-cs \(cs: Czech\)](#)) stands out with one volunteer handling 403 out of 411 tickets. In this circumstance, it seems particularly desirable to recruit new volunteers from the Czech Wiki community.

RESPONSE TIME

The following chart shows the distribution of the amount of time it took for the team to send the first response to a new ticket. (Tickets that were not replied to, for instance because they contained off-topic material, were ignored.) It provides the answer to the question which share of emails has received an initial reply within a given amount of time. (Only provided for the largest queues.)



Response times in the major info queues do not seem to give much reason for worry. Some highlights: The “[info-en \(en: English\)](#)” team managed to reply to half of its roughly 22,000 tickets within less than four and a half hours, and the Polish team sent their initial reply to 90% of all tickets within just slightly more than two days. The English-language team responded to 77% of its tickets within 24 hours (ar: 84%, pl: 80%, nl: 73%, de: 70%, fr: 56%, es: 33%).

Sister Projects Queues

As the numbers below show, there are not many tickets that relate to non-Wikipedia projects, but the Sister projects queues were created to give them special attention so that they could be handled by people who know more about the specific project.

TICKETS HANDLED

2012
690

– 26.81%

2013
505

+ 54.85%

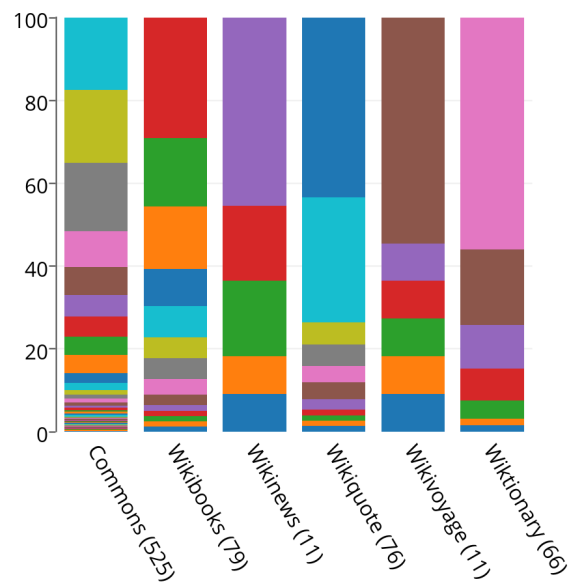
2014
782

Queue	2012	Δ12-13 (%)	2013	Δ13-14 (%)	2014	Agents 2012	Δ12-13 (%)	Agents 2013	Δ13-14 (%)	Agents 2014	Tickets/agent 2013	Tickets/agent 2014
Commons	385	-40.0	231	127.7	526	73	30.1	95	-23.2	73	2.8	6.3
Wikibooks	80	11.2	89	-11.2	79	73	30.1	95	-75.8	23	1.1	1.3
Wikidata	0	inf	9	-22.2	7	73	30.1	95	-55.8	42	0.1	0.1
Wikinews	47	-70.2	14	-21.4	11	73	30.1	95	-72.6	26	0.2	0.2
Wikiquote	60	3.3	62	22.6	76	73	30.1	95	-77.9	21	0.7	1.3
Wikisource	7	-42.9	4	0.0	4	73	30.1	95	-75.8	23	0.0	0.1
Wikispecies	n/a	n/a	0	0.0	0	73	30.1	95	-78.9	20	n/a	n/a
Wikiversity	12	-41.7	7	-71.4	2	73	30.1	95	-77.9	21	0.1	0.0
Wikivoyage	1	600.0	7	57.1	11	73	30.1	95	-76.8	22	0.1	0.2
Wiktionary	98	-16.3	82	-19.5	66	73	30.1	95	-68.4	30	1.0	1.1

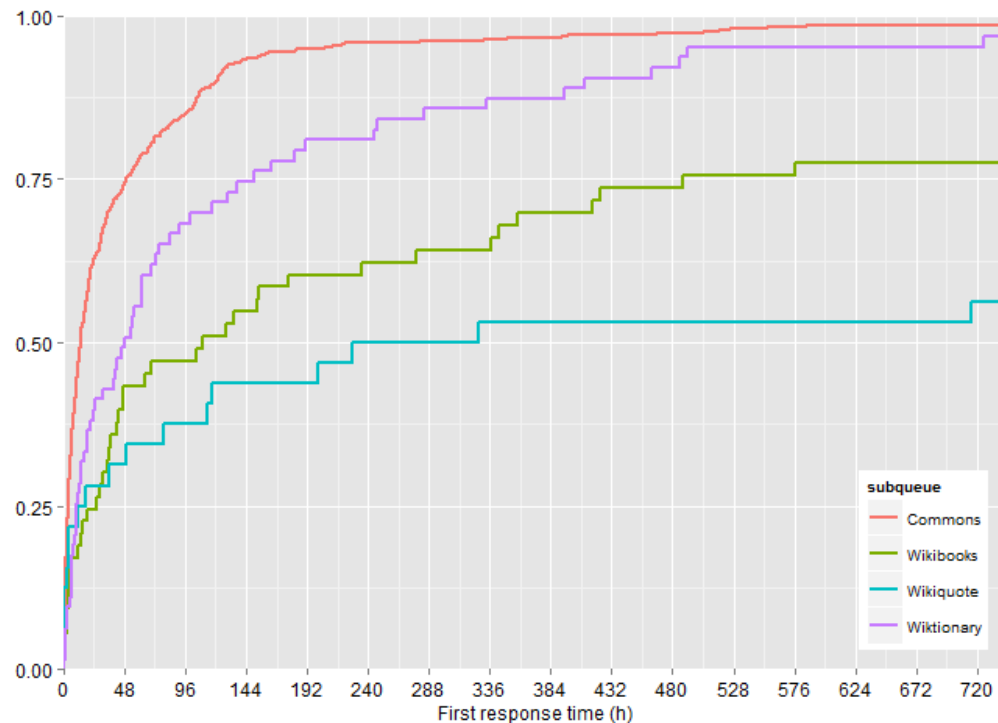
(“Wikidata” was created in December 2012, “Wikiversity” in April 2012, “Wikivoyage” in December 2012, and “Wikispecies” in February 2013.)

Note that the drop in the number of agents of individual *Sister projects* queues from 2013 to 2014 is due to a re-organization of the access structure. Until 2013, there was just one access right for all *Sister projects* queues. This practice was changed in 2014, to a large part because granting just one right makes it impossible to identify queues that are in particular need of more volunteers. As of Dec. 31, 2014, 20 users (included below in each row) retained access to all *Sister projects* queues due to an interest in many of the queues, while all other access rights are now granted on a per-queue basis.

WORKLOAD DISTRIBUTION



RESPONSE TIME



Permissions Queues

Sometimes Wikimedians would like to use images in articles that do not have clear cut licensing information. These images might not be licensed already, might have a license that is not permissive enough for use on Wikipedia, or might otherwise need confirmation that the copyright holder has agreed to the license shown on the projects. Wikimedians often contact the copyright holders of various images and ask them to license them so that they can be used on Wikimedia projects.

The permissions team on OTRS is the one that processes these “permissions” e-mails and attempts to verify that the copyright holder releases the images under an allowable license, that they do so clearly while understanding what that means, and that they actually are allowed to license the images in such a way (e.g., they hold copyright). These e-mails are then stored in the ticket system so that they can be verified by anyone with appropriate access. For more information, see Commons’ page on the topic (<https://commons.wikimedia.org/wiki/Commons:Permission>).

TICKETS HANDLED

2012
13,605

+ 8.81%

2013
14,804

– 13.15%

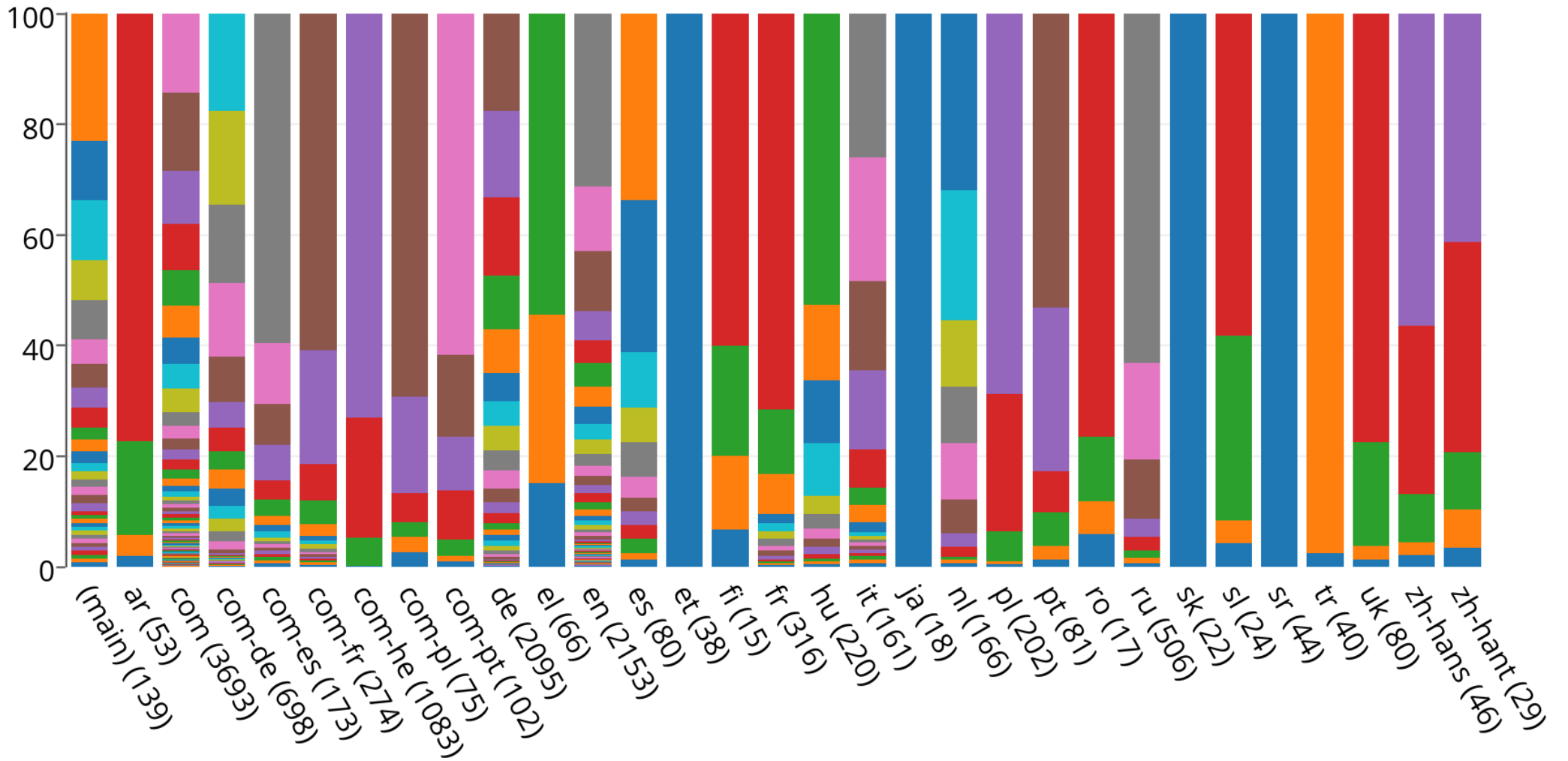
2014
12,857

Queue	2012	Δ12-13 (%)	2013	Δ13-14 (%)	2014
permissions	65	201.5	196	-28.6	140
permissions-ar (ar: Arabic)	n/a	n/a	n/a	n/a	53
permissions-commons	3583	16.8	4185	-11.5	3702
permissions-commons-ar (ar: Arabic)	n/a	n/a	n/a	n/a	5
permissions-commons-de (de: German)	743	-4.4	710	-1.7	698
permissions-commons-es (es: Spanish)	120	64.2	197	-10.7	176
permissions-commons-fr (fr: French)	181	83.4	332	-17.5	274
permissions-commons-he (he: Hebrew (modern))	927	23.4	1144	-4.7	1090
permissions-commons-pl (pl: Polish)	137	-2.9	133	-43.6	75
permissions-commons-pt (pt: Portuguese)	94	11.7	105	-2.9	102
permissions-de (de: German)	2094	-3.3	2025	3.7	2099
permissions-el (el: Greek)	69	-7.2	64	3.1	66
permissions-en (en: English)	2569	10.7	2843	-24.3	2153
permissions-eo (eo: Esperanto)	2	-100.0	0	0.0	0
permissions-es (es: Spanish)	149	-10.1	134	-39.6	81
permissions-et (et: Estonian)	33	75.8	58	-34.5	38
permissions-fi (fi: Finnish)	14	42.9	20	-25.0	15
permissions-fr (fr: French)	645	-22.2	502	-37.1	316
permissions-hu (hu: Hungarian)	299	2.0	305	-26.2	225
permissions-it (it: Italian)	255	18.8	303	-18.8	246
permissions-ja (ja: Japanese)	0	Inf	16	12.5	18
permissions-ko (ko: Korean)	n/a	n/a	1	700.0	8
permissions-ml (ml: Malayalam)	4	425.0	21	-95.2	1

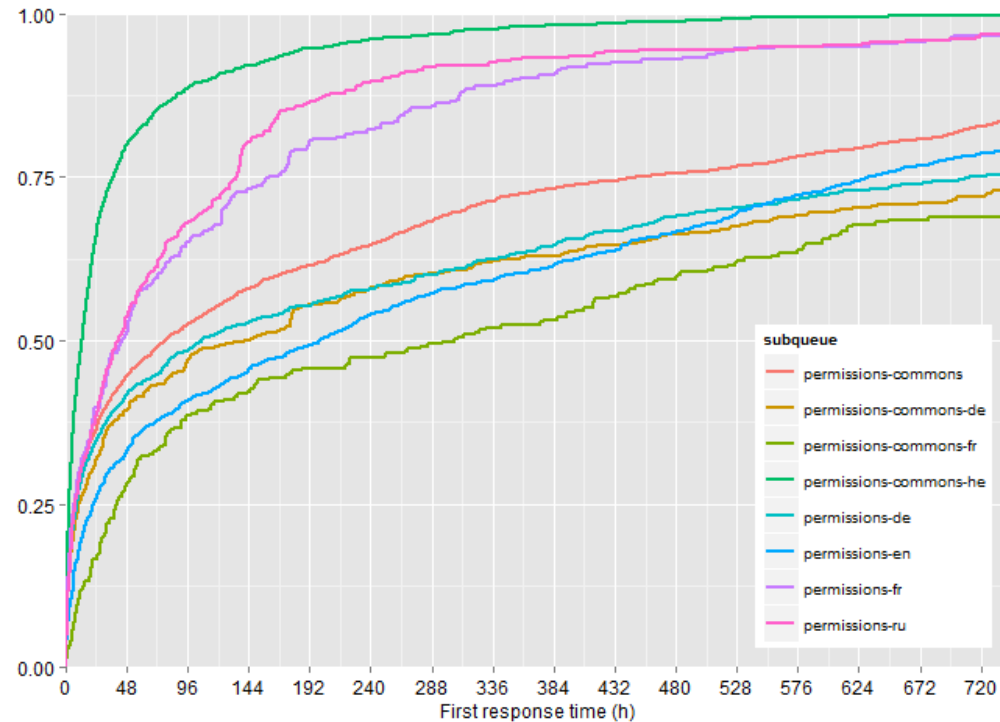
permissions-nl (nl: Dutch)	219	-21.9	171	-2.3	167
permissions-pl (pl: Polish)	178	0.0	178	13.5	202
permissions-pt (pt: Portuguese)	133	-27.8	96	-15.6	81
permissions-pt (pt: Portuguese)-nf	4	-25.0	3	0.0	3
permissions-ro (ro: Romanian)	1	100.0	2	750.0	17
permissions-ru (ru: Russian)	743	-21.3	585	-12.5	512
permissions-sk (sk: Slovak)	40	30.0	52	-57.7	22
permissions-sl (sl: Slovene)	9	388.9	44	-45.5	24
permissions-sr (sr: Serbian)	46	-6.5	43	2.3	44
permissions-tr (tr: Turkish)	27	163.0	71	-43.7	40
permissions-uk (uk: Ukrainian)	30	343.3	133	-39.8	80
permissions-vi (vi: Vietnamese)	2	50.0	3	-66.7	1
permissions-zh (zh: Chinese)	46	-71.7	13	-38.5	8
permissions-zh (zh: Chinese)-hans (zh-hans: simplified Chinese)	80	1.2	81	-43.2	46
permissions-zh (zh: Chinese)-hant (zh-hant: traditional Chinese)	64	-45.3	35	-17.1	29

(“[Permissions-ar \(ar: Arabic\)](#)” and “[permissions-commons-ar \(ar: Arabic\)](#)” were created in May 2014; “[permissions-uk \(uk: Ukrainian\)](#)” was created in October 2012, “[permissions-ko \(ko: Korean\)](#)” in October 2014, and “[permissions-ro \(ro: Romanian\)](#)” in July 2014.)

WORKLOAD DISTRIBUTION



RESPONSE TIME



While the above chart only provides a top-level view of response behavior, it does suggest that the first-response time distributions of the major permissions queues are much more long-tailed than those of the major info queues, a fact often overlooked when claims are made about “the ‘permissions’ backlog.” For instance, 50% of tickets in “permissions-commons” were responded to within 79 hours—a little more than three days; on the other hand, the 8th decile is already at 638 hours, or 26-odd days. This will be covered in more detail in a future monthly report.

Photosubmission Queues

Wikimedia projects often lack good, freely-licensed images for certain articles, especially biographies of living persons (<https://en.wikipedia.org/wiki/Wikipedia:BLP>). To mitigate this, the photosubmission queues were created on OTRS. They allow readers of Wikipedia and article subjects (or their agents) to easily submit photos to illustrate their articles. The photosubmission team performs the same checks as permissions, but in addition helps to add the images to the relevant articles.

TICKETS HANDLED

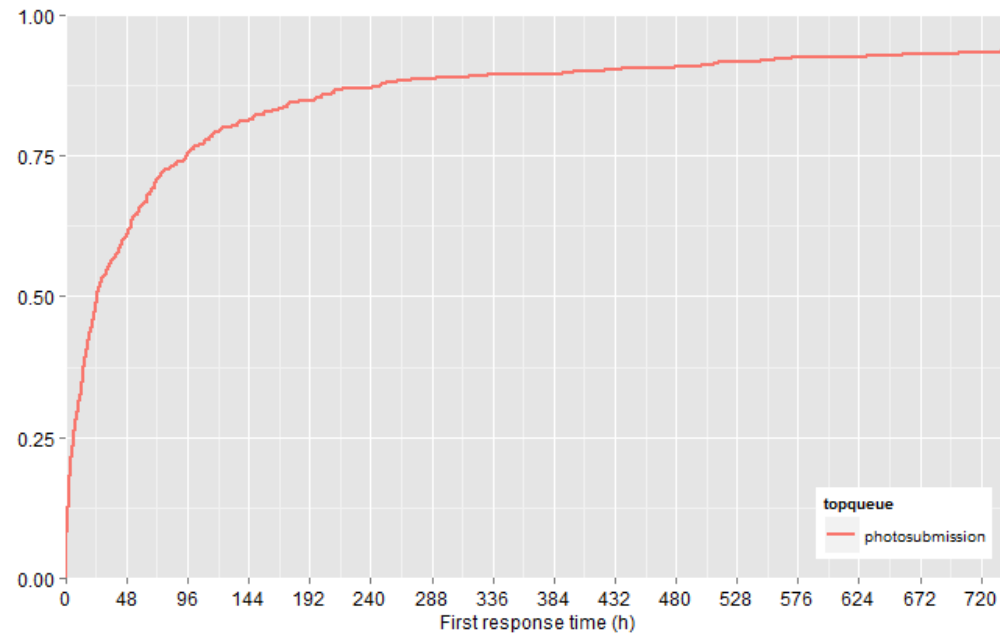


Queue	2012	Δ12-13 (%)	2013	Δ13-14 (%)	2014
photosubmission	690	13.6	784	-25.6	583
photosubmission-da (da: Danish)	0	Inf	8	-100.0	0
photosubmission-de (de: German)	31	-16.1	26	-30.8	18
photosubmission-es (es: Spanish)	16	62.5	26	-50.0	13
photosubmission-fr (fr: French)	0	0.0	0	Inf	2

WORKLOAD DISTRIBUTION

[Not provided, insufficient queue sizes.]

RESPONSE TIME



Queue Changes

Among the new queues created in 2014 were those for Admincon (<https://de.wikipedia.org/wiki/Wikipedia:AdminConvention>) and Wikicon (<https://de.wikipedia.org/wiki/Wikipedia:WikiCon>), two regular meet-ups of users from the German-language Wikimedia projects. We also saw the addition of several mobile-related (https://www.mediawiki.org/wiki/Mobile_Web) queues, which are primarily curated by Wikimedia Foundation staff, but also volunteers helping with handling feedback and crash reports. As the “Wiki loves” family grew bigger, we re-organized the queue structure and now operate a generic “Wiki loves” queue (wlx) with subqueues currently in place for Wiki Loves Monuments (<http://www.wikilovesmonuments.org/>) (wlm) and Wiki Loves Earth (<http://wikilovesearth.org/>) (wle).

To understand the table below, note that OTRS formats subqueues after two colons. So, for example, mobile::Android (Wikipedia) is the Android (Wikipedia) subqueue of the mobile queue.

Queues created 26	Queues closed 9
<ul style="list-style-type: none"> • admincon • chapters::wm-br::educacao • chapters::wm-de::wm-de-wikimania • info-de (de: German)::Verifikation • mobile • mobile::Android (Commons) • mobile::Android (Wikipedia) • mobile::Android (Wikipedia)::Crash reports • mobile::iOS (Commons) • mobile::iOS (Wikipedia) • permissions::permissions-ar (ar: Arabic) • permissions::permissions-commons-ar (ar: Arabic) • permissions::permissions-ko (ko: Korean) • permissions::permissions-ro (ro: Romanian) • usergroups • WikiCon • wlm::wlm-ua • wlx • wlx::wla • wlx::wla::wla-ar • wlx::wla::wla-en • wlx::wla::wla-fr • wlx::wle • wlx::wle::wle-de • wlx::wle::wle-ua • wlx::wlm::wlm-pk 	<ul style="list-style-type: none"> • arbcom-en (en: English)-wp • arbcom-en (en: English)-wp::privileges • devcamp-india • email-outreach • https • Orange partnership • ts-admins • wlx::wlm::wlm-ad • wmcon

In addition to that, the “[info-en \(en: English\)::\(Mohammed\)](#)” queue was renamed to “[info-en \(en: English\)::Campaigns](#).” Originally set up to handle complaints about the English-language Wikipedia’s use of images depicting the Prophet Muhammad,⁴ the queue is now used to provide coordinated responses to emails relating to a wide variety of disputes, such as the recent controversy dubbed “Gamergate (<http://blog.wikimedia.org/2015/01/27/civility-wikipedia-gamergate/>).”

Admin Activity

Overseeing the OTRS resources are a small team of experienced OTRS agents who have become OTRS administrators (https://meta.wikimedia.org/wiki/OTRS#OTRS_administrators). They handle system maintenance tasks such as the spam blacklist, monitor queues and compile information to improve response times and quality; they remove inactive agents and evaluate new applications. And of course, the OTRS administrators assist in answering tickets, just like all OTRS volunteers.

In September, the OTRS administrators held their first-ever meeting at the Wikimedia Foundation office in San Francisco. On the one hand, it served as an opportunity to enhance the exchange with Wikimedia Foundation staff regarding key aspects of the Volunteer Response Team's work, such as the process for addressing software issues and the proper handling of enquiries with potential legal relevance. Primarily, however, it provided an opportunity for the OTRS administrator team to reflect on the team's practices and reporting. More information on the agenda and the results of the meeting can be obtained from Meta (https://meta.wikimedia.org/wiki/OTRS/Admin_meeting_2014).

Later in the year, the admin team expanded by two with the addition of Matthewrbowker (<https://en.wikipedia.org/wiki/User:Matthewrbowker>) and Krd (<https://de.wikipedia.org/wiki/Benutzer:Krd>) who were welcomed in December. With this additional staffing, we hope to be able to improve our team's overall abilities within OTRS.

While many of the administrators' activities are not readily quantifiable (such as, say, the creation of this report), the following table provides an overview over the administrators' activity in some of the more routine technical areas (because they are always accompanied by an entry in the admin log).

	Accounts		Roles changed	Addresses		Queues		Filter changes
	Opened (Reopened)	Closed		Created	Disabled	Created	Closed	
Cbrown1023	13(2)	2	58	7	0	5	0	0
Daniel	13(3)	21	46	0	6	1	3	1
Jredmond	0(0)	0	0	0	0	0	0	0
Keegan	6(1)	3	18	0	2	0	2	1
Krd	0(0)	0	1	0	0	0	0	0
Mailer diablo	0(1)	2	3	0	0	0	0	0
Matthewrbowker	1(0)	0	5	0	0	0	0	0
Pajz	8(0)	9	35	5	8	4	1	196
Raymond	19(2)	16	35	5	1	4	1	0
Rjd0060	48(5)	43	139	16	8	11	2	2
Tiptoety	5(1)	6	15	0	0	0	0	5
Total	113(15)	102	355	33	25	25	9	205

Outlook

As far as the admin team is concerned, some of our key priorities for 2015 are:

- **Improve reporting:** This report being a first step towards more comprehensive reporting, we will introduce monthly reports starting 2015, with the January report due in March. This reflects a general feeling within the admin team that, in particular with respect to smaller queues, there is a need for both the admins and the entire community to be able to identify mounting backlogs and other problems as soon as possible. We will also explore posting activity counts on the internal OTRS Wiki (as had been done a couple of years ago), which might have a motivating effect on OTRS volunteers. As a first step, of course, we will consult with the agent community on what would be most helpful for them.
- **Secure funding:** Agents have repeatedly pointed out to the admin team existing flaws with the software that make working with OTRS harder than would be necessary, and some also suggested potential improvements that could make their OTRS experience better. Most of the reported bugs likely require only limited programming efforts—however, the Wikimedia Foundation lacks the necessary in-house expertise, and attempts to convince the relevant departments to fund this directly have proven unsuccessful. We have explored a dedicated grant request to do this through the Grantmaking team and plan to work out the details in the coming months, after a consultation with the community to gain a comprehensive assessment of existing needs
- **Expand documentation:** We still see much work ahead to bring our documentation in line with new members' needs. This concerns, in particular, non-technical information, such as how to respond to certain types of inquiries and general best practices. Knowledge-sharing is a key challenge for the Volunteer Response Team, and it is fundamentally important for ensuring the continued quality of our work.

If you have any questions or comments on this report, we invite you to leave a message on Meta (<https://meta.wikimedia.org/wiki/Talk:OTRS/Reports/2014>). Thank you!

Correction, Feb. 25, 2015: A previous version of this document misstated the language code of Polish as “pk” at one occasion. The correct language code as used by the Wikimedia Foundation is “pl.” We apologize for the mistake.

1. A few queues were excluded due to abnormal traffic, namely Raw (a maintenance queue), board, chapters::wm-fr::wm-fr-dons and chapters::wm-fr::wm-fr-dons-auto (which traditionally was used for storing donation receipts).
2. A few queues were excluded due to abnormal traffic, namely Raw (a maintenance queue), board, chapters::wm-fr::wm-fr-dons and chapters::wm-fr::wm-fr-dons-auto (which traditionally was used for storing donation receipts).
3. For that reason, the tickets-per-agent ratio for, say, 2014 is calculated in the following way: Tickets closed in 2014 / [0.5×(#Agents as of Dec 31, 2013 + #Agents as of Dec 31, 2014)].
4. See this 2008 Guardian article (<http://www.theguardian.com/technology/2008/feb/17/wikipedia.islam>) for a summary.