

# COMMUNITY ENGAGEMENT

Oct 2017 quarterly check-in Part 2



**WIKIMEDIA**  
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# Improving collaboration with communities in product development



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**GOAL:** Best practices of collaboration between product development teams and communities agreed and ready for adoption

What is your objective?	Who are you working with?	What impact / deliverables are you expecting?
Improve and finalize the Technical Collaboration Guidance based on Wikimedia Foundation's Product & Technology departments, and community feedback.	<b>LAST QUARTER</b>	
	Community Liaisons, Product Managers. Project lead: Keegan Peterzell.	Audiences and Technical Collaboration reached to a basic agreement of principles and next steps to complete the Technical Collaboration Guidance. A retrospective was organized to understand the prior impasse and document lessons learned. ( <a href="#">T144625</a> )
	<b>NEXT QUARTER</b>	
	Community Liaisons, Product Managers. Project lead: Keegan Peterzell.	Review of the Technical Collaboration Guidance with WMF product managers completed and feedback integrated. Structural and content improvements to the TCG: provide navigational design and layout, simplify language and clarify content. ( <a href="#">T176462</a> )

**STATUS:** OBJECTIVE IN PROGRESS

## **GOAL:** Community Liaisons support scales better across Wikimedia Foundation's Product and Technology departments

What is your objective?	Who are you working with?	What impact / deliverables are you expecting?
Top 25 wiki projects in terms of active contributors have at least one active tech ambassador and one translator identified	<b>LAST QUARTER</b>	
	Technical Collaboration.  Project lead: Erica Litrenta.	Working with volunteers in the Tech Ambassadors mailing list, we defined <a href="#">the role of the tech ambassadors</a> and convened about the <a href="#">related KPI</a> to track. We got initial, spontaneous sign-ups to <a href="#">a new official list</a> of tech ambassadors. ( <a href="#">T170127</a> )
	<b>NEXT QUARTER</b>	
	Technical Collaboration.  Project lead: Erica Litrenta.	Contact the top 25 Wikimedia projects to encourage more volunteers to step in as tech ambassadors, aiming for 50% coverage by the end of December. Refine the tech ambassador role as needed and Community Liaisons' support based on the feedback received through these conversations. ( <a href="#">T176476</a> )

**STATUS:** OBJECTIVE IN PROGRESS

**GOAL:** Support the Global Collaboration team providing better workflow and communication experiences

What is your objective?	Who are you working with?	What impact / deliverables are you expecting?
Community Liaison support for the deployment of Structured Discussion (formerly “Flow”) features for the communities that use them.	<b>LAST QUARTER</b>	
	<b>NEXT QUARTER</b>	
	Global Collaboration. Technical Collaboration.  Project lead: Benoît Evellin.	All communities actively using Structured Discussions are aware of the new developments and are actively included in the feedback process (suggestions, tests, deployment, improvements). The new features are successfully deployed on all wikis with active Structured Discussions boards. ( <a href="#">T175678</a> )

**STATUS: NEW GOAL**

Oct 2017

# Technical Collaboration

## Community Liaisons: other remarkable activities during last quarter

### Achievements

- Since Sandra Fauconnier was hired as Community Liaison for the Structured Data on Commons program, subscription to the SDC newsletter has [grown](#) by more than 50%. A presentation and feedback session about the project at Wikimania were both fully packed and generated very constructive responses overall. ([T174078](#)).
- Benoît Evellin has supported the release of New Filters as a default feature for Recent Changes ([T164489](#)) and as a Beta feature for Watchlists ([T171030](#)) on all wikis.
- Chris Koerner has helped the Commons community and Multimedia team discuss enabling uploading MP3's on the project. With community consensus the team will be moving forward to enable support for the file format. ([T167815](#))
- Erica Litrenta supported the Parsing team in explaining in simple ways high priorities fixes necessary in pages on Wikimedia projects due to the replacement of the Tidy parser, and in communicating widely the need for such fixes. ([T169240](#))
- Nick Wilson helped the Cloud Services team with their rebranding efforts to clarify the mature state of the systems ([T174458](#)) and researching the now implemented Special Interest Group (SIG) Governance Guidance and the first SIG ([T174459](#)).
- Sherry supported the Editing team during an improvement to the user interface in the older wikitext editors. Extending OOjs UI improved accessibility and reduced technical debt, but required updates to some user scripts/gadgets. ([T162849](#))

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## Technical Collaboration

### Community Liaisons: other remarkable activities during last quarter

#### What would you do differently if you had to do it again?

- Project support requests: identify to whom the assigned CL is reporting to, making sure there is a decision structure in place. In supporting the WMF's work against Wikipedia Zero piracy, there have been communication issues due to the lack of structure within the WMF team assembled for the problem. When support was requested, there was not a clear owner of the project in general. ([T171881](#))

#### Did you struggle with anything?

- For Erica Litrenta, Sherry Snyder and Chris Koerner, supporting the Wikidata Descriptions discussion at English Wikipedia was especially complex, and is still ongoing. The technical part of the discussion involved several teams in Audiences and also WMDE's Wikidata. At the core of the problem there are non-technical problems that need solving at a movement level, like governance of the mobile apps, Wikidata integration in wiki projects, and inter-project dispute resolution. ([T172246](#))

# Spotlight Project: Community Health Initiative



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## GOAL: Develop better processes and tools to reduce harassment in our communities

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Support prioritization and development of improved tools, processes and policies to mitigate harassment of contributors	<b>LAST QUARTER</b>	
	SuSa, Community Tech <b>Program lead:</b> Trevor Bolliger, Danny Horn, Patrick Earley	Facilitated discussion on “Mute” and AbuseFilter. Worked w/ EnWP admins and other community on understanding needs and establishing plans for upcoming work around dispute resolution & tool development. Latter is well under development, but “dispute resolution” plan needs a completed research stage before a full plan is finalized.
	<b>NEXT QUARTER</b>	
SuSa, Community Tech <b>Program lead:</b> Sydney Poore, Trevor Bolliger, Patrick Earley	Facilitate conversations around improvements to the User Interaction tool. Start broad consultation on challenges in blocking users & sockpuppetry to prioritize blocking tool improvements. Develop team communication practices plan.	

**STATUS: OBJECTIVE IN PROGRESS**

**GOAL:** Support better policy & enforcement growth in our communities

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
<p>Provide research, analysis, &amp; new options for how behavioural issues are reported, evaluated, and actioned in our communities. Two approaches (qualitative and quantitative) will provide a clearer picture of pain points and potentials for improvement.</p>	<b>LAST QUARTER</b>	
	<p>SuSa, Community Tech (AHT), Design Research <b>Program lead:</b> Patrick Earley, Trevor Bolliger, Danny Horn</p>	<p>Worked with AHT team &amp; Research Design to develop a qualitative methodology to survey users of AN/I, which we published &amp; obtained feedback on from community. Identified a quantitative strategy to analyze noticeboard archives to answer key questions. Published strategy on Meta to obtain feedback for Q2 launch.</p>
	<b>NEXT QUARTER</b>	
	<p>SuSa, Community Tech (AHT) Program lead: Patrick Earley, Trevor Bolliger, Danny Horn</p>	<p>Review results from trial run of Quantitative analysis, present samples of results and methodology for community feedback. Run new analysis with refinements. Refine Qualitative survey through feedback. Deploy survey to AN/I participants.</p>

**STATUS:** OBJECTIVE IN PROGRESS

# Reach

- **Understanding our communities globally.**
- **Tapping new sources for and paving the way of technical volunteers**
- **CDP: New Readers**

# Understanding our communities globally



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**GOAL:** Develop surveys & complete survey collection for CE Insights to improve understanding of community needs.

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Support Foundation efforts to understand community needs by preparing for CE Insights survey	<b>LAST QUARTER</b>	
	Survey analysis working group <b>Project lead:</b> Edward Galvez	<ul style="list-style-type: none"> <li>* Completed <a href="#">publishing report</a> and announcing results for staff and at Wikimania.</li> <li>* Collected staff intent forms (7/31)</li> <li>* <i>Changed deadline</i> - Review and share questions for initial staff review (9/15)</li> <li>* <i>Changed deadline</i> - Preliminary plan for increasing response rates published to meta (9/30)</li> </ul>
	<b>NEXT QUARTER</b>	
	<b>Project lead:</b> Edward Galvez, CE Insights working groups	<ul style="list-style-type: none"> <li>* Surveys to 5 audiences are written, reviewed and tested (12/22)</li> </ul>

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Community Resources/CE

CE: 2 [[LINK](#)]

**GOAL:** Increase gender diversity through resource allocation and collaborative gender diversity program

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Support increased gender diversity in Wikimedia communities and on Wikimedia projects through improved collaboration, grants, research, and pilot programs	<b>LAST QUARTER</b>	
	<b>Project lead:</b> Alex W	*Finalize, document, and publicize <a href="#">gender diversity mapping</a> work to provide shared understanding of, and connection between, current gender diversity work and program leaders. Publicize within and beyond Wikimedia movement. *Facilitate follow-up on outcomes and goals from WikiWomen Camp to support local, regional, and/or global projects.
	<b>NEXT QUARTER</b>	
	<b>Project lead:</b> Alex W	*Finalize and publish gender diversity mapping project *Support projects coming out of WikiWomen

**STATUS:** OBJECTIVE DELAYED DUE TO SHIFTED PRIORITIES

# Onboarding new developers



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# Betting on growth paths

[Tony Thomas](#) met Wikimedia tech thanks to Google Code-in 2013. He became a Google Summer of Code intern in 2014, a mentor in 2015 & 2016, then org admin for GSoC and Outreachy, and recently a member of the Code of Conduct for technical spaces.

[Josephine Lim](#) joined us as an Outreachy intern in 2015 for a project based on the Commons app for Android. In 2016 she became a maintainer of this app and she obtained an Individual Engagement Grant to continue her work.

[Alangi Derick](#) landed in Wikimedia in 2015 while preparing his Google Summer of Code 2016 internship, which he obtained. He organized the first Wikimedia developer workshop in Cameroon (2017) and is a founder of the Africa Wikimedia Developers Project.

[JustinDu](#) was a revelation at the Google Code-in 2016. He stayed involved and obtained a scholarship for the Wikimedia Hackathon 2017 in Vienna. Thanks to his contributions there, he was invited to Wikimania 2017 in Montreal.

# Newcomers' connections



Betting on **diversity**, starting with **gender** and **geography**.



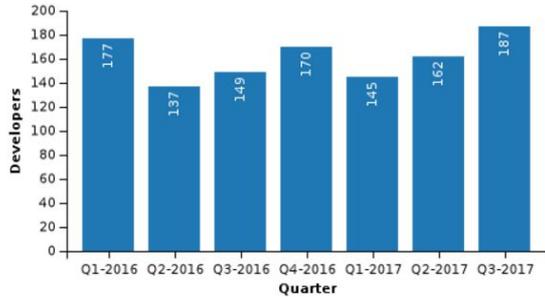
Betting on **Wikimedia affiliates** to organize **local outreach**.



Betting on **featured projects** to connect **newcomers with mentors**.

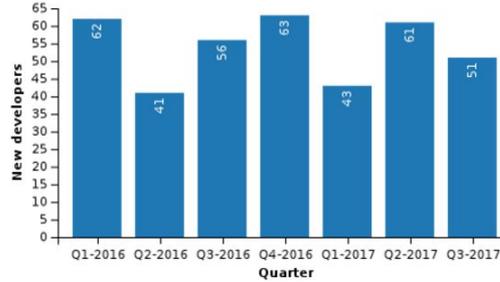
# Metrics and research

QoQ: +15.43%. YoY: +25.50%.



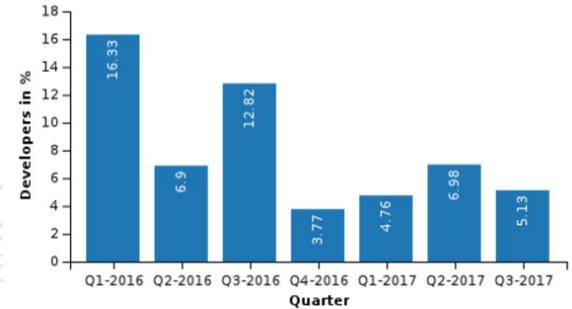
KPI1. Volunteer developers per quarter over time.

QoQ: -16.39%. YoY: -8.93%.



KPI2. New developers per quarter over time.

QoQ: -26.5%. YoY: -60.0%.



KPI3. Percentage of new developer retention

New Developers Quarterly Report

## GOAL: Understand how and why new developers start contributing and stay or leave

What is your objective?	Who are you working with?	What impact / deliverables are you expecting?
A quarterly report to review our progress onboarding new developers.	<b>LAST QUARTER</b>	
	Technical Collaboration.  Project lead: Srishti Sethi.	Our first New Developers Quarterly Report is expected to be released on mid October as planned. We have worked on the metrics that will be published there, we have organized our first survey to newcomers for qualitative data, and we have settled on a structure for this report. ( <a href="#">T167085</a> )
	<b>NEXT QUARTER</b>	
	Technical Collaboration.  Project lead: Srishti Sethi.	Conduct a first survey targeting volunteers who left after a few contributions. Provide an analysis of metrics and survey results informing a short term plan to improve outreach and increase retention. ( <a href="#">T176481</a> )

**STATUS: OBJECTIVE IN PROGRESS**

## GOAL: A learning environment and growth paths for new volunteer developers

What is your objective?	Who are you working with?	What impact / deliverables are you expecting?
Documentation for new developers in MediaWiki.org up to date and available in multiple languages.	<b>LAST QUARTER</b>	
	Technical Collaboration.  Project lead: Andre Klapper	A <a href="#">New Developers</a> page was created as the main landing page for new developers. A new and diverse selection of <a href="#">Featured Projects</a> is listed in that page: Huggle, Kiwix, Newsletter extension, Commons App for Android, Wiki Education Dashboard, ORES, and LinguaLibre. ( <a href="#">T165920</a> )
	<b>NEXT QUARTER</b>	
	Technical Collaboration.  Project lead: Andre Klapper	Completion of a first pass to our documentation for new developers in MediaWiki.org, structuring pages, updating and cleaning information. Test the refreshed docs with Outreachy Round 15 and Google Code-in 2017 participants, and review accordingly. ( <a href="#">T165599</a> )

**STATUS: OBJECTIVE IN PROGRESS**

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**Technical Collaboration**CE #12**GOAL:** Increase onboarding and retention of new volunteer developers

What is your objective?	Who are you working with?	What impact / deliverables are you expecting?
<p>A systematic approach to developer events, outreach programs and online activities to improve outreach and retention of new developers.</p>	<b>LAST QUARTER</b>	
	<p>Technical Collaboration. Project lead: Rachel Farrand.</p>	<p>The 2017 Wikimania Hackathon had an improved mentoring program, which involved 66% of all participants. External outreach didn't bring any new developers, but non-technical Wikimedians were given the opportunity to get involved in translation and documentation tasks. The showcase highlighted projects from newcomers and veteran participants. (<a href="#">T170226</a>)</p>
	<b>NEXT QUARTER</b>	
	<p>Technical Collaboration. Project lead: Srishti Sethi.</p>	<p>Creation of a short term plan to improve outreach and increase retention. Experiment with the first steps of this plan on Outreachy Round 15, Google Code-in 2017, and existing newcomers. (<a href="#">T176488</a>)</p>

**STATUS:** OBJECTIVE IN PROGRESS

# Spotlight Project: New Readers



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Community Resources/CE

CE: 4 [[LINK](#)]

## GOAL: Source ideas for the movement's big challenges through Inspire campaigns

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Proactively identify gaps and provide targeted resources to communities to address those gaps	<b>LAST QUARTER</b>	
	<b>Project lead:</b> Chris S.	<ul style="list-style-type: none"> <li>*Run campaign with 200+ participants &amp; 50 ideas.</li> <li>*Publish report on Meta on next set Inspire Campaign topics based on past surveying work.</li> <li>*Move 10+ campaign ideas into implementation</li> </ul>
	<b>NEXT QUARTER</b>	
	<b>Project lead:</b> Chris S, Kacie, New Readers	<ul style="list-style-type: none"> <li>*Deployed staff capacity to run Rapid grants, canceled second round of Inspire campaign</li> <li>*Planning for next Inspire Campaign on Awareness, in partnership with New Readers team</li> </ul>

**STATUS: OBJECTIVE NOT COMPLETED**

# Knowledge

- **Supporting programs that directly impact the quality and content of free knowledge on our sites.**
- **CDP: Structured Data on Commons**



**Supporting programs that  
directly impact the quality and  
content of free knowledge on  
our sites**



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**GOAL:** Improve access to library-scale reference tools and partnerships so editors can build quality content from authoritative sources

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
<p>Meet planned commitments towards building relationships with top publishers who give free access to editors</p> <p>Create infrastructure to improve research access with the Library Card platform</p>	<b>LAST QUARTER</b>	
	<p><b>Project lead:</b> Jake Orlowitz  <b>Developer:</b> Jason Sherman  <b>Partner manager:</b> Sam Walton</p>	<p>Increase resources: added 2 new partners and 2 expansions. Improved Library Card server backend and authentication login. Proxy partners up to 50%. UX redesign of main page. Added 2 partners to automatic bundle access: up to 20%.</p>
	<b>NEXT QUARTER</b>	
	<p><b>Project lead:</b> Jake Orlowitz</p>	<p>Increase resources: 1) Pilot EZProxy for quicker access, with bundle integration. 2) Add 2 more partners to automatic bundle access. 3) 2 new publishers agreements, including 1 major global publisher and 1 non-English publisher</p>

**GOAL:** Develop resources to improve capacity, skills, digital literacy, and research capacity for Wikipedia's editors and readers

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
<p>Improve readers' digital and research literacy through developing the Research Help portal</p> <p>Surface open access content on Wikipedia using OABot to improve verifiability.</p>	<b>LAST QUARTER</b>	
	<p>TWL + Seddon + Dario  <b>Project lead:</b> Jake Orlowitz            Developer: Antonin Delpuch</p>	<p>Wrote new survey to analyze Research Help portal. Revised OABot interface for easy reuse, created onwiki OAwiki campaign pages, and created OABot logo.</p>
	<b>NEXT QUARTER</b>	
	<p><b>Project lead:</b> Jake Orlowitz</p>	<p>Prep, run, and analyze #OAwiki 3-week campaign during Open Access Week using OABot. Set up survey banners for Research Help portal to run, through Edward and Seddon. Attend OpenCon in Berlin. Attend Internet Archive Library Leaders Forum to work on Open Library development and integration.</p>

**STATUS:** OBJECTIVE IN PROGRESS

**GOAL:** Leverage GLAM networks to bring in new contributors; build and expand new partnerships and programs.

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Strengthen relationships with external GLAM Networks and provide at scale-engagement with these networks	<b>LAST QUARTER</b>	
	GLAM <b>Project lead:</b> Alex Stinson	Re-initiated conversations with IFLA and ICOM with new contacts, demonstrate initial mapping and project model for GLAM campaign: tentatively spring 2018 . Working on #1lib1ref iteration and support strategy.
	<b>NEXT QUARTER</b>	
	GLAM <b>Project lead:</b> Alex Stinson	Develop additional support infrastructure for #1lib1ref and GLAM mapping campaign. Attend Museums Computing Network Conference, and LoC Radio Preservation Task Force event.

**STATUS:** OBJECTIVE IN PROGRESS

# Spotlight Project: Structured Data



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# Rethinking GLAM in light of Wikidata and SDC



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## **GOAL:** Integrate needs of heritage partners and other programmatic stakeholders into development of Structured Data on Commons

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Develop best practices for use of Structured Data in GLAM-Wiki context	<b>LAST QUARTER</b>	
	GLAM w/ dependencies in Multimedia and Technical Collaboration <b>Project lead:</b> Sandra Fauconnier	Sandra Fauconnier has been onboarded in the project, leading its presence at Wikimania. Sandra is developing an advisory group of experienced GLAMs. Initiated research with Jonathan M. to understand better use cases.
	<b>NEXT QUARTER</b>	
	GLAM w/ dependencies in Multimedia, Research and Technical Collaboration <b>Project lead:</b> Sandra Fauconnier	Create GLAM stakeholder outreach strategy (T175675); Support Jonathan Morgan in performing a survey of GLAM Commons contributors (T175188); develop story for best practices for GLAM use of Wikidata in institutional catalogues.

**STATUS:** OBJECTIVE IN PROGRESS

# Strategy



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# Community Engagement

**GOAL:** Lead community-facing components of Wikimedia movement strategy in coordination with strategy core team

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Advise on movement strategy overall, lead community-facing component, facilitate communication on wiki	<b>LAST QUARTER</b>	
	Program leads: Jaime A., Jan	<ul style="list-style-type: none"> <li>* With Suzie Nussel, led Track B &amp; guided CE staff support; provided daily management of contractor group.</li> <li>* Contributed to working groups for support of Tracks A &amp; B and consulting support to Tracks C &amp; D</li> <li>* Supported Movement Strategy sessions and clinic at Wikimania</li> </ul>
	<b>NEXT QUARTER</b>	
	Program leads: Jaime A., Jan	* Wind down final documentation and supports to scheduled completion. We anticipate that our focus will turn towards Annual Plan and preparing for the 3-5 Year Plan as our intense participation in movement strategy declines.

**STATUS:** OBJECTIVE IN PROGRESS

# COMMUNITY ENGAGEMENT SCORECARDS

Oct 2017 quarterly check-in (2)



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[PREVIOUS YEAR](#)

**157 grants at \$258,112 to 57 countries**

Type of grants	# of grants	Amount in dollars	Proportion	
			# of grants	\$ of grants
Simple Annual Plan Grants	1	\$15,500	<1%	6%
Rapid Grants	50	\$71,100	32%	27%
Wikimania scholarships	98	\$166,964	62%	65%
Travel & Participation Support	8	\$4,547	5%	2%
<b>Total</b>	<b>157</b>	<b>\$258,112</b>	<b>100%</b>	<b>100%</b>

*(Last Q: 80 grants funded at \$2,030,293 to 40 countries)*

### Diversity of New Grants in Q1<sup>[1]</sup>

Grants to...	Number of grants	Amount in dollars	Proportion of total <sup>[2]</sup>		QoQ		YoY	
			# of grants	\$ of grants	# of grants	\$ of grants	# of grants	\$ of grants
<b>Individuals</b>	132	\$209,567	67%	73%	+257%	-12%	-22%	-24%
<b>Emerging Communities</b>	105	\$189,510	84%	81%	+102%	-78%	-9%	-3%
<b>Gender Gap focused</b>	2	\$2,004	1%	1%	-78%	-98%	-75%	-84%

[1] Why do we track this diversity? Because WMF explicitly aims to fund:

- not only organizations, but also individuals
- not only Global North communities, but also Global South
- projects aimed at addressing the gender gap

[2] Column will not add up to 100% because a grant can be tagged in multiple categories

### Key Performance Indicators - Q1

Metric	Total	Notes
<b>Total participants [1]</b>	<b>30,949</b>	[1] For Q1: This includes total number of participants, but also total number of individuals involved (which is a deprecated Global Metric that is still being reported as old PEG & APG grants are reported on)
<b>New editors</b>	<b>14,527</b> OR <b>10,413 [4]</b>	[2] For the purpose of defining this metric, a "content page" is a page in the Main namespace (namespace 0), except on Commons where a "content page" refers only to pages in the File namespace (namespace 6).
<b>Total # of content pages created or improved across Wikimedia projects [2]</b>	<b>4,047,117</b> OR <b>1,357,117 [3]</b>	[3] Does not include ~2.69M Wikidata items reported by WMDE's Software Development program, as these were reported as the total # of items created across the Wikidata project.  [4] Does not include ~4K new Wikidata editors that were reported by WMDE's Software Development program, as these were reported as the total # of new editors across the Wikidata project.

Oct 2017

**Support and Safety**

KPIs

Topic	This quarter	Previous quarter	QoQ	YoY	Type
SLA for Trust & Safety correspondence: Resolving 95% of emergency@ within three hours	100%	100%	0%		R
SLA for public correspondence: Resolving 95% of answers@ and business@ within two business days	90.7%	89.7%	+1%		R
SLA for public correspondence: Resolving 95% of ca@ within two business days	88.2%	91.1%	-2.9%		R

SuSa is still struggling to recover from a failed software transition experiment that concluded in July. We saw some recovery in our answers@ and business@ response rates, but additional decline in ca@. We are taking concrete steps to make both processes more robust and systematic to avoid future drops.

Type: new, reactive, maintenance

CHECK IN

TEAM/DEPT

SCORECARD

Oct 2017

# Education Program

KPIs

Topic	This quarter	Previous quarter	QoQ	YoY	Type
Program leaders supported	60	78	-23%	+58%	M
Countries represented		38			M
Portal views [outreach:Education]	<a href="#">26,104</a>	30,150	-13%	N/A	M
Newsletter views	7,732	5,990	+29%	N/A	M

Type: new, reactive, maintenance

Oct 2017

L&amp;E

KPIs

Topic	This quarter	Previous quarter	QoQ	YoY	Type
<b>Unique Leaders Engaged by L&amp;E</b> (Engagements)	<i>94 workshop participants to Learning Days</i>	<i>transitioning tracking systems</i>	N/A	N/A	
<b>Evaluation Portal Resource Pageviews</b> (Unique Editors)	<i>transitioning following portal migration</i>	N/A	N/A	N/A	
<b>Learning Patterns</b> created by community members (Unique Community Editors)	<i>transitioning following portal migration</i>	20 (68)	N/A	N/A	
Qualtrics: <b>New Surveys</b> (Users)	12 (63)	10 (58)	+20% (+9%)	-60% (100%)	
<b>Program Leader consultations</b>	<i>transitioning tracking systems</i>	78	N/A	N/A	
<b>AffCom Support:</b> User Group Recognitions	5	5	no change	- 44%	

Type: new, reactive, maintenance

Oct 2017

# Technical Collaboration

Regular workflows

Topic	Last quarter	Previous quarter	QoQ	YoY	Type
<a href="#">Top 25 communities with Tech Ambassadors</a>	10	n/a	n/a	n/a	M
<a href="#">Unanticipated clashes with communities</a>	0	n/a	n/a	n/a	M
<a href="#">Satisfaction about CLs by teams supported</a> 0 = Strongly disagree; 4 = Strongly agree.	3.72	n/a	n/a	n/a	M
<a href="#">Audiences &amp; Technology goals supported</a>	100%	n/a	n/a	n/a	M
<a href="#">Response to CL support requests within a week</a>	100%	n/a	n/a	n/a	M
<a href="#">Resourcing CL support requests within 3 months</a>	100%	n/a	n/a	n/a	M

\* No issue in that quarter

Type: new, reactive, maintenance

Oct 2017

# Technical Collaboration

## Regular workflows

Topic	Last quarter	Previous quarter	QoQ	YoY	Type
Tech News individual subscriptions	643	633	+1,5%	+16%	M
Tech News community subscriptions	97	88	+10%	+28%	M
Tech News translations (maximum)	17	19	-10%	n/a	M
Editing newsletter individual subscriptions	536	n/a*	n/a	n/a	M
Editing newsletter community subscriptions	508	507	n/a	n/a	M
Editing newsletter translations (maximum)	0*	26	n/a	n/a	M

\* No issue in that quarter

Type: new, reactive, maintenance

Oct 2017

# Technical Collaboration

## Regular workflows

Topic	Last quarter	Previous quarter	QoQ	YoY	Type
Global Collaboration newsletter individual subscriptions	99	103	-4%	n/a	M
Global Collaboration newsletter community subscriptions	7	2	+250%	n/a	M
Global Collaboration newsletter translations (maximum)	7	7	0%	n/a	M
Tech Talks / online sessions organized	2	1	100%	2/0	N
Turning user feedback into Phabricator tasks <a href="https://meta.wikimedia.org/wiki/Technical_Collaboration/Metrics#Processing_feedback">https://meta.wikimedia.org/wiki/Technical_Collaboration/Metrics#Processing_feedback</a>	153	165	-7%	+24%	R

Type: new, reactive, maintenance

CHECK IN

TEAM/DEPT

SCORECARD

Oct 2017

# Technical Collaboration

Tech community

Topic	This quarter	Previous quarter	QoQ	YoY	Type
New changesets submitted per month	4157	4064	+2.3%	-5.4%	N
Code uploaders per month	242	214	+13.1%	+13.6%	N
Active users in Phabricator per month	902	896	+0.7%	+5.4%	M

Type: new, reactive, maintenance